

Tech Bulletin – HDBaseT Extender with No Video!

Issue

Some products experience timing issues with the I2C (protocol) and DDC (Display Data Channel). There is one pair of wires on an HDMI cable called DDC that supports two types of data (HDCP and EDID). When the timing is not correct and out of sync, these signals collide which results in loss of audio/video, flashing picture, wrong resolution or pink and blue abnormal colors. EDID (Extended Display Identification Data) is the data that passes over DDC and tells the source what resolution, refresh rate, color space, etc that the display will support. HDCP (High-bandwidth Digital Content Protection) is the copyright data. First the source will request the HDCP key from the display and validate the data, second the source sends the encryption audio/video content over the 4 TMDS pairs and the decryption keys over DDC wires.

Devices that do not support “clock-stretching” may result in no picture since this was not a requirement until HDMI 1.3 and not all HDMI 1.3 devices support it. HDMI 1.2 is still used in many older set top boxes and it is recommended to update your devices to newer technology. If you have an incompatible device, check with the manufacturer to see if they have a firmware update that addresses this problem before changing or replacing your equipment. If not, we have a solution!

Our Solution

Go to www.zuum.life and select the HSP1X2-4K or just click on link

<http://www.zuummedia.com/product-p/hsp1x2-4k.htm>

Our HSP1X2-4K is a low cost solution and will correct this No Video output problem. Keep one of these mini splitters on your truck just in case you run into this problem or if you are experiencing any other HDMI compatibility or handshaking issues. Just plug the HSP1X2-4K inline between your source and HDBaseT extender and ZUUM! ZUUM! The source will talk to the splitter locally instead of the display and the display will talk to the splitter through the extenders. Another example for using our HSP1X2-4K splitter is when you are having a HOT PLUG problem between your extender and TV. Plug the splitter inline and now your TV will see 5VDC from the splitter and realize, “Hey! there is a HDMI cable plugged into my input and Voila!” There are many examples why to keep our HSP1X2-4K2 on your truck and it will definitely save you time and money when troubleshooting HDMI problems.

Affected Products

- Cisco Explorer 4742HDC and 8642HDC DVR cable boxes
- Cisco RNG150 and RNG200 DVR cable boxes
- Scientific Atlanta 8240 and 8300HDC cable boxes provided by Time Warner Cable or Comcast/Xfinity.
- Samsung BD-ES6000 Blu-ray player

****Note**** We will continue to update our list for products with this problem. If you are experiencing this problem, please call tech support at 1-888-861-8671 so we can help you find a solution and help us to update our product list.

