



HDMI Passive Extender Kit (500402)

Frequently Asked Questions (FAQ)

1. **Does the 500402 support Deep Color? No. It will not display Deep Color. However, it will work with a Deep Color source. The 500402 has a built-in micro-controller that strips the Deep Color information from the data in order to support longer cable lengths.** "Deep Color image quality" is a misnomer. 99.99% of the deep color sources on the market simply pad the extra bits with zeroes, and the image quality is simply a repackaged 8-bit stream. Using the technique we're proposing, the customer gets the same image quality, but slightly longer distances. A lot of DVD players now allow you to block Deep Color transmission (Blu-Rays are 8-bit), so we wouldn't need the micro in this case, we could just tell the client to disable Deep Color in his DVD player's menu. Some more stubborn players will NOT allow you to turn off Deep Color if the TV supports it, and therefore automatically gets reduced distances, for no gain in image quality. **HOWEVER, if the client uses a REAL deep color source (There are only THREE PlayStation3 games that support it), then the 402 with the micro would block it. Using a real deep-color TV, this would be visible to the user in some specific circumstances.**
2. **Does the 500402 support "callback"? That is, if the TV has built-in Netflix, can it transfer the audio from the TV to the receiver via the HDMI interface?** According to MuxLab R&D, this HDMI feature is called ARC (Audio Return Channel) and the 500402 is designed to support it, providing the HDMI source and HDMI TV support ARC. However, the R&D Dept has not actually tested it yet and therefore the customer should test this feature.
3. **Does the 500402 work with the HDMI 4x4 Matrix Switch (500415).** No. Different drivers/receivers are used.
4. **Does the 500402 support 3D and ARC (Audio Return Channel)?** 3D was tested and is supported. In regard to Ethernet and ARC, it is designed to work. However, it has not been tested.
5. **How does the 500402 able to send 1080p deep colour without power at the receiver?** The 500402 derives a small amount of power from the HDMI source (5VDC)
6. **Does the 500402 learn the EDID?** No. However, a built-in microprocessor is used to ensure correct formatting.
7. **Does the 500402 support additional patching or crossconnects?** No. MuxLab strongly discourages it as patching severely distorts the HDMI signal.

For more information, please contact MuxLab Customer Technical Support at 877-689-5228 (North America) or +1 514-905-0588 or at videoease@muxlab.com or visit <http://www.muxlab.com/>.

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