Troubleshooting Guide

HTX Series

Ultra HD/4K HDMI to HDBaseT Matrix Switcher
with POE and HDCP 2.2

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1. HTX series matrix important facts

* HTX matrix supports HDMI 2.0, HDR, and HDCP 2.2.

* HTX matrix supports resolution up to 4K@50/60Hz (4:4:4 pixel format).

* Default EDID on the HTX matrix is 4K@60Hz (4:2:0 bitstream)

* HTX matrix is not a scaling unit (1080p source will output 1080p despite the display being a 4K capable display and 4K source many not display video/audio if the display is not capable of 4K.)

2. Other important facts

* There are three kinds of HDMI 2.0 support sources and devices by maximum supported resolution.
1. Maximum resolution up to 4K@60Hz (4:4:4).
2. Maximum resolution up to 4K@60Hz (4:2:0).
3. Maximum resolution up to 4K@30Hz (4:4:4).
Please refer to their manual.

* Some sources and displays may not support HDR. Please refer to their manual.

* If the display does not support certain audio format, there may be audio issues such as lip sync. Please refer to their manual.

* HDbaseT does not support 4K@60Hz (4:4:4) -18 Gbps and only supports up to 4K@60Hz (4:2:0) - 10.2 Gbps.

Chapter 2. Basic Troubleshooting   4

1. Basic Troubleshooting Steps

- Power cycle the unit
- Power cycle the unit by disconnecting / reconnecting the power supply
- Check and take note of the Firmware Info
- Swap known-working HDMI/CAT Cables to see if the issue persists
- Make sure the cables are within maximum distance
- If you own an HTX RX extender, check if it has its LINK/DATA Led light ON

2. Symptoms

- No Pictures
- No Video Signal
- Flickering / Blinking Pictures
- Wrong Color Output (e.g Green, Pink, or Black Screen)
- Audio, but no Video
- Video, but no Audio
- Displaying incorrect Resolution

3. Probable Causes

* Source does not support the resolution/or the function is turned off.

* Display does not support the resolution/or the function is turned off

* The cables are not connected properly or damaged

* The routing is incorrect

* EDID does not match

* Display does not support HDCP 2.2

Chapter 3. EDID Management 5

1. EDID settings

EDID stands for Extended Display Identification Data.

EDID is an industry standard for AV Source and Display devices which automatically communicates manufacturer specification and data between devices.

This allows your AV source to send the best compatible signal data to your screen, TV, or projector to ensure the best possible picture results.

EDID data includes manufacturer and specification data including:

• Brand

• Product Code

• Date of Manufacture

• Video Input Type

• Horizontal and Vertical Size

• Supported features

• Color characteristics

• Timing information

2. Saving External EDID

This function acquires the default EDID of the Display to the input of your selection.

   a. **Front of the UX**

1) Select the Menu button and scroll up and down for the desired Output (HDMI/HDBaseT). Then press enter.
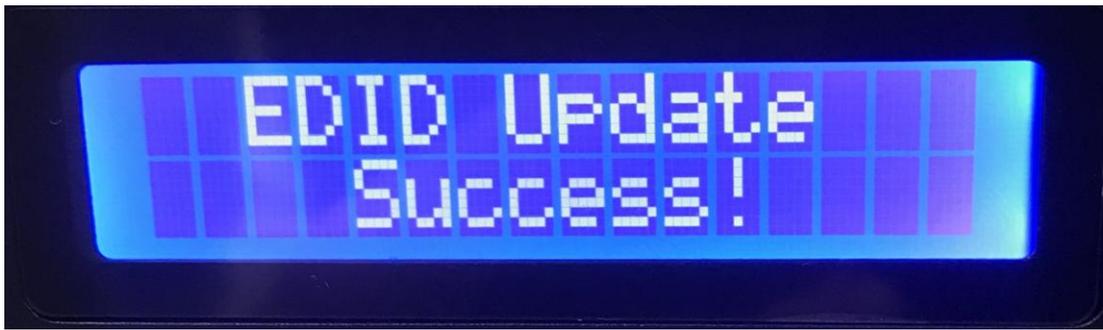

< PIC. EDID Menu List – HDMI Output 1>

< PIC. EDID Menu List – HDBaset Output 1>

2) Scroll up and down and press enter once you find the desired Input.


< PIC. Input Menu List – Input 1>

3) The following message will appear on the screen if the EDID is successfully passing the signal.

< PIC. EDID Status – Update was Successful>

4) If the issue persists, then please continue onto **Saving External EDID - Web UI**.

b. **Web UI**

1) **Make sure to connect the UX and the PC to the same network via LAN cable. If a direct connection is made, remember to have the correct IPV4 Settings setup for the PC.**

   I. How to Setup IPV4

      1. Right-click your internet icon on the bottom right and Open Network & Internet Settings.
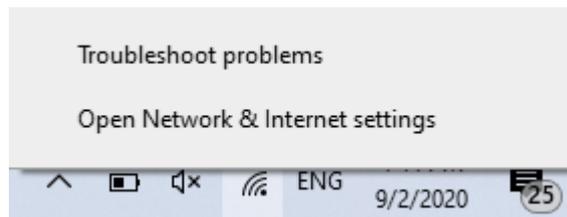
< PIC. Open Network & Internet settings >

      2. Click Change Adapter Options.

< PIC. Change Adapter Options>

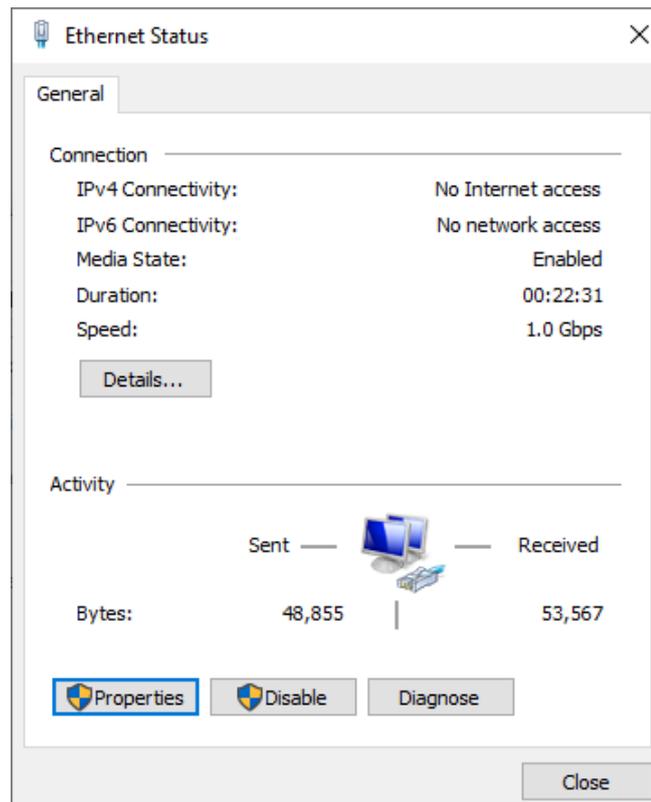3. Double-click the ethernet cable connected to the PC.
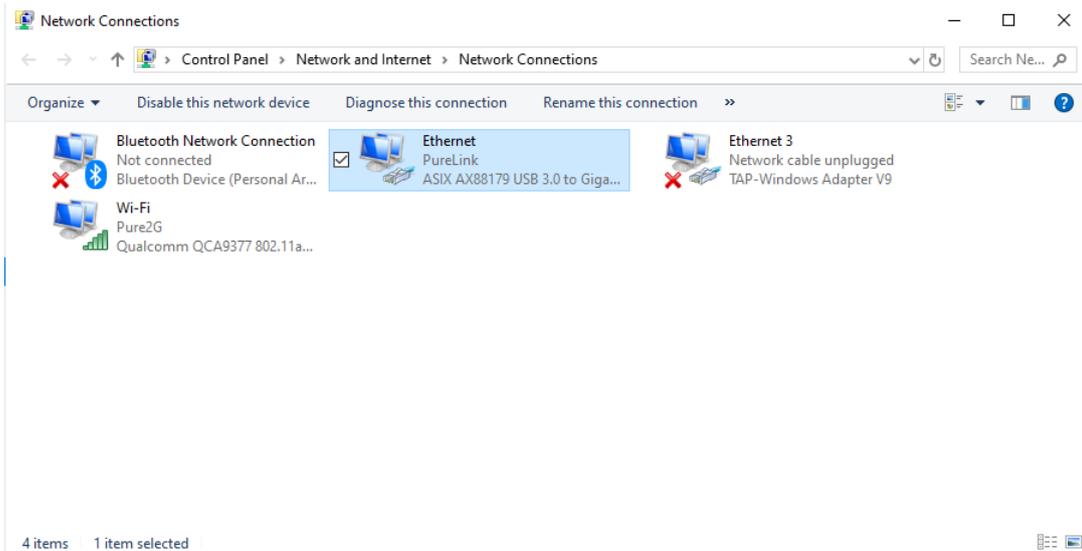
< PIC. Windows Network Connections>

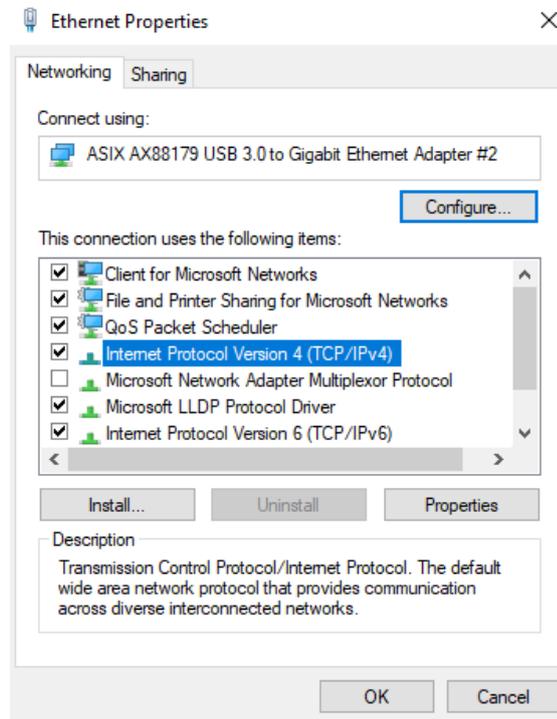4. Go to Properties

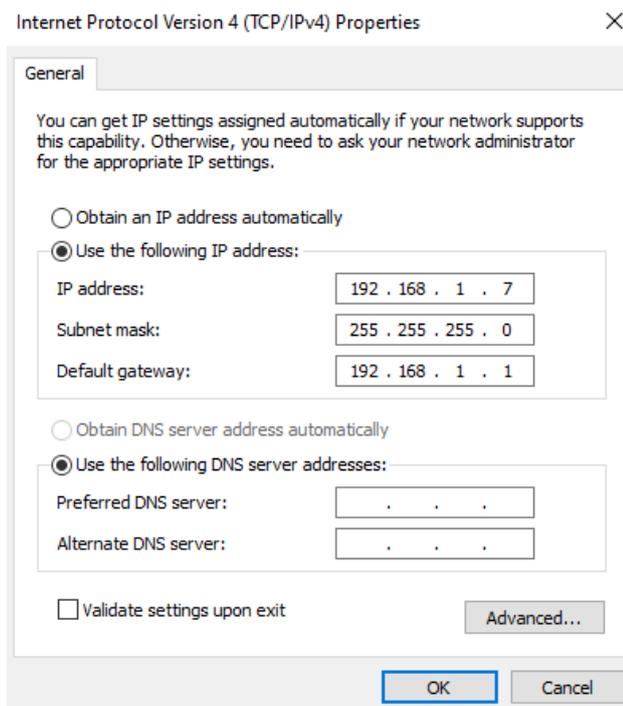< PIC. Ethernet Status - Properties>

5. Double-click the IPV4 to open its settings.

< PIC. IPV4 Settings>

6. Configure the IPV4 settings by selecting "Use the following IP address" and manually entering the IP address, Subnet mask, and Default gateway. (**Remember: the IPv4's IP address must be different from the HTX's IP address.**)
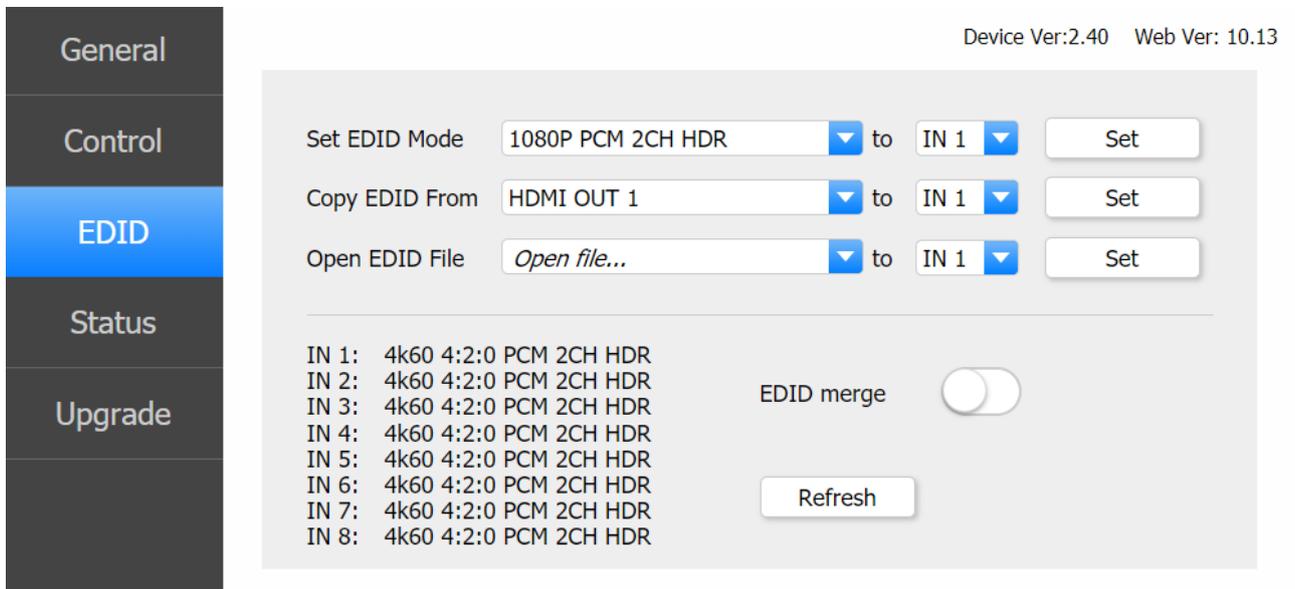
< PIC. IPV4 Configuration Settings>

2) To manually find the IP address of the HTX, Press and Hold the Menu button until the IP address is displayed. (***Do not let go of the button, otherwise the display will revert to its main screen.)**

< PIC. HTX's IP Address>
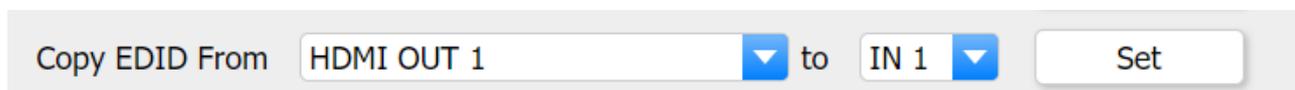
3) Enter the HTX's IP address into the URL of a web browser (***We recommend using Chrome.**)

4) Go to the EDID tab

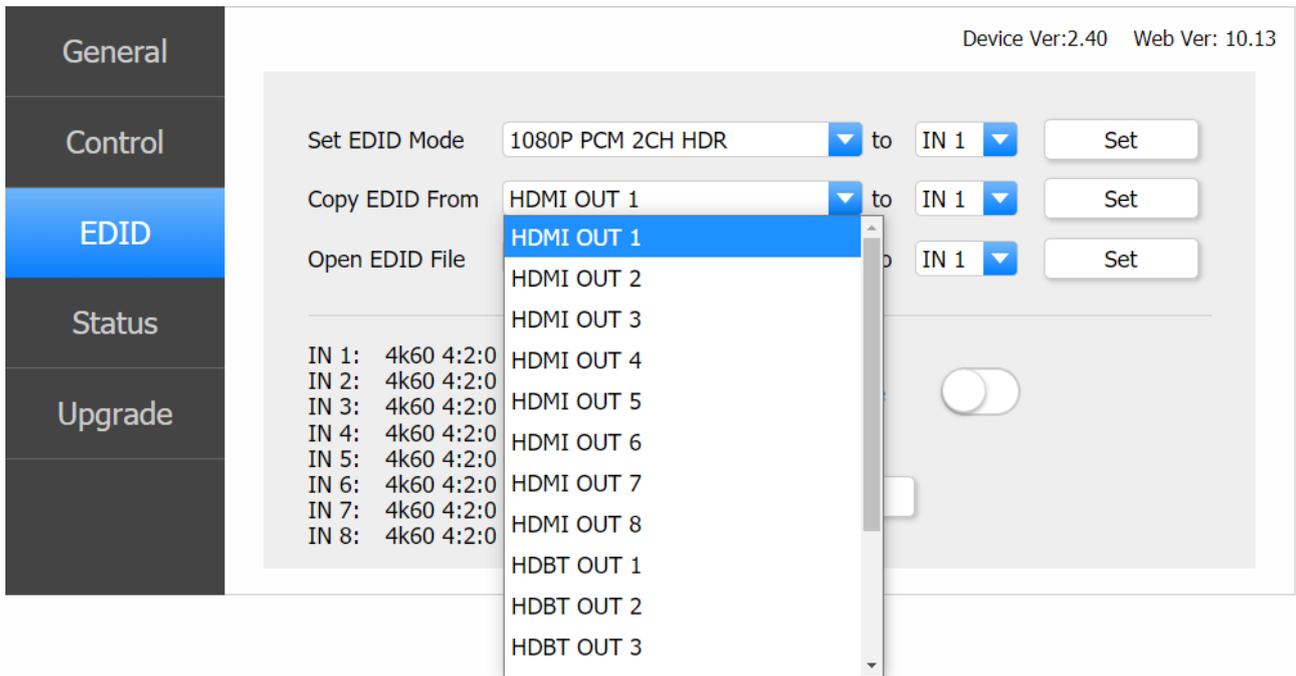
< PIC. EDID Tab>

5) Find the line "Copy EDID From".

< PIC. "Copy EDID From" >

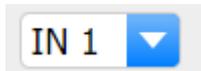6) For the first drop-down menu, select the desired HDMI/HDBaseT Output.

< PIC. "Copy EDID From" – Output Drop Down Menu>

7) For the second drop-down menu, select the desired Input.
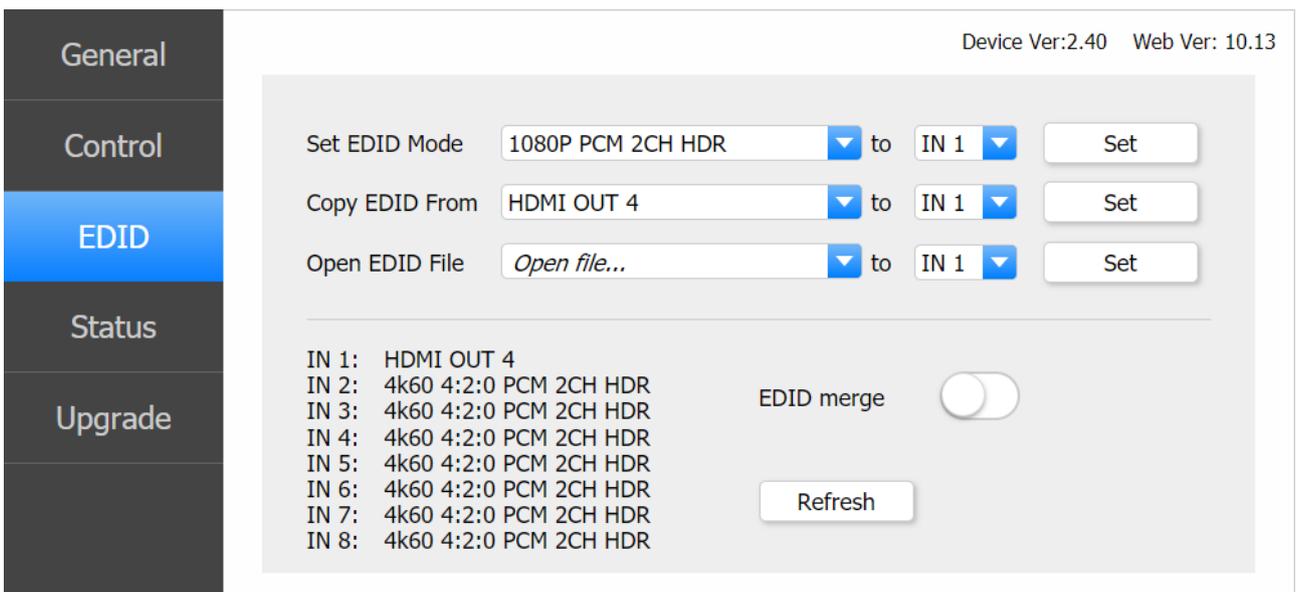

< PIC. "Copy EDID From" – Input Drop Down Menu>

8) Click Set and make sure to check the Input status on the section below.

< PIC. EDID – Input 1: Resolution Results >

10) If the issue persists, please continue to **Saving Internal EDID.**

3. Saving Internal EDID

HTX Matrix carries 16 pre-loaded EDID that can be saved to the inputs.

a. **Front of the UX**

1) Select the Menu button and scroll up and down for the desired Resolution. Then press enter.
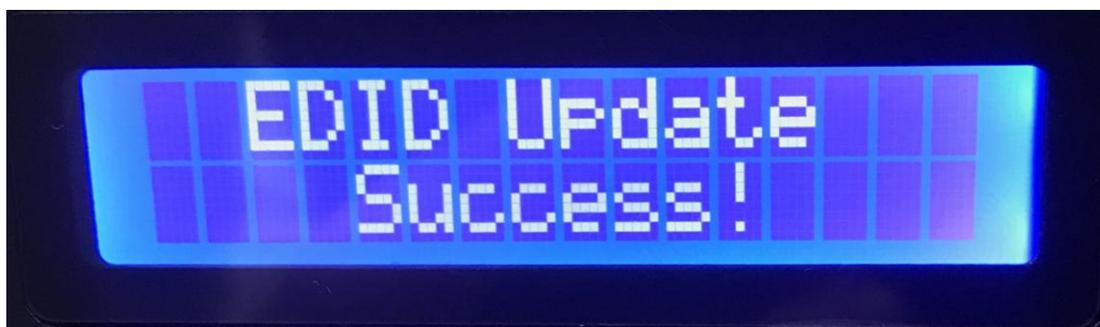

2) Scroll up and down and press enter once you find the desired Input.

< PIC. Input Menu List – Input 1>

3) The following message will appear on the screen if the EDID is successfully passing the signal.

< PIC. EDID Status – Update was Successful>

4) If the issue persists, then **contact technical support via phone number (201)-488-3232 or email at support@purelinkav.com**.

b. **Web UI**

1) **Make sure to connect the UX and the PC to the same network via LAN cable. If a direct connection is made, remember to have the correct IPV4 Settings setup for the PC. (Refer to page 7)**

2) To manually find the IP address of the HTX, Press and Hold the Menu button until the IP address is displayed. (***Do not let go of the button, otherwise the display will revert to its main screen.)**
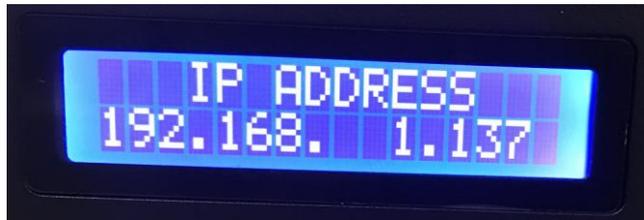
< PIC. HTX's IP Address >

3) Enter the IP address into the URL of a web browser (***We recommend using Chrome.**)

4) Go to the EDID tab

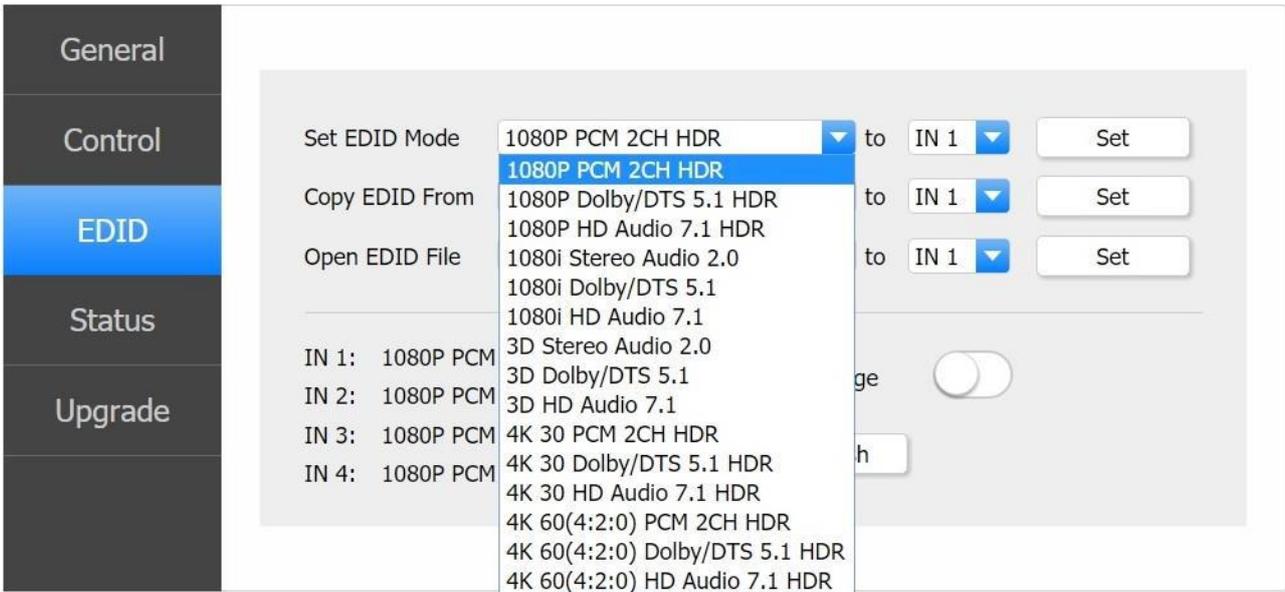

5) Find the line "Set EDID Mode".

< PIC. "Set EDID Mode" >

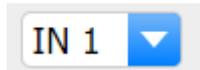6) For the first drop-down menu, select the desired Resolution.

< PIC. "Set EDID Mode" – Resolution Drop Down List>

7) For the second drop-down menu, select the desired Input.
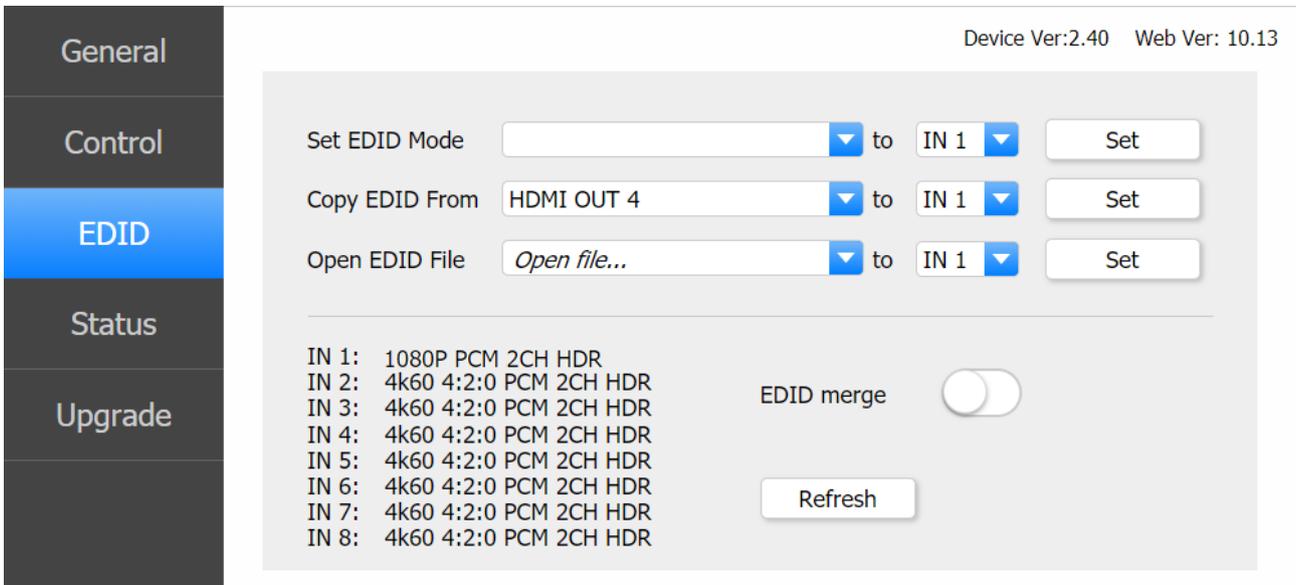

< PIC. "Set EDID Mode" – Input Drop Down List>

8) Click Set and make sure to check the Input status on the section below.

< PIC. EDID – Input 1: Resolution Change Results >

9) If the issue persists, then **contact technical support via phone number (201)-488-3232 or email at support@purelinkav.com**.