IntelliMix Room

Installation and Deployment Guide

Shure IntelliMix Room DSP software install guide for AV/IT pros. Learn how to install with mass deployment tools and set up Windows for audio processing

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Table of Contents

IntelliMix Room Installation and Deployment Guide 3

Overview of Installation and Deployment 3

Supported Hardware Systems 3

- System Requirements 4
- Optimize Windows for Conference Room Audio Processing 4
- Switch and Cable Recommendations for Dante Networking 5
- Security Testing 5

Install with Mass Deployment Tools 5

- IntelliMix Room Firewall Changes 6
- Manage Shure Control and Dante Audio NICs 7
- How to Choose a Licensing NIC 7

Network Setup Examples 7

Licensing 9

- Activate IntelliMix Room 9
- License Server Details 9
- Renew a License 10
- Move a License to a New PC 10
- Deactivate Licenses 10

Use Command Strings 10

Send Software Logs to Get Help 11

IntelliMix Room Installation and Deployment Guide

Overview of Installation and Deployment

You can install IntelliMix® Room on one device at a time, or you can use standard software deployment tools to push it to many devices at the same time.

For more about how to use IntelliMix Room and its features, visit the user guide: pubs.shure.com/guide/IntelliMixRoom.

Supported Hardware Systems

Shure now offers the IntelliMix Foundation System, a Compute and Touch Panel kit for Microsoft Teams Rooms with IntelliMix Room already installed. You can deploy the Foundation System with an IntelliMix Room Kit or with your own AV devices.

If you use a different platform to run IntelliMix Room, the following hardware systems are thoroughly tested and supported by Shure.

IntelliMix Room Supported Systems

Product	Computer	Certifications
Crestron UC-C100-T	ASUS Mini PC PB60-B Dell OptiPlex 7080 XE	Microsoft Teams Rooms
Crestron UC-C100-Z	Dell OptiPlex 7080 XE	Zoom Rooms
Lenovo ThinkSmart Core	Lenovo ThinkSmart Core	Microsoft Teams Rooms Zoom Rooms
Logitech Teams Rooms for Windows	Lenovo ThinkSmart Core	Microsoft Teams Rooms
Logitech Zoom Rooms for Windows	Lenovo ThinkSmart Core	Zoom Rooms
Poly Studio Large Room Kit	Lenovo ThinkSmart Core	Microsoft Teams Rooms Zoom Rooms

Shure cannot guarantee the performance of IntelliMix Room if you choose to run it on an unsupported system. If you choose to install it on an unsupported system, you should:

- Check that the PC meets all system requirements.
- Validate IntelliMix Room's performance before deploying to many PCs.

System Requirements

These are the system requirements for installing IntelliMix Room on a third-party compute device.

Important:

- Performance may vary on unsupported systems even if they meet all of these system requirements. Refer to Supported Hardware Systems for help choosing a device to run IntelliMix Room.
- Don't install Designer or SystemAPI on the same PC as IntelliMix Room.
- Virtual machines are not supported.

- **Processor:**
  - Intel (64 bit)
  - 8th generation Core i5 or better
  - 2.0 GHz or better
  - 4 physical cores or better
  - 6 threads (logical processors) or better
  - AVX2 instruction set
  - FMA instruction set
- **Memory:**
  - 8 GB RAM
- **Storage:**
  - Solid State Drive (SSD) required
- **Supported Windows Editions:**
  - Windows 10 Pro
  - Windows 10 Education
  - Windows 10 Pro Education
  - Windows 10 Enterprise
  - Windows 10 IoT Enterprise
  - Windows 11 Pro
  - Windows 11 Education
  - Windows 11 Pro Education
  - Windows 11 Enterprise
  - Windows 11 IoT Enterprise
- **Supported Windows Versions**
  - Windows 11 24H2
  - Windows 11 23H2
  - Windows 11 22H2
  - Windows 10 22H2
  - Windows 11 21H2
  - Windows 10 21H2
- **Internet Connection:**
  - Required for initial license activation

Optimize Windows for Conference Room Audio Processing

These are the recommended Windows settings for conference room audio processing:

- Disable Cortana.
- Disable notifications from Windows and installed programs.
- Use the high performance power plan in Power Options.
  - Make sure this plan uses active cooling in the advanced power options.
- Disable all Sleep and Hibernate settings.

Additionally, follow these system best practices:

- Reboot the computer regularly.
- Avoid hosting multiple displays from the computer running IntelliMix Room. This can impact performance.
- Disconnect unused USB devices.
- Remove software with high CPU loads, such as games or streaming apps.
- Make sure the computer's BIOS is updated.
- Check that Ethernet, Wi-Fi, and display drivers are updated.

Switch and Cable Recommendations for Dante Networking

Switches and cables determine how well your audio network performs. Use high-quality switches and cables to make your audio network more reliable.

Network switches should have:

- Gigabit ports. 10/100 switches may work on small networks, but gigabit switches perform better.
- Power over Ethernet (PoE) or PoE+ ports for any devices that require power
- Management features to provide information about port speed, error counters, and bandwidth used
- Ability to switch off Energy Efficient Ethernet (EEE). EEE (also known as "Green Ethernet") may cause audio dropouts and problems with clock synchronization.
- Diffserv (DSCP) Quality of Service (QoS) with strict priority and 4 queues

Ethernet cables should be:

- Cat5e or better
- Shielded

Security Testing

Shure IntelliMix Room underwent penetration testing by a reputable third-party security assessment company. The test results placed IntelliMix Room above the average of all applications tested. Going forward, Shure will continue to internally and externally test the security of IntelliMix Room. For more information, please contact productsecurity@shure.com.

Install with Mass Deployment Tools

You can deploy IntelliMix Room using standard software deployment tools. See below for available command line and silent install arguments.

Optional CLI Arguments

- `/S` : Silent mode. Installer runs without GUI and implements default options. If there is an existing version installed, the installer uses the existing settings unless parameters listed below are provided.
- `/express`: Installer runs with only a progress bar UI and keeps all previous settings.
- `/nicindex=[integer]`: NIC index to use for both Shure control and Dante audio network capabilities.
  - `/nicindex_control=[integer]`: NIC index to use for Shure control network capabilities.
  - `/nicindex_audio=[integer]`: NIC index to use for Dante audio network capabilities.
- `/nicipaddress=[integer]`: NIC IP address to use for all IntelliMix Room network capabilities.
  - `/nicipaddress_control=[integer]`: NIC IP address to use for Shure control network capabilities.
  - `/nicipaddress_audio=[integer]`: NIC IP address to use for Dante audio network capabilities.
- `/nicid=[UUID]`: NIC UUID to use for all IntelliMix Room network capabilities.
  - `/nicid_control=[integer]`: NIC UUID to use for Shure control network capabilities.
  - `/nicid_audio=[integer]`: NIC UUID to use for Dante audio network capabilities.

- `/licindex=[integer]`: NIC index to use for licensing identification. Also used to get MAC address.
- `/licipaddress=[IP ADDRESS]`: NIC IP address to use for licensing identification. Also used to get MAC address.
- `/licid=[UUID]`: NIC UUID to use for licensing identification. Also used to get MAC address.
- `/licmac=[mac address]`: NIC MAC address (without -) to use for licensing identification.

Installation and IntelliMix Room Settings

- `/norestart`: Do not reboot the system after installation. Default behavior of the software is to reboot, and rebooting is required to implement certain Windows optimizations.
- `/analyticsoptout=[true|false]`: Opt out of analytics data collection.
- `/crashreportoptout=[true|false]`: Opt out of crash log file upload.

Windows Optimizations

- `/skipoptimizations`: Skip all optimizations.
- `/disablecortana=[true|false]`
- `/disablepushnotifications=[true|false]`
- `/optimizepowerplan=[true|false]`
- `/neversleep=[true|false]`

Installer Default Settings

Option	Default Value	Notes
NIC index	0	The 0th found NIC using the lookup `GetEnabledNetworkAdaptersIds`
Analytics opt out	False	Users have data collection enabled by default.
Crash reporting opt out	False	Users have crash reporting enabled by default.
Disable Cortana	True	
Disable push notifications	True	
Optimize power plan	True	
Never sleep	True	

IntelliMix Room Firewall Changes

During installation, the software modifies your firewall to allow access for all Shure .exes:

- Shure_IntelliMix_Room.exe
- Shure PTP.exe
- Shure mDNSResponder.exe
- conmon_server.exe
- apec3.exe

These changes are required to run the software.

Allowing FlexNet Operations

If a device can't connect with the Flexera Cloud License Server after allowing the process through the firewall, allow this domain on your network: flexnetoperations.com.

Ports, Protocols, and Firewall Rules

For information about IP ports and protocols or firewall rules, go to:

- IP Ports and Protocols for Shure Devices
- Firewall Rules for Shure Software Applications

Manage Shure Control and Dante Audio NICs

IntelliMix Room sends 2 types of data over the network: Shure control data and Dante audio data.

Shure control NIC:

- Choose the network that Designer uses.
- Used for device discovery and control

Dante audio NIC:

- Choose the same network as other Dante devices to send audio between devices.
- Cannot use Wi-Fi
- Used to carry Dante digital audio

When installing IntelliMix Room on a third-party device, you will be asked to choose a network for each one. You can use the same NIC for Shure control and Dante audio, or use 2 different NICs to separate the traffic.

To change NIC settings later: Click the IntelliMix Room icon in the system tray and go to Network. On an IntelliMix Foundation Compute, switch to the administrator account to see the system tray.

To change Designer's NIC, go to Designer preferences.

How to Choose a Licensing NIC

During installation, the software prompts you to choose a NIC (network interface card) to use for licensing identification. Licensing NIC requirements:

- The NIC must be permanent and not removable. Do not use NICs that could be removed, such as a USB-to-Ethernet adapter or a docking station.
- The NIC doesn't need an internet connection. It is used as a unique identifier for licensing identification.

During license activation, IntelliMix Room uses any available path to the internet. That path can be separate from the licensing, control, and Dante NICs.

To see the current licensing NIC, click the IntelliMix Room icon in the system tray of the PC running IntelliMix Room. Go to `Settings` > `Licensing`.

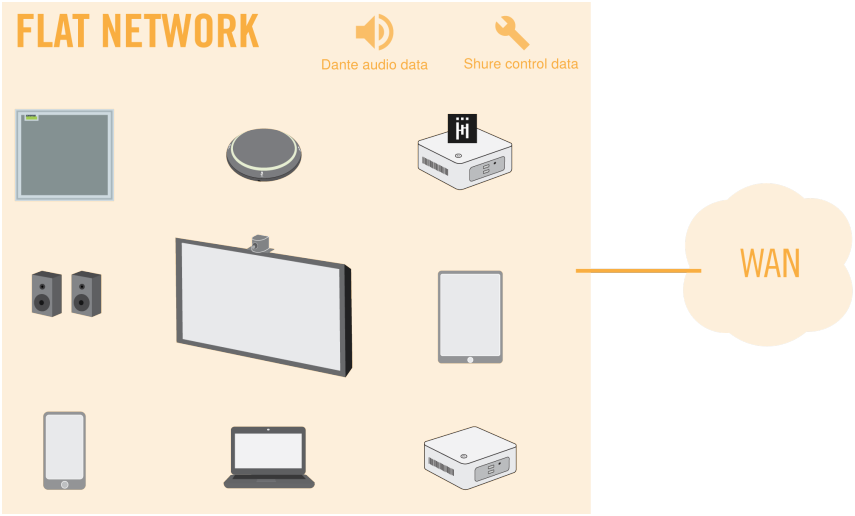
This setting cannot be changed after installation.

Network Setup Examples

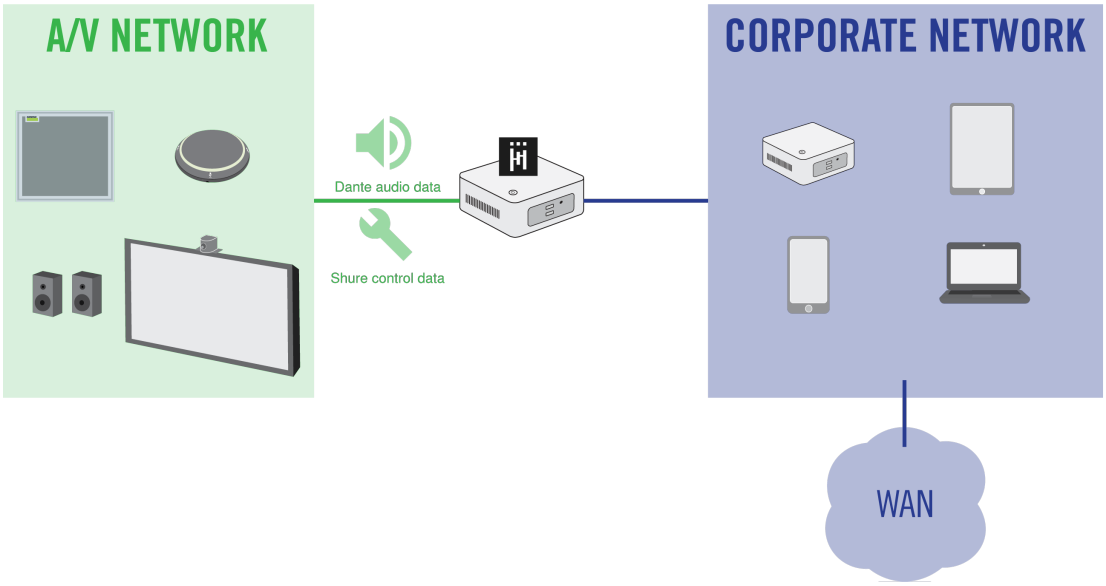
IntelliMix Room works with many different types of networks. Here are some of the most common network setups:

- **Flat Network**
  - All A/V and corporate devices are on the same network.

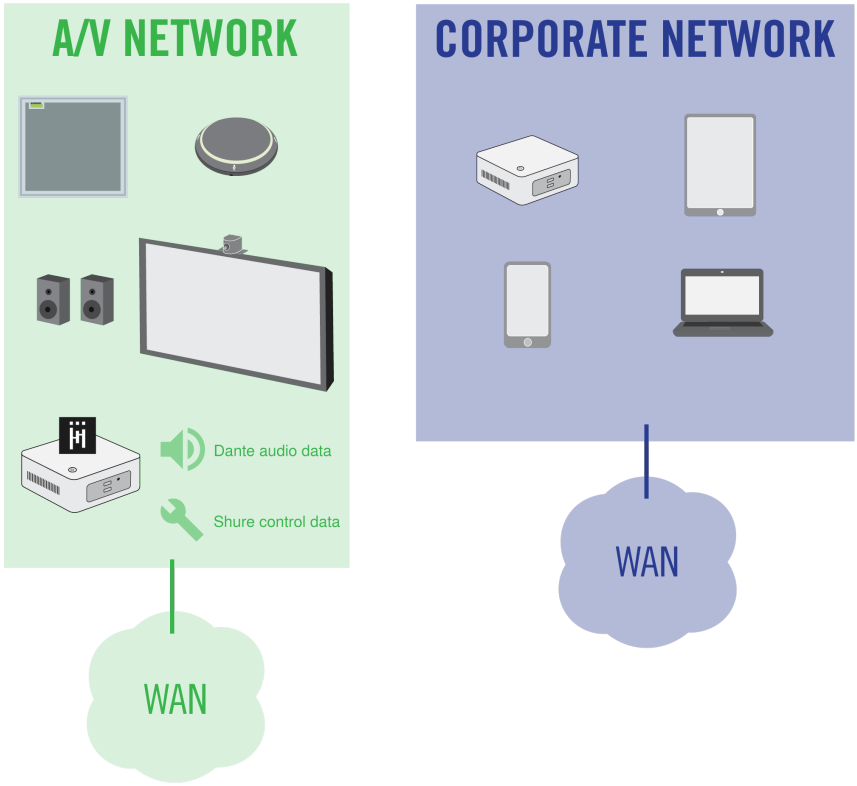
- Use one network for Shure control and Dante audio data.



- **Corporate and AV Network**
  - All A/V devices are on a separate network from the corporate network.
  - The computer running IntelliMix Room uses the A/V network for Dante audio and Shure control data.
  - The computer uses a wired connection to the corporate network for internet. USB 3.0 to gigabit Ethernet adapters are a common way to connect to 2 NICs.
  - Crestron's USB-to-Ethernet adapter for audio isolation is designed for UC-C100 kits and IntelliMix Room.



- **Corporate and AV Network with Separate Internet Connections**
  - IntelliMix Room and all other A/V devices are on a separate network that has its own internet connection, which is completely separate from the corporate network.
  - Use the A/V network for both Dante audio and Shure control data.



Licensing

Activate IntelliMix Room

To activate IntelliMix Room on a device, go to `Windows system tray` > `Right-click logo` > `Activate/Deactivate`. If you're running IntelliMix Room on an IntelliMix Foundation Compute, you don't need to activate the license.

The room setup feature also activates the software license on a device.

IntelliMix Room must be installed on a device before you can activate that license.

Required for activation:

- Available license
- License ID (find in your purchase confirmation email or in your account at software.shure.com)
- Internet connection for device running IntelliMix Room

License Server Details

To see information about available licenses and your account, sign in at software.shure.com. Use the username and password you set up during purchase.

IntelliMix Room initially requires an internet connection to activate your license, but it doesn't require one after activation.

When you receive an IntelliMix Room license from Shure, some of your information is collected and stored.

The information stored includes the following:

- User ID
- First name
- Last name

- Email address
- Contact information (phone number, fax number)

This information is stored in data centers that are in Santa Clara, CA and Elk Grove Village, IL.

Renew a License

To renew your IntelliMix Room licenses, contact your Shure sales representative.

When you renew, your license ID stays the same. You won't need to make any changes and all installations continue running normally.

What Happens When My License Expires?

After an initial grace period, you will hear periodic audio interruptions that remind you to renew your license.

You will receive email reminders to renew your license near the expiration date.

Move a License to a New PC

After purchasing, you might need to install IntelliMix Room on a new PC. Make sure all devices have an internet connection before moving a license.

Important: Before decommissioning the old PC, follow the steps below to deactivate the IntelliMix Room license.

To move a license to a new PC:

1. Right-click the icon in the system tray. Select Activate/Deactivate.
2. Follow the steps to deactivate your license.
3. Install IntelliMix Room on the new PC.
4. When prompted, use the same channel count and license ID as the old PC. The license is now reassigned to the new PC.

Deactivate Licenses

When you deactivate the license for IntelliMix Room, the software stops passing audio. Make sure the PC has an internet connection before deactivating.

After deactivation, the license is available for another installation of IntelliMix Room.

To deactivate licenses:

1. On the PC running IntelliMix Room, right-click the icon in the system tray. Select Activate/Deactivate.
2. Follow the steps to deactivate your license.
3. Use deactivated licenses for other installations of IntelliMix Room as needed.

In some situations, you must contact Shure support to deactivate a license. Contact Shure if:

- PC isn't accessible anymore
- NIC has been replaced
- SSD is installed on a different PC

Use Command Strings

To control IntelliMix Room with third-party control systems, turn on command strings in Designer. You must choose an open port on the computer running IntelliMix Room to send and receive command strings.

Default port: 2202

Port range: 1025-65534

1. In Designer, open the installation of IntelliMix Room you want to control and go to `Settings` > `Services`.
2. Turn on command strings.
3. Enter an available port to send and receive the command strings. Make sure that the port isn't being used by any other programs installed on the computer.

   To test if the port is available:

   - Send a command to IntelliMix Room. Make sure you are targeting IntelliMix Room's control IP address.
   - If you don't receive a response, the port is being used by another program.
   - Try a different port number and send the command until you receive a response.
   - For best results, install all software on the computer before choosing a port for command strings. Adding new software after setting up command strings can change how the computer's ports are used, which can affect command strings.

Send Software Logs to Get Help

For help, send the software logs to Shure.

1. On the PC with IntelliMix Room, right-click the IntelliMix Room icon in the system tray.
2. Select Report a problem. Follow the steps to send the software logs to Shure.