



HDMI 4K HDBaseT Wallplate Kit

User Manual



Preface

Read this user manual carefully before using the product. Pictures shown in this manual are for reference only. Different models and specifications are subject to real product.

This manual is only for operation instruction, please contact the local distributor for maintenance assistance. The functions described in this version were updated till April, 2019. In the constant effort to improve the product, we reserve the right to make functions or parameters changes without notice or obligation. Please refer to the dealers for the latest details.

FCC Statement

This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. It has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a commercial installation.

Operation of this equipment in a residential area is likely to cause interference, in which case the user at their own expense will be required to take whatever measures may be necessary to correct the interference.

Any changes or modifications not expressly approved by the manufacture would void the user's authority to operate the equipment.



SAFETY PRECAUTIONS

To ensure the best from the product, please read all instructions carefully before using the device. Save this manual for further reference.

- Unpack the equipment carefully and save the original box and packing material for possible future shipment.
- Follow basic safety precautions to reduce the risk of fire, electrical shock and injury to persons.
- Do not dismantle the housing or modify the module. It may result in electrical shock or burn.
- Using supplies or parts not meeting the products' specifications may cause damage, deterioration or malfunction.
- Refer all servicing to qualified service personnel.
- To prevent fire or shock hazard, do not expose the unit to rain, moisture or install this product near water.
- Do not put any heavy items on the extension cable in case of extrusion.
- Do not remove the housing of the device as opening or removing housing may expose you to dangerous voltage or other hazards.
- Install the device in a place with fine ventilation to avoid damage caused by overheat.
- Keep the module away from liquids.
- Spillage into the housing may result in fire, electrical shock, or equipment damage. If an object or liquid falls or spills on to the housing, unplug the module immediately.
- Do not twist or pull by force ends of the cable. It can cause malfunction.
- Do not use liquid or aerosol cleaners to clean this unit. Always unplug the power to the device before cleaning.
- Unplug the power cord when left unused for a long period of time.
- Information on disposal for scrapped devices: do not burn or mix with general household waste, please treat them as normal electrical wastes.

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1. Product Introduction

The HDMI 4K HDBaseT Wallplate Kit is a multi-function AV distribution system designed to provide HDMI video switching, system control, video extension and analog audio amplification in a convenient kit. The system consists of HDMI-4K HDBaseT Transmitter, HDMI-4K HDBaseT Receiver and HDMI-4K Control Panel.

Utilizing the Valens Colligo series chips, power, control, video up to 4K, and audio are transported over a single 40m (131ft)/70m (230ft) solid core Category cable between the wall plate transmitter and the receiver. The wall plate control panel connects to the wall plate transmitter with a second solid core Category cable. All the power needed for the system is provided by the receiver. Additionally, the receiver features a built-in web GUI for control and analog audio de-embedding to a built-in 2x20 watt stereo amplifier.

1.1 Features

- Two HDMI inputs can be switched freely.
- HDMI video resolution is up to 4Kx2K@60Hz 4:2:0.
- Extends 4K@60Hz 4:2:0 signal up to 40m (131ft) and 1080p@60Hz signal up to 70m (230ft) via a single CATx cable.
- USB for smart board connection.
- Supports HDCP 1.4.
- Supports MIC input.
- 2x20Watt@4Ohm amplifier output.
- Customizable control panel, support IR learning.
- Copy and load IR and RS232 control settings.
- Supports GUI control.
- Supports UPNP.
- Micro USB for firmware upgrade.

1.2 Package List

Transmitter	<ul style="list-style-type: none"> ● 1x HDMI 4K HDBaseT Wallplate Transmitter
Receiver	<ul style="list-style-type: none"> ● 1x HDMI 4K HDBaseT Wallplate Receiver ● 2x Mounting Ears with 4 Screws ● 4x Plastic Cushions ● 1x 4-pin Terminal Block ● 3x 3-pin Terminal Blocks ● 1x 2-pin Terminal Block ● 1x IR Emitter ● 1x USB-A to USB-B Cable ● 1x Power Adapter (DC 24V 2.71A)
Control Panel	<ul style="list-style-type: none"> ● 1x HDMI 4K HDBaseT Wallplate Control Panel ● 1x White Faceplate
	<ul style="list-style-type: none"> ● 1 x User Manual

Note: Please contact your distributor immediately if any damage or defect in the components is found.

2. Specification

2.1 HDMI 4K HDBaseT Wallplate Transmitter

Video	
Video Input	(1) HDMI IN 1, (1) HDMI IN 2
Video Input Connector	(2) 19-pin type-A female HDMI
Video Output	(1) PoC IN/HDBT OUT, (1) POWER/RS232
Video Output Connector	(2) RJ45
Control	
Control Port	(1) TO PC, (1) FIRMWARE
Control Connector	(1) Type-B USB, (1) Micro USB
General	
Video Resolution	Up to 4Kx2K@60Hz 4:2:0
Transmission Mode	HDBaseT
Transmission Distance	CAT5e/6: 4K@60Hz 4:2:0 ≤ 35 meters (115 feet), 1080p@60Hz ≤ 60 meters (197 feet)
	CAT6a/7: 4K@60Hz 4:2:0 ≤ 40 meters (131 feet), 1080p@60Hz ≤ 70 meters (230 feet)
Bandwidth	10.2Gbps
HDMI Version	1.4
HDCP Version	1.4
Operation Temperature	-5~ +55°C
Storage Temperature	-25 ~ +70°C
Relative Humidity	10%-90%
Dimension (W*H*D)	105mm x 89mm x 44mm
Net Weight	242g

2.2 HDMI 4K HDBaseT Wallplate Receiver

Video	
Video Input	(1) HDBT IN/PoC
Video Input Connector	(1) RJ45
Video Output	(1) TO DISPLAY
Video Output Connector	(1) 19-pin type-A female HDMI
Audio	
Audio Input	(1) MIC
Audio Input Connector	(1) 3-pin terminal block
Audio Output	(1) 2x20Watt@4Ω, (1) LINE OUT
Audio Output Connector	(1) 4-pin terminal block, (1) 3-pin terminal block
Audio Format	HDMI embedded audio: PCM/Dolby/DTS MIC input audio: PCM Analog output audio: PCM
Control	
Control	(1) TCP/IP, (1) FROM TOUCHSCREEN, (1) IR OUT, (1) RS232, (1) REMOTE MUTE
Control Connector	(1) RJ45, (1) Type-A USB, (1) 3.5mm mini jack, (1) 3-pin terminal block, (1) 2-pin terminal block
General	
Video Resolution	Up to 4Kx2K@60Hz 4:2:0
Transmission Mode	HDBaseT
Transmission Distance	CAT5e/6: 4K@60Hz 4:2:0 ≤ 35 meters (115 feet), 1080p@60Hz ≤ 60 meters (197 feet)
	CAT6a/7: 4K@60Hz 4:2:0 ≤ 40 meters (131 feet), 1080p@60Hz ≤ 70 meters (230 feet)
Bandwidth	10.2Gbps
HDMI Version	1.4
HDCP Version	1.4
Power Supply	Input:100V~240V AC; Output: 24V DC 2.71A
Power Consumption	55W (Max)
Operation Temperature	-5~ +55°C
Storage Temperature	-25 ~ +70°C

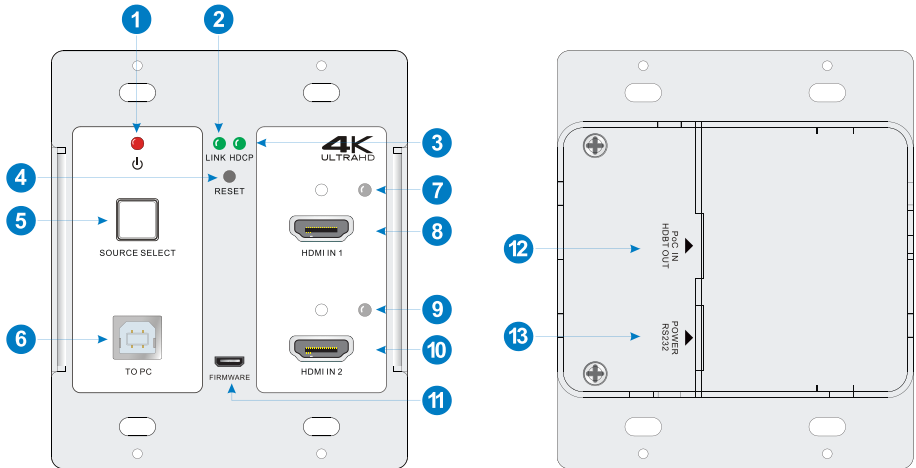
Relative Humidity	10%-90%
Dimension (W*H*D)	250mm x 31mm x 130mm
Net Weight	682g

2.3 HDMI 4K HDBaset Wallplate Control Panel

Port	
Control	(1) CONFIG, (1) POWER/RS232
Control Connector	(1) Type-A USB, (1) RJ45
Other	(1) Volume Knob, (4) Buttons (ON, OFF, HDMI 1, HDMI 2), (1) Built-in IR sensor
Operation Temperature	-5~ +55°C
Storage Temperature	-25 ~ +70°C
Relative Humidity	10%-90%
Dimension (W*H*D)	114mm x70mm x 34mm
Net Weight	140g

3. Panel Description

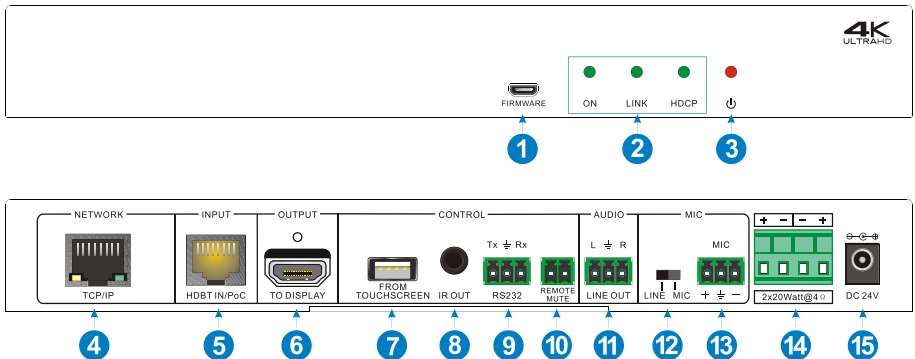
3.1 HDMI 4K HDBaseT Wallplate Transmitter



- ① **POWER LED:** The LED illuminates red when power is applied.
- ② **LINK LED:** The LED illuminates green when there is a valid HDBaseT connection with the receiver. The LED is off when there is no valid link.
- ③ **HDCP LED:** The LED illuminates green when there is HDMI video traffic with HDCP. It will blink green when there is HDMI video traffic without HDCP and will be off when there is no HDMI video traffic.
- ④ **RESET:** Press this button to reboot the transmitter.
- ⑤ **SOURCE SELECT:** Blue-backlit button for source selection.
- ⑥ **TO PC:** Type-B USB to connect Host PC to receive USB control signal from receiver.
- ⑦ **HDMI IN 1 LED:** The LED illuminates yellow when the source device is connected to the HDMI input 1 port. It will turn green when the HDMI input 1 source is selected as input.
- ⑧ **HDMI IN 1:** Type-A female HDMI input port to connect an HDMI source device.

- ⑨ **HDMI IN 2 LED:** The LED illuminates yellow when the source device is connected to the HDMI input 2 port. It will turn green when the HDMI input 2 source is selected as input.
- ⑩ **HDMI IN 2:** Type-A female HDMI input port to connect an HDMI source device.
- ⑪ **FIRMWARE:** Micro-USB port for firmware upgrade.
- ⑫ **PoC IN/HDBT OUT:** RJ45 port to connect the **HDBT IN/PoC** port of receiver by CATx cable. The transmitter can be powered by this port once the receiver has been powered up.
- ⑬ **POWER/RS232:** RJ45 port to connect the **POWER/RS232** port on the control panel via CATx cable to receive RS232 control signal and power the control panel.

3.2 HDMI 4K HDBaseT Wallplate Receiver



- ① **FIRMWARE:** Micro-USB port for firmware upgrade.
- ② **LED indicators:**
 - **ON:** The LED illuminates green when the system is in normal working status.
 - **LINK:** The LED illuminates green when there is a valid HDBaseT connection with the transmitter. The LED is off when there is no valid link.

- **HDCP:** The LED illuminates green when there is HDMI video traffic with HDCP. It will blink green when there is HDMI video traffic without HDCP and will be off when there is no HDMI video traffic.
- ③ **POWER LED:** The LED illuminates red when power is applied.
- ④ **TCP/IP:** RJ45 port to connect the control device (e.g. PC) to control the system by GUI.
- ⑤ **HDBT IN/PoC:** RJ45 port to connect the **PoC IN/HDBT OUT** port of transmitter by CATx cable.
- ⑥ **TO DISPLAY:** Type-A female HDMI output port to connect a display device (e.g. Projector).
- ⑦ **FROM TOUCHSCREEN:** Type-A USB port to connect a touch screen device (e.g. Smart Board) to transmit USB signal back to the Host PC. The port also can be connected to an interactive projector to achieve on-line handwriting annotation, but it can't be synchronized to the Host PC.
- ⑧ **IR OUT:** 3.5mm mini jack to connect IR emitter to control the display device.
- ⑨ **RS232:** 3-pin terminal block to connect the display device (e.g. Projector) for RS232 control.
- ⑩ **REMOTE MUTE:** 3-pin terminal block to connect the fire alarm system. When the fire alarm signal input, the audio output will be set to mute.
- ⑪ **LINE OUT:** 3-pin terminal block to connect an audio broadcast device to output HDMI embedded audio and MIC audio in mixed mode. In additional, the port can be connected to a sound recorder for sound recording.
- ⑫ **LINE/MIC Level Selector Switch:**
 - When the switch turns to **"MIC"**, the microphone input is connected to dynamic microphone. There are two different connections:
 - 1) Unbalanced connection:**
"⊥" connects to ground, and "-" connects to signal.
 - 2) Balanced connection:**
"+" connects to positive, "-" connects to negative and "⊥" connects to ground.

- When the switch turns to "LINE", the microphone input is connected to normal or wireless microphone. There are two different connections:

1) Unbalanced connection:

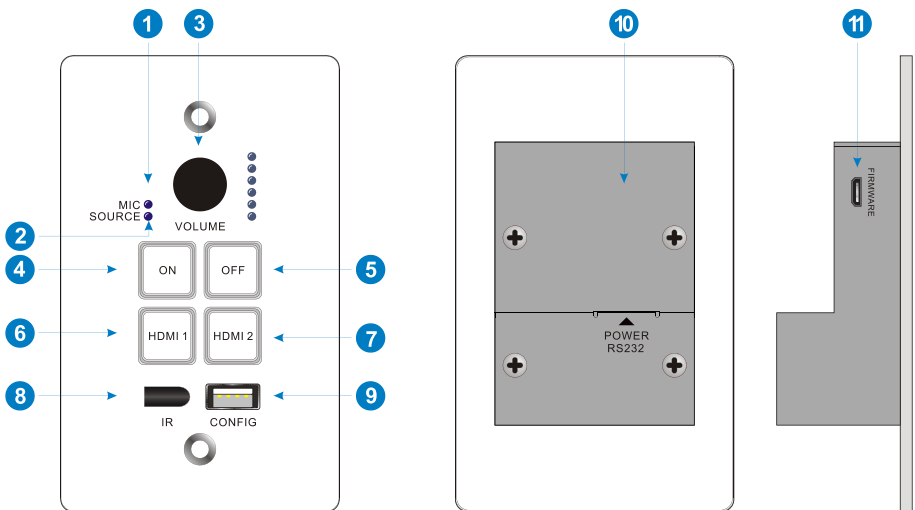
"⊥" connects to ground, and "-" connects to signal.

2) Balanced connection:

"+" connects to positive, "-" connects to negative and "⊥" connects to ground.

- ⑬ **MIC:** 3-pin terminal block to connect wireless microphone and compatible with MIC and LINE audio. When connect PC or other audio input device besides microphone, only "-" and "⊥" pins need to be used.
- ⑭ **2x20Watt@4Ω:** 4-pin terminal block to connect speakers for audio mixing output.
- ⑮ **DC 24V:** Power port for power adapter connection.

3.3 HDMI 4K HDBaseT Wallplate Control Panel



- ① **MIC LED:** The LED illuminates blue when the MIC audio is selected to be adjusted.

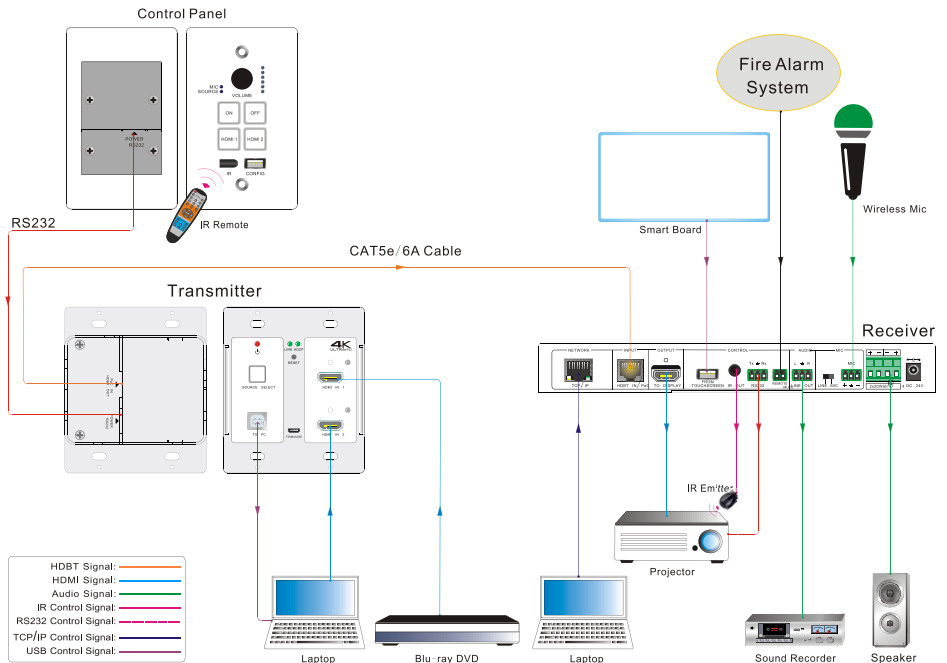
- ② **SOURCE LED:** The LED illuminates blue when the source audio is selected to be adjusted.
- ③ **VOLUME:** Press and hold this button for three seconds to select MIC or SOURCE audio to be adjusted. Rotate the button to turn up or turn down the selected audio. Press the button to mute or unmute the current audio source.
- ④ **ON:** Blue-backlit button. It can be programmed by IR learning to turn on the display device.
- ⑤ **OFF:** Blue-backlit button. It can be programmed by IR learning to turn off the display device.
- ⑥ **HDMI 1:** Press this blue-backlit button to select the HDMI input 1.
- ⑦ **HDMI 2:** Press this blue-backlit button to select the HDMI input 2.
- ⑧ **IR:** Built-in IR sensor to receive IR signal from IR remote.
- ⑨ **CONFIG:** Type-A USB port to connect U-disk to copy or load control settings.
- ⑩ **POWER/RS232:** RJ45 port to connect the **POWER/RS232** port of the transmitter via CATx cable to transmits RS232 control signal and power the control panel.
- ⑪ **FIRMWARE:** Micro-USB port for firmware upgrade.

4. System Connection

4.1 Usage Precaution

- Make sure all components and accessories are included before installation.
- System should be installed in a clean environment with proper temperature and humidity.
- All of the power switches, plugs, sockets, and power cords should be insulated and safe.
- All devices should be connected before power on.

4.2 System Diagram

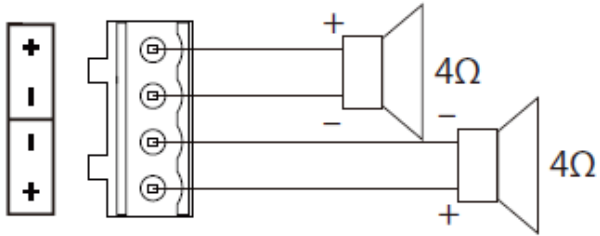


Note:

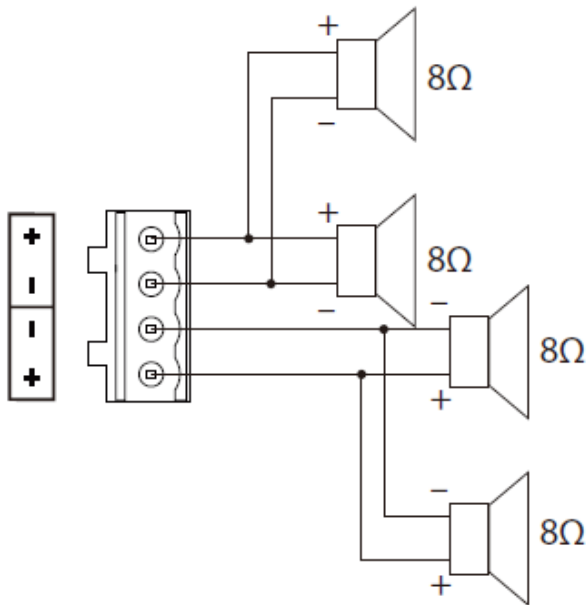
- Connect HDBT ports via straight-thru CAT5e/6 cable with TIA/EIAT568B standard terminations at both ends.
- The distance is less than 40m at 4K or 70m at 1080p between transmitter and receiver.

4.3 Speaker Wiring Configurations

4Ω Load with 4Ω speakers:



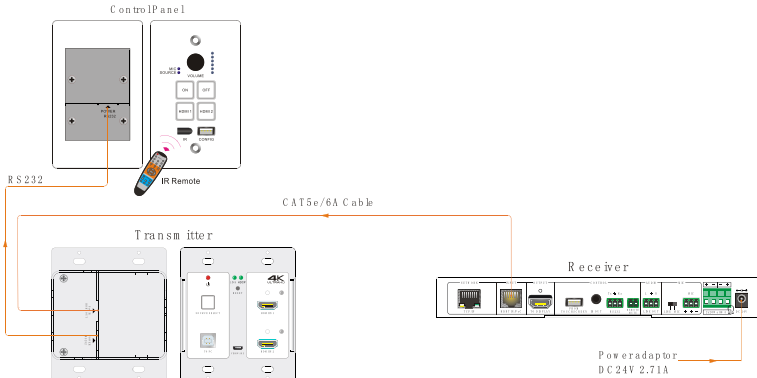
4Ω Load with 8Ω Speakers:



4.4 PoC Connection

The system supports PoC, which allows several terminals share the same power supply and eliminates the need for extra power supply at the remote nodes.

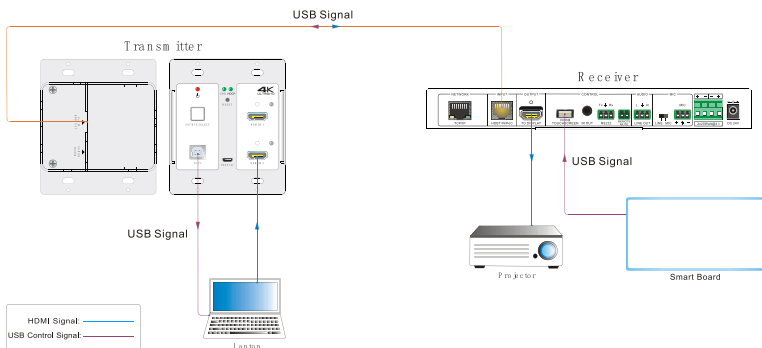
Connect a 24V DC power adapter to the power port of receiver, the transmitter and control panel can be energized synchronously with PoC solution, see the picture below:



4.5 USB Connection

The receiver has a USB port (**FROM TOUCH SCREEN**) to connect smart board.

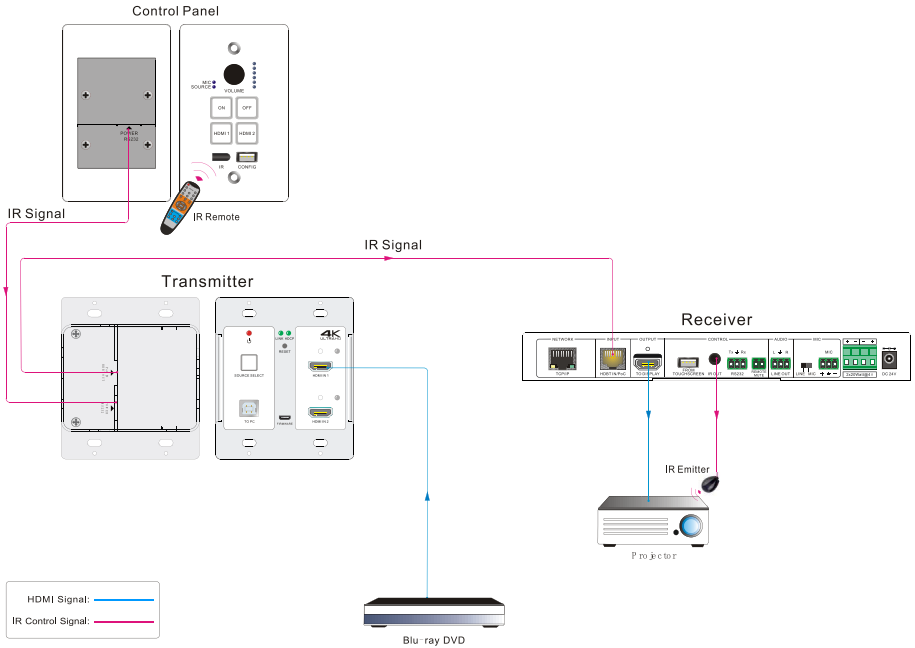
When user make notes on smart board, the receiver will receive the signal from smart board and send it back to the Host PC. Please refer to the return path of USB signal as shown as below.



Note: The special USB control cable is required if the connection distance is more than 4m/13ft between the receiver and the smart board.

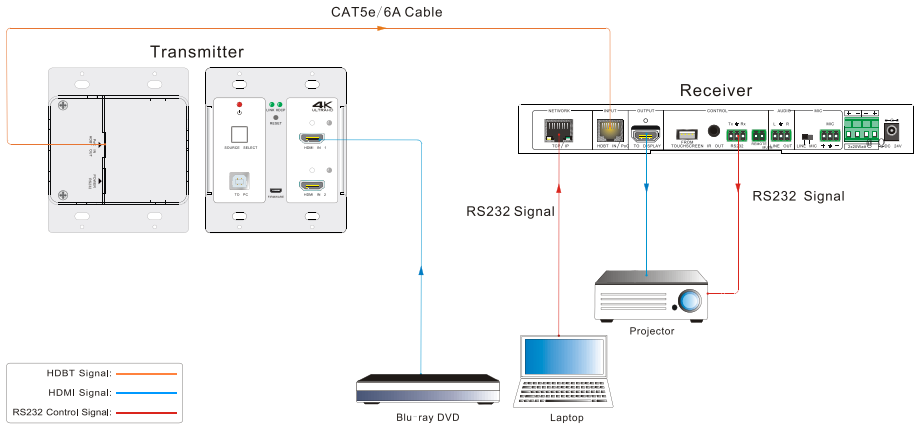
4.6 IR Connection

The control panel provides a built-in IR sensor and the receiver provides an **IR OUT** port for IR pass-through control. Connect IR emitter to the **IR OUT** port of the receiver, and then put the IR emitter close to the display device (e.g. Projector), and put the IR remote of display device close to the built-in IR sensor, the display device can be controlled by pressing IR remote.



4.7 RS232 Connection

The receiver provides an additional RS232 interface to connect the display device, and then the display device can be controlled by sending RS232 commands via GUI. Please refer to **5.3.3 Command Tab**.



5. System Operation

5.1 IR Learning

The IR learning function allows user to use the buttons of control panel to displace some keys of IR remote which can control display device or other devices. The control panel has four buttons: **ON**, **OFF**, **HDMI 1** and **HDMI 2**, but **HDMI 1** and **HDMI 2** buttons do not support IR learning function, because they are designed for source selection.

- **Operation Procedure:**

- 1) Press and hold **HDMI 1** until the **ON** and **OFF** light up, and then release **HDMI 1**, the **HDMI 1** will go dark to enter IR learning mode.
- 2) Press **ON** to enter IR learning status, and it will keep blinking blue.
- 3) Press the corresponding key (such as power on key) on IR remote, meanwhile, put IR remote close to the IR sensor of control panel.
- 4) Once set up successfully, the button **ON** will stop blinking.
- 5) Next, repeat the above steps to set another button **OFF**.
- 6) Finally, Press and hold **HDMI 2** to exit IR learning mode.

- **Apply IR Learning Function:**

- 1) Press **ON** to turn on the display device.
- 2) Press **OFF** to turn off the display device.

Note:

- *When the control panel is in the IR learning mode, press and hold **HDMI 2** for five seconds can exit.*
- *If there is no operation for sixty seconds, the control panel will automatically exit the IR learning mode.*
- *All buttons will go dark while the control panel exits IR learning mode successfully.*

5.2 Button Control

- **Select Input Source**

Press the **HDMI 1** or **HDMI 2** button on the control panel to select the appropriate source device.

Press the **SOURCE SELECT** button on the transmitter to switch input source.

- **Power On and Off the Display**

When power on the display, press the **ON** button on the control panel.

When power off the display, press the **OFF** button on the control panel.

- **Power On and Off the System**

There are two modes for controlling display device and system: synchronous and asynchronous control mode, which can be selected via GUI. For more details, please refer to the [5.3.2 Setting Tab](#).

1) Synchronous mode:

Press the **ON** or **OFF** button on control panel to turn on or off the display device and system concurrently.

2) Asynchronous mode:

Press the **ON** or **OFF** button on control panel to turn on or off the display device.

Press and hold the **ON** or **OFF** button to power on or off system.

- **Volume Control**

Turn the volume knob clockwise will raise the volume; turning the volume knob counterclockwise will lower the volume.

Press the volume knob will mute or unmute the current audio source.

Press and hold the volume knob for three seconds will switch to the other audio source. If the audio source is muted, this action will unmute the source.

5.3 GUI Control

The web browser control interface is an alternative method to control the system without having to interact with the control panel.

The default IP address of the transmitter is 192.168.0.178. This can be changed in the Network settings by an administrator.

Type **192.168.0.178** in your browser, it will enter the log-in interface shown as below:



To change the settings of the web browser interface or program RS232 commands for the display device, it requires log into the transmitter as an administrator. The User Name is **admin** and the default Password is **admin**.

5.3.1 Device Control Tab



HDMI

Switch between HDMI input 1 and HDMI input 2.

DISPLAY

Turn the display on or off.

SYSTEM

Turn the system on or off.

VOLUME

Mute or unmute MIC and SOURCE audio. Volume may be changed by pressing the "+" or "-" buttons or by dragging the volume slider.

Note: When you use iPad to click the "+" or "-", it is a normal phenomenon that the Mute button will shake.

5.3.2 Setting Tab

To enter the configuration settings, click on the gear icon on the lower left corner of the control interface.

PASSWORD

Change the password for the admin and user login screen.

DISPLAY CONTROL SELECT

Select whether the display will be controlled via IR or RS232.

DISPLAY/POWER SYNC

Select whether the display and system will be powered on and off simultaneously. This option is only active if the display device is controlled via RS232.

- When the mode is **ON**, press the **ON** or **OFF** button on control panel to turn on or off the display device and system concurrently.
- When the mode is **OFF**, press the **ON** or **OFF** button on control panel to turn on or off the display device; press and hold the **ON** or **OFF** button to power on or off system.

I/O MODE SELECT

Enable (N.O.)/ disable (N.C.) fire alarm signal input.

LABEL

Rename the label at the top of the control screen.

AUDIO DELAY

Set up the audio delay to sync the audio with the video on the display device. The delay time is 0 to 340 ms. Click the **GO** button to activate the new value.

Save/Cancel

Save or cancel setting.

5.3.3 Command Tab (RS232 Display Control)

This tab defines the RS232 display control commands. If a display device requires Hex commands, make sure the *Hex* box is checked.

Display On

Enter the RS232 command to turn on the display.

Display Off

Enter the RS232 command to turn off the display.

Input Select

Enter the RS232 command to switch to the input which is connected to the receiver.

Input Select Delay

Enter the delay time in seconds between the Power On and Input Select commands. This delay may be between 1 and 100 seconds.

Baud Rate

Select the baud rate necessary to communicate with the display. Available baud rates are: 2400, 4800, 9600, 14400, 19200, 38400, 56000, 57600, and 115200 baud.

Parity

Select parity for RS232 communication.

Command Ending

Select the command ending for each RS232 command. Available command endings are: null, carriage return, line feed, carriage return and line feed.

No Activity Timeout

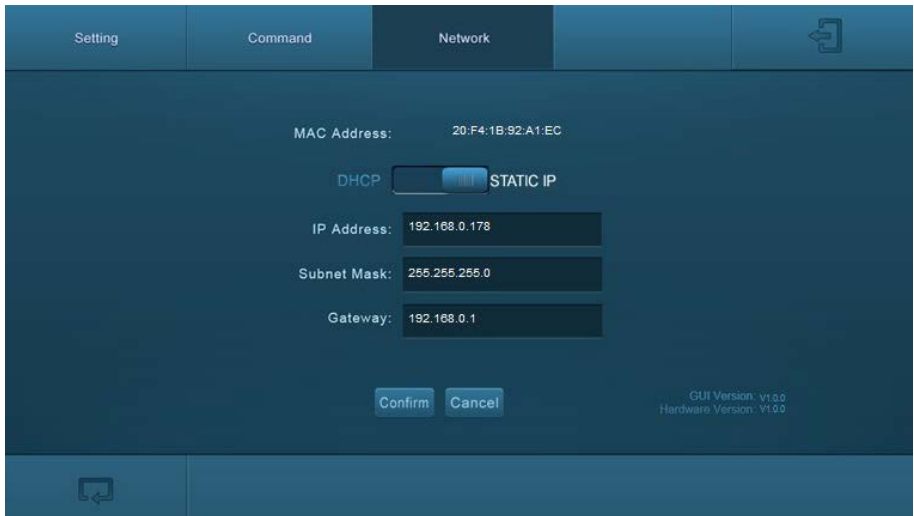
The system will enter standby, and the display will automatic shutdown when no signal input within the setup time.

Save/Cancel

Save or cancel setting.

Note: Please refer to the display device's user manual for more command details.

5.3.4 Network Tab



DHCP/STATIC IP

Select whether the system will use a static IP or will be provided an IP via DHCP.

IP Address

Enter the IP address for the system.

Subnet Mask

Enter the subnet mask for the system.

Gateway

Enter the gateway address for the system.

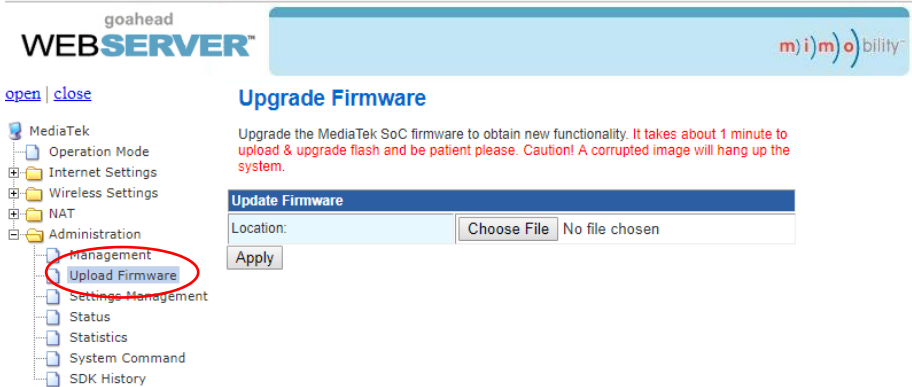
Confirm/Cancel

Save or cancel setting.

5.3.5 GUI Update

Please visit at <http://192.168.0.178:100> for GUI online upgrade.

Type the username and password (the same as the GUI log-in setting, modified password will be available only after rebooting) to login the configuration interface. After that, click **Administration** in the source menu to get to **Upload Firmware** as shown below:



The screenshot displays the goahead WEBSERVER interface. The top navigation bar includes the goahead logo, the text 'WEBSERVER™', and the mimosability logo. A left sidebar menu is expanded to show 'Administration', with 'Upload Firmware' highlighted and circled in red. The main content area is titled 'Upgrade Firmware' and contains a red warning message: 'Upgrade the MediaTek SoC firmware to obtain new functionality. It takes about 1 minute to upload & upgrade flash and be patient please. Caution! A corrupted image will hang up the system.' Below the message is a form titled 'Update Firmware' with a 'Location:' label, a 'Choose File' button, and the text 'No file chosen'. An 'Apply' button is located below the form.

Select the desired update file and press **Apply**, it will start upgrading then.

5.4 Copy and Load Control Settings

The system IR or RS232 configuration can be copied to a USB thumb drive and loaded into additional systems or be saved as a backup.

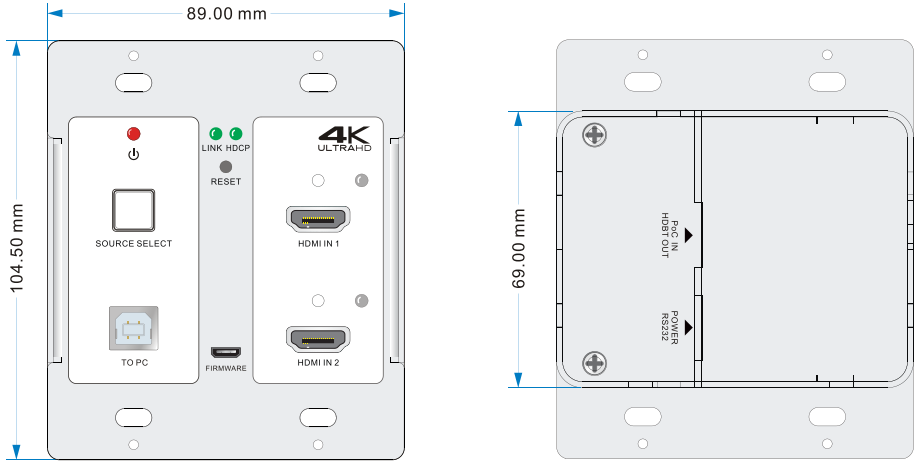
- **Copy Control Setting**

- 1) Insert a 4GB or smaller FAT32 formatted thumb drive into the **CONFIG** port on the control panel.
- 2) Synchronously press **HDMI 2** and **OFF** buttons for three seconds on control panel. As soon as release the buttons, they will light up while the copy is in progress.
- 3) Remove the thumb drive from the **CONFIG** port once all buttons go dark.

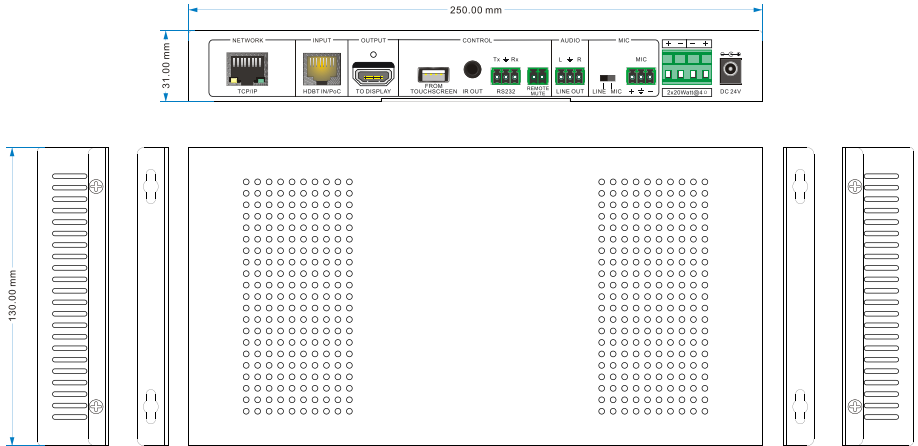
- **Load Control Setting**

- 1) Insert a 4GB or smaller FAT32 formatted thumb drive with saved configuration settings into the **CONFIG** port on the control panel.
- 2) Synchronously press **HDMI 1** and **ON** buttons for three seconds on control panel, and then the buttons will go dark while import successfully.
- 3) Remove the thumb drive from the **CONFIG** port once all buttons go dark.
- 4) Enter the Command Tab via GUI, the loaded RS232 commands will be showed, and then press **Save** to confirm them.

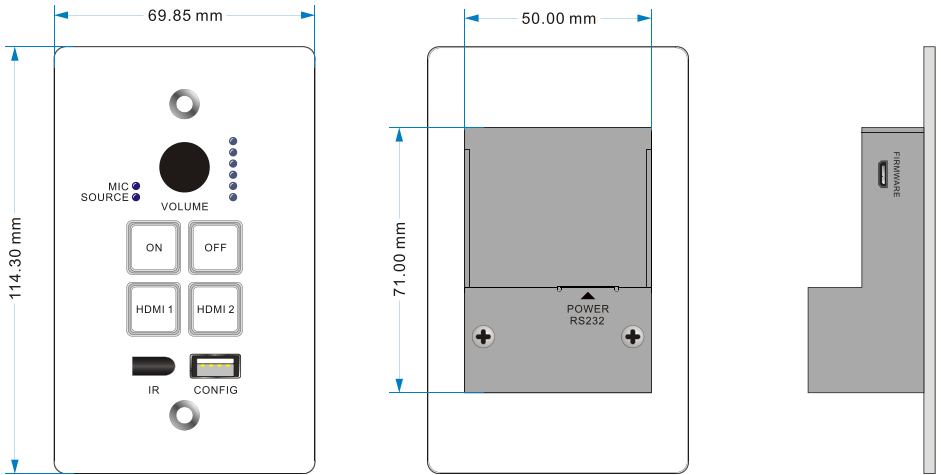
6. Panel Drawing



HDMI 4K HDBaseT Wallplate Transmitter



HDMI 4K HDBaseT Wallplate Receiver



HDMI 4K HDBaseT Wallplate Control Panel

7. Troubleshooting & Maintenance

Problems	Potential Cases	Solutions
No reaction to any operation, power indicator is off	Haven't been powered on.	Insert power adapter to the receiver.
	The poor quality of network cable.	Should the replacement CAT5e/CAT6a cable of high quality.
POWER indicator doesn't work or no respond to any operation	Loose or failed power cord connection	Ensure the power cord connection is good.
Color lose or poor picture quality	Signal loss caused by long transmission distance beyond effective value.	Make sure the connecting cable is within 30m and of good quality.
	Bad quality of the HDMI cable.	Ensure the HDMI cables used at source, transmitter, receiver and display are properly connected and are of good quality.
	HDMI cables are too long to transmit high-resolution HDMI signal successfully.	Shorten the length of HDMI cables.
No video output	Communication cables has no connection or bad connection.	Recheck all cables and ports.
	The display that you use is incompatible with this device.	It is recommended that you use mainstream display.
No audio output	Input source and output device are connected to the wrong ports.	Check again and make sure input source and output device are connected correctly.
	Audio output device don't support the audio format.	Change for other output devices that support the audio formats listed in <i>Specifications</i> .

Unable to login to GUI	The PC's network segment has not been modified.	The PC's network segment need to be set as the same as the kit's
Static becomes stronger when connecting the video connectors	bad grounding	Check the grounding and make sure it is connected well.
Cannot control the projector by control device (e.g. a PC) through RS232 port	Wrong RS232 communication parameters	Make sure the RS232 communication parameters are correct.
Cannot use the device	the device is broken	Send it to authorized dealer for repairing.

Note: *If your problem still remaining after following the above troubleshooting steps, please find further assistance.*

8. After-sales Service

If there appear some problems when running this product please check and deal with the problems reference to this user manual. Any transport costs are borne by the users during the warranty.

1) Product Limited Warranty: We warrants that its products will be free from defects in materials and workmanship for **three years**, which starts from the first day you buy this product (The purchase invoice shall prevail).

Proof of purchase in the form of a bill of sale or receipted invoice which is evidence that the unit is within the Warranty period must be presented to obtain warranty service.

2) What the warranty does not cover:

- Warranty expiration.
- Factory applied serial number has been altered or removed from the product.
- Damage, deterioration or malfunction caused by:
 - Normal wear and tear
 - Use of supplies or parts not meeting our specifications
 - No certificate or invoice as the proof of warranty.
 - The product model showed on the warranty card does not match with the model of the product for repairing or had been altered.
 - Damage caused by force.
 - Servicing not authorized
 - Any other causes which does not relate to a product defect
- Delivery, installation or labor charges for installation or setup of the product

3) Technical Support: Email to our after-sales department or make a call, please inform us the following information about your cases.

- Product version and name.
- Detailed failure situations.
- The formation of the cases.

Remarks: For any questions or problems, please try to get help from your local distributor.

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Support

For more info or tech support

<http://www.siig.com/support>