



# MF4.1 Net

## HDMI 2.0 4x1 Presentation Switcher with Audio Extraction





## 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 September, 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 optical 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**

Thanks for choosing the HDMI 2.0 4x1 Presentation Switcher. The switcher allows selection of four different sources (three HDMI inputs and one DisplayPort input), and will simultaneously switch the selected video to HDMI output. It supports video resolution up to 4Kx2K@60Hz 4:4:4 8bit, 1080P, and 3D. In addition, there is the smart built-in EDID setting can be selected by the 4-pin DIP switch on the rear panel.

The switcher supports stereo and multichannel audio on the HDMI inputs. In addition to the audio embedded in the HDMI output stream, the audio is simultaneously de-embedded to an optical digital audio output and a balanced analog audio output.

The switcher features multiple methods of control. When in the AUTO mode, the switcher will automatically switch to the first detected source device. When the active source is removed, the switcher will switch from input 1 to 4. The switcher can be manually controlled by the front panel buttons, IR remote and RS232 command. CEC allows the display device can be controlled by the front panel buttons and RS232 CEC commands.

### **1.1 Features**

- Supports HDMI 2.0 and video resolution up to 4K@60Hz 4:4:4 8bit, 1080P, and 3D.
- 18Gbps bandwidth and supports HDR10, HDR10+, Dolby Vision.
- HDCP 2.3 compliant.
- Supports automatic switching.
- CEC control for display volume and ON/FF.
- Controllable via RS232 and IR.
- Optical and balanced analog audio for audio de-embedding.
- Smart EDID management for various application and customized setting.

## **1.2 Package List**

- 1x MF4.1 Net 4x1 Presentation Switcher
- 2x Mounting Ears with 4 Screws
- 4x Plastic Cushions
- 1x IR Receiver
- 1x IR Remote
- 1x 3-pin Terminal Block
- 1x 5-pin Terminal Block
- 1x RS232 Cable (3-pin terminal block to DB9)
- 1x Power Adapter (12V DC, 1A)
- 1x User Manual

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



## 2. Specification

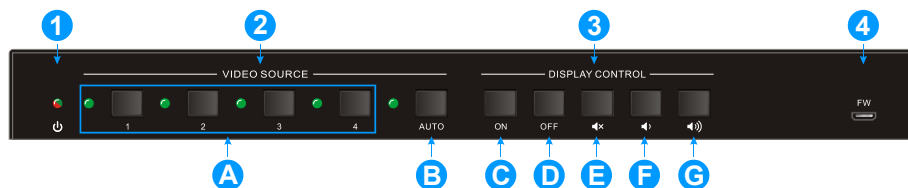
| <b>Video</b>                   |                                                                                                                    |
|--------------------------------|--------------------------------------------------------------------------------------------------------------------|
| Video Input                    | (1) HDMI/MHL, (2) HDMI, (1) DP                                                                                     |
| Video Input Connector          | (3) Type-A female HDMI, (1) DisplayPort                                                                            |
| HDMI Input Resolution          | Up to 4Kx2K@60Hz 4:4:4 8bit                                                                                        |
| MHL Input Resolution           | Up to 1080P@60Hz                                                                                                   |
| DP Input Resolution            | Up to 4Kx2K@60Hz 4:4:4 8bit                                                                                        |
| Video Output                   | (1) HDMI                                                                                                           |
| Video Output Connector         | (1) Type-A female HDMI                                                                                             |
| HDMI Output Resolution         | Up to 4Kx2K@60Hz 4:4:4 8bit                                                                                        |
| HDMI Version                   | 2.0                                                                                                                |
| HDCP Version                   | 2.3                                                                                                                |
| MHL Version                    | 2.2                                                                                                                |
| DP Version                     | 1.2                                                                                                                |
| HDR 10                         | Supported                                                                                                          |
| CEC                            | Supported                                                                                                          |
| HPD                            | Supported                                                                                                          |
| <b>Audio</b>                   |                                                                                                                    |
| Audio Output                   | (1) OPTICAL, (1) Stereo balanced L/R                                                                               |
| Audio Output Connector         | (1) Toslink connector, (1) 5-pin terminal block                                                                    |
| HDMI Audio Format              | LPCM 7.1 audio, Dolby Atmos®, Dolby® TrueHD, Dolby Digital® Plus, DTS: X™, and DTS-HD® Master Audio™ pass-through. |
| Stereo analog L/R audio Format | PCM                                                                                                                |
| Toslink Digital Audio Format   | PCM, Dolby Digital, DTS, DTS-HD                                                                                    |
| Max Output Level               | 2.0Vrms ± 0.5dB. 2V = 16dB headroom above -10dBV (316mV) nominal consumer line level signal                        |
| THD+N                          | <0.05% (-80dB), 20Hz ~ 20KHz bandwidth, 1KHz sine at 0dBFS level (or max level)                                    |
| SNR                            | >80dB, 20Hz ~ 20KHz bandwidth                                                                                      |

**MF4.1 Net**

|                              |                                                                                                 |
|------------------------------|-------------------------------------------------------------------------------------------------|
| Crosstalk Isolation          | >70dB, 10KHz sine at 0dBFS level (or max level before clipping)                                 |
| L-R Level Deviation          | < 0.3dB, 1KHz sine at 0dBFS level (or max level before clipping)                                |
| Frequency Response Deviation | <± 0.5dB 20Hz ~ 20KHz                                                                           |
| Output Load Capability       | 1KΩ and higher (supports 10x paralleled 10KΩ loads)                                             |
| Stereo Channel Separation    | >70dB@1KHz                                                                                      |
| <b>Control Part</b>          |                                                                                                 |
| Control                      | (1) FW, (1) EDID, (1) IR IN, (1) RS232, (1) TCP/IP                                              |
| Control Connector            | (1) Micro-USB, (1) 4-pin DIP switch,<br>(1) 3.5mm mini jack, (1) 3-pin terminal block, (1) RJ45 |
| <b>General</b>               |                                                                                                 |
| HDMI 2.0 Cable Length        | 4K@60Hz 4:4:4 ≤ 5m, 4K@60Hz 4:2:0 ≤ 10m, 1080P ≤ 15m                                            |
| Bandwidth                    | 18Gbps                                                                                          |
| Operation Temperature        | -10°C ~ +55°C                                                                                   |
| Storage Temperature          | -25°C ~ +70°C                                                                                   |
| Relative Humidity            | 10%-90%                                                                                         |
| External Power Supply        | Input: AC 100~240V, 50/60Hz, Output: 12V DC 1A                                                  |
| Power Consumption            | 5W (Max)                                                                                        |
| Dimension (W*H*D)            | 262mm x 26mm x 84mm                                                                             |
| Net Weight                   | 320g                                                                                            |

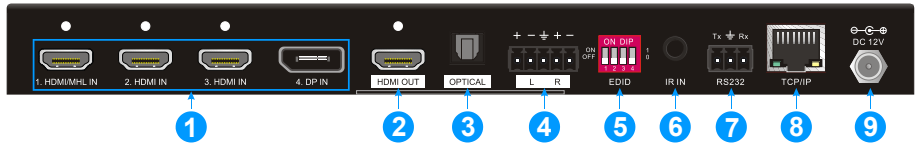
### 3. Panel Description

#### 3.1 Front Panel



- ① **Power LED:** The LED illuminates red when the device is in standby, or illuminates green when the device is power on.
- ② **VIDEO SOURCE:**
  - Press **1~4** button to select input source respectively, and its corresponding LED illuminates green.
  - Press and hold the **AUTO** button at least three seconds to enable automatic switching mode, and its LED illuminates green.
- ③ **DISPLAY CONTROL:**
  - Press **ON** to turn on the display.
  - Press **OFF** to turn off the display.
  - Press  to mute/unmute display audio.
  - Press  to decrease the audio volume gradually, or press and hold it to decrease the audio volume constantly.
  - Press  to increase the audio volume gradually, or press and hold it to increase the audio volume constantly.
- ④ **FW:** Micro-USB port for firmware upgrade.

### 3.2 Rear Panel



#### ① VIDEO SOURCE:

- Three type-A female HDMI input ports to connect HDMI video source.
- One DisplayPort input port to connect DisplayPort video source.

#### ② HDMI OUT: Type-A female HDMI output port to connect video display.

#### ③ OPTICAL: Toslink connector for digital audio output.

#### ④ L/R: 5-pin terminal block for balanced audio output.

#### ⑤ EDID: 4-pin DIP switch for EDID setting.

#### ⑥ IR IN: 3.5mm mini jack to connect IR receiver to control the switcher by the included IR remote.

#### ⑦ RS232: 3-pin terminal block to connect RS232 control device (PC) or a device to be controlled by RS232 commands.

#### ⑧ TCP/IP: RJ45 connector to connect control device (e.g. PC) to control the switcher via GUI.

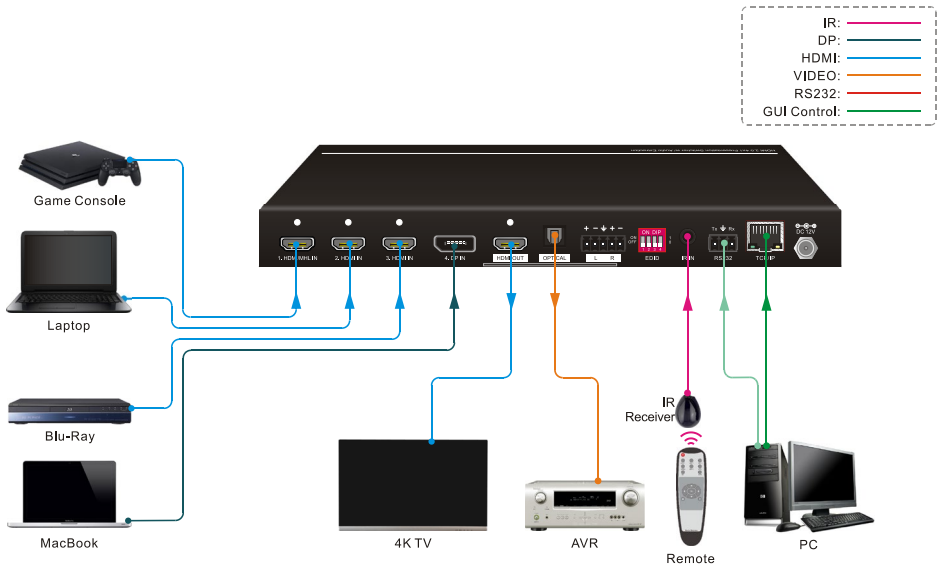
#### ⑨ DC 12V: DC barrel port for power adapter connection.

## 4. System Connection

### 4.1 Usage Precaution

- Make sure all components and accessories 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



## 5. Button Control

### 5.1 Manual Switching

When the switcher is in the manual switching mode, the Auto Mode LED goes out. If need to change the input source, please directly press the **1**, **2**, **3** or **4** button, and the corresponding LED illuminates green immediately.

### 5.2 Automatic Switching

Press and hold the **AUTO** button at least three seconds to enable automatic switching, and the Auto mode LED will light.

When in the Auto mode, the switcher will switch according to the following rules:

- *The switcher will switch to the first available active input starting at input 1 to 4.*
- *New input: The switcher will automatically select the new input once detecting a new input.*
- *Reboot: If power is restored to the switcher, it will automatically reconnect the input before powered off.*
- *Source removed: When an active source is removed, the switcher will switch to the first available active input starting at 1-HDMI/MHL input.*
- *Press the Video Source button (**1**, **2**, **3** or **4**) can directly change the input source. If the corresponding source device is active, it will be switched as input source; otherwise, the switcher will switch to the first available active input starting at 1-HDMI/MHL input.*
- *Press and hold the **AUTO** button at least three seconds again can exit AUTO mode, but the input source will remain the current setting.*

### 5.3 Display Control

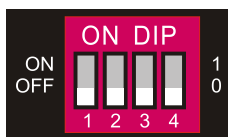
The switcher supports CEC, and the **DISPLAY CONTROL** buttons on the front panel are designed for Display On/Off and volume adjustment.

- **ON:** Display On.
- **OFF:** Display Off.
-  : Mute/unmute display audio.
-  : Volume down display audio.
-  : Volume up display audio.

## 5.4 EDID Setting

The Extended Display Identification Data (EDID) is used for the source device to match its video resolution with the connected display. By default, the source device obtains its EDID from the first connected display. Meanwhile, since the displays with different capabilities are connected to the switcher, the 4-pin DIP switch on the rear panel can be used to set the EDID to a built-in fixed value. Use the following table to determine the setting for the 4-pin DIP switch for specific video resolution and audio capabilities.

The switch represents “0” when in the lower (**OFF**) position, and it represents “1” while putting the switch in the upper (**ON**) position.



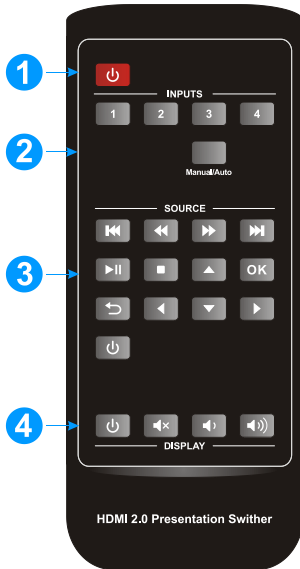
| Switch Status  | Video Resolution                     | Audio Format          |
|----------------|--------------------------------------|-----------------------|
| 0000 (Default) | EDID pass-through                    |                       |
| 0001           | 1920x1080@60Hz RGB 4:4:4 8bit        | Stereo Audio          |
| 0010           | 1920x1080@60Hz RGB 4:4:4 8bit        | High Definition Audio |
| 0011           | 1920x1080@60Hz RGB 4:4:4 12bit       | Stereo Audio          |
| 0100           | 1920x1080@60Hz RGB 4:4:4 12bit       | High Definition Audio |
| 0101           | 3840x2160@60Hz RGB 4:2:0 12bit       | Stereo Audio          |
| 0110           | 3840x2160@60Hz RGB 4:2:0 12bit       | High Definition Audio |
| 0111           | 3840x2160@60Hz HDR                   | Stereo Audio          |
| 1000           | 3840x2160@60Hz HDR                   | High Definition Audio |
| 1001           | 1280x800@60Hz RGB 4:4:4 8bit         | Stereo Audio          |
| 1010           | 1920x1200@60Hz RGB 4:4:4 8bit        | Stereo Audio          |
| 1011           | User-defined 1                       |                       |
| 1100           | User-defined 2                       |                       |
| 1101           | User-defined 3                       |                       |
| 1110           | User-defined 4                       |                       |
| 1111           | Enable GUI or RS232 EDID management. |                       |

**Note:**

- Stereo Audio: LPCM 2Ch
- High Definition Audio: LPCM 8Ch, AC-3 6Ch, DTS 5.1, Dolby Digital5.1.

## 6. IR Remote Control

Connect the **IR IN** port to an IR receiver, the switcher can be controlled by the below IR remote.



- ① Enter or exit standby mode.
- ② Video input selection buttons (1~4) and AUTO mode button.
- ③ Source device control buttons.

|  |              |  |              |
|--|--------------|--|--------------|
|  | Page Up      |  | Page Down    |
|  | Rewind       |  | Fast Forward |
|  | Pause/Play   |  | Stop         |
|  | Exit         |  | Enter        |
|  | Up           |  | Down         |
|  | Left         |  | Right        |
|  | Power On/Off |  |              |

- ④ Display device control buttons.

|  |              |  |             |
|--|--------------|--|-------------|
|  | Power On/Off |  | Mute/Unmute |
|  | Volume Down  |  | Volume Up   |



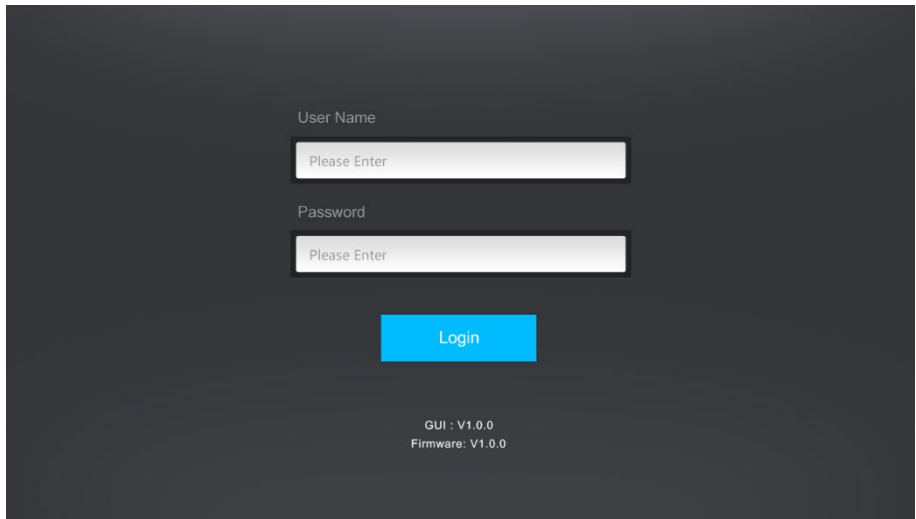
## 7. GUI Control

The switcher also be controlled via TCP/IP, and the default IP setting is:

IP Address: 192.168.0.178

Subnet Mask: 255.255.255.0

Please type **192.168.0.178** in the internet browser, and it will enter the below log-in webpage:

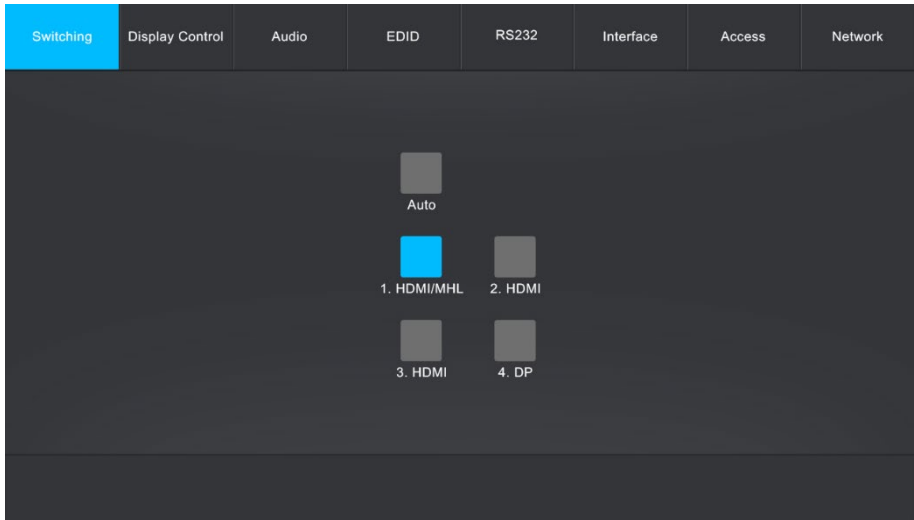
The image shows a login interface on a dark gray background. It features two white input fields with black borders. The first field is labeled 'User Name' and contains the placeholder text 'Please Enter'. The second field is labeled 'Password' and also contains the placeholder text 'Please Enter'. Below these fields is a bright blue rectangular button with the word 'Login' in white text. At the bottom of the interface, the text 'GUI : V1.0.0' and 'Firmware: V1.0.0' is displayed in a small, light gray font.

**Username:** admin

**Password:** admin

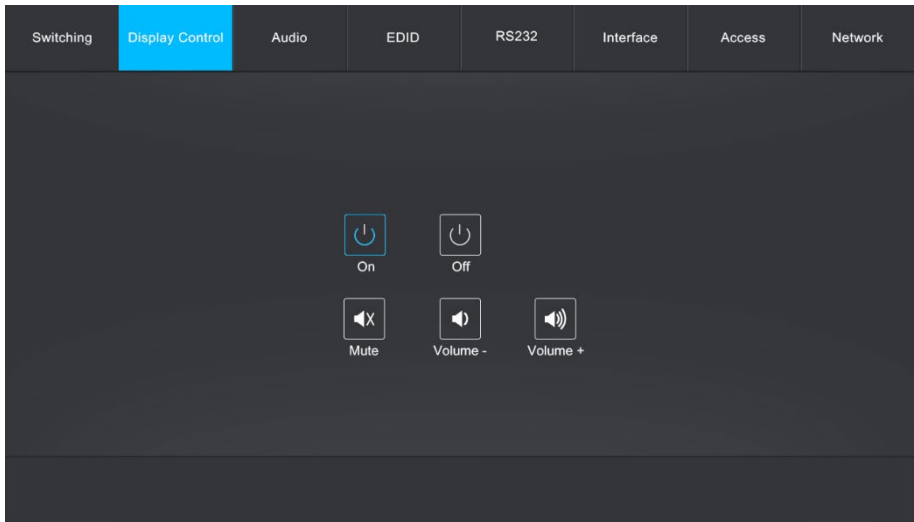
Please type the user name and password, and then click **Login** to enter the section for video switching.

## 7.1 Switching Tab



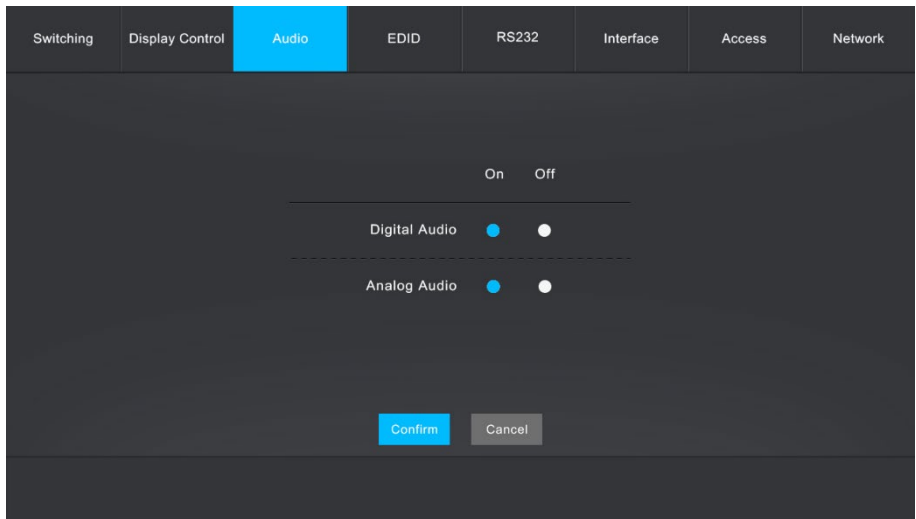
- Click the **AUTO** button to enable automatic switching mode.
- Click **1~4** button to select input source respectively.

## 7.2 Display Control Tab



- **ON:** Display On.
- **OFF:** Display Off.
-  : Mute/unmute display audio.
-  : Volume down display audio.
-  : Volume up display audio.

### 7.3 Audio Tab



- Turn on or turn off the digital audio output.
- Turn on or turn off the analog audio output.

## 7.4 EDID Tab

| Switching                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | Display Control | Audio | EDID | RS232 | Interface | Access | Network |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|-------|------|-------|-----------|--------|---------|
| <div> <input type="radio"/> Pass Through           <input type="radio"/> 3840*2160@60 4:2:0 12-bit High Definition Audio         </div> <div> <input type="radio"/> 1920*1080p@60 RGB/4:4:4 8-bit Stereo Audio           <input type="radio"/> 3840*2160@60 HDR 12-bit Stereo Audio         </div> <div> <input type="radio"/> 1920*1080p@60 RGB/4:4:4 8-bit High Definition Audio           <input type="radio"/> 3840*2160@60 HDR 12-bit High Definition Audio         </div> <div> <input type="radio"/> 1920*1080p@60 RGB/4:4:4 12-bit Stereo Audio           <input type="radio"/> 1280*800@60 RGB 4:4:4 8bit Stereo Audio         </div> <div> <input type="radio"/> 1920*1080p@60 RGB/4:4:4 12-bit High Definition Audio           <input type="radio"/> 1920*1200@60 RGB 4:4:4 8bit Stereo Audio         </div> <div> <input type="radio"/> 3840*2160@60 4:2:0 12-bit Stereo Audio           <input checked="" type="radio"/> User-defined <input type="text" value=".bin"/> <input type="button" value="Apply"/> </div> <div> <input type="button" value="Confirm"/> </div> |                 |       |      |       |           |        |         |

**Note:** Before select EDID in this tab, please ensure the 4-pin DIP switch on the rear panel is on the “1111” position.

- **Built-in EDID:** There are ten built-in EDID values can be selected by this tab.
- **User-defined EDID:** There are four EDID values can be customized by the below steps:

Step 1: Prepare the EDID file (.bin) on the control PC.

Step 2: Select the user-defined.

Step 3: Click the black box , and then select the EDID file (.bin) according the tooltip.

Step 4: Click **Apply** to upload the user-defined EDID.

## 7.5 RS232 Tab

|           |                 |       |      |       |           |        |         |
|-----------|-----------------|-------|------|-------|-----------|--------|---------|
| Switching | Display Control | Audio | EDID | RS232 | Interface | Access | Network |
|-----------|-----------------|-------|------|-------|-----------|--------|---------|

ASCII ☒ HEX ☐

Baud Rate: 9600 ▼

Command Ending: NULL ▼

Command: xxxxxx

Send

- **Baud Rate:** Supports 2400, 4800, 9600, 19200, 38400, 57600 or 115200.
- **Command Ending:** NULL, CR, LF or CR+LF can be chosen.
- **Command:** Type the command in this box to control the third-party device which is connected to the RS232 port of the switcher.

## 7.6 Interface Tab

| Switching                                                                                                                                                                                                                                                                                                                                                                                    | Display Control                 | Audio | EDID | RS232 | Interface | Access | Network |                                     |                                 |                                 |                               |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------|-------|------|-------|-----------|--------|---------|-------------------------------------|---------------------------------|---------------------------------|-------------------------------|
| <p>Title Bar Label: <input type="text" value="SCU41E"/></p> <p>Button Labels:</p> <table><tbody><tr><td>1. HDMI/MHL<br/><input type="text"/></td><td>2. HDMI<br/><input type="text"/></td></tr><tr><td>3. HDMI<br/><input type="text"/></td><td>4. DP<br/><input type="text"/></td></tr></tbody></table> <p><input type="button" value="Confirm"/> <input type="button" value="Cancel"/></p> |                                 |       |      |       |           |        |         | 1. HDMI/MHL<br><input type="text"/> | 2. HDMI<br><input type="text"/> | 3. HDMI<br><input type="text"/> | 4. DP<br><input type="text"/> |
| 1. HDMI/MHL<br><input type="text"/>                                                                                                                                                                                                                                                                                                                                                          | 2. HDMI<br><input type="text"/> |       |      |       |           |        |         |                                     |                                 |                                 |                               |
| 3. HDMI<br><input type="text"/>                                                                                                                                                                                                                                                                                                                                                              | 4. DP<br><input type="text"/>   |       |      |       |           |        |         |                                     |                                 |                                 |                               |

- Modify the title bar label.
- Modify the button labels.

## 7.7 Access Tab

|           |                 |       |      |       |           |        |         |
|-----------|-----------------|-------|------|-------|-----------|--------|---------|
| Switching | Display Control | Audio | EDID | RS232 | Interface | Access | Network |
|-----------|-----------------|-------|------|-------|-----------|--------|---------|

Credentials

Password:

Front Panel Lock

ON ☒ OFF

- Modify the login password.
- Lock or unlock the front panel buttons.

## 7.8 Network Tab

|           |                 |       |      |       |           |        |         |
|-----------|-----------------|-------|------|-------|-----------|--------|---------|
| Switching | Display Control | Audio | EDID | RS232 | Interface | Access | Network |
|-----------|-----------------|-------|------|-------|-----------|--------|---------|

MAC Address: 44-33-4C-C9-35-12

DHCP ☒ Static IP

IP Address:

Subnet Mask:

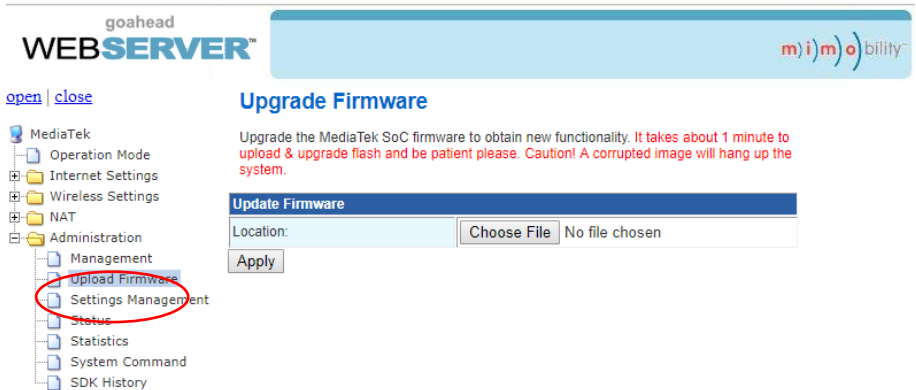
Gateway:

- Set Static IP or Dynamic Host Configuration Protocol (DHCP).
- Modify the static IP Address, Subnet Mask, and Gateway.

### 7.9 GUI Upgrade

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:



Select the update file and click **Apply** button, and then it will start upgrade process.



### 8. RS232 Control

Connect the RS232 port to control device (e.g. PC) with RS232 cable. The switcher can be controlled by sending the RS232 commands.

#### 8.1 RS232 Control Software

- **Installation:** Copy the control software file to the control PC.
- **Uninstallation:** Delete all the control software files in corresponding file path.

#### Basic Setting:

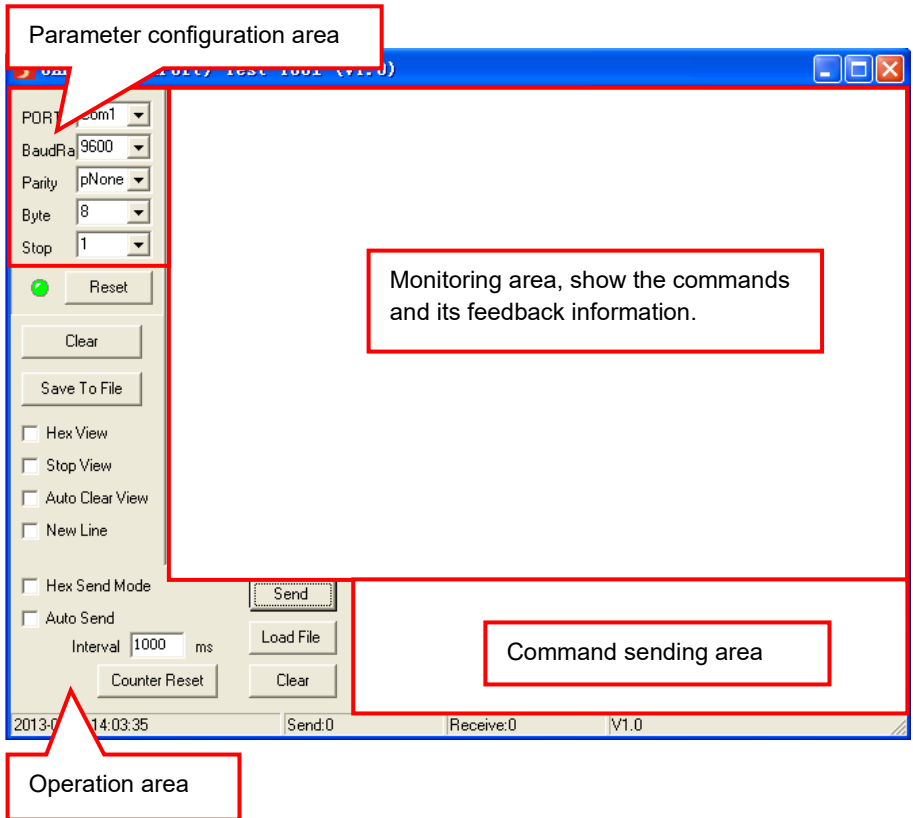
Connect the switcher with all input devices and output devices needed, then to connect it with a PC which is installed with RS232 control software. Double-click the software icon to run this software.

Here take the software **CommWatch.exe** as an example:



CommWatch.exe

The main view is shown as below:



Please set the parameters of COM number, bound rate, data bit, stop bit and the parity bit correctly, and then the command is ready to be sent in command sending area.

## 8.2 RS232 Command

**Communication protocol:** RS232 Communication Protocol

Baud rate: 9600

Data bit: 8

Stop bit: 1

Parity bit: none

**Note:**

- All commands not need to end with "<CR><LF>".
- In the commands, "[" and "]" are symbols for easy reading and do not need to be typed in actual operation.
- Please remember to end the commands with the ending symbols "." or ",".
- Please type the command carefully due to case-sensitive.

### 8.2.1 Device Control

| Command                                      | Function                                                                          | Feedback Example                                                        |
|----------------------------------------------|-----------------------------------------------------------------------------------|-------------------------------------------------------------------------|
| <b>POWON.</b>                                | Power on system.                                                                  | Power ON!                                                               |
| <b>POWOFF.</b>                               | System standby.                                                                   | Power OFF!                                                              |
| <b>LOCK.</b>                                 | Lock front panel buttons.                                                         | Front Panel Locked!                                                     |
| <b>UNLOCK.</b>                               | Unlock front panel buttons.                                                       | Front Panel UnLock!                                                     |
| <b>Baudrate[xxx].</b>                        | Set baud rate to [xxx].<br>xxx = 115200, 57600, 38400, 19200, 9600, 4800 or 2400. | Example: Baudrate2400.<br>Feedback: Set Local RS232 Baudrate Is 2400!   |
| <b>GETGUIP.</b>                              | Report GUI IP.                                                                    | GUI_IP:192.168.0.178                                                    |
| <b>SETGUIP:</b><br><b>[xxx.xxx.xxx.xxx].</b> | Set GUI IP to [xxx.xxx.xxx.xxx].                                                  | Example:<br>SETGUIP:192.168.0.18.<br>Feedback:<br>SETGUIP:192.168.0.18! |
| <b>STA.</b>                                  | Report system status.                                                             | ... ..                                                                  |
| <b>RST.</b>                                  | Factory reset.                                                                    | Factory Default!                                                        |

### 8.2.2 Source Switching

| Command         | Function                         | Feedback Example                                    |
|-----------------|----------------------------------|-----------------------------------------------------|
| <b>HDMI[x].</b> | Switch to HDMI input [x]. x=1~4. | Example: HDMI4.<br>Feedback: HDMI Out Switch To 04! |
| <b>HDMI.A.</b>  | Enable auto switching mode.      | HDMI Out Switch Auto Mode!                          |
| <b>HDMI.M.</b>  | Enable manual switching mode.    | HDMI Out Switch Manual Mode!                        |

### 8.2.3 EDID Management

| Command        | Function                                                                                                                                                                                                                                                | Feedback Example                                  |
|----------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------|
| EDIDR[xxxx].   | Read the preset EDID. [xxxx] represents the 4-pin DIP switch status.                                                                                                                                                                                    | EDID_0001!<br>...                                 |
| EDIDUSE[xxxx]. | Invoke the preset EDID. [xxxx] represents the 4-pin DIP switch status.<br>Please refer to the <a href="#">5.4 EDID Setting</a> .<br><b>Note:</b> When invoke the preset EDID, the 4-pin EDID DIP switch on the rear panel must be in the "1111" status. | EDIDUSE0001!<br>EDID_RS232&GUI_MODE!<br>EDID0001! |

#### • User-define EDID

There are four EDID values can be customized by sending the below command.

**Note:** When send the below commands to configure EDID, the 4-pin EDID DIP switch on the rear panel must be in the "1111" status.

| Command      | Function & Operation                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
|--------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| EDIDW[xxxx]. | User-define EDID. xxxx = 1011, 1100, 1101 or 1110.<br><b>Operation:</b><br><b>Step 1:</b> Prepare the EDID file (.bin).<br><b>Step 2:</b> Set the 4-pin DIP switch to "1111" status.<br><b>Step 3:</b> Send the command "EDIDW1101.", and the feedback is " <b>Please Send The EDID File!</b> ".<br><b>Step 4:</b> Send the EDID file (.bin). If successfully upload, the feedback is: " <b>Received The File!</b> "<br><b>Length=256!</b><br><b>EDID1101 Update OK!"</b> |

### 8.2.4 Audio Control

| Command   | Function                                     | Feedback Example |
|-----------|----------------------------------------------|------------------|
| IISON.    | Turn on the stereo analog L/R audio output.  | IIS_OUT_ON!      |
| IISOFF.   | Turn off the stereo analog L/R audio output. | IIS_OUT_OFF!     |
| SPDIFON.  | Turn on the Toslink digital audio output.    | SPDIF_OUT_ON!    |
| SPDIFOFF. | Turn off the Toslink digital audio output.   | SPDIF_OUT_OFF!   |



## 8.2.5 Display Control

| Command        | Function                 | Feedback Example       |
|----------------|--------------------------|------------------------|
| <b>TVON.</b>   | Power on the display.    | CEC_TV_POWON!          |
| <b>TVOFF.</b>  | Power off the display.   | CEC_TV_POWOFF!         |
| <b>TVVOL+.</b> | Volume up the display.   | CEC_TV_VOLUP!          |
| <b>TVVOL-.</b> | Volume down the display. | CEC_TV_VOLDOWN!        |
| <b>TVMUTE.</b> | Mute/unmute the display. | CEC_TV_VOLMUTE/UNMUTE! |

## 8.2.6 Third-party Device Control

| Command    | Function                                                                                                                                              | Command Example                                                       |
|------------|-------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------|
| /+[X]:xxx. | Send the command “xxx” to control the third device (e.g. Projector).<br>xxx: ASCII string.<br>The “X” represents the baud rate of third-party device. | /+3:123456.                                                           |
|            |                                                                                                                                                       |                                                                       |
|            |                                                                                                                                                       |                                                                       |
|            |                                                                                                                                                       |                                                                       |
|            |                                                                                                                                                       |                                                                       |
|            |                                                                                                                                                       |                                                                       |
|            |                                                                                                                                                       |                                                                       |
|            |                                                                                                                                                       |                                                                       |
|            |                                                                                                                                                       |                                                                       |
|            |                                                                                                                                                       | Send the command “123456” to the third-party whose baud rate is 9600. |

| <p><b>CMDON/+ [X]/[Y]:xxx.</b></p> | <ul style="list-style-type: none"> <li>When power on the switcher, set the command “xxx” to send to the third-party device whose baud rate is X.</li> <li>When press the <b>DISPLAY ON</b> button, send the command “xxx” to the third-party device whose baud rate is X.</li> </ul> <table border="1"> <tr> <th>X</th><th>Baud Rate</th></tr> <tr><td>1</td><td>2400</td></tr> <tr><td>2</td><td>4800</td></tr> <tr><td>3</td><td>9600</td></tr> <tr><td>4</td><td>19200</td></tr> <tr><td>5</td><td>38400</td></tr> <tr><td>6</td><td>57600</td></tr> <tr><td>7</td><td>115200</td></tr> </table> <p>The “Y” can be 0 or 1.</p> <ul style="list-style-type: none"> <li>✓ If the “Y” is “0”, clear the saved command “xxx”.</li> <li>✓ If the “Y” is “1”, automatically send the command “xxx” to the third-party device when power on the switcher.</li> </ul> | X | Baud Rate | 1 | 2400 | 2 | 4800 | 3                                                  | 9600 | 4 | 19200 | 5 | 38400 | 6 | 57600 | 7 | 115200 | <p>CMDON/+3/0:455665.<br/>CMDON/+3/1:455665.</p> |
|------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---|-----------|---|------|---|------|----------------------------------------------------|------|---|-------|---|-------|---|-------|---|--------|--------------------------------------------------|
| X                                  | Baud Rate                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |   |           |   |      |   |      |                                                    |      |   |       |   |       |   |       |   |        |                                                  |
| 1                                  | 2400                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |   |           |   |      |   |      |                                                    |      |   |       |   |       |   |       |   |        |                                                  |
| 2                                  | 4800                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |   |           |   |      |   |      |                                                    |      |   |       |   |       |   |       |   |        |                                                  |
| 3                                  | 9600                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |   |           |   |      |   |      |                                                    |      |   |       |   |       |   |       |   |        |                                                  |
| 4                                  | 19200                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |   |           |   |      |   |      |                                                    |      |   |       |   |       |   |       |   |        |                                                  |
| 5                                  | 38400                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |   |           |   |      |   |      |                                                    |      |   |       |   |       |   |       |   |        |                                                  |
| 6                                  | 57600                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |   |           |   |      |   |      |                                                    |      |   |       |   |       |   |       |   |        |                                                  |
| 7                                  | 115200                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |   |           |   |      |   |      |                                                    |      |   |       |   |       |   |       |   |        |                                                  |
| <p><b>CMDOFF/+ [X]/[Y]:xxx</b></p> | <ul style="list-style-type: none"> <li>When power off the switcher, set the command “xxx” to send to the third-party device whose baud rate is X.</li> <li>When press the <b>DISPLAY OFF</b> button, send the command “xxx” to the third-party device whose baud rate is X.</li> </ul> <table border="1"> <tr> <th>X</th><th>Baud Rate</th></tr> <tr><td>1</td><td>2400</td></tr> <tr><td>2</td><td>4800</td></tr> </table>                                                                                                                                                                                                                                                                                                                                                                                                                                      | X | Baud Rate | 1 | 2400 | 2 | 4800 | <p>CMDOFF/+3/0:455666.<br/>CMDOFF/+3/1:455666.</p> |      |   |       |   |       |   |       |   |        |                                                  |
| X                                  | Baud Rate                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |   |           |   |      |   |      |                                                    |      |   |       |   |       |   |       |   |        |                                                  |
| 1                                  | 2400                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |   |           |   |      |   |      |                                                    |      |   |       |   |       |   |       |   |        |                                                  |
| 2                                  | 4800                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |   |           |   |      |   |      |                                                    |      |   |       |   |       |   |       |   |        |                                                  |

|                                           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                             |           |   |       |   |       |   |       |                                                     |        |                                            |       |   |       |   |        |                                                           |
|-------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------|-----------|---|-------|---|-------|---|-------|-----------------------------------------------------|--------|--------------------------------------------|-------|---|-------|---|--------|-----------------------------------------------------------|
|                                           | <table><tr><td>3</td><td>9600</td></tr><tr><td>4</td><td>19200</td></tr><tr><td>5</td><td>38400</td></tr><tr><td>6</td><td>57600</td></tr><tr><td>7</td><td>115200</td></tr></table> <p>The “Y” can be 0 or 1.</p> <p>✓ If the “Y” is “0”, clear the saved command “xxx”.</p> <p>If the “Y” is “1”, automatically send the command “xxx” to the third-party device when power off the switcher.</p>                                                                                                                                                                                                                                            | 3                                           | 9600      | 4 | 19200 | 5 | 38400 | 6 | 57600 | 7                                                   | 115200 | <p>CMD_OFF Save Success!</p> <p>455665</p> |       |   |       |   |        |                                                           |
| 3                                         | 9600                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                                             |           |   |       |   |       |   |       |                                                     |        |                                            |       |   |       |   |        |                                                           |
| 4                                         | 19200                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                                             |           |   |       |   |       |   |       |                                                     |        |                                            |       |   |       |   |        |                                                           |
| 5                                         | 38400                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                                             |           |   |       |   |       |   |       |                                                     |        |                                            |       |   |       |   |        |                                                           |
| 6                                         | 57600                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                                             |           |   |       |   |       |   |       |                                                     |        |                                            |       |   |       |   |        |                                                           |
| 7                                         | 115200                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                                             |           |   |       |   |       |   |       |                                                     |        |                                            |       |   |       |   |        |                                                           |
| <p><b>CMDVOLDDOWN/+ [X]/ [Y]:xxx.</b></p> | <p>When press the <b>VOLUME DOWN</b> button, send the command “xxx” to the third-party device whose baud rate is X.</p> <table><tr><td>X</td><td>Baud Rate</td></tr><tr><td>1</td><td>2400</td></tr><tr><td>2</td><td>4800</td></tr><tr><td>3</td><td>9600</td></tr><tr><td>4</td><td>19200</td></tr><tr><td>5</td><td>38400</td></tr><tr><td>6</td><td>57600</td></tr><tr><td>7</td><td>115200</td></tr></table> <p>The “Y” can be 0 or 1.</p> <p>✓ If the “Y” is “0”, clear the saved command “xxx”.</p> <p>✓ If the “Y” is “1”, automatically send the command “xxx” to the third-party device when press the <b>VOLUME DOWN</b> button</p> | X                                           | Baud Rate | 1 | 2400  | 2 | 4800  | 3 | 9600  | 4                                                   | 19200  | 5                                          | 38400 | 6 | 57600 | 7 | 115200 | <p>CMDVOLDDOWN/+3/0:111.</p> <p>CMDVOLDDOWN/+3/1:111.</p> |
|                                           | X                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | Baud Rate                                   |           |   |       |   |       |   |       |                                                     |        |                                            |       |   |       |   |        |                                                           |
| 1                                         | 2400                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                                             |           |   |       |   |       |   |       |                                                     |        |                                            |       |   |       |   |        |                                                           |
| 2                                         | 4800                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                                             |           |   |       |   |       |   |       |                                                     |        |                                            |       |   |       |   |        |                                                           |
| 3                                         | 9600                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                                             |           |   |       |   |       |   |       |                                                     |        |                                            |       |   |       |   |        |                                                           |
| 4                                         | 19200                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                                             |           |   |       |   |       |   |       |                                                     |        |                                            |       |   |       |   |        |                                                           |
| 5                                         | 38400                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                                             |           |   |       |   |       |   |       |                                                     |        |                                            |       |   |       |   |        |                                                           |
| 6                                         | 57600                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                                             |           |   |       |   |       |   |       |                                                     |        |                                            |       |   |       |   |        |                                                           |
| 7                                         | 115200                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                                             |           |   |       |   |       |   |       |                                                     |        |                                            |       |   |       |   |        |                                                           |
|                                           | <p>The “Y” can be 0 or 1.</p> <p>✓ If the “Y” is “0”, clear the saved command “xxx”.</p> <p>✓ If the “Y” is “1”, automatically send the command “xxx” to the third-party device when press the <b>VOLUME DOWN</b> button</p>                                                                                                                                                                                                                                                                                                                                                                                                                   | <p>CMD_VOLDOWN Save Success!</p> <p>111</p> |           |   |       |   |       |   |       |                                                     |        |                                            |       |   |       |   |        |                                                           |
| <p><b>CMDVOLUP/+ [X]/ [Y]: xxx.</b></p>   | <p>When press the <b>VOLUME UP</b> button, send the command “xxx” to the third-party device whose baud rate is X.</p> <table><tr><td>X</td><td>Baud Rate</td></tr><tr><td>1</td><td>2400</td></tr><tr><td>2</td><td>4800</td></tr><tr><td>3</td><td>9600</td></tr></table>                                                                                                                                                                                                                                                                                                                                                                     | X                                           | Baud Rate | 1 | 2400  | 2 | 4800  | 3 | 9600  | <p>CMDVOLUP/+3/0:111.</p> <p>CMDVOLUP/+3/1:111.</p> |        |                                            |       |   |       |   |        |                                                           |
| X                                         | Baud Rate                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                             |           |   |       |   |       |   |       |                                                     |        |                                            |       |   |       |   |        |                                                           |
| 1                                         | 2400                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                                             |           |   |       |   |       |   |       |                                                     |        |                                            |       |   |       |   |        |                                                           |
| 2                                         | 4800                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                                             |           |   |       |   |       |   |       |                                                     |        |                                            |       |   |       |   |        |                                                           |
| 3                                         | 9600                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                                             |           |   |       |   |       |   |       |                                                     |        |                                            |       |   |       |   |        |                                                           |



## MF4.1 Net

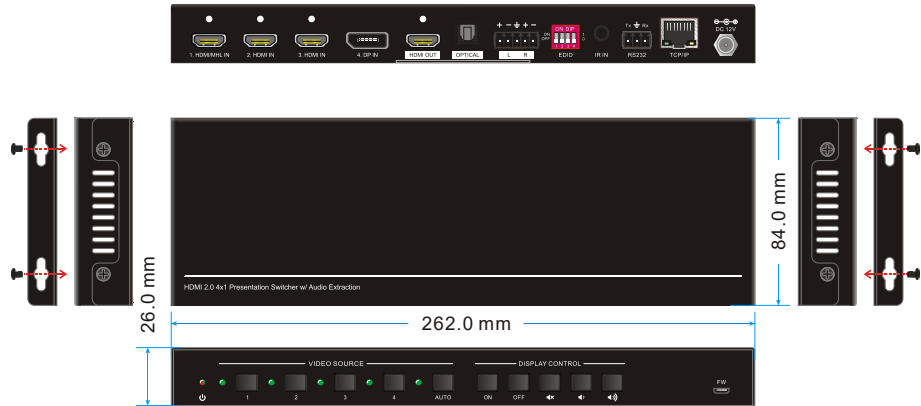
|                                         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |   |           |   |       |   |       |   |        |                                           |       |   |       |   |       |   |        |                                                                                                     |
|-----------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---|-----------|---|-------|---|-------|---|--------|-------------------------------------------|-------|---|-------|---|-------|---|--------|-----------------------------------------------------------------------------------------------------|
|                                         | <table><tr><td>4</td><td>19200</td></tr><tr><td>5</td><td>38400</td></tr><tr><td>6</td><td>57600</td></tr><tr><td>7</td><td>115200</td></tr></table> <p>The “Y” can be 0 or 1.</p> <ul style="list-style-type: none"><li>✓ If the “Y” is “0”, clear the saved command “xxx”.</li><li>✓ If the “Y” is “1”, automatically send the command “xxx” to the third-party device when press the <b>VOLUME UP</b> button</li></ul>                                                                                                                                                                                                                                                                | 4 | 19200     | 5 | 38400 | 6 | 57600 | 7 | 115200 | <p>CMD_VOLUP Save Success!</p> <p>111</p> |       |   |       |   |       |   |        |                                                                                                     |
| 4                                       | 19200                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |   |           |   |       |   |       |   |        |                                           |       |   |       |   |       |   |        |                                                                                                     |
| 5                                       | 38400                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |   |           |   |       |   |       |   |        |                                           |       |   |       |   |       |   |        |                                                                                                     |
| 6                                       | 57600                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |   |           |   |       |   |       |   |        |                                           |       |   |       |   |       |   |        |                                                                                                     |
| 7                                       | 115200                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |   |           |   |       |   |       |   |        |                                           |       |   |       |   |       |   |        |                                                                                                     |
| <p><b>CMDVOLMUTE/+ [X]/[Y]:xxx.</b></p> | <p>When press the <b>VOLUME MUTE</b> button, send the command “xxx” to the third-party device whose baud rate is X.</p> <table><tr><td>X</td><td>Baud Rate</td></tr><tr><td>1</td><td>2400</td></tr><tr><td>2</td><td>4800</td></tr><tr><td>3</td><td>9600</td></tr><tr><td>4</td><td>19200</td></tr><tr><td>5</td><td>38400</td></tr><tr><td>6</td><td>57600</td></tr><tr><td>7</td><td>115200</td></tr></table> <p>The “Y” can be 0 or 1.</p> <ul style="list-style-type: none"><li>✓ If the “Y” is “0”, clear the saved command “xxx”.</li><li>✓ If the “Y” is “1”, automatically send the command “xxx” to the third-party device when press the <b>VOLUME MUTE</b> button</li></ul> | X | Baud Rate | 1 | 2400  | 2 | 4800  | 3 | 9600   | 4                                         | 19200 | 5 | 38400 | 6 | 57600 | 7 | 115200 | <p>CMDVOLMUTE/+3/0:xxx.</p> <p>CMDVOLMUTE/+3/1:xxx.</p> <p>CMD_VOLMUTE Save Success!</p> <p>111</p> |
| X                                       | Baud Rate                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |   |           |   |       |   |       |   |        |                                           |       |   |       |   |       |   |        |                                                                                                     |
| 1                                       | 2400                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |   |           |   |       |   |       |   |        |                                           |       |   |       |   |       |   |        |                                                                                                     |
| 2                                       | 4800                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |   |           |   |       |   |       |   |        |                                           |       |   |       |   |       |   |        |                                                                                                     |
| 3                                       | 9600                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |   |           |   |       |   |       |   |        |                                           |       |   |       |   |       |   |        |                                                                                                     |
| 4                                       | 19200                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |   |           |   |       |   |       |   |        |                                           |       |   |       |   |       |   |        |                                                                                                     |
| 5                                       | 38400                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |   |           |   |       |   |       |   |        |                                           |       |   |       |   |       |   |        |                                                                                                     |
| 6                                       | 57600                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |   |           |   |       |   |       |   |        |                                           |       |   |       |   |       |   |        |                                                                                                     |
| 7                                       | 115200                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |   |           |   |       |   |       |   |        |                                           |       |   |       |   |       |   |        |                                                                                                     |

## **9. Firmware Upgrade**

Please follow the steps as below to upgrade firmware by the **FW** port on the front panel:

- 1) Prepare the latest upgrade file (.bin) and rename it as "USERAPP.bin" on PC.
- 2) Power off the switcher, and connect the **FW** port of switcher to the PC with USB cable.
- 3) Power on the switcher, and then the PC will automatically detect a U-disk named of "BOOTDISK".
- 4) Double-click the U-disk, a file named of "READY.TXT" would be showed.
- 5) Directly copy the latest upgrade file (.bin) to the "BOOTDISK" U-disk.
- 6) Reopen the U-disk to check the filename "READY.TXT" whether automatically becomes "SUCCESS.TXT", if yes, the firmware was updated successfully, otherwise, the firmware updating is fail, the name of upgrade file (.bin) should be confirm again, and then follow the above steps to update again.
- 7) Remove the USB cable after firmware upgrade.
- 8) After firmware upgrade, the switcher should be restored to factory default by sending command.

10. Panel Drawing



## 11. Troubleshooting & Maintenance

| Problems                                                                                 | Potential Causes                            | Solutions                                                                             |
|------------------------------------------------------------------------------------------|---------------------------------------------|---------------------------------------------------------------------------------------|
| Output image with snowflake                                                              | Bad quality of the connecting cable         | Try another high quality cable.                                                       |
|                                                                                          | Fail or loose connection                    | Make sure the connection is good                                                      |
| No output image when switching                                                           | No signal at the input / output end         | Check with oscilloscope or multimeter if there is any signal at the input/output end. |
|                                                                                          | Fail or loose connection                    | Make sure the connection is good                                                      |
|                                                                                          | The switcher is broken                      | Send it to authorized dealer for repairing.                                           |
| POWER indicator doesn't work or no respond to any operation                              | Fail connection of power cord.              | Make sure the power cord connection is good.                                          |
| EDID management does not work normally                                                   | The HDMI cable is broken at the output end. | Change for another HDMI cable which is in good working condition.                     |
| Static becomes stronger when connecting the video connectors                             | Bad grounding                               | Check the grounding and make sure it is connected well.                               |
| Cannot control the device by control device (e.g. a PC) through RS232 port               | Wrong RS232 communication parameters        | Type in correct RS232 communication parameters.                                       |
|                                                                                          | Broken RS232 port                           | Send it to authorized dealer for checking.                                            |
| Cannot control the device by front panel buttons while can control it through RS232 port | The front panel buttons are locked          | Unlock the front panel buttons.                                                       |

**Note:** If the problem still remaining after following the above troubleshooting steps, please contact your local dealer or distributor for further assistance.

## **12. Customer Service**

The return of a product to our Customer Service implies the full agreement of the terms and conditions hereinafter. These terms and conditions may be changed without prior notice.

### **1) Warranty**

The limited warranty period of the product is fixed three years.

### **2) Scope**

These terms and conditions of Customer Service apply to the customer service provided for the products or any other items sold by authorized distributor only.

### **3) Warranty Exclusion**

- 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 majeure.
  - ✓ Servicing not authorized by distributor.
  - ✓ Any other causes which does not relate to a product defect.
- Shipping fees, installation or labor charges for installation or setup of the product.

### **4) Documentation**

Customer Service will accept defective product(s) in the scope of warranty coverage at the sole condition that the defect has been clearly defined, and upon reception of the documents or copy of invoice, indicating the date of purchase, the type of product, the serial number, and the name of distributor.

**Remarks:** Please contact your local distributor for further assistance or solutions.