

Companion Configuration Guide



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Contents

Contents.....ii

1 General..... 1

 1.1 About This Manual..... 2

 1.2 Symbols and Pictures..... 2

2 Companion Configuration..... 3

 2.1 Compatible Versions 4

 2.2 Preparations 4

 2.3 Software Configuration 8

 2.3.1 Configuration in Version 3.x (V3.5.4 as Example)..... 8

 2.3.2 Configuration in Version 4.x (V4.3.2 as Example)..... 17

 2.3.3 U5 MINI Connection and Configuration (Companion V4.3 and later)..... 26

1 General

Overview

- About This Manual
- Symbols and Pictures

1.1 About This Manual

This user manual guides you on how to use complete the Companion configuration and is designed to be a reference for your daily use of our products.

**Note**

Always check for the latest version of all documents at www.pixelhue.com.

1.2 Symbols and Pictures

Symbol Overview

	Danger	Indicates a hazard with a high level of risk, which if not avoided, will result in death or serious injury.
	Warning	Indicates a hazard with a medium or low level of risk, which if not avoided, could result in minor or moderate injury.
	Caution	Indicates a potentially hazardous situation, which if not avoided, could result in equipment damage, data loss, performance degradation, or unexpected results.
	Note	Provides additional information to emphasize or supplement important points of the main text.

Picture Overview

Images and pictures given in this manual are used for illustration purposes only. The actual product may vary due to product enhancement. The content of the images can be slightly different from reality, such as device types, installed modules, form and position of software windows on the screen.

2 Companion Configuration

About This Chapter

The Q8, P10, P20, P20-DS, and P80 switcher products support control through a third-party device - Stream Deck. This chapter introduces three methods for configuring Companion and outlines the steps to set up the Stream Deck with Companion software, using the Q8 as an example.

The U5 MINI event controller comes with built-in Companion, making it easier and more convenient for users to operate on site.

Overview

- Compatible Versions
- Preparations
- Software Configuration

2.1 Compatible Versions

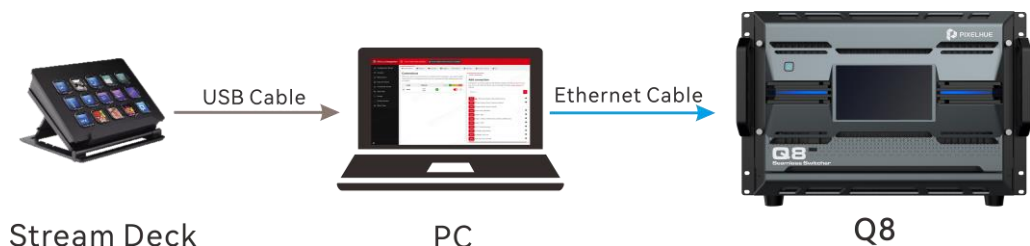
Switcher Firmware Version	Event Controller Firmware Version	Event Controller's Built-in Companion plugin Version	Companion Software Version	Pixelhue-switcher module Version in Companion	Switcher's Built-in Companion plugin Version	PixelFlow Software Version
V1.6.3 and earlier	N/A	N/A	V3.5.4	V1.3.2	V3.5.4	N/A
V1.7.1	N/A	N/A	V4.1.4	V2.2.1	V3.5.4	N/A
V1.8.0	V1.8.0	V3.5.0	V4.1.4	V2.2.1	V3.5.4	N/A
V2.1.0	V2.1.0	V4.3.2	V4.3.2	V2.7.x	V4.3.2	V2.1.0

2.2 Preparations

The Stream Deck configuration can be done by the Companion plugin imported into the switcher. It can also be done through the Companion software on a PC or via the event controller's built-in Companion plugin (in this case, the event controller acts as the Stream Deck).

- Starting Companion via the PC

Connect the Stream Deck to the PC's USB port using a USB cable.



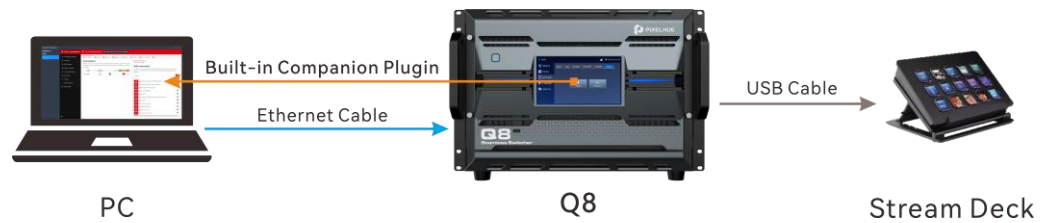
The Companion software should be installed on a PC that meets the following requirements:

- Operating system: Windows or Mac OS (this guide uses Windows as an example).
- The computer must be on the same network segment as the switcher.
- The Stream Deck should be connected via a USB port.

If you download the Companion software by yourself, user registration should be completed on the Companion official website (<https://bitfocus.io/companion>) beforehand.

- Starting Companion via the PC by launching the built-in Companion plugin on the switcher

Connect the Stream Deck to the switcher's USB port using a USB cable.



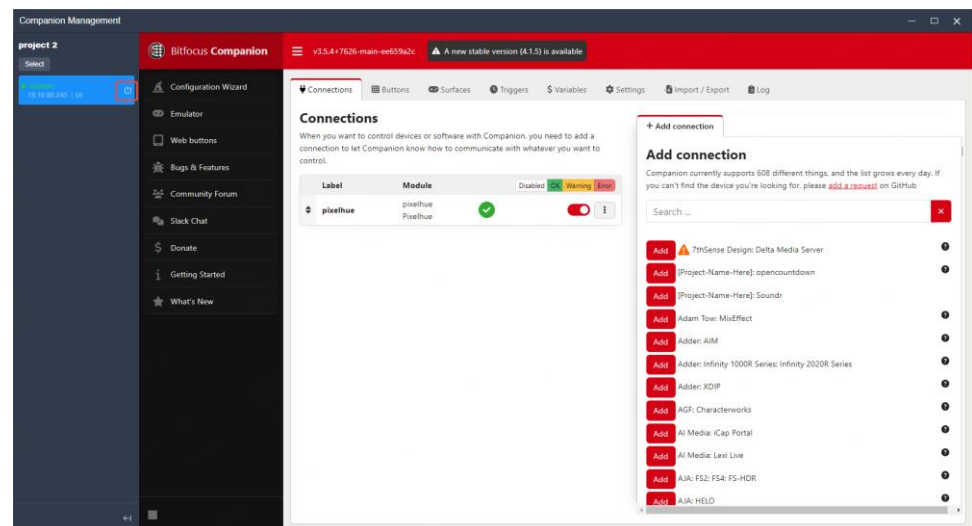
This requires the Companion plugin to be imported into the switcher first. Please obtain the plugin from the technical support and then follow the steps below to import it.

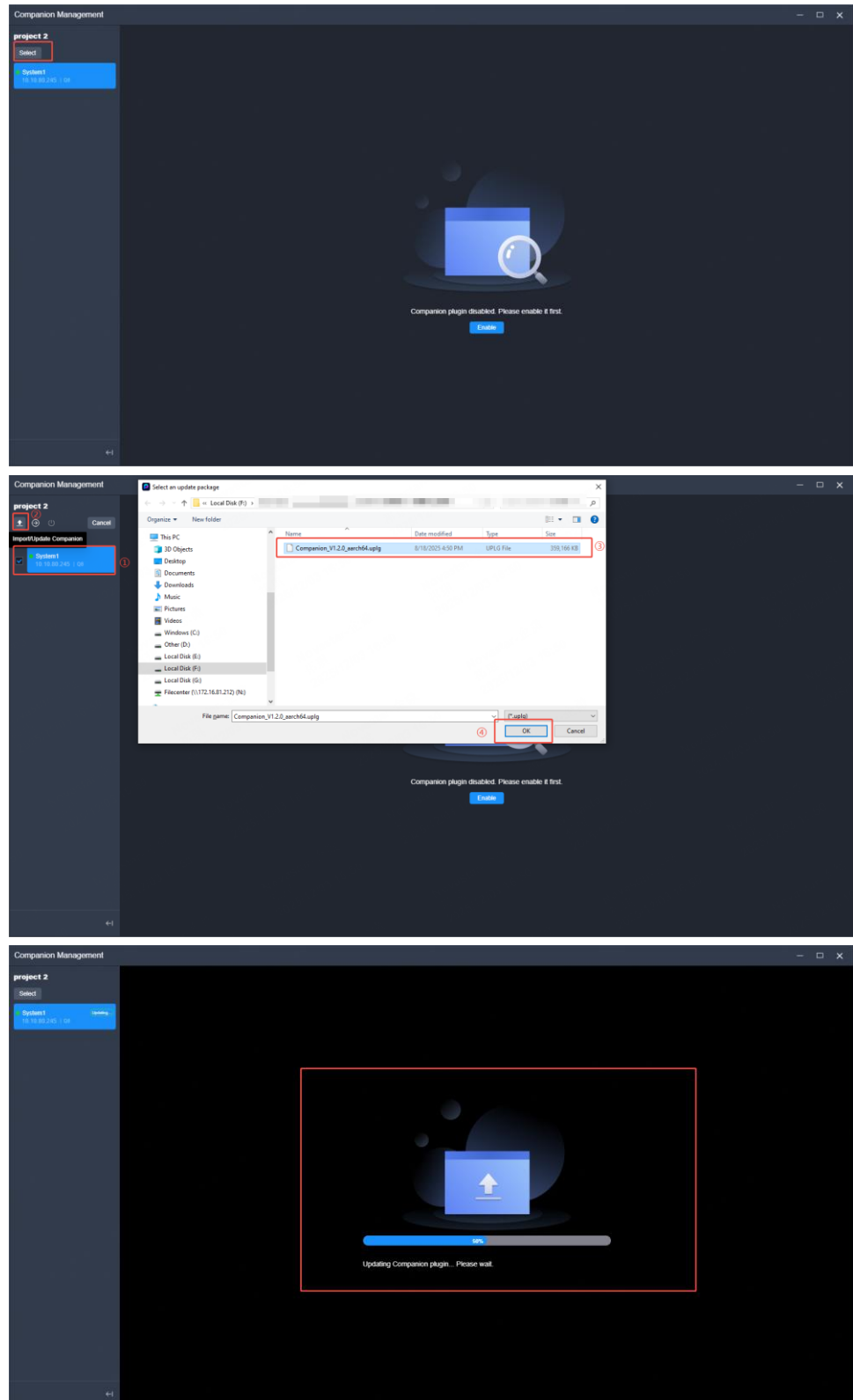
- Import through a USB drive
- Import through PixelFlow

On the project list in PixelFlow, find the project that contains the target switcher, and double click on the switcher diagram or click **Enter** on the right to open the project. From the menu on the top, choose **Tools > Plugins > Companion** to open the Companion configuration page. Then, click **Import**, select the plugin file and click **Open**.

To update the Companion plugin that has already been imported into the switcher, follow these steps:

- On the project list in PixelFlow, find the project that contains the target switcher, and double click on the switcher diagram or click **Enter** on the right to open the project. From the menu on the top, choose **Tools > Plugins > Companion** to open the Companion configuration page.
- If the Companion plugin is currently enabled on the device, first click  to disable it. Then, click the **Select** button in the project area, select the switcher that needs updating, and click . Choose the latest Companion plugin package from the local path, and click **OK** to proceed with the update. Once the update is complete, enable the Companion plugin again for use.



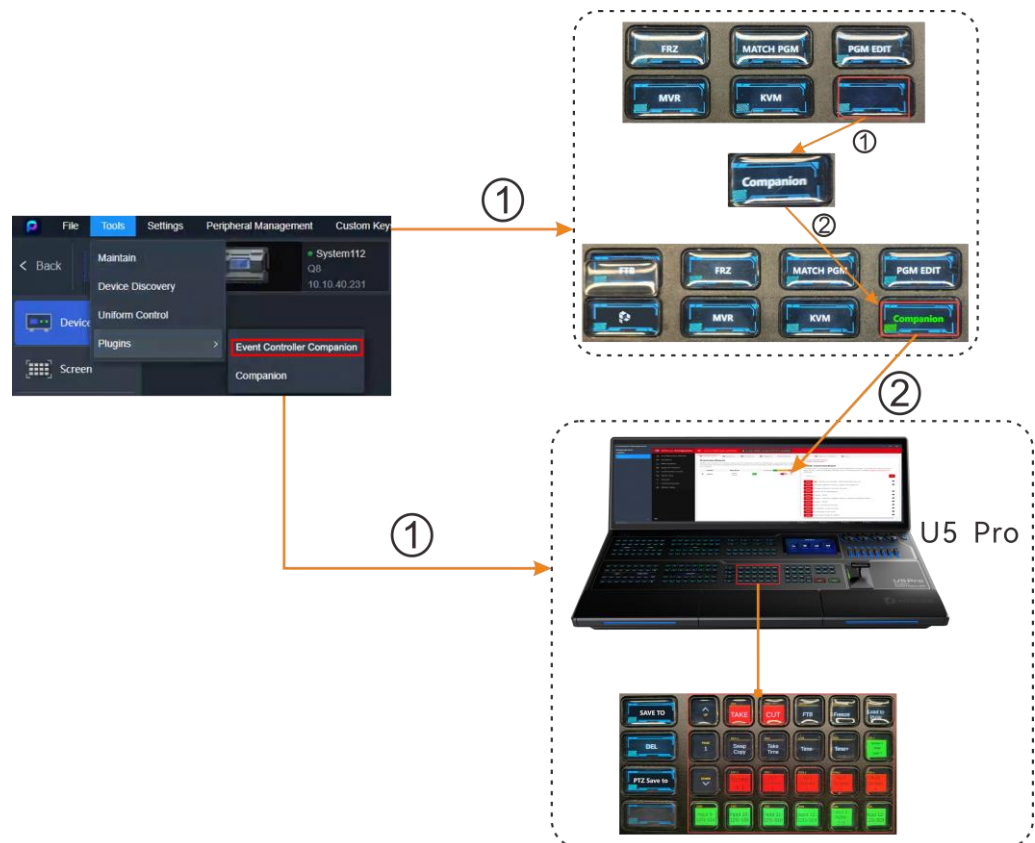


Note

It is recommended to use the matching version of the PixelFlow software. Please update the switcher to the matching version first, and then update to the matching version of Companion plugin.

- U5/U5 Pro: Starting Companion via the built-in Companion plugin (Taking the U5 Pro as an example):

On the event controller's main screen, choose **Tools > Plugins > Event Controller Companion** from the menu. At this point, the middle section of buttons on the event controller panel's lower parts function as Stream Deck buttons, as shown in the figure below. In the function control button area, the blank button will display **Companion** in white. After you press this **Companion** button, it will turn green, initiating the Companion service on the event controller.



- U5 MINI: Starting Companion via the built-in Companion plugin.

Access the Companion client through the PixelFlow software to configure the button area. At this point, the U5 MINI buttons function like a Stream Deck, as shown in the figure below.



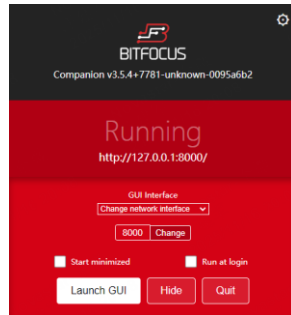
2.3 Software Configuration

2.3.1 Configuration in Version 3.x (V3.5.4 as Example)

Step 1 Open the Companion configuration page.

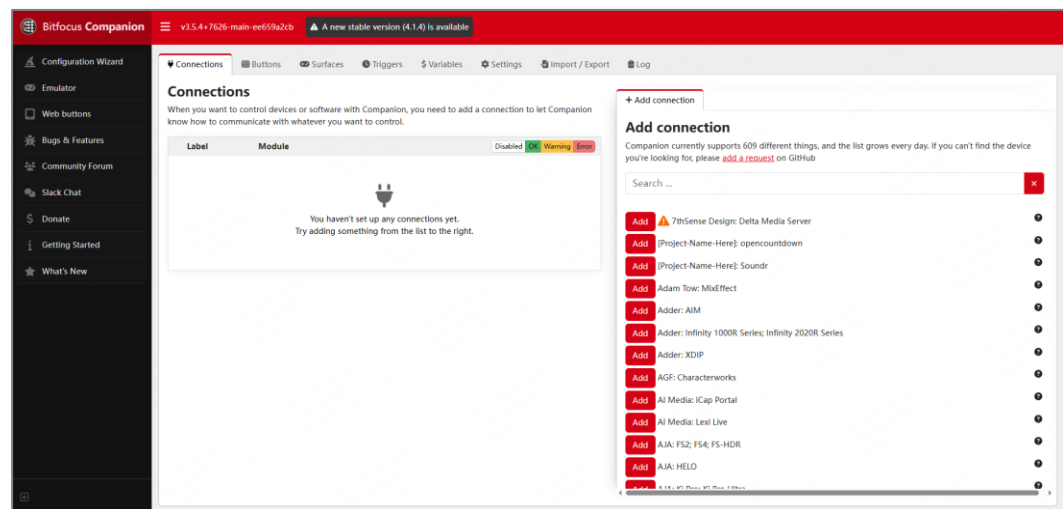
1. Double click the Companion software shortcut to open the software.

Figure 2-1 Startup interface



2. Click **Launch GUI** to enter the Companion configuration page.

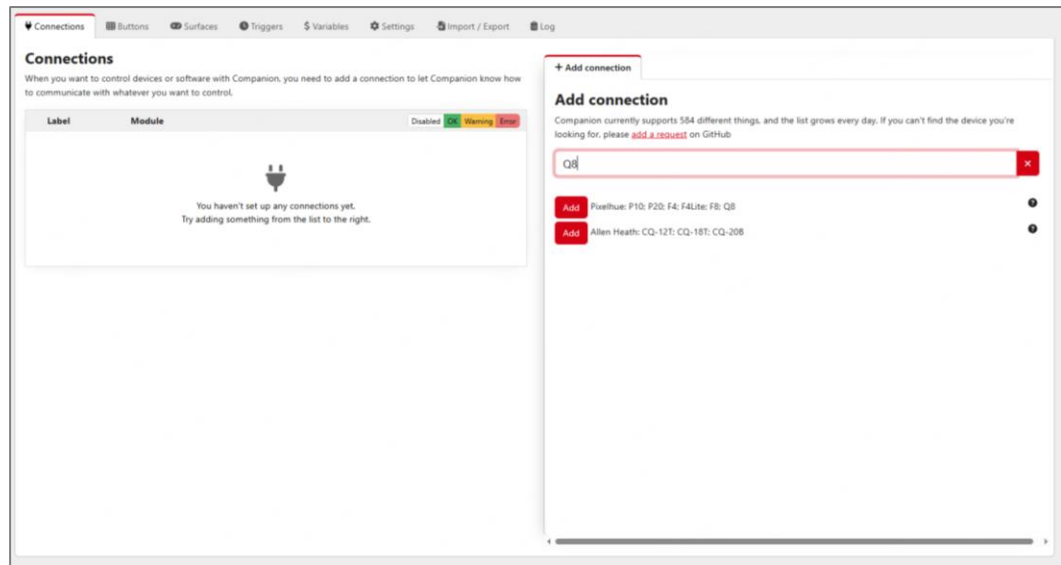
Figure 2-2 Companion configuration page



Step 2 Follow the steps below to connect the controlled device.

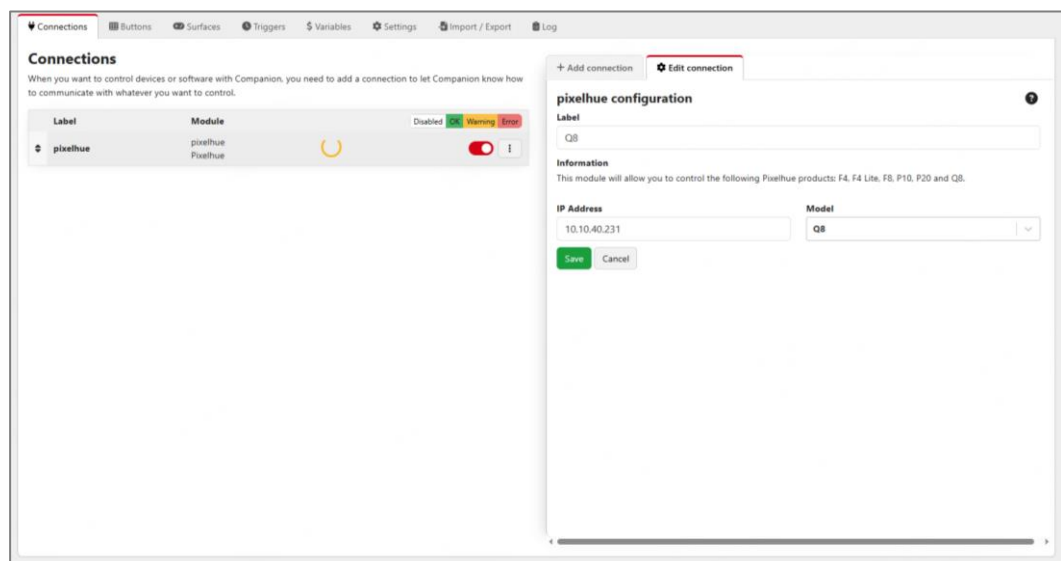
1. In the **Add connection** area search box on the **Connections** interface, enter the desired device name, "Q8" for example, and the system will automatically display all relevant product models.

Figure 2-3 Searching for device



2. Click **Add** before the device model you want to control.
After adding the device, the system enters the **Edit Connection** configuration interface.

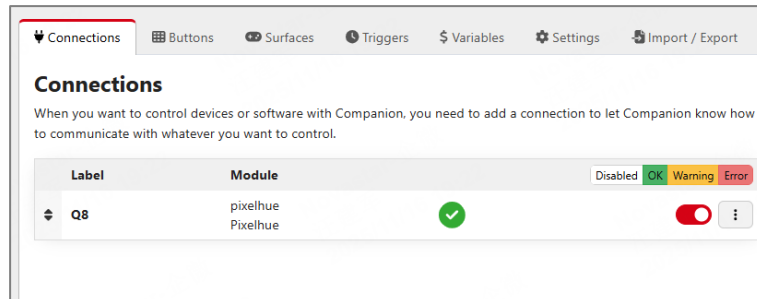
Figure 2-4 Connection configuration



3. In the right area, enter the following information to configure the controlled device. For operations in the Companion plugin, you only need to click the label area on the left to change the label name if needed.
 - Label: The name of the controlled device is required. The name can only contain letters, numbers, underscores and dashes.
 - IP Address: Enter the IP address of the device to be controlled.
 - Model: Select the controlled device.
4. Click **Save** to complete the connection configuration. Skip this step for the Companion plugin.

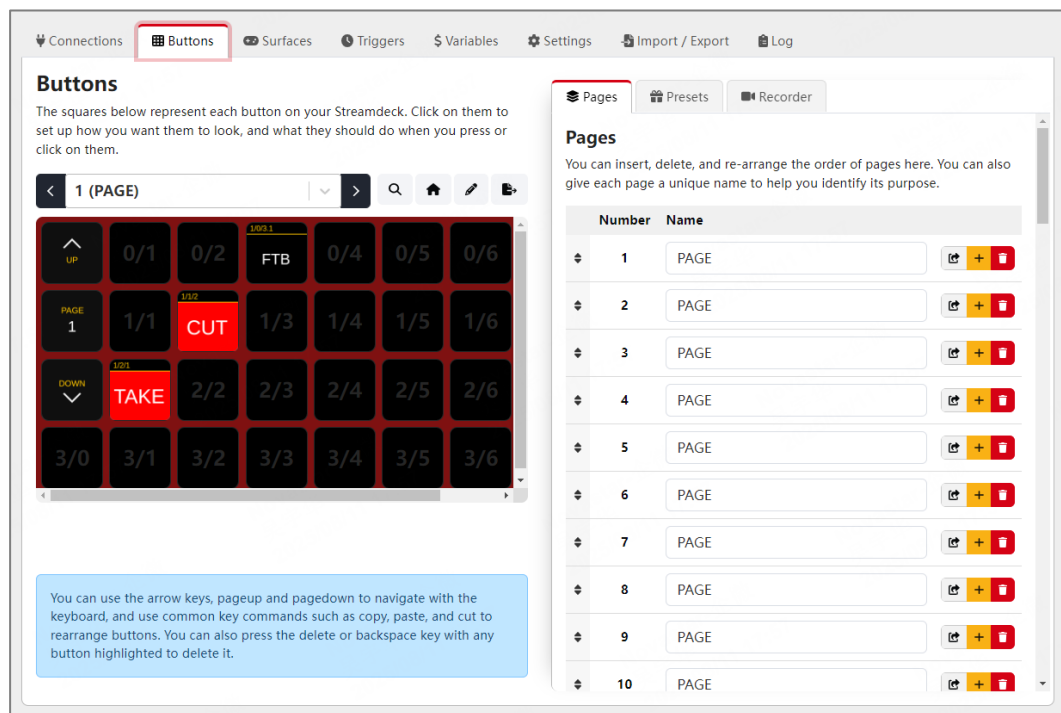
If the configuration is correct, under the **Connections** tab, the status of the connected device is displayed as .

Figure 2-5 Device connected



Step 3 Click **Buttons** to enter the Stream Deck button configuration interface.

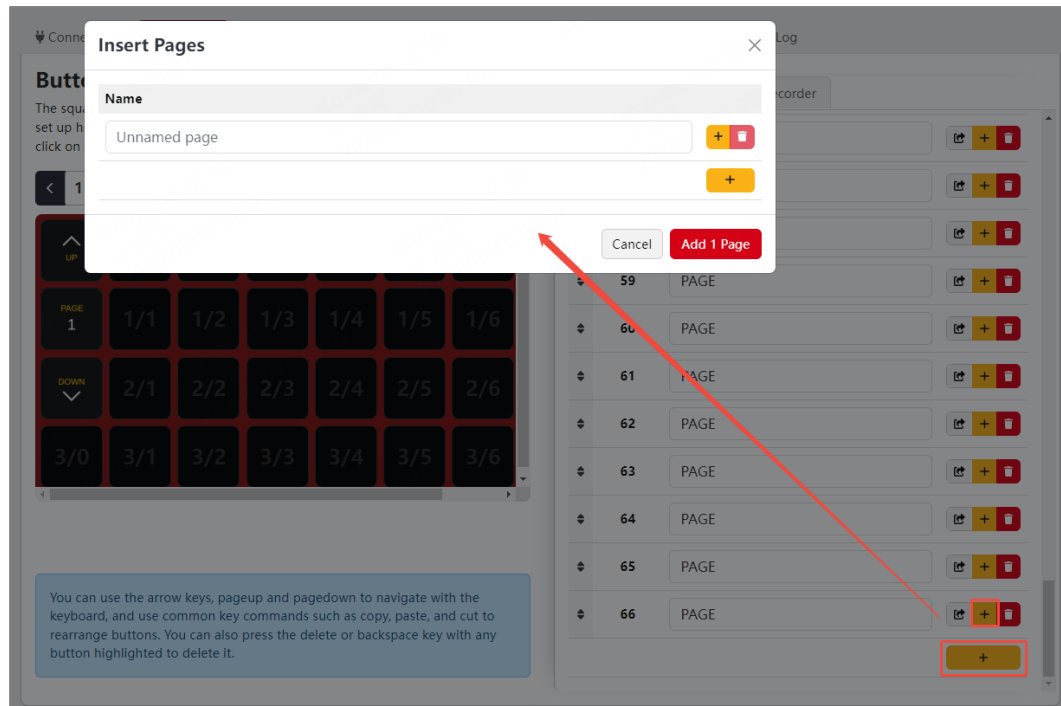
Figure 2-6 Stream Deck button configuration



Step 4 (Optional) In the **Pages** area on the right, click . In the **Insert Pages** dialog box that appears, enter a page name and click **Add 1 Page** to add a page.

You can also click  or  on the **Insert Pages** to add multiple pages.

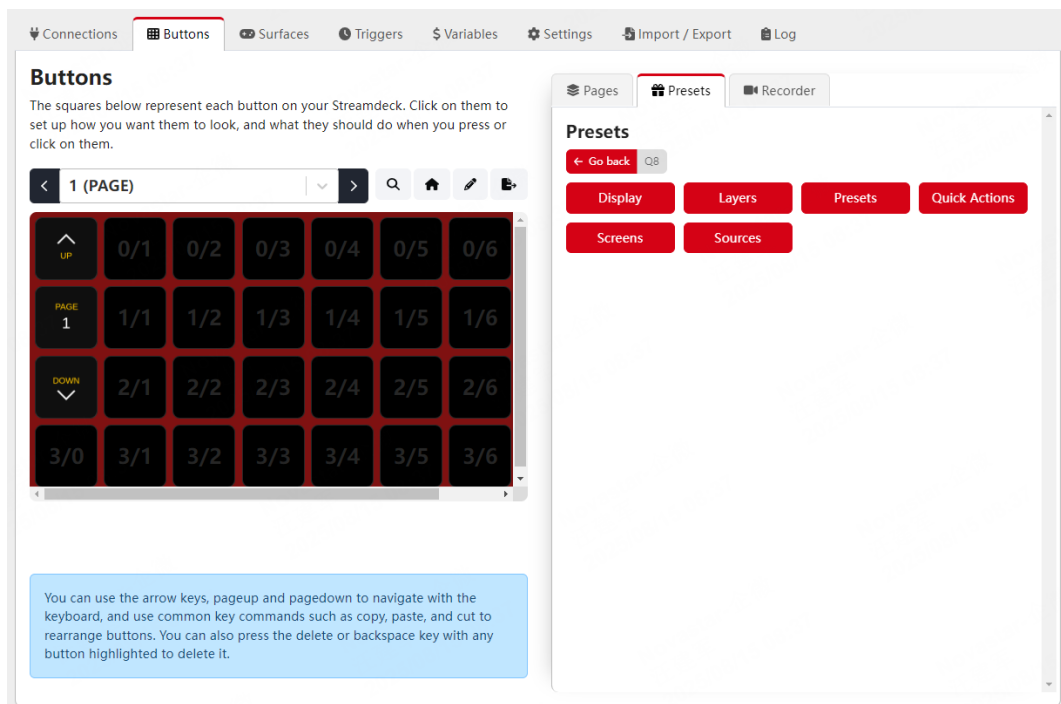
Figure 2-7 Adding one or multiple pages



The button configurations are stored on a page. You can configure as many buttons as needed and use the page-turning button (◀ or ▶) to navigate through the pages.

- Step 5 In the **Presets** area on the right, click the added controlled device to expand the preset function menu.

Figure 2-8 Preset function menu

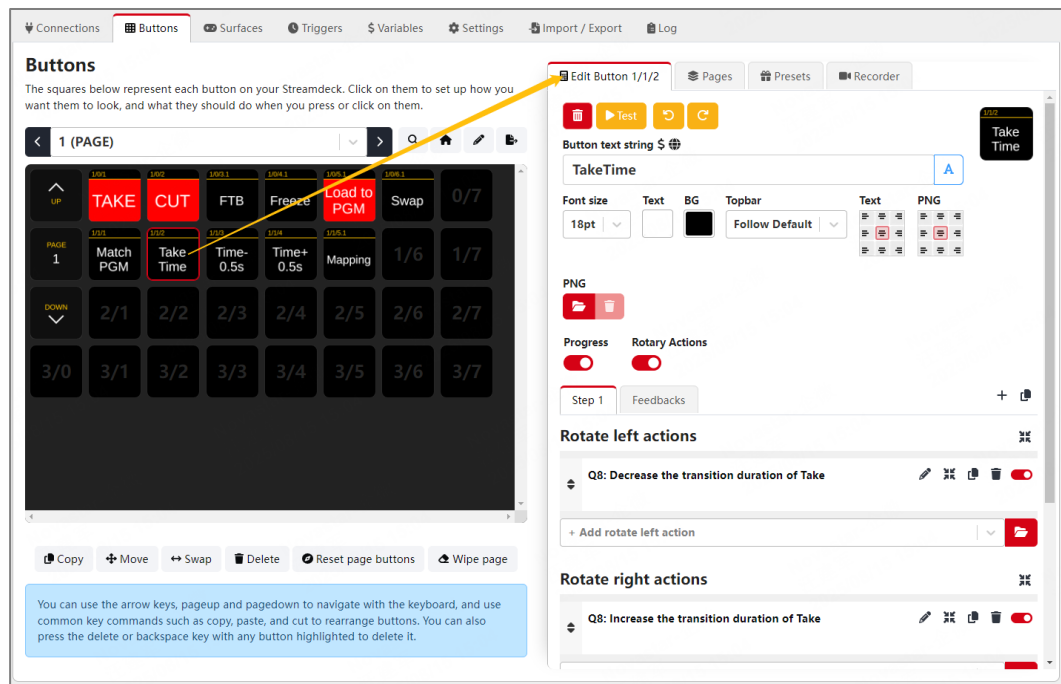


- Step 6 Select a page from the left, click one of the **Display**, **Layers**, **Presets**, **Quick Actions**, **Screens**, and **Sources** menu buttons on the right side to expand the function list. Then, drag the function buttons on the right side to the buttons of Stream Deck on the left side to complete button binding between the control function and Stream Deck.

After the configuration is completed, the function name will be displayed on the button of Stream Deck.

Click a bound button on the left to open the **Edit Button** tab page displayed on the right, and you can view button properties.

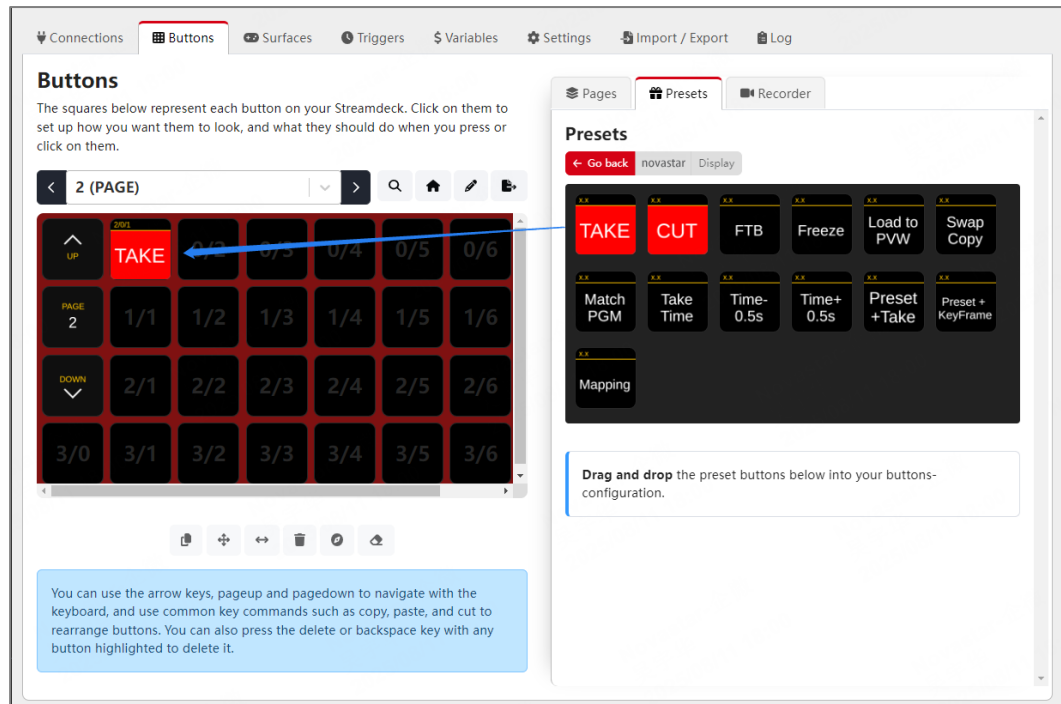
Figure 2-9 Edit Button



Note

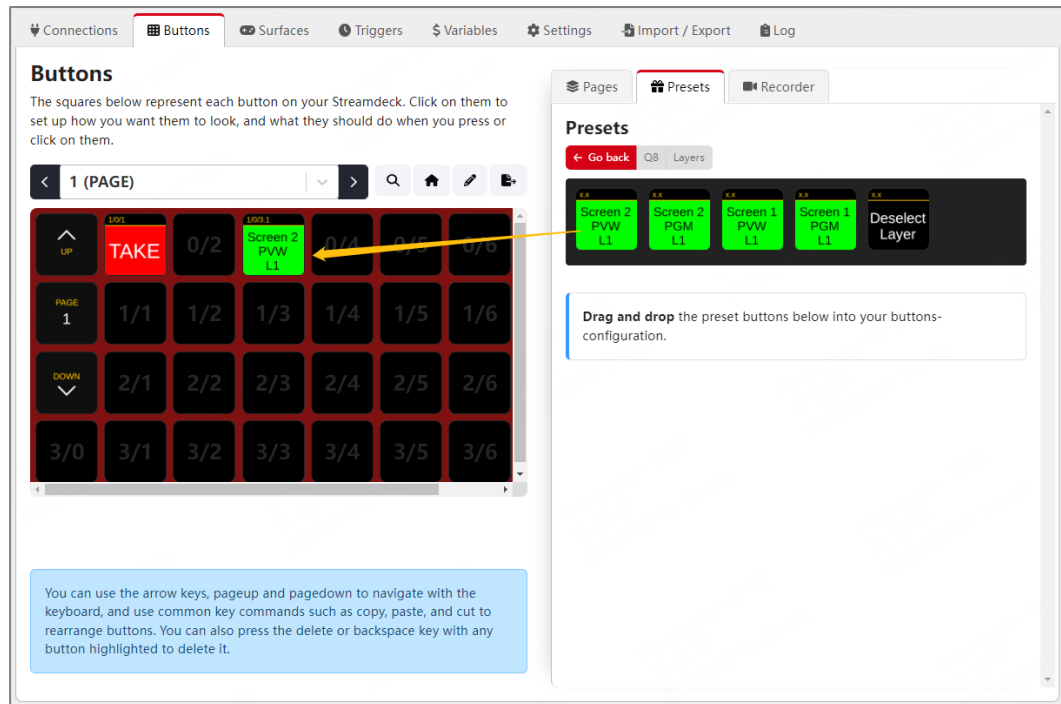
Since Stream Deck does not support page navigation horizontally, when adding functions to the buttons on the Stream Deck, make sure the number of buttons horizontally matches the physical device.

Figure 2-10 Function binding - Display



- TAKE, CUT, FTB, Freeze, Match PGM, Take Time: These buttons should be used together with the Screen buttons. You need to press the target Screen buttons to select screens and then press these buttons. Selection of screens is based solely on the choices made in Stream Deck, rather than those in PixelFlow or on the event controller.
- Load to PVW / Load to PGM / Preset+Take / Preset+KeyFrame: These four functions are integrated into one button. Press once to execute Load to PVW, press twice to execute Load to PGM, press three times to execute Take when loading a preset to PGM, and press four times to execute Take and KeyFrame when loading a preset to PGM.
- Take Time: For the Stream Deck with a knob, rotate the knob left to decrease the transition duration of Take by 0.1s and right to increase the transition duration by 0.1s. The transition duration is 0.5s by default.
- Time-: Decrease the transition duration of Take by 0.1s.
- Time+: Increase the transition duration of Take by 0.1s.
- Mapping: Enable or disable output mapping.

Figure 2-11 Function binding – Layers

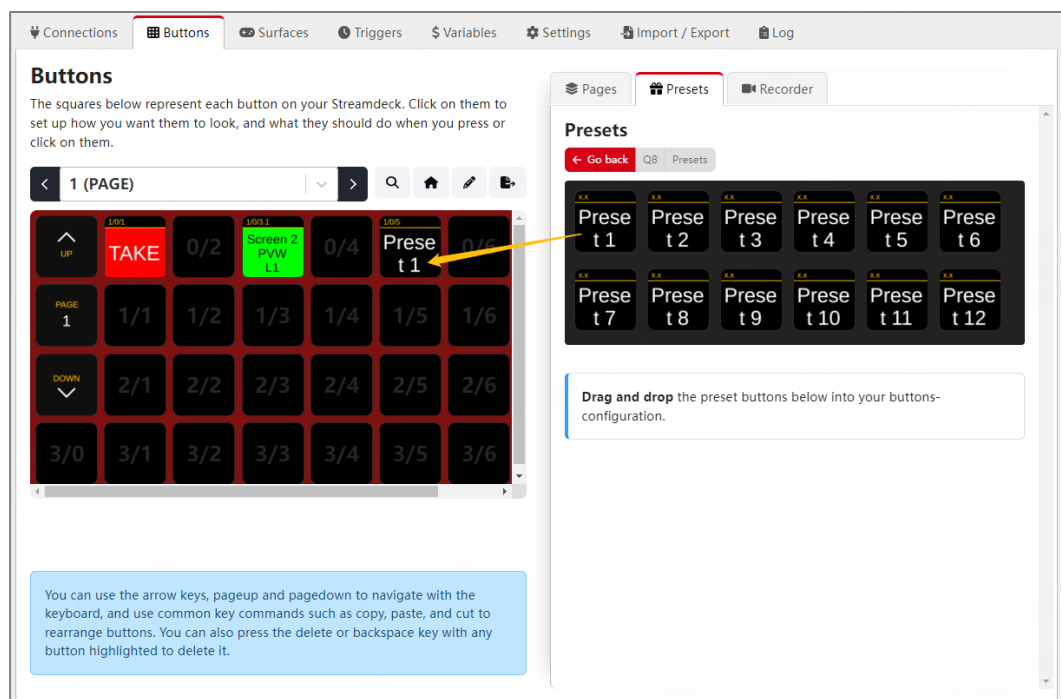


- L1 on PVW and PGM of all the screens: Select a layer on PVW or PGM of a screen. Multiple layers cannot be selected at the same time.

Only the first layers on PVW and PGM of all the screens are displayed under **Presets** on the right. You need to manually add other layers by dragging and dropping a preset layer button to the left to bind it, clicking the button you just bound and then changing its configuration on the right.

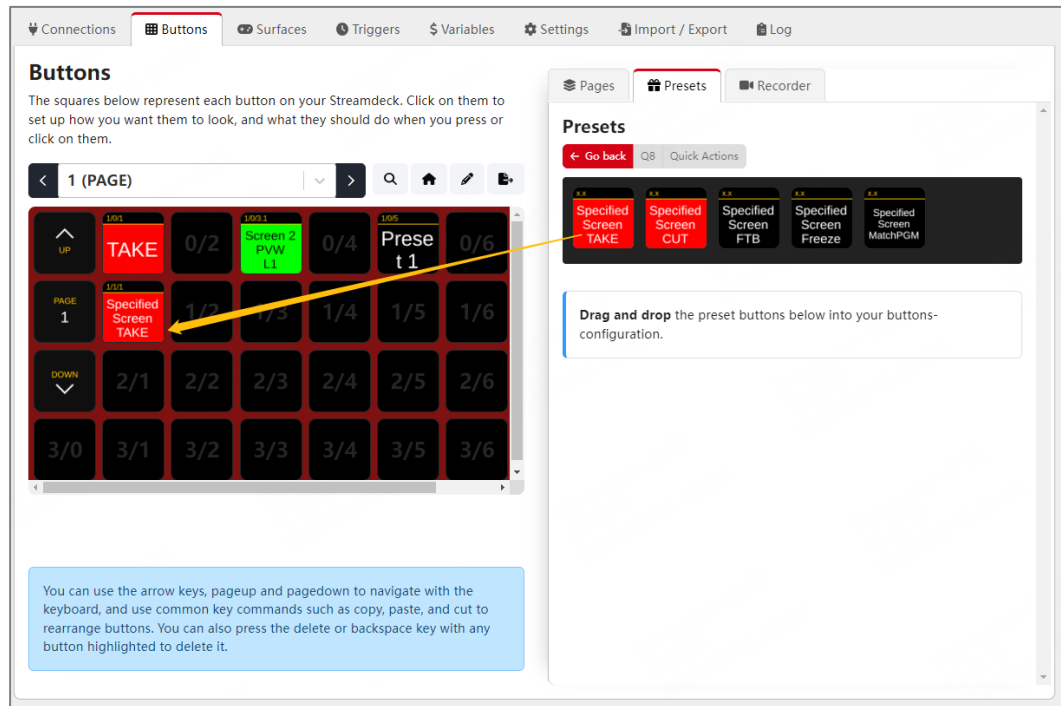
- Deselect Layer: Deselect a layer.

Figure 2-12 Function binding – Presets



Preset **xx**: Select a preset to load. The preset list is obtained from the switcher and refreshed every 10 seconds. If a preset on the switcher is deleted, the preset button on the Stream Deck changes to N/A. After a new preset is added on the switcher and it is synchronized to the Stream Deck, you need to bind it again.

Figure 2-13 Function binding – Quick actions



Quick Actions: Execute Take, Cut, FTB, Freeze and Match PGM on the specified one or multiple screens. You can specify the screens under **Press actions** on the right.

Figure 2-14 Press actions

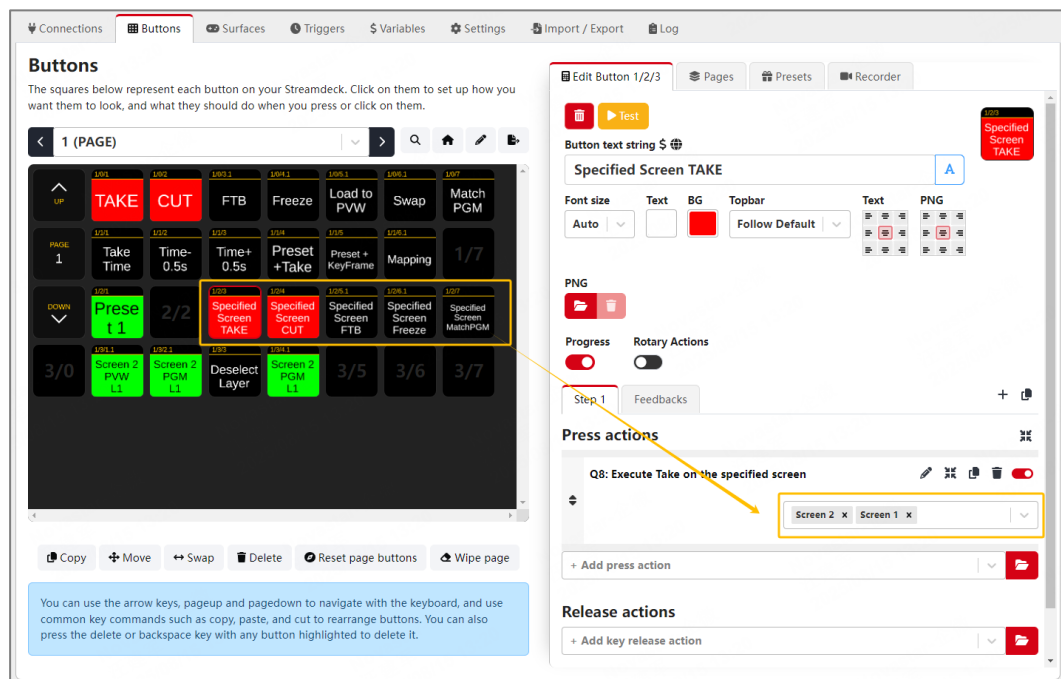
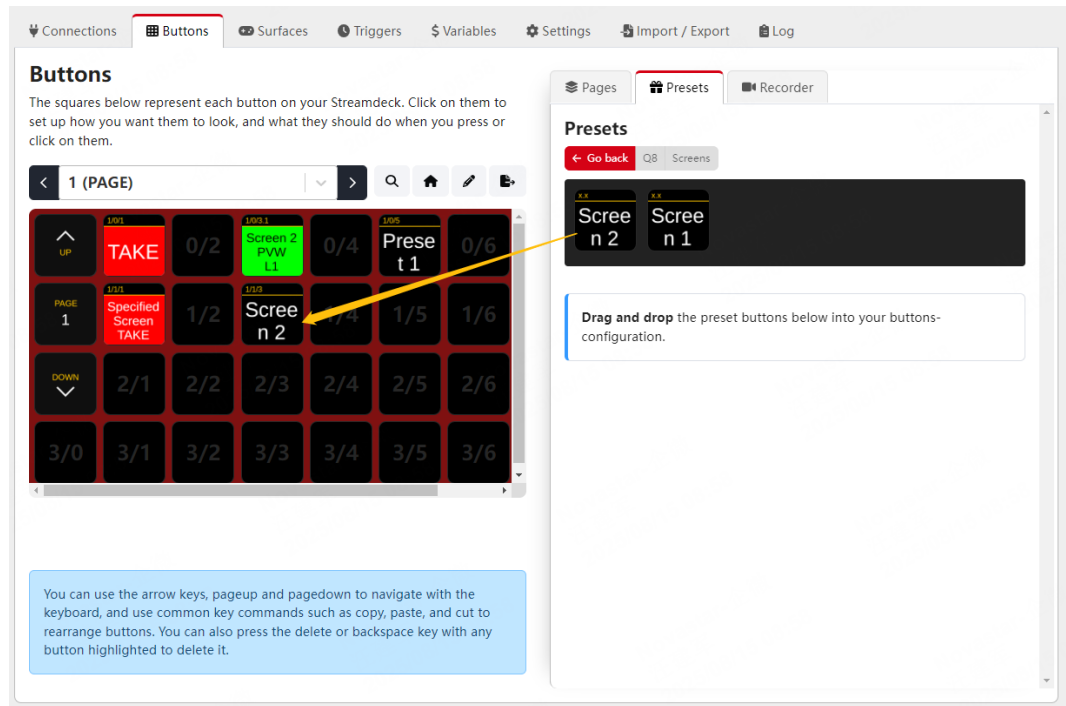
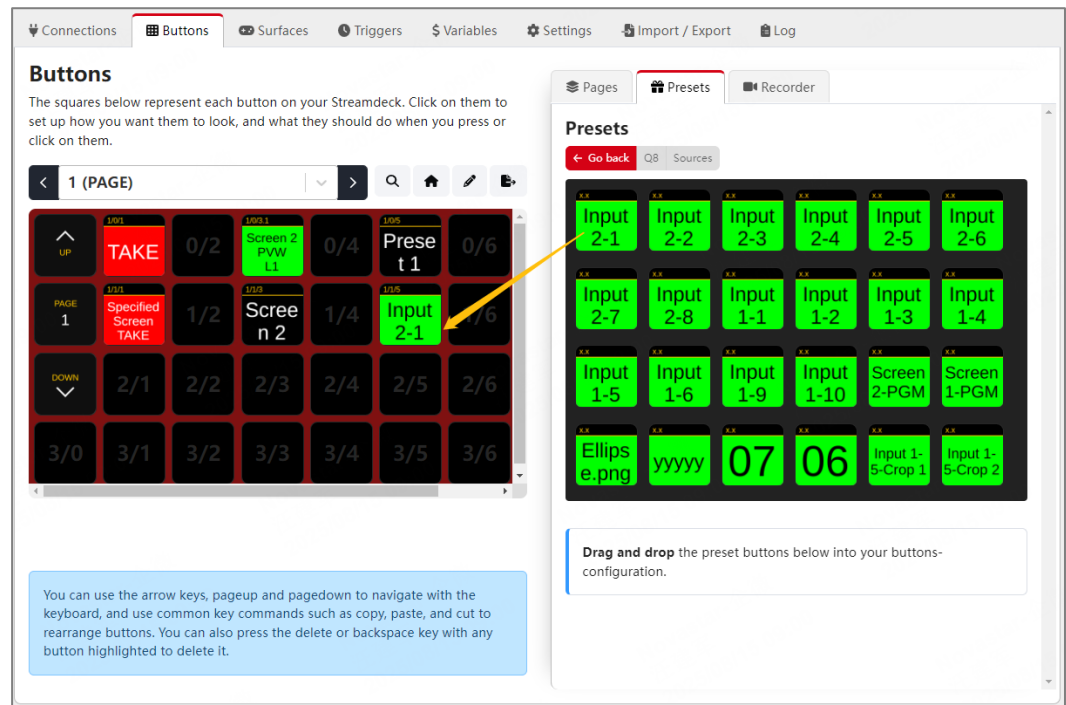


Figure 2-15 Function binding – Screens



Screen **xx**: Select or deselect a screen. The screen list is obtained from the switcher and refreshed every 10 seconds.

Figure 2-16 Function binding – Sources



Input **xx**: Change the source for the selected layer. You should press this button after selecting a layer.

Step 7 Press the corresponding button on the Stream Deck, and check whether the function bound to the button is triggered in the controlled device.

- Yes => Stream Deck is successfully configured.

- No => Contact your technical support to find out the reason and reconfigure.

Other Operations

- Copy a button function

Click , select the button you want to copy, and then click the target button to which you want to copy.

- Move a button function

Click , select the button you want to move, and then click the target button to which you want to move.

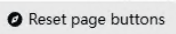
- Swap

Click , select the first button, and then click the second button to swap their functions.

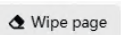
- Delete a single button function

Click , then click the button function you want to delete. In the dialog box that appears, click **Clear**.

- Reset page buttons

Click  to reset the button configurations on the page.

- Wipe page

Click , and in the dialog box that appears, click **Reset**.

Note

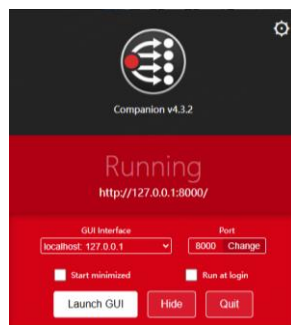
For more information, please refer to the Companion user manual.

2.3.2 Configuration in Version 4.x (V4.3.2 as Example)

Step 1 Open the Companion configuration page.

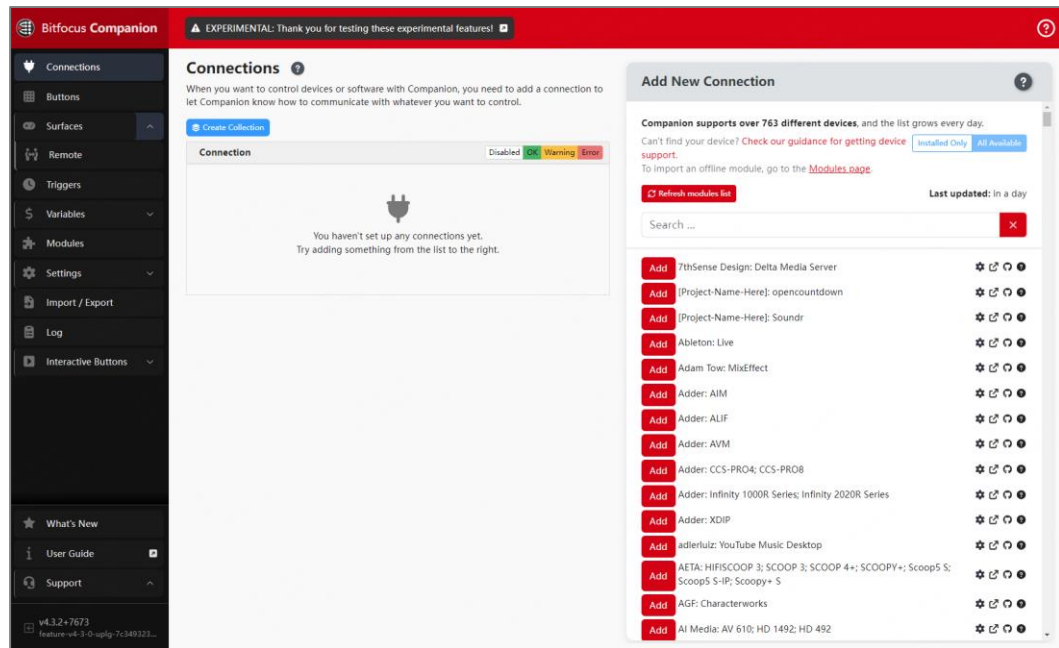
1. Double click the Companion software shortcut to open the software.

Figure 2-17 Startup interface



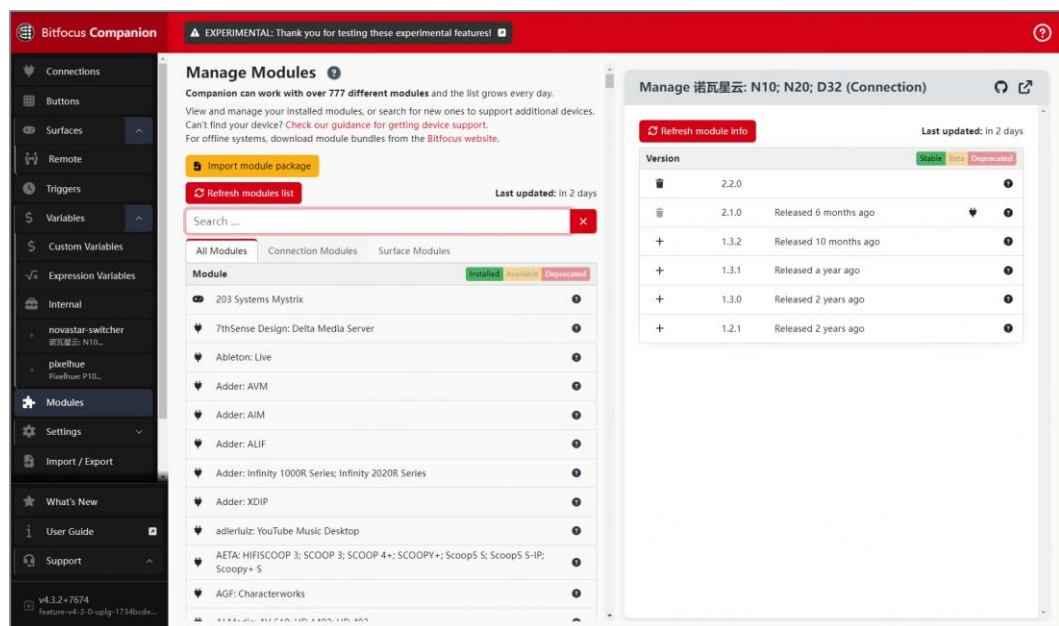
2. Click **Launch GUI** to enter the Companion configuration page.

Figure 2-18 Companion configuration page



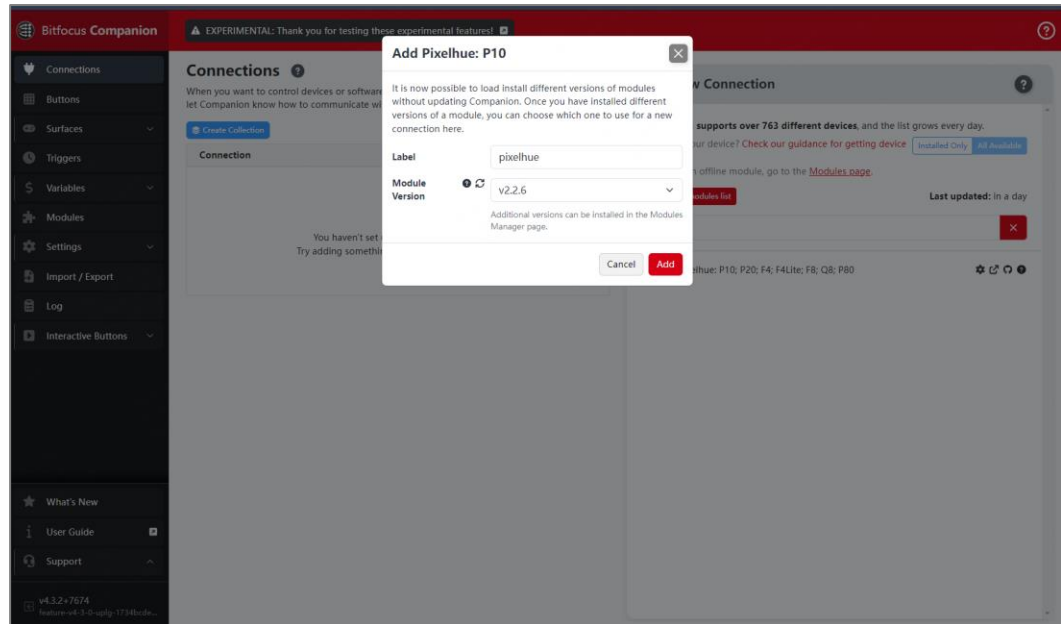
Step 2 Follow the steps below to update the corresponding module.

1. Select **Modules** from the list on the left. Enter the device model in the search bar and choose the module you wish to update below.



2. Click **+** on the right to add the appropriate module version.
3. From the left list, select **Connections** and click  to toggle it off (). Then, click  on the **Module Version** row on the right-hand interface.

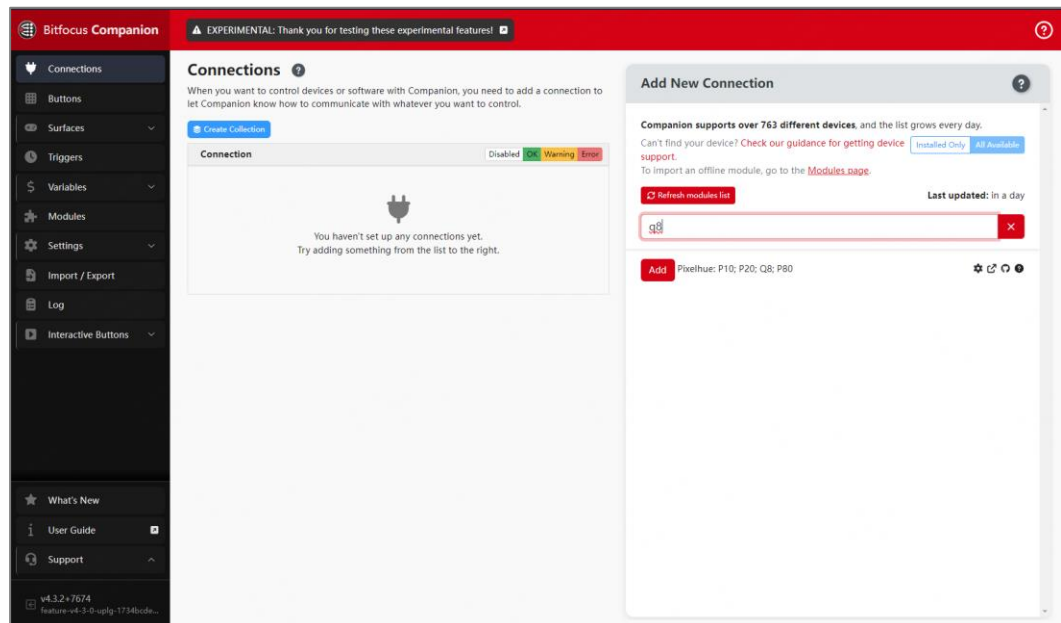
4. In the pop-up window, select the module version and click **Save**.



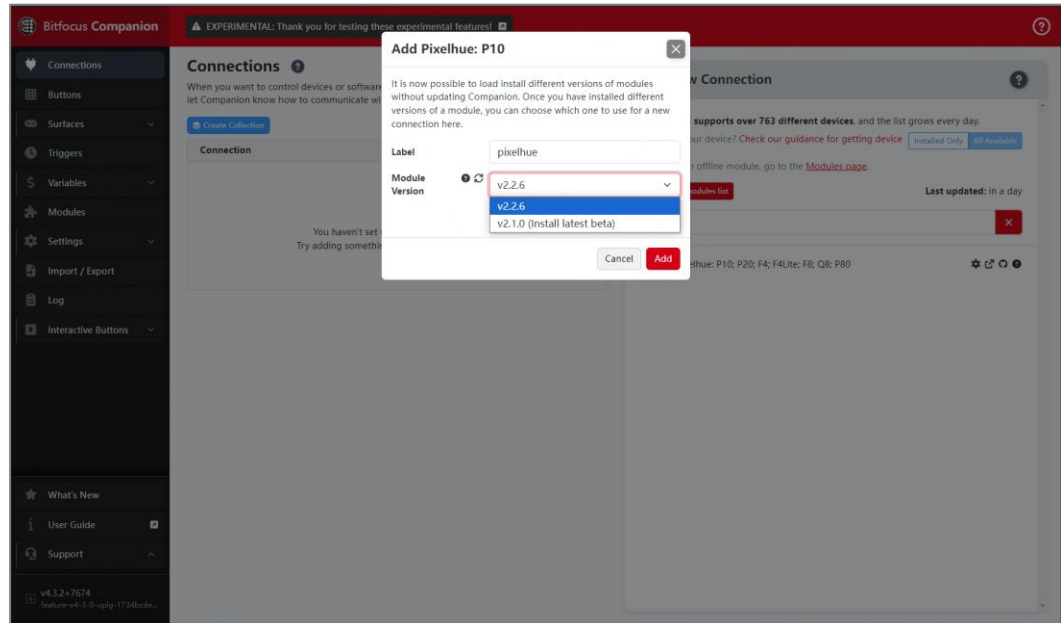
5. Enter the IP address and click **Save**.

Step 3 Follow the steps below to connect the controlled device.

1. Click **Connections** on the left, and in the **Add New Connection** area on the right, enter the desired device name, "Q8" for example, and the system will automatically display all relevant product models.

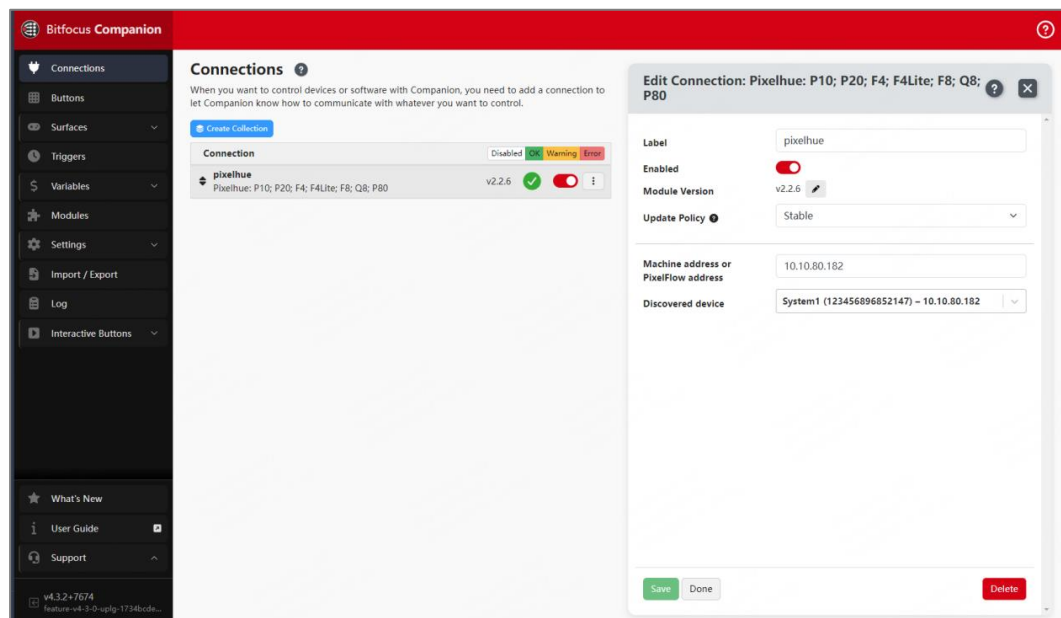


- Click **Add** before the device model you want to control. In the pop-up window, select **Label** and **Module Version**, then click **Add**.



- In the right area, enter the following information to configure the controlled device. For operations in the Companion plugin, you only need to click the label area on the left to change the label name if needed.

Figure 2-19 Connection configuration



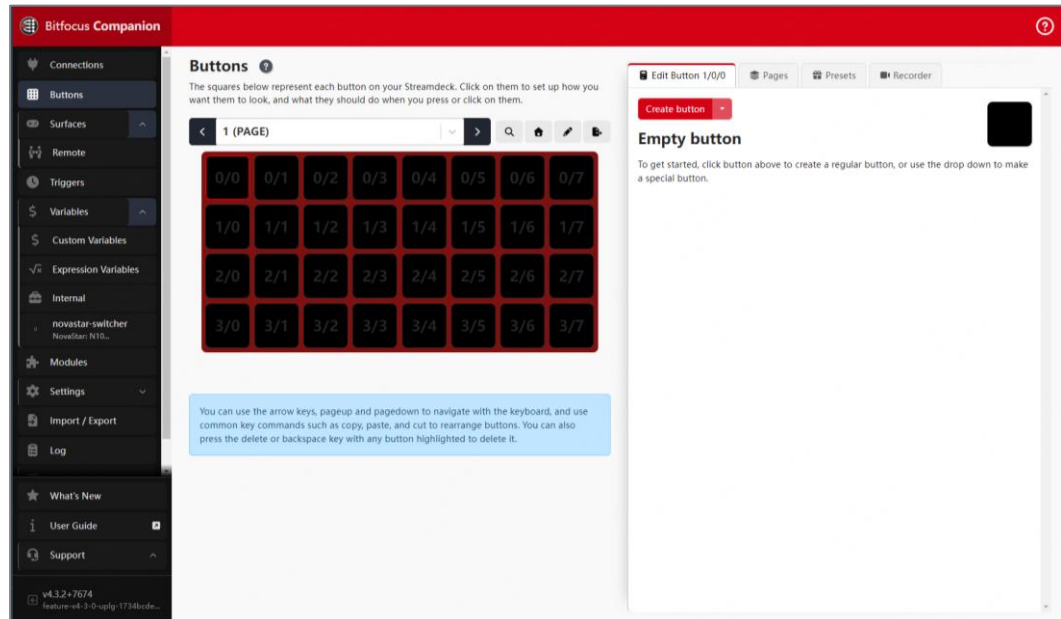
- Label: The name of the controlled device is required. The name can only contain letters, numbers, underscores and dashes.
- Machine address or PixelFlow address: The IP address of the controlled device.
- Discovered device: All switchers on the local area network.

- Click **Save** to complete the connection configuration. Skip this step for the Companion plugin.

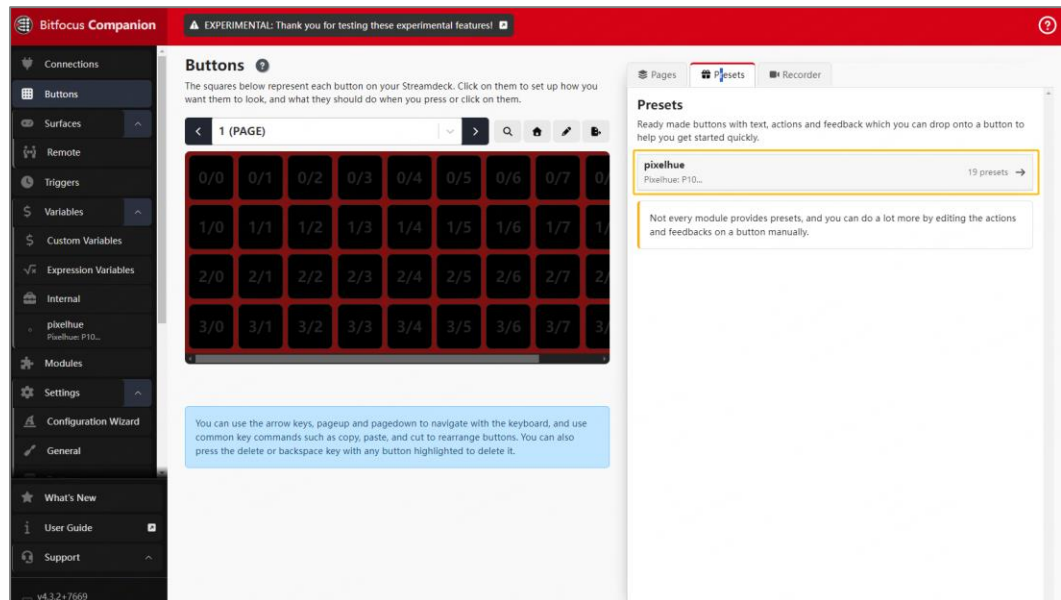
If the configuration is correct, under the **Connections** tab, the status of the connected device is displayed as .

Step 4 Click **Buttons** on the left to enter the Stream Deck button configuration interface.

Figure 2-20 Stream Deck button configuration



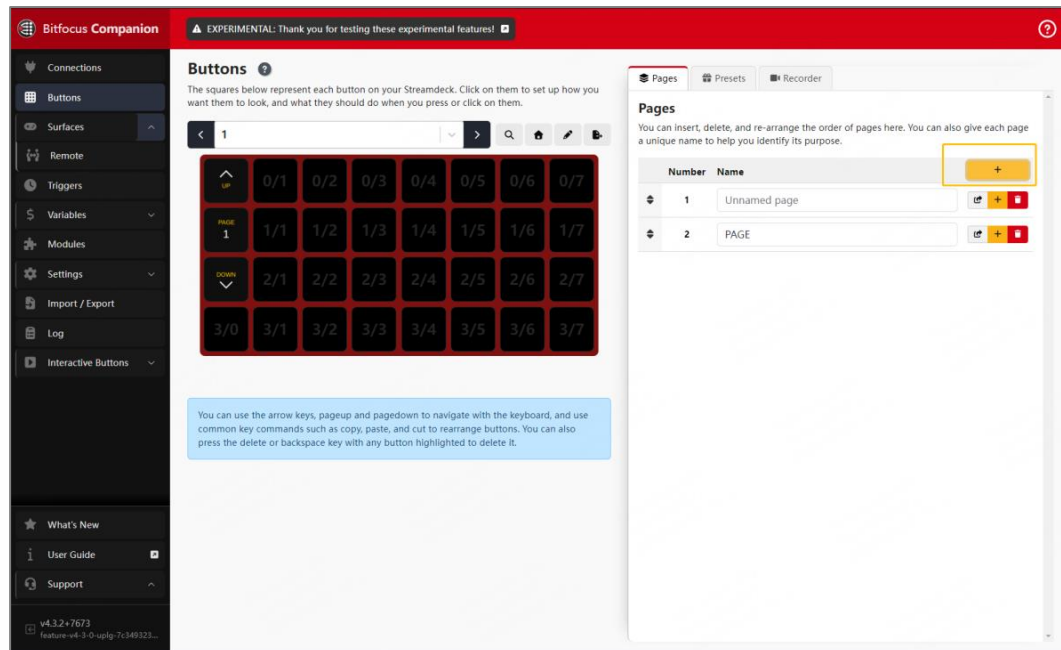
Step 5 Select the **Presets** tab on the right and click the highlighted area.



Step 6 (Optional) In the **Pages** area on the right, click . In the **Insert Pages** dialog box that appears, enter a page name and click **Add 1 Page** to add a page.

You can also click  or  on the **Insert Pages** to add multiple pages.

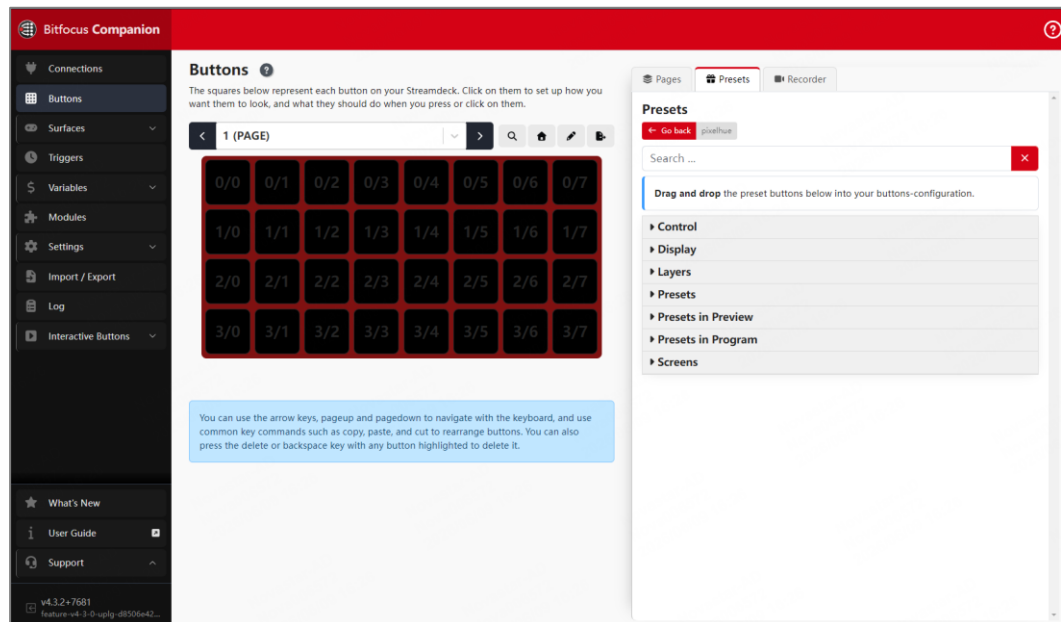
Figure 2-21 Adding one or multiple pages



The button configurations are stored on a page. You can configure as many buttons as needed and use the page-turning button (◀ or ▶) to navigate through the pages.

- Step 7 On the **Presets** tab page on the right, click the added controlled device to expand the preset function menu.

Figure 2-22 Preset function menu

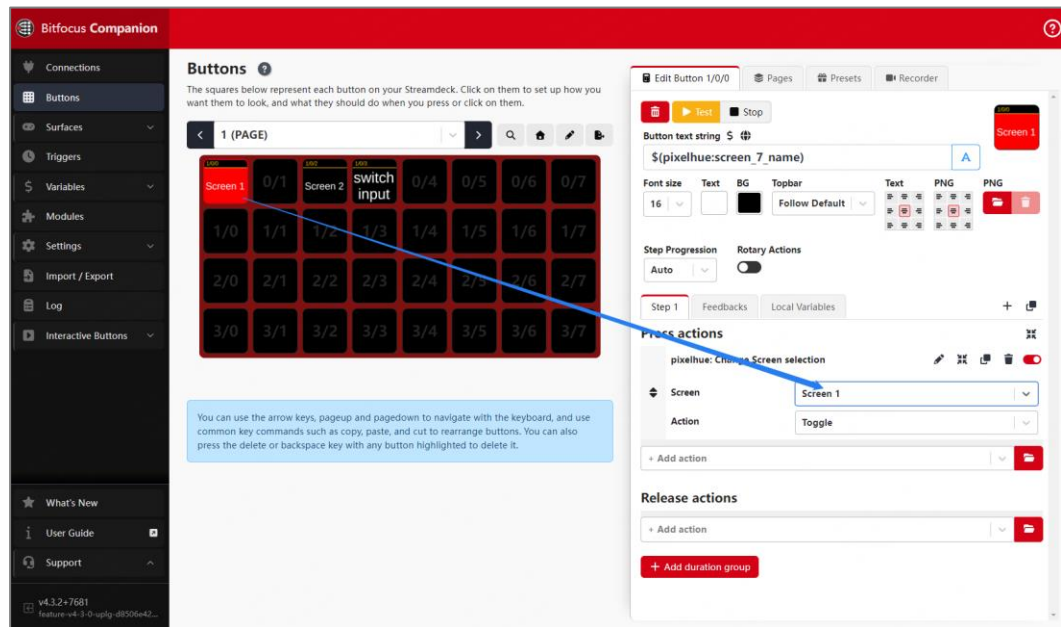


- Step 8 Select a page from the left, click one of the **Control**, **Display**, **Layers**, **Presets**, **Presets in Preview**, **Presets in PGM**, and **Sources** menu buttons on the right side to expand the function list. Then, drag the function buttons on the right side to the buttons of Stream Deck on the left side to complete button binding between the control function and Stream Deck.

After the configuration is completed, the function name will be displayed on the button of Stream Deck.

Click a bound button on the left to open the **Edit Button** tab page displayed on the right, and you can view button properties.

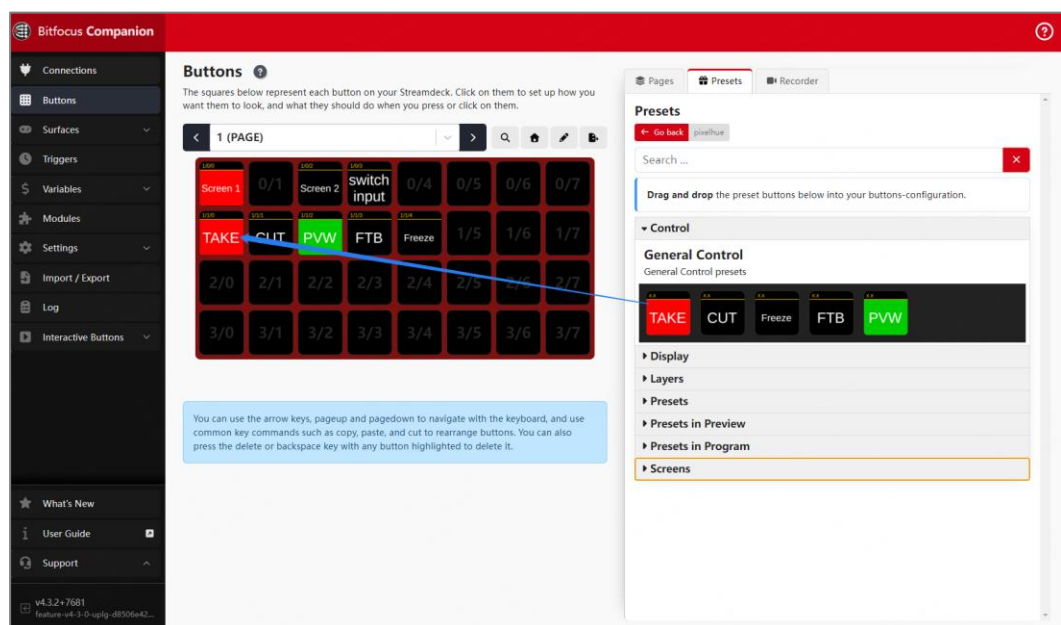
Figure 2-23 Edit Button



Note

Since Stream Deck does not support page navigation horizontally, when adding functions to the buttons on the Stream Deck, make sure the number of buttons horizontally matches the physical device.

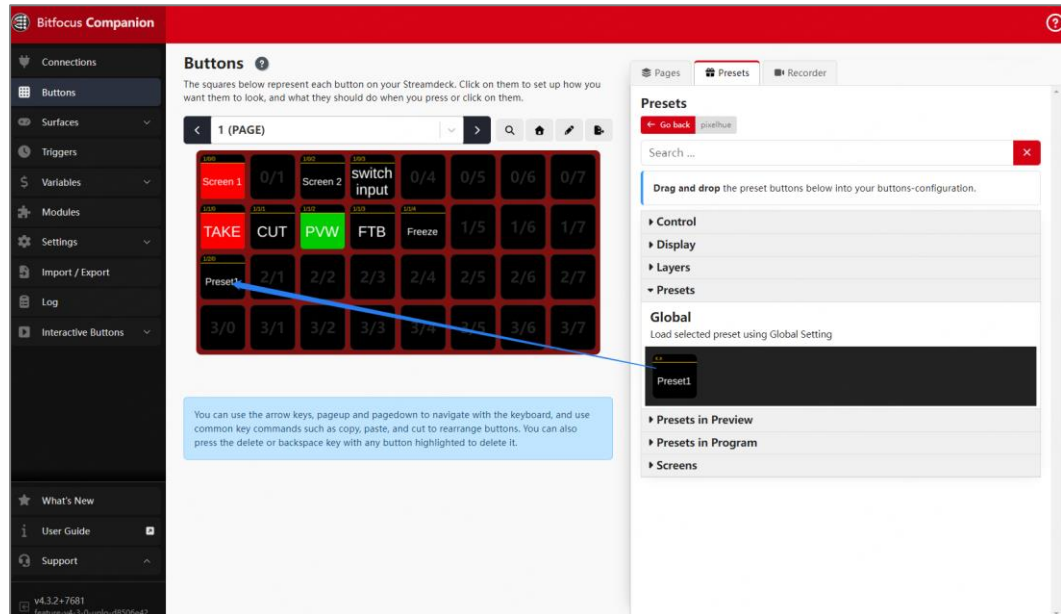
Figure 2-24 Function binding – Control



TAKE, CUT, FTB, Freeze, and Switch Backup Source: These buttons should be used together with the Screen buttons. You need to press the target Screen buttons to

select screens and then press these buttons. Selection of screens is based solely on the choices made in Stream Deck, rather than those in PixelFlow or on the event controller.

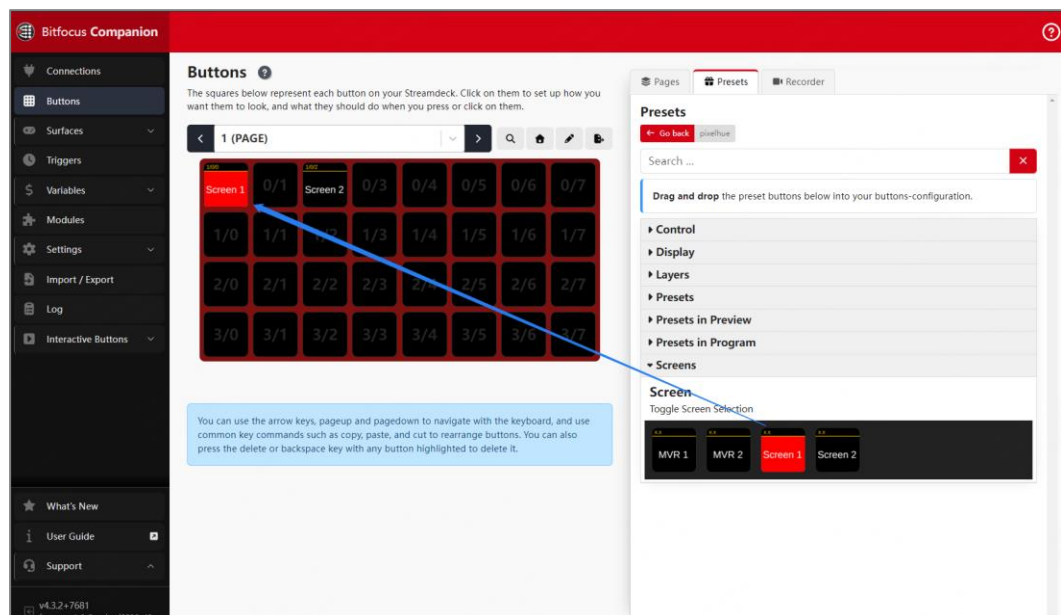
Figure 2-25 Function binding – Presets



Preset **xx**: Select a preset to load. The load destination is **Use global setting** by default. Users can manually choose to load the preset to **Preview** or **Program**.

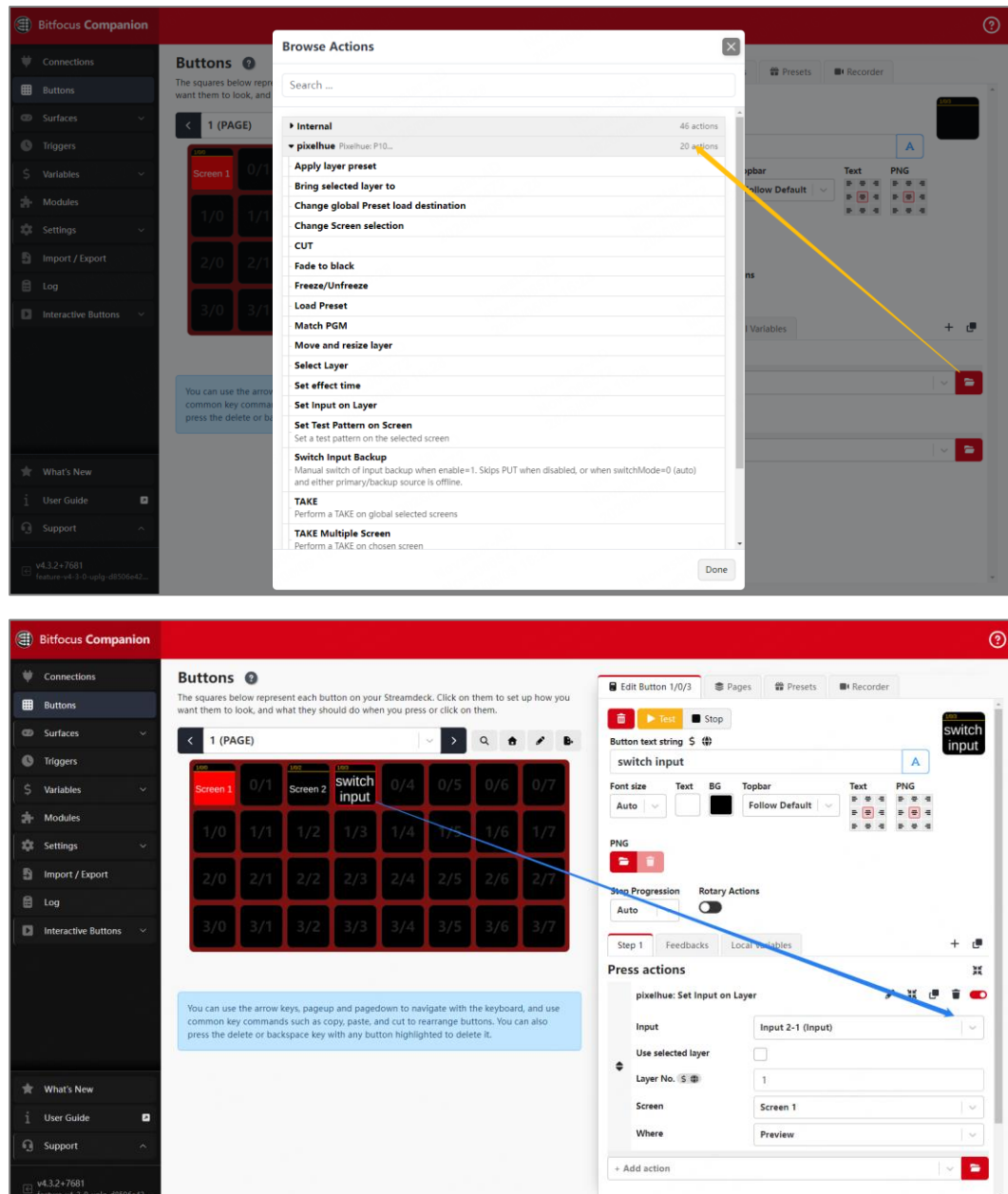
The preset list is obtained from the switcher and refreshed every 10 seconds. If a preset on the switcher is deleted, the preset button on the Stream Deck changes to N/A. After a new preset is added on the switcher and it is synchronized to the Stream Deck, you need to bind it again.

Figure 2-26 Function binding – Screens



Screen **xx**: Select or deselect a screen. The screen list is obtained from the switcher and refreshed every 10 seconds.

Figure 2-27 Function binding – Sources



Click **Create Button** to create a button, then click the folder icon to select the input on layer for the switcher

Press actions: Change the input source for the selected screen's layer. You must select a layer before pressing this button.

Step 9 Press the corresponding button on the Stream Deck, and check whether the function bound to the button is triggered in the controlled device.

- Yes => Stream Deck is successfully configured.
- No => Contact your technical support to find out the reason and reconfigure.

Other Operations

- Copy a button function

Click , select the button you want to copy, and then click the target button to which you want to copy.

- Move a button function

Click , select the button you want to move, and then click the target button to which you want to move.

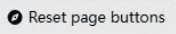
- Swap

Click , select the first button, and then click the second button to swap their functions.

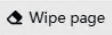
- Delete a single button function

Click , then click the button function you want to delete. In the dialog box that appears, click **Clear**.

- Reset page buttons

Click  to reset the button configurations on the page.

- Wipe page

Click , and in the dialog box that appears, click **Reset**.



Note

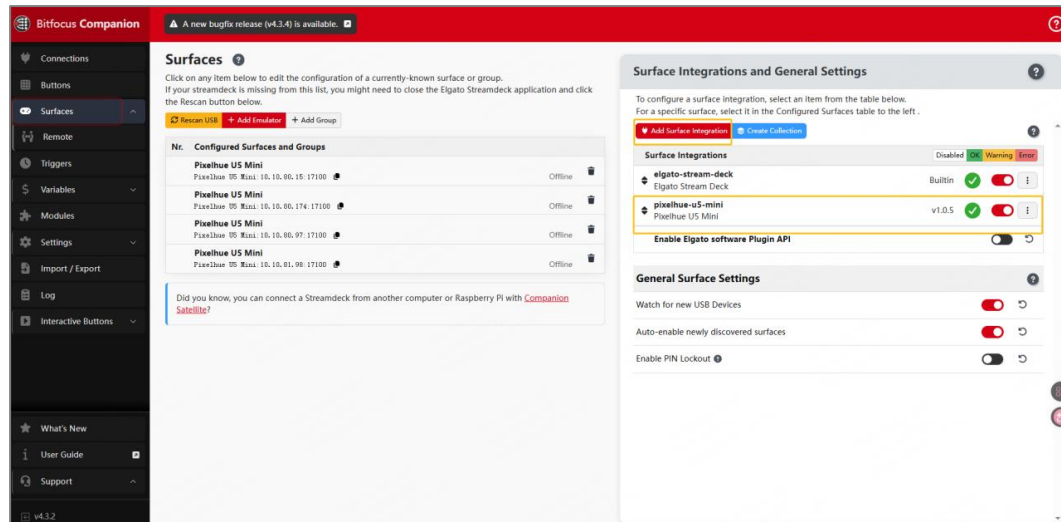
For more information, please refer to the Companion user manual.

2.3.3 U5 MINI Connection and Configuration (Companion V4.3 and later)

Step 1 Enter the Companion configuration page as described in the Preparations section.

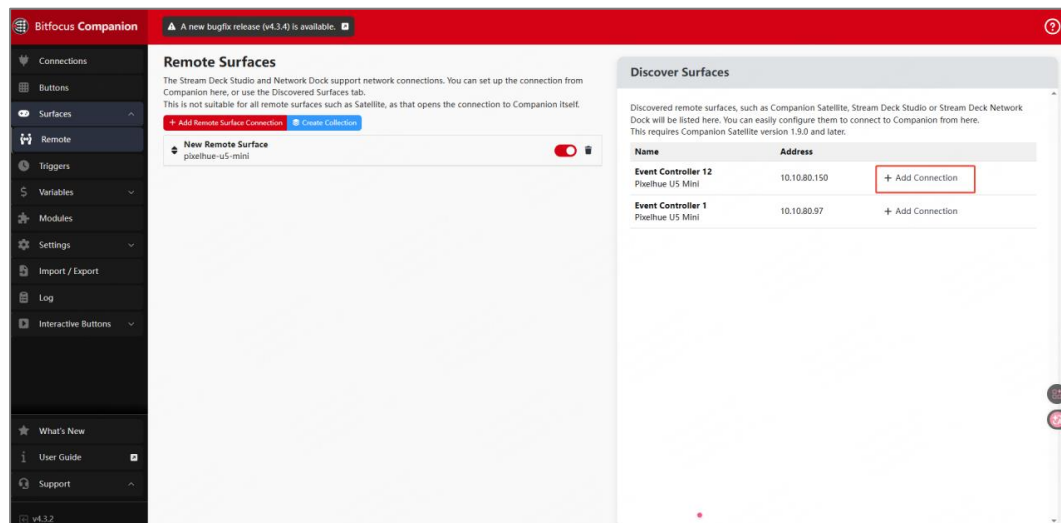
Step 2 Add the **pixelhue-u5-mini** surface integration.

1. Select **Surfaces** from the list on the left.
2. Click **Add Surface Integration** on the right and select **pixelhue-u5-mini** to add it (the plugin is added by default when accessing the built-in Companion on the U5 MINI device via the PixelFlow software).



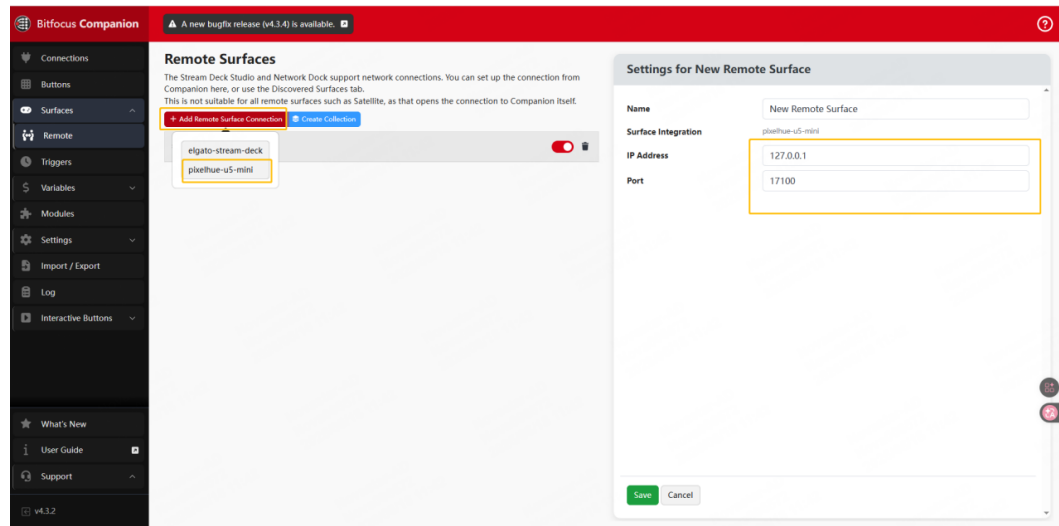
Step 3 Add a connection to the U5 MINI on the local network.

1. Select **Remote** from the list on the left.
2. Select the U5 MINI device on the LAN that you want to control from the **Discover Surfaces** list on the right, and click **Add Connection** to connect (accessing the U5 MINI's built-in Companion via the PixelFlow software connects to the local device by default).



Step 4 Manually add the U5 MINI connection on the local network.

1. Select **Remote** from the list on the left.
2. **Click Add Remote Surface Connection**, select **pixelhue-u5-mini** to open the manual add panel, and enter the U5 MINI's name, IP address, and port (default: 17100).



For more button binding operations, please refer to the above section. If you have any questions, please contact the technical support.