

EVO-IP: AN INSTALLERS CHECKLIST FOR TROUBLESHOOTING HDMI OVER IP PRODUCTS

With the days of analog “plug and play” technology fading away, video distribution is getting more and more complex. Listed below are some of the more common troubleshooting questions installers and integrators can ask themselves while on the job site.

If after troubleshooting the problem persists, feel free to give our technical support department a call at 1-800-626-6445.

GENERIC

- Are the HDMI cables securely connected?
- Does the HDMI have any excessively sharp bends or kinks during its run?
- Have you tried changing the resolution of the source?
- Have you tried a different source with the same HDMI and encoder/transmitter?
- Have you tried different inputs/outputs using the same HDMI?
- Have you tried connecting to a different display using the same HDMI and source?
- Have you tried a different HDMI with the same source?
- Does the length of the HDMI/Cat5e/6 exceed the equipment’s limit?
- Are the status/link lights on?
- Was the Cat5e/6 ran with electrical wire, stapled, or encounter any sharp bends?

- Did you label each Cat5e/6 to ensure they go to their corresponding ports? (ex: Port1->Port1, Port2->Port2)
- Did you try removing the Cat5e/6 products and hooking the source straight into a known display with an HDMI?
- Did you check the resolution of the source(s) and the display(s)?
- Are the transmitters and receivers in the correct order?
- Have you tried different Cat5e/6 cable(s)?

CONTROL BOX:

- Do you see an image when using the HDMI output when connected to a display?
- What is the firmware of the control box?
- Is the device online?
- Is there a static IP address or is DHCP enabled?
- Is the control box connected to an installer cloud account?

NETWORK

- Are there patch panels, couplers, or slices in the category cable?
- Has IGMP Snooping and Jumbo Frames been enabled on the switch?
- Are other settings on the switch that need to be enabled for multicast systems?
- Have the settings in the network switch been saved so that the settings are not lost once the switch is power cycled?
- Is the firmware of the switch up to date?
- Does the amount of bandwidth being used exceed the switches capabilities (ports or uplink)?
- Does the same transmitter or receiver have issues or do random devices have issues?

TRANSMITTER

- How many sources are in your installation?
- Have you tried to lower or fix the Transmitter Speed?
- Have you tried a different EDID?
- Was TX reboot after new EDID was enabled?
- Do all of the transmitters have different addresses (in GUI or with dip switches)?

- Is the HDMI LOOPOUT port being used?
- Is this being powered over POE or with the provided power supply?
- Is there a PREVIEW image when being shown on the local GUI?
- If you click on the HDMI symbol on the MATRIX page in the GUI to MUTE the source, then click again to RESUME, does the image come back?
- Does the same transmitter have issues?

RECEIVER

- How many receivers are in your installation?
- What is the scaling set to on the receiver(s)?
- Have you tried lowering or fixing the resolution on the receiver(s)?
- What source is addressing the receiver?
- Is there an OSD or VW enabled on the receiver(s) in question?
- Is this being powered over POE or with the provided power supply?
- Is there a PREVIEW image when being shown on the local GUI?
- If you click on the HDMI symbol on the MATRIX page in the GUI to MUTE the display, then again to RESUME, does the image come back?
- Does the same receiver have issues?