

FAQ for HDMI Switchers:

1. Power Supply problem: The power light does not work or blinks continuously, and the display/TV/monitor shows unstable quality of pictures or even nothing. The solution would be:
 - a. For switchers that need power supply, such as switchers with audio extraction, 3/5 ports switchers with Aluminum Alloy case, customers should firstly check all the devices are connected appropriately, make sure the power light works and hence use the product.
 - b. For those v1.3 switchers with 3 / 4 / 5 ports, when connecting with input devices which supply weak electricity only (such as PS4), if the display/TV/monitor shows unstable quality of pictures or even nothing, customers need to connect another device(s) which supply strong electricity; or customers may plug the power supply.
 - c. For switchers which have no power support port, customers could only connect another device(s) which supply strong electricity
2. Defective pictures caused by cables:

Generally problems shall be caused by the quality of cables or the length of cables is too long, here are the solutions:

 - a. Cables are too long: customers may try another cable which no longer than 5m.
 - b. Quality of cables: customers may try another cable which is HDMI AWG28 standard.
 - c. Others: in case it is not related to quality or length of cables, customers could check the connection ports or even try another input devices.
3. Not compatible with HDCP or unsuccessful reading of EDID which causes the problem of low resolution or even no picture:
 - a. Make sure all the players and display devices support the same HDCP version or support HDCP; otherwise customers should replace them which support HDCP.
 - b. If the abnormal image phenomenon caused by EDID read failure, you can re-plug the HDMI cable to see if it can solve the problem; if not, please try again with another HDMI cable.
4. The problem of no picture display or unstable screen display on TV, which caused by unsupported resolution.

Each version of switchers is recommended to use with the corresponding resolution device only. The 1.3 version supports 1080p@60Hz maximally and ordinary 3D version; the 1.4 version support 4K@30Hz and Full 3D maximally; The 2.0 version supports 4K@60Hz and Full 3D maximally. If a lower version of switcher was used for higher resolution ratio devices, which results in image problem, please lower the resolution of player in the supporting range, or use the switcher of the corresponding version.
5. If there is a problem of normal sound but no image after using the product connecting player and TV.
 - a. As most of TVs only support the audio of 2CH format, but the mainstream HDMI devices supports the audio output up to 7.1CH, such as Blu-ray DVD, game console or set-top box. Our switchers fully support these audio signals. When the user set the player format

to 5.1CH or 7.1CH, the TV appeared no sound but image, Please set the output format of player as 2CH PCM.

- b. If you use a laptop or desktop host to connect our products to the TV without audio output, there may be HDMI audio output settings are not set.

The solution is, setting the output audio of computer to the TV output audio connected to computer.

6. Using the switchers with remote control, the product is under normal circumstances, but the infrared remote control does not work. The solution is as follows:
 - a. Check whether the plastic spacer on the back of the infrared remote control is removed to ensure that the infrared receiver is connected to the product.
 - b. Ensure that the transmitting terminal of infrared remote control aims at the infrared receiver, and ensure that the distance does not exceed 5m, the angle is less than 45° .
 - c. With the aid of camera of Android cell phone, Confirm that whether the remote control can send infrared remote control signals and battery has sufficient power. If not, please replace the battery in time.

FAQ for HDMI Splitters:

1. Power supply problem: As all the splitters need additional power to work properly, so if no product power led lights or no signal lamp lights when working, please check the power supply of product and the power supply of the plug board.
2. Audio and video quality problems caused by cable problems: If it appeared screen flicker, no picture, stripes, snow or stuck, it is mainly due to the length of cable. Our splitter can transmit HDMI signal stably from 5m ahead to 10m behind in the test of AWG28 standard.

3. HDCP is not compatible or EDID read failed, resulting in the back-end TV has no image or bad image, low resolution ratio etc.

As the splitter does not hinder EDID from reading and HDCP from detecting, the solutions are as follows:

- a. Make sure that if the player and the TV both support the same version of HDCP, or whether both supporting HDCP. If not, please replace a both supporting HDCP equipment to avoid the unsupported situations.
 - b. If the poor image phenomenon caused by EDID read failure, you can re-plug the HDMI cable to see if it can be solved. If not, then please try again with a better HDMI cable.
4. The problem of no image or unsteady image display on TV, which caused by unsupported resolution.

Each version of the splitter is only recommended to be used in the corresponding conditions of resolution ratio. 1.3 version supports 1080@60Hz and ordinary 3D maximally, 1.4 version supports 4K @ 30Hz and Full 3D maximally, 2.0 version supports 4K @ 60Hz and Full 3D maximally. If a low version of splitter is used for a display screen with high screen resolution ratio, which results in image problem, please reduce the resolution ratio of player in the range of the switcher supports, or replace a splitter of corresponding version.

5. The situation of no image but still has a valid sound after using the connected player and TV.
 - a. As the most of TV only support 2CH format audio, but the mainstream HDMI devices support 7.1 CH audio output maximally such as Blu-ray DVD, game console or set-top box. Our splitters wholly support these audio signals. When the users set the players to 5.1CH or 7.1CH, it has image but no audio through our splitter to TV. The solution is setting the player's audio output format to 2CH PCM.
 - b. If using a laptop or desktop host to connect our products to the TV without audio output, there may be that the HDMI audio output settings are not set. The solution is setting the computer's output audio to the TV output audio connected to the computer.
6. The overheating problem of product shell: As the splitters generate heat, so it is normal that the shell temperature was up to 45 degrees after continuous work for a long time.

FAQ for HDMI Matrix:

1. Power supply problem: As all the Matrixes need additional power to work properly. If there was no power led light, no signal light, please check the connection of power supply and the plug board of power supply, check the switcher is open.
2. Audio and video quality problems caused by cable problems: If it appeared screen flicker, no picture, stripes, snow or stuck, it is mainly due to the length of cable. Our matrix can transmit HDMI signal stably from 10m ahead to 10m behind in the test of AWG28 standard.
3. HDCP is not compatible or EDID read failure, resulting in back-end TV without image, bad image or low resolution etc.

As the matrix products does not hinder EDID read and HDCP detection, the solution is as follows

 - a. Make sure that if the player and the TV both support the same version of HDCP, or whether both supporting HDCP. If not, please replace a both supporting HDCP equipment to avoid the unsupported situations.
 - b. If the poor image phenomenon caused by EDID read failure, you can re-plug the HDMI cable to see if it can be solved. If not, then please try again with a better HDMI cable.
4. The problem of no picture display or unstable screen display on TV, which caused by unsupported resolution.

Each version of switchers is recommended using in the corresponding resolution condition only. The 1.3 version supports 1080p@60Hz maximally and ordinary 3D version; the 1.4 version support 4K @ 30Hz and Full 3D maximally; the 2.0 version supports 4K @ 60Hz and Full 3D maximally. If a lower version of switcher was used for higher resolution conditions, which results in image problem, Please lower the resolution ratio of player in the range that the switcher supports, or use the switcher of corresponding version.
5. The situation of no image but still has a valid sound after using the connected player and TV.
 - a. As the most of TV only support 2CH format audio, but the mainstream HDMI devices

support 7.1 CH audio output maximally such as Blu-ray DVD, game console or set-top box. Our splitters wholly support these audio signals. When the users set the players to 5.1CH or 7.1CH, it has image but no audio through our splitter to TV. The solution is setting the player's audio output format to 2CH PCM.

- b. If using a laptop or desktop host to connect our products to the TV without audio output, there may be that the HDMI audio output settings are not set. The solution is setting the computer's output audio to the TV output audio connected to the computer.
 - c. If a matrix with audio separation, it is possible to turn on the ARC function. If the audio separation function does not work, just turn off the ARC function, or send the audio back to the product through the TV HDMI channel supported ARC, then output the power amplifier through SPDIF.
6. Using the Matrix product with remote control, the product is under normal circumstances, but infrared remote control does not work. The solution is as follows:
- a. Check whether the plastic spacer on the back of the infrared remote control is removed to ensure that the infrared receiver is connected to the product.
 - b. Ensure that the transmitting terminal of infrared remote control aims at the infrared receiver, and ensure that the distance does not exceed 5m, the angle is less than 45° .
 - c. With the aid of camera of Android cell phone, Confirm that whether the remote control can send infrared remote control signals and battery has sufficient power. If not, please replace the battery in time.