

Specifications

Environment	HDMI 1.4 (3D)
Devices	DVD/Blu-Ray, plasma, projectors, monitors, TV, PC, laptops
Transmission	Transparent to the user
Frequency	25 to 340 MHz
Signals	HDMI 1.4 protocol
Connectors	HDMI Type A 19-pin female
LEDs	One (1) 2160p: Blue One (1) 1080p: Blue
Resolution	1080p @ 24 fps 3840 X 2160 @ 24 fps All other resolution and refresh rate cannot be scale but will be transmit untouched
Color	8, 10 & 12 bit
Audio	LPCM, Dolby Digital, DTS, Dolby Digital Plus, Dolby True-HD, DTS-HD Master Audio
HDCP	Revision 1.3
Cable	HDMI Cable
Temperature	Operating: 0° to 40°C Storage: -20° to 60°C Humidity: up to 90% non-condensing
Enclosure	Metal enclosure
Dimensions	3.74" x 3.27" x 0.91" (95 mm x 83 mm x 23 mm)
Weight	1.0 lbs (0.45 Kg)
Power Supply	5VDC, 2A with interchangeable blade for US, UK and Euro
Compliance	Regulatory: FCC, CE, RoHS
Warranty	2 years
Order Information	500433 HDMI Video Scaler, UHD-4K



HDMI Video Scaler, UHD-4K (500433) Quick Installation Guide

Overview

The HDMI Video Scaler (500433) allows one (1) HDMI sources to be distributed to one (1) HDMI display. The scaler supports up to 4K (3840 x 2160), 8-bit color and HD audio. The scaler can upscale a 1080p/24Hz video to 4K/24Hz or downscale a 4K/24Hz to 1080p/24Hz. The scaler is HDCP 1.3 compliant and features LED diagnostics. Applications include; commercial and residential AV systems, classroom projector systems, digital signage, boardroom systems, collaborative PC systems, medical information systems.

Pre-Installation Check

Identify the connectors as indicated on the product



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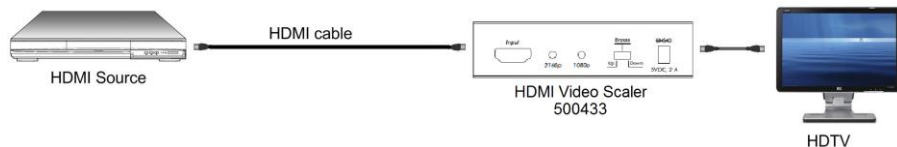
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Installation

In order to install the HDMI Video Scaler, please follow the steps below:

1. Connect the HDMI video source to the input connector of the HDMI Video Scaler.
2. Connect the HDMI display equipment to the scaled output connector of the HDMI Video Scaler.
3. Optional: Connect the HDMI display equipment to the bypass output connector of the HDMI Video Scaler. The bypass output will always display the current resolution of the source.
4. Select the appropriate mode using the front switch (3 options):
 - **Bypass:** Video capability supported by the television.
 - **Up:** Upscale the 1080p/24Hz video to 4K/24Hz.
 - **Down:** Downscale a 4K/24Hz video to 1080p/24Hz

Note: If the source refresh rate is something else than 24Hz, the video signal cannot be Upscale or Downscale.
5. Connect the 5 VDC power supply to the product first, and then plug the power supply into an AC power outlet.
6. Power on the HDMI equipment and verify the image quality.
7. The following diagram shows the final configuration.



Troubleshooting

The following tables describe some of the symptoms, probable causes and possible solutions in respect to the installation of the HDMI Video Scaler.

Picture/Sound	Probable Cause	Possible Solution
No Image	Wiring	Check continuity Check correct wiring
No Image	Synchronization	Power off the source and the display. Power on the devices.
No Image	Resolution not supported	The source signal is 4K or the scaled switch is set to "Up" and the display device is not supporting 4K signal.
Flickering Image	Synchronization	Check HDMI cable length
Choppy Sound	Synchronization	Check HDMI cable length
Noise in image	Weak signal	Check HDMI cable length
Green or pink hue	Cable	Check HDMI cables and replace.
Multi-Channel not working	Sink equipment not supporting Multi-Channel configuration	Verify that the sink device connected to the HDMI output is supporting Multi-Channel sound configuration.

If you still cannot diagnose the problem, please call MuxLab Customer Technical Support at 877-689-5228 (toll-free in North America) or (+1) 514-905-0588 (International).