



HD-One LX/LX500 **HDMI, Serial & IR Extender** Quick Reference & Setup Guide



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4. Troubleshooting

4.1 Common Problems

Most issues with the HD-One LX/LX500 Series can be resolved by checking the Category cable terminations and ensuring that they are pinned to the T568B wiring specification. However, other problems may arise. Below are solutions to the most common issues:

Problem: No video.

Solution:

- Check that both units are powered.
- Power units in the sequence noted in section 3.2.1.
- Ensure the Category cable is terminated to the T568B wiring standard.
- Some HDMI sources can take up to 5 minutes to initialize and will not output video signals during this time.
- Cell phones may cause interference at close range and cause the video to be interrupted or lost. All devices may need to be power cycled if video is lost.
- If using protected content, ensure all connected devices are HDCP compliant.
- Ensure the maximum distance has not been exceeded.
- Other troubleshooting tips include trying a better quality Category cable, disabling deep color at the source and reducing the resolution.

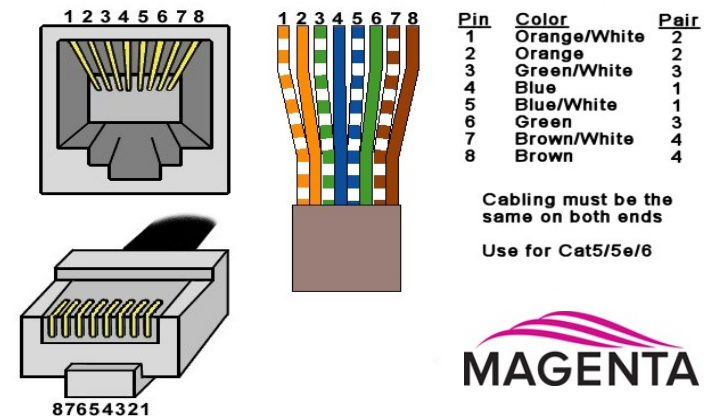
Problem: Poor video quality.

Solution:

- Ensure the Category cable is terminated to the T568B wiring standard.
- Check for faulty or poor quality HDMI cables.
- Ensure the display is compatible with the source.
- Other troubleshooting tips include using an alternative source and reducing the resolution.

Appendix A. Cabling Pinouts

T568B CAT5 Specification



MAGENTA

3.2.2 CONNECTIONS ON THE HD-One LX/LX500

Figure 3-1 shows the HD-One LX/LX500 transmitter connections, and Figure 3-2 shows the HD-One LX/LX500 receiver connections.

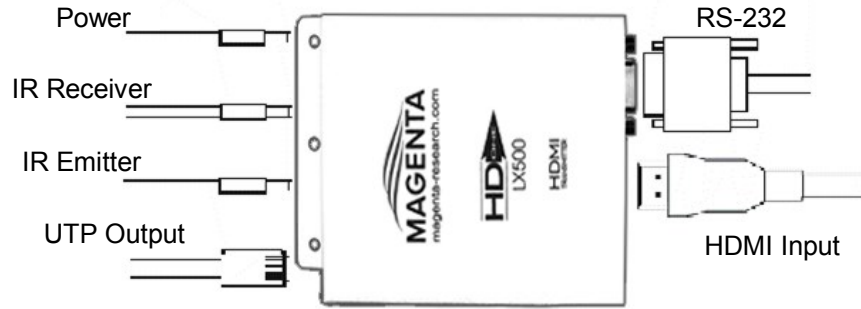


Figure 3-1. Connections on the Transmitter



Figure 3-2. Connections on the Receiver

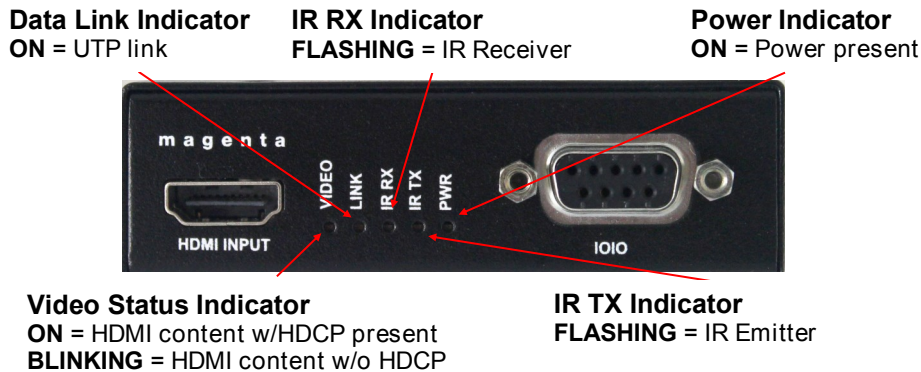


Figure 3-3. LED Status Indicators

1. Specifications

Required Cable:	CAT5e, CAT6, CAT6a, CAT6e, Cat7 UTP / STP or FTP (CAT6 or better is recommended)
Video Support:	HDMI/DVI Video modes HDMI 1.4, HDCP Compliant including stand formats @ 60Hz: 640x480, 800x600, 1024x768, 1152x864, 1280x768, 1280x960, 1280x1024, 1360x760, 1366x768, 1600x1200, 1680x1050, 1920x1080, 1920x1200 HDTV: 480p, 720p, 1080i, & 1080p 4k: 3840x2160p30 & 4096x2160p24 (LX only)
Maximum Resolution and Distance:	WUXGA (1920x1200) @ 60 Hz** 100 meter (328 feet) for LX** 152 meters (500 feet) for LX500** 4k: 3840x2160p30 & 4096x2160p24 60 meters (196 feet) LX only**
Bandwidth:	3.4 Gbps
Serial Baud rate:	Up to 115200 bps; Full Duplex
IR Support:	36.7, 38.0, or 56.8 kHz modulated emitter output; Bi-directional
Connectors:	Tx: (1) HDMI type A, (1) RJ-45, (1) DC power (1) DB9F, (2) 3.5mm-jack Rx: (1) HDMI type A, (1) RJ-45, (1) DC power (1) DB9F, (2) 3.5mm-jack
Temperature Tolerance:	Operating: 32 to 131°F (0 to 55°C); Storage: -4 to +185°F (-20 to 85°C)
Humidity Tolerance:	Up to 95% noncondensing
Enclosure:	Metal
Power:	+5 VDC @ 2.6 A max each unit Consumption: Tx: 600mA Rx: 1200mA
Size:	5.1" x 3.5" x 1.2" (130mm x 88 mm x 30mm)
Weight:	0.6 lbs. (280 g)
Compliance:	RoHS, CE, FCC Class A

****NOTE:** To achieve maximum resolution and/or distance, tvONE strongly recommends the use of standard network CAT6 or better cable with solid 24 AWG copper wire. The use of lower quality cables will lower overall performance. Please contact tvONE for cable recommendations.

2. Introduction

2.1 Overview

Magenta's HD-One LX/LX500 Series of video extenders extends HDMI or DVI, serial, and IR signals over Category 5e/6/6a/6e/7 UTP / STP or FTP cable.

WARNING

This equipment is not intended for, nor does it support, distribution through an Ethernet network. Do not connect these devices to any sort of networking or telecommunications equipment!

2.2 Equipment You May Also Need

- HDMI cables
- HDMI to DVI adapter cables
- Category 5e/6/6a/6e/7 cables
- IR Emitter and IR Receiver cables
- DB9 Serial Cables

2.3 Compatible Cabling

tvONE products are compatible with Category 5e/6/6a/6e/7 data cabling.

****NOTE:** To achieve maximum performance, Magenta strongly recommends the use of standard network CAT6 or better cable with solid 24 AWG copper wire.

Category cabling for the **tvONE** Magenta HD-One LX/LX500 Series must be pinned to the TIA-EIA T568B wiring specification (See **Appendix A**). tvONE recommends that all Category cables be pre-terminated and tested. Cables terminated on-site or in an existing infrastructure should be tested before use to ensure compliance with the TIA-EIA T568B specification. Using incorrectly terminated Category cables can damage the **tvONE** Magenta HD-One LX/LX500 Series.

3. Setup and Installation

3.1 Cabling Considerations

- For best performance, use one continuous UTP / STP or FTP cable with as few breaks as possible (i.e. patch bays, wall plates, or floor boxes).
- tvONE recommends mounting and connecting all cabling to the HD-One LX/LX500 Series components before applying power.
- Make sure that the Category cable you intend to use has been tested to comply with the T568B wiring specification (See **Appendix A**).

3.2 Making the Connections

3.2.1 CONNECTIONS AND SETUP IN GENERAL

NOTE:

All HD-One LX/LX500 units should be cabled and powered on prior to turning on the video source device and display. It is recommended to cable and power on the HD-One LX/LX500 units, then the display, and lastly the video source.

At the transmitter end:

1. Connect the video source to the HDMI INPUT port on the HD-One LX/LX500 transmitter, using an HDMI type A cable (if using DVI video, an HDMI to DVI adapter is required).
2. Connect the Category cable to the UTP OUTPUT port on the transmitter.
3. Connect the serial and/or IR cables to the appropriate connector(s), as necessary.
4. Apply power to the transmitter.

At the receiver end:

1. Connect the display to the HDMI OUTPUT port on the HD-One LX/LX500 receiver, using an HDMI type A cable (if using DVI video, an HDMI to DVI adapter is required).
2. Connect the Category cable to the UTP INPUT port on the receiver.
3. Connect the serial and/or IR cables to the appropriate connector(s), as necessary.
4. Apply power to the receiver.