

## HDMI Troubleshooting

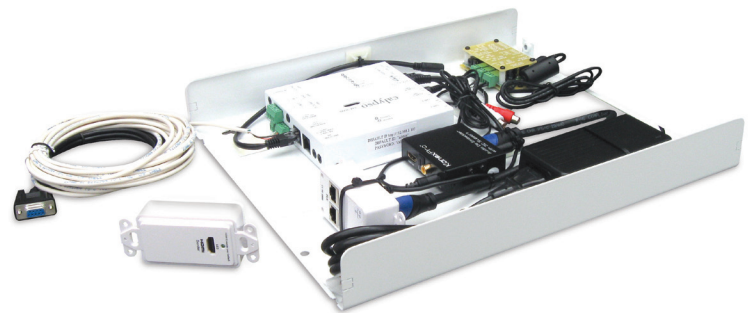
Follow the below guidelines for best results when using HDMI-equipped C200, C400, W200, and W400 ezRooms *shipped between May and September 2013*. If you experience problems with the signal between your source device and the projector, be sure to check all settings and wiring using the guidelines.

First, check to make sure your source device, HDMI cable and projector (or HDTV) are working properly by connecting the device **directly** to the projector and checking for video and audio performance. If this works, proceed to check the various components of the system.

*Ceiling enclosure  
with HDMI*



*Wall mount enclosure  
with HDMI*



### Wiring

- Ensure the Cat5e cables are properly connected between the transmitter and the receiver. OUT1 on the transmitter should be connected to IN1 on the receiver. OUT2 should be connected to IN2.
- Do not coil excess Cat5e cabling in tight loops as this can cause interference. Ideally, cut any excess cabling to reduce the length of the run and reterminate with RJ45 connectors.
- The Cat5e UTP cables are not shielded. Do not run next to AC power cables or across florescent light ballasts.
- Do not kink or excessively bend any HDMI cables.
- Use only FrontRow provided Cat5e UTP cables, and the HDMI cables included with the system.
- Check that all HDMI cables are fully plugged into their respective HDMI connections.
- Ensure that the HDMI cable between the source device and the HDMI wall plate is a high quality High Speed HDMI cable.

### Room Enclosure

- Ensure that the DC cable is connected properly between the TB14 +5VDC euro-block connector and the HDMI receiver.
- Ensure that the HDMI receiver LED is dimly lit before connecting any HDMI devices to the wall plate transmitter. This will confirm that power from the TB14 is being supplied to the receiver.
- Check that the HDMI audio de-embedder LED for the 2.0CH/5.1CH setting is OFF.
- The other HDMI audio de-embedder LED will be RED when the devices is powered on, and BLUE when there is a valid lock on an HDMI signal.

### Control Panel

- Ensure that the control panel (CB2000/CB6000) has been set up properly to switch the CM3000 to INPUT 3 when the "HDMI" button is pressed.
- If no audio is present, press the HDMI button then test the audio levels and mute using the buttons on the control panel while playing audio from the source device. The setup may be left in another state when last used.

## Projector

- The projector should be set to HDMI input.
- In the Audio or HDMI settings on the projector, turn off the projector audio or turn the volume down to zero, as audio will be heard through the speakers powered by the ezRoom.
- If available in the HDMI settings, change the resolution from AUTO to 720p.

## Computer

- Check that you have the proper drivers installed so that audio can be played through the HDMI output on the computer. To test that audio is coming through the HDMI cable properly, connect the HDMI output of the PC directly to the projector or to an HDTV to check that audio is present.
- Check that the display resolution is set to 1280x720 or 1600x1200.

## iPad/Mobile Device

- iOS devices can be connected to an HDMI destination using the Apple HDMI Adapter. If possible, connect power to the HDMI adapter to ensure the strongest possible signal.
- For Android devices, MHL (Mobile High-definition Link) can be used to display mobile content on an HD display. Check that this connection is working properly by first connecting directly to the projector or HDTV.

## Apple TV

- Under Settings, check that the video display resolution is set to 720p.

## Blu-Ray Players

- In the Blu-ray player settings, make the following changes:
  - Set the video resolution to 720p
  - Turn off 3D
  - Turn off Deep color or set to 24 bits
  - Set audio to 2 Channel (2.0) Dolby Digital

If all settings and guidelines have been followed and there are still problems with the HDMI connectivity, contact Customer Care with your results. Have the projector and device model names & numbers ready.