

ZuumMedia HDMI Troubleshooting Tips

NOTE: HDMI issues can be broke down into 5 basic groups.

- 1) Cat5/6 and or HDMI cable issues. Example Cat5/6 has termination problems. HDMI cables could have connectivity problems.
- 2) Installed system (cable, extenders, source, and display) unable to support bandwidth or signal size. Example: 1080p 3D deep color.
- 3) HDMI extenders or other equipment has been damaged.
- 4) Possible incompatibility issue between HDMI extenders, source, TV or other HDMI products in the installation.
- 5) Signal loss due to light switches, fan motors, etc. Use shielded Cat5/6 cable to correct.

Make sure HDMI transmitter extender (HDMI in port) is located at the source side (Blu-Ray, Cable Box)

Make sure HDMI receiver extender (HDMI out port) is located at the TV, display side.

Confirm both transmitter and receiver show they are getting power. Some power supplies have indicator lights confirm they are on.

Confirm Cat5/6 cables have good continuity. Use T568B tester to confirm wiring. (NOT recommended to use Cat5/6 couplers or keystone jacks)

Confirm HDMI cables by themselves are good and will show a picture.

Confirm HDMI cables and Cat5/6 cables are plugged in correctly. Re-plug HDMI cables to ensure correct seating and try different inputs on TV.

Model: HE2 and HE2BIR adjust signal gain on receiver (TV side).

Model: HE1BIR confirm transmitter is on correct setting then adjust receiver gain.

HE1L and HE1LBIR232 confirm transmitter and receiver link light are on before connecting source and TV.

Still no picture do a power cycle to establish communications. Power down sources, TV, and HDMI extenders. Power up extenders first, then source, then TV.

NO PICTURE

UNSTABLE PICTURE

Adjust signal gain if available on HDMI receiver extender.

Remove any HDMI splitter, switcher, etc. Just have HDMI extenders, source and TV to confirm if it will support all sources.

Stable on lower resolution sources like 1080i Cable Box but not Blu-Ray try below.

Turn off deep color on Blu-Ray especially on Long Cat5/6 cable runs. Still not stable on higher resolution sources like 1080p use the shortest HDMI cables you can. Cat5/6 cable may be stretched or faulty keeping you from getting 1080p. You can test this by terminating new Cat5/6 cables outside wall same length to verify if you get better results.

Picture not stable because of electrical interference from light switches or fan motors. Use shielded Cat5/6 cable.

Still No Picture

Take one source for example Blu-Ray player and plug directly into TV with HDMI cable and lower the resolution to the lowest possible setting (example 480p). Then connect the source, TV, and HDMI extenders all back up. Reconnect power to extenders first, turn on source, then TV.

(Still No Picture Try Any Of The Following) or please call ZuumMedia Tech Support 888-861-7351

- Try different source.
- Try different TV.
- Make Cat5/6 cables at least 35' and lay on floor and test source, HDMI extenders with TV to confirm existing Cat5/6 is not faulty. Keep in mind Cat5/6 can have continuity but damaged to a point that it will not support even a small signal like 480p.