

WOXCON

MUH88E-H2 KIT

4K 8x8 HDBaseT Matrix Switcher



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Version: MUH88E-H2 KIT 2019V1.3

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 October, 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 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.

4K 8x8 HDBaseT Matrix Switcher

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1. Product Introduction

Thanks for choosing this 4K 8x8 HDBaseT Matrix Switcher with six Receivers! It features eight HDMI inputs, six HDBaseT outputs, two HDMI outputs and four SPDIF audio outputs. It supports video resolutions up to 4K@60Hz 4:4:4 and can transmit 4K video to distances up to 131 feet (40 meters) and 1080p video to distances up to 230 feet (70 meters) over a single CATx cable. The six HDBaseT outputs support 24V Power over Cable (PoC) feature, allowing the receivers to draw their power from the matrix over the HDBaseT cable.

The matrix switcher features comprehensive EDID management and advanced HDCP handing to ensure maximum functionality with a wide range of video sources.

The matrix switcher not only supports bi-directional IR, RS232 extension but also has IR, RS232, and TCP/IP control options.

1.1 Features

- 8x8 HDBaseT matrix switcher with audio matrix.
- Eight HDMI inputs, six HDBaseT outputs and two HDMI outputs.
- Fully compliant with the HDMI 2.0 and HDCP 2.2.
- Supports HDMI resolution up to 4K@60Hz 4:4:4, HDR.
- The six HDBaseT outputs support 24V PoC, allowing the receivers to draw their power from the matrix switcher over the CATx cable.
- Transmits 4K signal to the distance up to 131 feet (40 meters) and 1080p signal to the distance up to 230 feet (70 meters) over a single CATx cable.
- Supports audio matrix. Provides four digital SPDIF audio outputs for HDMI input audio de-embedding, HDBT/HDMI output audio de-embedding or ARC audio output from receivers.
- Supports comprehensive EDID management and advanced HDCP handling.
- Controllable via front panel buttons, RS232 local and pass-through, IR local and pass-through, CEC, and TCP/IP (built-in GUI).

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

24x Plastic Cushions

1x User Manual

6x 3-pin Terminal Blocks

Receiver

2. Specification

2.1 Matrix Switcher

Video Input			
Input	(8) HDMI		
Input Connector	(8) Type-A female HDMI		
HDMI Input Resolution	Up to 4K@60Hz 4:4:4, HDR		
Video Output			
Output	(6) HDBT, (2) HDMI		
Output Connector	(6) RJ45, (2) Type-A female HDMI		
HDMI Output Resolution	Up to 4K@60Hz 4:4:4, HDR		
HDBaseT Output Resolution	Up to 4K@60Hz 4:2:0		
HDMI Audio Signal	LPCM 7.1 audio, Dolby Atmos®, Dolby® TrueHD, Dolby Digital® Plus, DTS:X™, and DTS-HD® Master Audio™ pass-through.		
Audio Output	Trac, 2 To M., and 2 To Ti20 Mactor Madio. page arroagn.		
Output	(4) Digital SPDIF audio		
Output Connector	(4) Toslink connectors		
Digital SPDIF Audio Format	Supports PCM, Dolby Digital, DTS, DTS-HD		
Frequency Response	20Hz – 20kHz, ± 1dB		
Max Output Level	±0.05dBFS		
THD+N	< 0.05%, 20Hz – 20kHz bandwidth, 1kHz sine at 0dBFS level (or		
SNR	max level) > 90dB, 20Hz-20kHz bandwidth		
Crosstalk Isolation	< -70dB, 10kHz sine at 0dBFS level (or max level before clipping)		
Noise Level	-90dB		
Control Part			
Control port (1) FIRWARE, (6) IR IN, (1) IR ALL IN, (8) IR OUT, (1) IR ALI (1) IR EYE, (1) RS232, (1) TCP/IP			
Control Connector	(1) Micro-USB, (17) 3.5mm jacks, (1) 3-pin terminal block, (1) RJ45		
General			
Transmission Mode	HDBaseT		
Transmission Distance	1080p ≤ 230 feet (70 meters), 4K@60Hz ≤ 131 feet (40 meters)		
Bandwidth	18Gbps		
Operation Temperature	-5°C ~ +55°C		
Storage Temperature	-25°C ~ +70°C		
Relative Humidity	10% ~ 90%		
External Power Supply	100V~240V AC, 50/60Hz		
Power Consumption	92W (Max)		

4K 8x8 HDBaseT Matrix Switcher

Dimension (W*H*D)	436.4mm x 44mm x 385mm
Net Weight	4.87kg

2.2 HDBaseT Receiver

Video			
Input	(1) HDBT		
Input Connector	(1) RJ45		
Input Resolution	Up to 4K@60Hz 4:2:0		
Output	(1) HDMI		
Output Connector	(1) Type-A female HDMI		
Output Resolution	Up to 4K@60Hz 4:4:4 8bit HDR10		
Audio			
Input	(1) ARC Audio In		
Input Connector	(1) Toslink Connector		
Output	(1) Audio Breakout		
Output Connector	(1) Toslink connector		
Audio Format	Supports PCM, Dolby Digital, Dolby True-HD, DTS and DTS-HD.		
Frequency Response	20Hz – 20kHz, ±3dB		
May Output Laval	2.0Vrms ± 0.5dB. 2V = 16dB headroom above -10dBV (316mV)		
Max Output Level	nominal consumer line level signal		
THD+N	< 0.05% (-80dB), 20Hz – 20kHz bandwidth, 1kHz sine at 0dBFS level		
INDTN	(or max level)		
SNR	> 85dB, 20Hz-20 kHz bandwidth		
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	1K Ω and higher (Supports 10x paralleled 10K Ω loads)		
Stereo Channel Separation	>70dB@1kHz		
Control			
Control Part	(1) ARC Mode button, (1) FW, (1) IR In, (1) IR Out, (1) RS232		
Control Connector	(1) Micro-USB port, (2) 3.5mm jacks, (1) 3-pin terminal block		
General			
Bandwidth	18Gbps		
HDMI Standard	2.0		
HDCP Version	2.2, 1.4 compliant		
CEC	Pass-through		

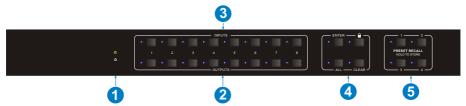
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4K 8x8 HDBaseT Matrix Switcher

Bidirectional PoC	Supported		
HDMI 2.0 Cable Length	4K@60Hz 4:4:4 ≤ 5m, 4K@60Hz 4:2:0 ≤ 15m, 1080p ≤ 20m		
Transmission Standard	HDBaseT		
T	1080p@60Hz ≤ 230 feet (70 meters),		
Transmission Distance	4K@60Hz ≤ 131 feet (40 meters)		
Operation Temperature	-5°C ~ +55°C		
Storage Temperature	-25°C ~ +70°C		
Relative Humidity	10%-90%		
Power Supply	Input:100V~240V AC; Output:12V DC 10A		
Power Consumption	12W (Max)		
Dimension (W*H*D)	40mm x 19.5mm x 84mm		
Net Weight	290g		

3. Panel Description

3.1 Matrix Front Panel



- ① Power LED: The LED illuminates green when the device is powered on, or illuminates red when the device is in standby.
- 2 OUTPUTS: Eight buttons and eight activity LEDs for output channel selection.
- (3) INPUTS: Eight buttons and eight activity LEDs for input source selection.
- (4) Menu Buttons:
 - ENTER: Confirm button and its activity LED.
 - LOCK: Lock or unlock the front panel buttons.
 - ALL: Select all.
 - CLEAR: Cancel.

(5) PRESET RECALL:

- Press and hold the button 1~4 to save the current switching status to the corresponding preset 1~4.
- Press the button 1~4 to recall the saved preset 1~4.

3.2 Matrix Rear Panel



- ① INPUTS: Eight type-A female HDMI input ports to connect the HDMI source devices (Blu-ray Disc™ or DVD players, gaming consoles, etc.).
- ② OUTPUTS:
 - 1~6-HDBT: Six RJ45 outputs to connect the six HDBaseT receivers.

• **7~8-HDMI:** Two type-A female HDMI output ports to connect display devices.

③ IR OUT:

- 1~8: Eight 3.5mm jacks to connect eight IR emitters to send the IR signal which is received from the HDBaseT receivers.
- ALL OUT: 3.5mm jack to connect the IR emitter to send the IR signal which is received from all HDBaseT receivers.

4 IR IN:

- 1~6: Six 3.5mm jacks to connect six IR receivers. Each IR input is associated
 with the respective HDBaseT output and cannot be switched separately. It
 makes up a bi-directional IR transmission with the IR OUT on the
 corresponding HDBaseT receiver.
- ALL IN: 3.5mm jack to connect the IR receiver to transmit the IR signal from the ALL IN port to all HDBaseT receivers.
- (5) AUDIO MATRIX OUTPUTS/ARC: Four Toslink connectors to connect speakers or amplifiers for HDMI input audio de-embedding or HDBT/HDMI output audio de-embedding, and ARC audio output from HDBaseT receivers. They can make up an audio matrix to be set by GUI or RS232 commands.

Default: HDBT 1-4 output audio de-embedding.

6 CONTROL:

- TCP/IP: RJ45 port to connect the control device (e.g. PC) to control the matrix switcher by GUI.
- RS232: 3-pin terminal block to connect a control device (e.g. PC) to control the matrix switcher, or connect a third-party device to be controlled by RS232 commands.
- IR EYE: 3.5mm jack to connect IR receiver to control the matrix switcher by the IR remote.
- **FIRMWARE:** Micro-USB port for firmware upgrade.
- 7 DC 12V: DC connector for power adapter connection.

3.3 Receiver Front and Rear Panel



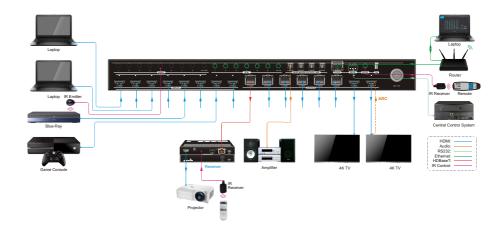
- 1 Power LED: The LED illuminates red when power is applied.
- (2) ARC Mode: Press the button with paper clip or other sharp tool to enable the ARC mode, and then the left LED illuminates blue. Press it again to exit the ARC mode and the LED is off. When the ARC audio is selected as the audio source for the SPDIF output of matrix switcher, the ARC mode will be enabled automatically.
- 3 ARC Audio In: Toslink connector to connect ARC audio source device (e.g.TV).
- **FW:** Micro-USB port for firmware upgrade.
- (5) **HDMI Out:** Type-A female HDMI output port to connect HDMI display (e.g.TV).
- 6 Audio Breakout: If the ARC mode is OFF, the Toslink connector is connected to speaker or amplifier for HDMI source audio de-embedding. Note that if the ARC mode is ON, this port has no audio output.
- (7) IR In: 3.5mm jack to connect the IR receiver for IR pass-through.
- **8 IR Out:** 3.5mm jack to connect the IR emitter for IR pass-through.
- RS232: 3-pin terminal block to connect the RS232 control device (e.g. PC) or a third-party device to be controlled.
- (ii) HDBT In: RJ45 port to connect the HDBT output port of switcher/transmitter by CATx Ethernet cable. The LINK LED illuminates orange when there is a valid HDBaseT link between the switcher/transmitter and the receiver. The HDCP LED illuminates green when the video contains HDCP content.
- ① DC 24V: DC connector for the power adapter connection. If the switcher/transmitter is connected to the power adaptor, the receiver doesn't need to connect power adaptor due to the HDBT output port of switcher/transmitter supports 24V PoC output.

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

The matrix switcher can be controlled by using the buttons on the front panel. Whenever a command is accepted, the LEDs of all the buttons pressed will blink three times then they will go off. If there is no other action after pressing the input/output button, the LEDs will go off after eight seconds.

5.1 Signal Switching

Switch an input to an output

Operation: INPUTS# + OUTPUTS# + ENTER

Example: Switch Input 1 to Output 2:

Press INPUT 1 --> Press OUTPUT 2 --> Press ENTER

Switch an input to several outputs

Operation: INPUTS# + OUTPUTS# + OUTPUTS# +... + ENTER

Example: Switch Input 1 to Output 2, 3, and 4.

Press INPUT 1 → Press OUTPUT 2 → Press OUTPUT 3 → Press

OUTPUT 4 → Press ENTER

Switch an input to all outputs

Operation: INPUTS# + ALL + ENTER

Example: Switch Input 1 to all outputs.

Press INPUT 1 --> Press ALL --> Press ENTER

5.2 Switching Status Inquiry

Press the **OUTPUT#**, and then the corresponding input LED will illuminate blue. The LEDs will go off when release the **OUTPUT#** button.

5.3 Panel Button Locking/Unlocking

Press and hold **LOCK** button at least three seconds to lock front panel buttons, and then LED will illuminate blue. Press and hold the button again to unlock.

5.4 Preset Setting

Press and hold the **PRESET 1~4** at least three seconds to save the current switching status to the corresponding preset 1~4.

Press the **PRESET 1~4** o recall the saved preset 1~4.

Note: The matrix switcher supports nine presets, but only preset 1~4 can be saved and recalled by button control. Please manage other preset by GUI control or RS232 control.

5.5 CLEAR Button

Please press the **CLEAR** button if want to withdraw an operation before the **ENTER** button comes into effect, meanwhile, the matrix will return to the previous status.

6. GUI Control

The matrix switcher can be controlled via TCP/IP. The default IP settings are:

IP Address: 192.168.0.178

Subnet Mask: 255.255.255.0

Type <u>192.168.0.178</u> in the internet browser, it will enter the below log-in webpage:



Username: admin

Password: admin

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

6.1 Switching Tab



Use the 8x8 button grid on the page to set which inputs are directed to which outputs. For example, clicking the button on the Input 1 row and Output 1 column, directs input 1 to output 1.

Use the 6 numbered buttons under scene area to save and load layout presets.

- To save a given layout, first click one of the numbered buttons, then click the Save button.
- To load a previously saved layout, first click one of the numbered buttons, then click the Recall button.



6.2 Audio Tab

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 There are twenty-two audio sources can be selected for four digital SPDIF output ports.

Audio Output		Audio Sources	
Ports	Input Breakout	Output Breakout	ARC
SPDIF 1	Audio on Input 1	Audio on Output 1	
OI DII 1	Audio on Input 2	Audio on Output 2	ARC on Output 1
SPDIF 2	Audio on Input 3	Audio on Output 3	ARC on Output 2
O. D 2	Audio on Input 4	Audio on Output 4	ARC on Output 3
SPDIF 3	Audio on Input 5	Audio on Output 5	ARC on Output 4
	Audio on Input 6	Audio on Output 6	ARC on Output 5
SPDIF 4	Audio on Input 7	Audio on Output 7	ARC on Output 6
	Audio on Input 8	Audio on Output 8	

6.3 Configuration Tab

6.3.1 PoC Setting



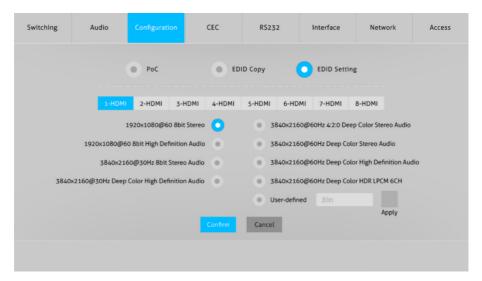
• Turn on or off PoC for 1-HDBT ~ 6-HDBT output port.

6.3.2 EDID Copy



• Copy the EDID of the selected output device to one or more input source device.

6.3.3 EDID Setting



- Select the compatible built-in EDID for the selected input source.
- Upload user-defined EDID by the below steps:
- 1) Prepare the EDID file (.bin) on the control PC.
- 2) Select the User-defined.
- 3) Click the box ____, and then select the EDID file (.bin) according the tooltip.
- Click Apply to upload the user-defined EDID, and then click Confirm to save setting.

6.4 CEC Tab

If the input source devices, output display devices support CEC, they can be controlled via the following CEC interface.

1) Input Source Device Control



Select one input source device to be controlled, and then press function buttons.

Note: It can not control two or more input source devices simultaneously.

2) Output Display Device Control



• Select one output device to be controlled, and then press function buttons.

Note: It can not control two or more output devices simultaneously.

6.5 RS232 Tab

1) Local



• Local: The RS232 port of matrix switcher.

• Baud Rate: 9600

• Command Ending: NULL, CR, LF or CR+LF can be chosen.

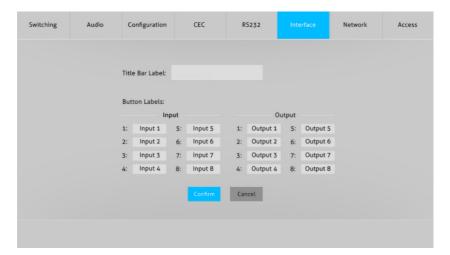
 Command: Type the command in this box to control the third-party device which is connected to the RS232 port of the matrix switcher. If click the HEX, the RS232 commands can be typed with hexadecimal value.

2) HDBT



- HDBT: The RS232 port of far-end HDBaseT receiver.
- Port: Select one of HDBT ports which is conencted to HDBaseT receiver which must have third-party device attached.
- Baud Rate: Supports 2400, 4800, 9600, 19200, 38400, 57600 or 115200.
- Command Ending: NULL, CR, LF or CR+LF can be chosen.
- Command: Typing the commands in the box to control the selected remote thirdparty device which is connected to HDBaseT receiver. If click the HEX, the RS232 commands can be typed with hexadecimal value.

6.6 Interface Tab



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

6.7 Network Tab



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

6.8 Access Tab

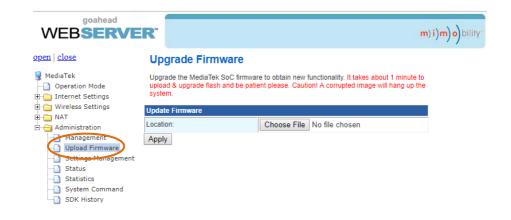


- Modify the login password.
- Lock or unlock the front panel buttons.

6.9 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 desired update file and press **Apply**, it will start upgrading then.

7. IR Control

7.1 IR Remote Control

Connect IR receiver to the **IR EYE** port, the matrix can be controlled by the below IR remote.

- Press the STANDBY (1) button to enter or exit standby mode.
- To switch the selected input for one or more of the outputs, first press the number corresponding to the desired INPUT (2), then press one or more OUTPUTS (3) or the ALL (4) button, then press the ENTER (4) button to execute the change.
- Examples:
 - ✓ To send input 3 to output 2, first press the **INPUTS 3** button, then press the **OUTPUTS 2** button, and finally press the **ENTER** button to execute the change.
 - ✓ To send input 1 to outputs 1 and 4, first press the INPUTS 1 button, then press both the OUTPUTS 1 and 4 buttons, and finally press the ENTER button to execute the change.
 - ✓ To send input 4 to all outputs, first press the INPUTS 4 button, then press the ALL button, and finally press the ENTER button to execute the change.
- To set the EDID for one or more source devices to the EDID capabilities of a specific output, press the EDID (4) button, then press the desired INPUTS (2) or the ALL (4) button, then press the OUTPUTS (3) button corresponding to the desired display, finally press the ENTER (4) button to execute the operation.
- CLEAR(4): Press the CLEAR button if want to withdraw an operation before the ENTER button comes into effect, meanwhile, the matrix will return to the previous status.



7.2 IR Pass-through Control

The matrix switcher supports bi-directional IR pass-through, allowing the devices can be controlled by both source and destination ends. This section provides connection and switching examples to illustrate possible configurations.

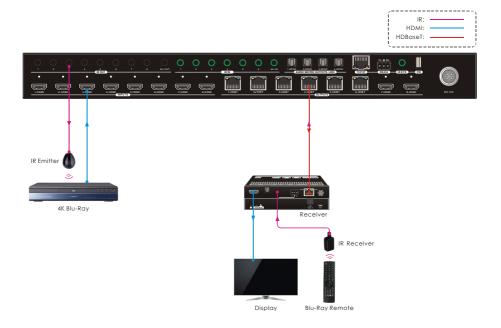
7.2.1 Control Local Input Device from Remote

The local input source device can be controlled from the remote receiver location.

Control local input device through IR OUT port

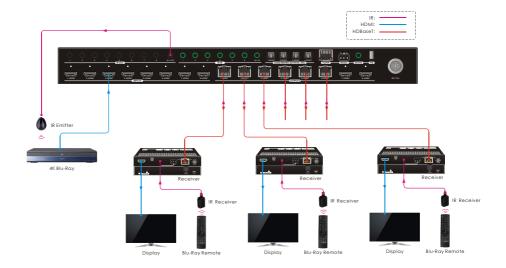
Example: Switch HDMI input 3 to HDBaseT output 4.

Connect an IR receiver to **IR IN** port on the receiver, then connect an IR emitter to the **IR OUT 3** on the matrix switcher. The third input source can be controlled through its corresponding IR output port. The connection diagram shown as below:



• Control local input device through IR ALL OUT port

The emitter can be connected to the **IR ALL OUT** port on matrix switcher to control all local input devices. In this case, the IR receiver must be connected to the **IR IN** port on each connected HDBaseT receiver, as shown in the diagram below:



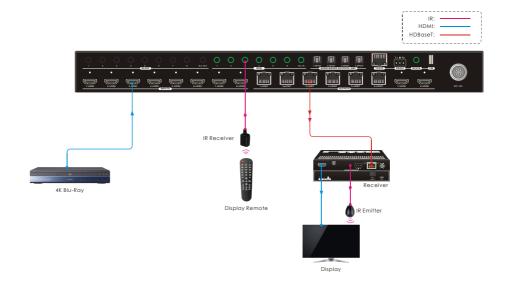
7.2.2 Control Remote Output Device from Local

The remote displays can be controlled from the local matrix switcher location.

. Control remote device through IR IN port

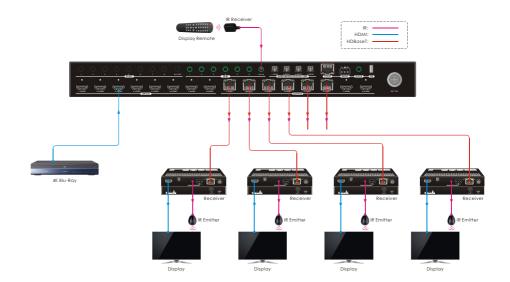
Example: Switch HDMI input 3 to HDBaseT output 3.

Connect an IR receiver to **IR IN 3** port on the matrix switcher, then connect an IR emitter to the **IR OUT** on the receiver, as shown in the diagram below:



• Control remote device through IR ALL IN port

The receiver can be connected to the **IR ALL IN** port on matrix switcher to control all remote output devices. In this case, the IR emitter must be connected to the **IR OUT** port on each connected HDBaseT receiver, as shown in the diagram below:



8. RS232 Control

8.1 RS232 Control Connection

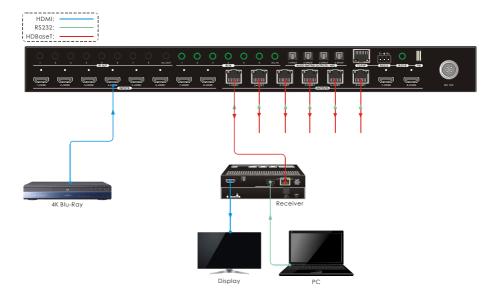
8.1.1 Control the Matrix Switcher from Local

To control the matrix switcher from a local PC, the **3-pin to DB9 RS232 Cable** is used to connect between the matrix switcher and PC. The connection diagram is shown as below:



8.1.2 Control the Matrix Switcher from Remote

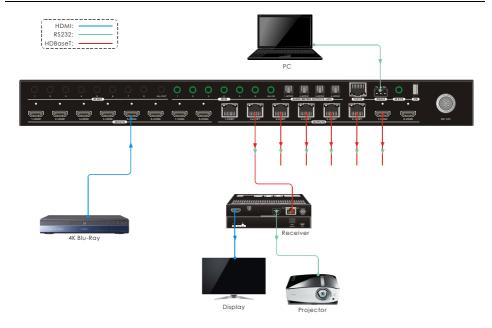
To control the matrix switcher from remote location, please connect one or more PCs to the **RS232** ports of HDBaseT receivers with the **3-pin to DB9 RS232 Cables**. The matrix switcher can be controlled by any one of PCs, the connection diagram is shown as below:



Note: The command "**RS232RCM[XX]ON.**" (**XX=00~06**) needs to be sent to enable or disable this control mode. For example, send the command "**RS232RCM00ON.**" to enable the remote-control mode for all HDBaseT outputs, and send the command "**RS232RCM00OFF.**" to disable the remote-control mode for all HDBaseT outputs. Please refer to the <u>8.3.1 System Control</u> for more details.

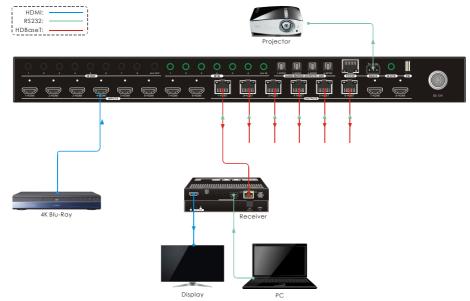
8.1.3 Control the Remote Third-party Device from Local

To control a third-party device from local, first determine which HDBaseT receiver is connected to (1 in the diagram below). Next, connect a PC to the corresponding **RS232** port of matrix switcher with **3-pin to DB9 RS232 Cable**, then connect a third-party device (e.g. projector) to the **RS232** port of the determined HDBaseT receiver. The remote third-party device can be controlled by the local PC, the connection diagram is shown as below:



8.1.4 Control the Local Third-party Device from Remote

To control a third-party device from remote, first determine which HDBaseT receiver is connected to (1 in the diagram below). Next, connect a PC to the **RS232** port of HDBaseT receiver with **3-pin to DB9 RS232 Cable**, then connect a third-party device (e.g. projector) to the **RS232** port of matrix switcher. The local third-party device can be controlled by the remote PC, the connection diagram is shown as below:

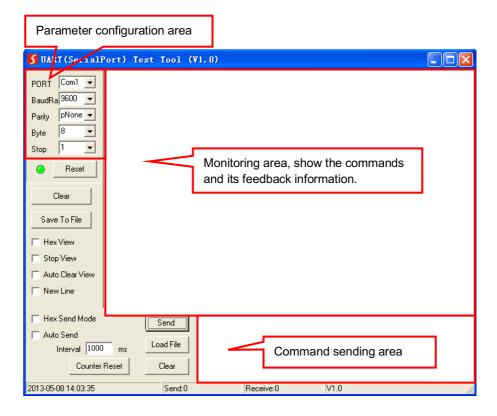


8.2 RS232 Control Software

If the matrix switcher and third-party devices needs to be controlled from PC by an RS232 connection, a RS232 control software should be installed in PC. Here using **CommWatch.exe** as an example. The icon is shown as below:



Double-click the icon to run, and its interface is depicted below:



Please set the parameters of COM number, bound rate, data bit, stop bit and the parity bit correctly, and then you are able to send command in command sending area.

8.3 RS232 Commands

When controlling the matrix, the serial port settings for all RS232 commands is:

Baud rate: 9600 Data bit: 8 Stop bit: 1 Parity bit: none

The matrix switcher can be controlled by sending the following RS232 commands:

Note:

- 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 ";".
- Type the command carefully, it is case-sensitive.

8.3.1 System Setting

Command	Description	Command Example and
Command	Description	Response
		Power ON!
		HDBT 01 Power ON!
		HDBT 02 Power ON!
PowerON.	Power on system.	HDBT 03 Power ON!
Poweron.	Fower on system.	HDBT 04 Power ON!
		HDBT 05 Power ON!
		HDBT 06 Power ON!
		Front Panel UnLock!
PowerOFF.	Power off system.	Power OFF!
/*Name.	Report the system name.	MUH88E-H2
/*Type.	Report system model.	HDBaseT Matrix
/^Version.	Report firmware version and video driver version.	V1.0.0
		CPLD:V1.0.0
		VideoDriverVersion:V1.0.0
		Factory Default!
		System Initialization
		HDBaseT Matrix
RST.	Factory reset.	MUH88E-H2
		V1.0.0
		Power ON!
Lock.	Lock front panel buttons.	Front Panel Locked!
Unlock.	Unlock front panel buttons.	Front Panel UnLock!

Command	Pagarintian.	Command Example and
Command	Description	Response
GetGuilP.	Report GUI IP.	GUI_IP:192.168.0.178!
SetGuilP:xxx.xxx.xxx.x xx.	Set GUI IP to xxx.xxx.xxx.xxx.	SetGuilP:192.168.0.178!
Baudrate115200.	Set the baud rate of switcher to 115200.	Set Local RS232 Baudrate Is 115200!
Baudrate57600.	Set the baud rate of switcher to 57600.	Set Local RS232 Baudrate Is 57600!
Baudrate38400.	Set the baud rate of switcher to 38400.	Set Local RS232 Baudrate Is 38400!
Baudrate19200.	Set the baud rate of switcher to 19200.	Set Local RS232 Baudrate Is 19200!
Baudrate9600.	Set the baud rate of switcher to 9600.	Set Local RS232 Baudrate Is 9600!
IRFVON.	Enable the IR switching to follow the video switching.	IR Follow Video ON!
IRFVOFF.	Disable the IR switching to follow the video switching.	IR Follow Video OFF!
		PHDBT00:ON
		HDBT 01 Power ON!
	Turn on PoC for HDBT output [XX]. [XX]=00~06. The "[XX]=00" represents	HDBT 02 Power ON!
PHDBT[XX]:ON		HDBT 03 Power ON!
	all HDBT outputs.	HDBT 04 Power ON!
		HDBT 05 Power ON!
		HDBT 06 Power ON!
		HDBT 01 Power OFF!
		HDBT 01 Power OFF!
	Turn off PoC for HDBT output [XX].	HDBT 02 Power OFF!
PHDBT[XX]:OFF.	[XX]=00~06 The "[XX]=00" represents	HDBT 03 Power OFF!
	all HDBT outputs.	HDBT 04 Power OFF!
		HDBT 05 Power OFF!
		HDBT 06 Power OFF!
STA_PHDBT.	Report the PoC status of HDBT outputs.	HDBT Power ON!
	Enable the RS232 remote-control mode	RS232RCM00ON.
	for HDBT output [XX] that the matrix	RS232 Remote 01 Control MCU
RS232RCM[XX]ON.	switcher can be controlled from remote	ON!
	PC. [XX]=00~06. The "[XX]=00"	RS232 Remote 02 Control MCU
	represents all HDBT outputs.	ON!

Command	Description	Command Example and
		Response RS232 Remote 03 Control MCU ON! RS232 Remote 04 Control MCU ON!
		RS232 Remote 05 Control MCU ON! RS232 Remote 06 Control MCU ON!
		RS232RCM00OFF.
	Disable the RS232 remote-control	RS232 Remote 01 Control MCU OFF! RS232 Remote 02 Control MCU ON!
RS232RCM[XX]OFF.	mode for HDBT output [XX] that the matrix switcher cannot be controlled from remote PC. [XX]=00~06. The	RS232 Remote 03 Control MCU ON! RS232 Remote 04 Control MCU
	"[XX]=00" represents all HDBT outputs.	ON! RS232 Remote 05 Control MCU ON! RS232 Remote 06 Control MCU
		ON RS232 Remote 01 Control MCU
		OFF! RS232 Remote 02 Control MCU ON!
STA_RS232RCM.	Report the RS232 remote-control mode status.	RS232 Remote 03 Control MCU ON! RS232 Remote 04 Control MCU ON!
		RS232 Remote 05 Control MCU ON! RS232 Remote 06 Control MCU ON
	Enable the IR remote-control mode for	IRRCM00ON.
	HDBT output [XX] that the matrix	IR Remote 01 Control MCU ON!
IRRCM[XX]ON.	switcher can be controlled by the IR remote at the far-end HDBaseT	IR Remote 02 Control MCU ON!
	receivers' position.	IR Remote 06 Control MCU ON!

Command	Description	Command Example and Response
	[XX]=00~06. The "[XX]=00" represents all HDBT outputs.	
IRRCM[XX]OFF.	Disable the IR remote-control mode for HDBT output [XX] that the matrix switcher cannot be controlled by the IR remote at the far-end HDBaseT receivers' position. [XX]=00~06. The "[XX]=00" represents all HDBT outputs.	IRRCM00OFF. IR Remote 01 Control MCU OFF! IR Remote 02 Control MCU OFF! IR Remote 06 Control MCU OFF!
STA_IRRCM.	Report the IR remote-control mode status.	IR Remote 01 Control MCU ON! IR Remote 02 Control MCU ON! IR Remote 03 Control MCU ON! IR Remote 04 Control MCU ON! IR Remote 05 Control MCU ON! IR Remote 06 Control MCU ON!
@оит[хх].	Turn on output [XX]. [XX]=00~08. The "[XX]=00" represents all outputs.	@OUT00. Turn ON Output 01! Turn ON Output 02! Turn ON Output 03! Turn ON Output 04! Turn ON Output 05! Turn ON Output 06! Turn ON Output 07! Turn ON Output 08!
\$OUT[XX].	Turn off output [XX]. [XX]=00~08. The "[XX]=00" represents all outputs.	\$OUT00. Turn OFF Output 01! Turn OFF Output 02! Turn OFF Output 03! Turn OFF Output 04! Turn OFF Output 05! Turn OFF Output 06! Turn OFF Output 07! Turn OFF Output 08!
STA.	Report all system status.	GUI Or RS232 Query Status: HDBaseT Matrix MUH88E-H2 V1.0.0

Command	Description	Command Example and Response
		Power ON!
		Turn ON Output 01!
		Turn ON Output 02!
	Report the on/off status of all outputs.	Turn ON Output 03!
OTA BOUT		Turn ON Output 04!
STA_POUT.		Turn ON Output 05!
		Turn ON Output 06!
		Turn ON Output 07!
		Turn ON Output 08!
STA_IN.	Report the connection status of all	IN 12345678
	HDMI input ports.	LINK YYYNYYYY
STA_OUT.	Report the connection status of all	OUT 12345678
	HDMI and HDBT outputs.	LINK YNYYYYY

8.3.2 Signal Switching

Command	Description	Command Example and
Command	Description	Response
	0 11 11 1 1 1 1 1 1 1 1 1 1 1	OUT01:03.
OUT[XX]:[YY].	Switch video input [YY] to video output [XX]. [XX]=00~08, [YY]=01~08. The	Output 01 Switch To In 03!
OUT[XX].[11].	"[XX]=00" represents all outputs.	Local 03 IR Out Switch To
	[XX]=00 Tepresents all outputs.	Remote 01 IR IN!
		Output 01 Switch To In 01!
		Output 02 Switch To In 02!
	Report the input channel for all outputs.	Output 03 Switch To In 04!
STA VIDEO.		Output 04 Switch To In 01!
STA_VIDEO.		Output 05 Switch To In 03!
		Output 06 Switch To In 06!
		Output 07 Switch To In 04!
		Output 08 Switch To In 07!
	Switch far-end IR IN [YY] to local IR OUT	IR01:03.
IR[XX]:[YY]. STA_IR.	[XX]. [XX]=01~08, [YY]=00~06. The	Local 01 IR Out Switch To
	"[YY]=00" represents all far-end IR IN ports.	Remote 03 IR IN!
		Remote 03 IR IN!
	Report IR switching status.	IR Follow Video OFF!
		Local 01 IR Out Switch To
		Remote 01 IR IN!

		Command Example and
Command	Description	Response
		Local 01 IR Out Switch To
		Remote 02 IR IN!
		Local 01 IR Out Switch To
		Remote 03 IR IN!
		Local 01 IR Out Switch To
		Remote 04 IR IN!
		Local 01 IR Out Switch To
		Remote 05 IR IN!
		Local 01 IR Out Switch To
		Remote 06 IR IN!
		PresetSave09.
		Preset 09 Save Success!
		Preset 09 Sta:
		Out 01 In 01!
	Stars the current quitching status to	Out 02 In 04!
PresetSave[XX].	Store the current switching status to	Out 03 In 05!
	present [XX]. XX=01~09.	Out 04 In 04!
		Out 05 In 06!
		Out 06 In 03!
		Out 07 In 06!
		Out 08 In 08!
		PresetRecall09.
		Preset 09 Recall:
		Output 01 Switch To In 01!
		Output 02 Switch To In 04!
		Output 03 Switch To In 05!
DeceatDecell(VV)	Decell present IVVI IVVI-04 00	Output 04 Switch To In 04!
PresetRecall[XX].	Recall present [XX]. [XX]=01~09.	SPDIF Out 03 Switch To
		Video Out 04!
		Output 05 Switch To In 06!
		Output 06 Switch To In 03!
		Output 07 Switch To In 06!
		Output 08 Switch To In 08!
		PresetSta06.
		Preset 06 Sta:
PresetSta[XX].	Report the preset [XX]. [XX]=01~09.	Out 01 In 01!
		Out 02 In 01!
		Out 03 In 03!

WOXCON

0	Description	Command Example and
Command		Response
		Out 04 In 04!
		Out 05 In 03!
		Out 06 In 03!
		Out 07 In 06!
		Out 08 In 05!

8.3.3 Audio Setting

Command	Description	Command Example and Response
	Select audio source [YY] for SPDIF audio output [XX]. [XX]=00~08, The "[XX]=00" represents all SPDIF audio outputs.	SPDIF01:04.
SPDIF[XX]:[YY].	[YY]=01~22. [YY]=01~08, Audio on Input 1~8. [YY]=09~16, Audio on Output 1~8. [YY]=17~22, ARC on Output 1~6.	SPDIF Out 01 Switch To Video In 04!
STA_SPDIF.	Report SPDIF audio status.	SPDIF Out 01 Switch To Video In 01! SPDIF Out 02 Switch To ARC 03! SPDIF Out 03 Switch To Video Out 04! SPDIF Out 04 Switch To ARC 06!

8.3.4 EDID Management

Command	Description	Command Example and Response
EDIDMInit.	Reset factory default EDID to all input ports.	All Input EDID Set Default!
	Upgrade the EDID data of the input port [XX]. [XX]=00~08, U.	EDIDUpgrade01.
EDIDUpgrade[XX].	[XX]=00, represents all inputs. [XX]=01~08, represents HDMI input 1~8. [XX]=U, upload a user-defined EDID. The EDID can be saved for invoking at any time. When the command applied, system prompts to upload the EDID file (.bin). Operation will be cancelled in 10 seconds. Please disconnect HDBT connection before sending command to ensure the data can be received successfully.	256 9600bps Input XX/User Define EDID Upgrade OK By RS232 Or GUI!
EDID/[XX]/[YY].		EDID/03/01.

Command	Descrip	tion	Command Example and
Command	Descrip	tion	Response
	[YY]. [XX	It [XX] recall the embedded EDID K]=00~08. The "00" represents all	
	[YY]	YY]=01~09. EDID	
	01	1920x1080@60 8bit Stereo	
	02		
	02	1920x1080@60 8bit High Definition Audio	
	03	3840x2160@30Hz 8bit Stereo Audio	
	04	3840x2160@30Hz Deep Color High Definition Audio	Input 03 EDID Upgrade OK By 01 Internal EDID!
	05	3840x2160@60Hz 4:2:0 Deep Color Stereo Audio	
	06	3840x2160@60Hz Deep Color Stereo Audio	
	07	3840x2160@60Hz Deep Color High Definition Audio	
	08	3840x2160@60Hz Deep Color HDR LPCM 6CH	
	09	User-defined EDID	
	Poport t	he EDID data from output [XX].	EDIDGOUT04.
EDIDGOUT[XX].	[XX]=01		
	Copy the	e EDID data of output [XX] to input	EDIDM04B01.
EDIDM[XX]B[YY].		K]=01~08, [YY]=00~08. , represents all inputs.	Input 01 EDID Upgrade OK By 04 EXT EDID!
			EDIDSTA00.
EDIDSTA[XX].	Report the EDID status of input [XX]. [XX]=00~08. The "[XX]=00" represents all inputs.		Input 01 EDID From 01 Internal EDID! Input 02 EDID From 02 Internal EDID! Input 07 EDID From 06 Internal EDID! Input 08 EDID From User
			Define EDID!

8.3.5 HDCP Setting

Command	Description	Command Example and Response
HDCP[XX]MAT.	The HDCP content of output [XX] follows the HDCP version of display device. [XX]=00~08. The "[XX]=00" represents all outputs.	HDCP00MAT. OUT 01 HDCP MAT Display! OUT 02 HDCP MAT Display! OUT 01 HDCP MAT Display! OUT 02 HDCP MAT Display! OUT 03 HDCP MAT Display! OUT 04 HDCP MAT Display! OUT 05 HDCP MAT Display! OUT 06 HDCP MAT Display! OUT 07 HDCP MAT Display! OUT 08 HDCP MAT Display! OUT 08 HDCP MAT Display!
HDCP[XX]PAS.	Set the HDCP mode of output [XX] to Passive . The HDCP content of output [XX] automatically follows the HDCP version of source device. [XX]=00~08. The "[XX]=00" represents all outputs.	HDCP00pAS. OUT 01 HDCP PASSIVE! OUT 02 HDCP PASSIVE! OUT 03 HDCP PASSIVE! OUT 04 HDCP PASSIVE! OUT 05 HDCP PASSIVE! OUT 06 HDCP PASSIVE! OUT 07 HDCP PASSIVE! OUT 08 HDCP PASSIVE!
HDCP[XX]BYP.	Set the HDCP mode of output [XX] to Active . If the input video has HDCP content, the HDCP version of HDMI output is HDCP 1.4 for broader video solution. If the input video has no HDCP content, the HDMI output has no HDCP too. [XX]=00~08. The "[XX]=00" represents all outputs.	OUT 01 HDCP BYPASSS! OUT 02 HDCP BYPASSS! OUT 03 HDCP BYPASSS! OUT 04 HDCP BYPASSS! OUT 05 HDCP BYPASSS! OUT 06 HDCP BYPASSS! OUT 07 HDCP BYPASSS! OUT 08 HDCP BYPASSS!

Command	Description	Command Example and
		Response
STA_HDCP.	Report the HDCP mode of all outputs.	OUT 01 HDCP PASSIVE!
		OUT 02 HDCP PASSIVE!
		OUT 03 HDCP MAT
		DISPLAY!
		OUT 04 HDCP BYPASS!
		OUT 05 HDCP PASSIVE!
		OUT 06 HDCP PASSIVE!
		OUT 07 HDCP PASSIVE!
		OUT 08 HDCP PASSIVE!

8.3.6 Third-party Device Control

The matrix supports RS232 pass-through control, the third-party device which is connected to the RS232 port can be controlled by RS232 command, and the command format as shown below:

Command	Function	Command Example
/+[X]/[YY]:xxx.	Send the ASCII command "xxx" to control the far-end third-party device. • xxx: ASCII string. • The "[X]=1~7" represents the baud rate of third-party device. [X]=1, the baud rate is 2400 [X]=2, the baud rate is 4800 [X]=3, the baud rate is 9600 [X]=4, the baud rate is 19200 [X]=5, the baud rate is 38400 [X]=6, the baud rate is 57600 [X]=7, the baud rate is 115200 • The "[YY]=00" represents all HDBT outputs. • The "[YY]=01~06" represents the HDBT output 1~6.	/+3/01:123456. Send the ASCII command "123456." to the far-end third-party device whose baud rate is 9600. The third-party device is connected to the far-end HDBaseT receiver of connecting the HDBT output 1 port.
CMDON/+[X]/[YY]:xxx.	When power on the matrix switcher, automatically send ASCII command "xxx" to power on far-end third-party device. • xxx: ASCII string.	CMDON/+3/01:123456. When power on the matrix switcher, automatically send ASCII command "123456" to

	The "[X]=1~7" represents the baud rate of third-party device. [X]=1, the baud rate is 2400 [X]=2, the baud rate is 4800 [X]=3, the baud rate is 9600 [X]=4, the baud rate is 19200 [X]=5, the baud rate is 38400 [X]=6, the baud rate is 57600 [X]=7, the baud rate is 115200 The "[YY]=00" represents all HDBT outputs. The "[YY]=01~06" represents the HDBT output 1~6.	the far-end third-party device. The third-party device is connected to the far-end HDBaseT receiver of connecting the HDBT output 1 port.
CMDOFF/+[X]/[YY]:xx x.	When power off the matrix switcher, automatically send ASCII command "xxx" to power off far-end third-party device. • xxx: ASCII string. • The "[X]=1~7" represents the baud rate of third-party device. [X]=1, the baud rate is 2400 [X]=2, the baud rate is 4800 [X]=3, the baud rate is 9600 [X]=4, the baud rate is 19200 [X]=5, the baud rate is 38400 [X]=6, the baud rate is 57600 [X]=7, the baud rate is 115200 • The "[YY]=00" represents all HDBT outputs. • The "[YY]=01~06" represents the HDBT output 1~6.	CMDOFF/+3/01:123456. When power off the matrix switcher, automatically send ASCII command "123456" to the far-end third-party device. The third-party device is connected to the far-end HDBaseT receiver of connecting the HDBT output 1 port.

8.3.7 CEC Control

If the input sources, HDBaseT output devices and HDMI output devices are supports CEC, they can be controlled by sending the following command instead of IR remote.

CEC[I/O][AA][BB][CC][DD].

- The "[AA]" represents the port number. The HDMI input ports are 01~08. The HDBaseT output ports are 01~06 and the local HDMI output ports are 07~08.
- The "[AA]" is "FF" for sending command to all input or output ports.
- The "[BB]" represents the device type (e.g. TV: 40/20/80; Blu-ray DVD: 04/08).
- The "[CC]" represents the function type (e.g. "44": Remote control).
- The "[DD]" represents the specific command from the table below.

✓ Control the input source:

Command	Description	Command Example and Response
	Confirm operation (Enter).	CECI02044400
CECI[AA][BB][CC]00.		CEC Input 02 Send Success!
OFOUR AND DIVIOUS	LID II. II.	CECI01044401.
CECI[AA][BB][CC]01.	UP direction.	CEC Input 01 Send Success!
CECITA ATIPIDITICOTOS	DOWN direction.	CECI01044402.
CECI[AA][BB][CC]02.	DOWN direction.	CEC Input 01 Send Success!
CECITA ATERRITOCIOS	LEFT direction.	CECI03044403.
CECI[AA][BB][CC]03.	LEFT direction.	CEC Input 03 Send Success!
CECI[AA][BB][CC]04.	RIGHT direction.	CECI03044404.
		CEC Input 03 Send Success!
CECI[AA][BB][CC]09.	Back to submenu.	CECI03044409.
		CEC Input 03 Send Success!
CECI[AA][BB][CC]0A.	Enter main menu.	CECI0304440A.
		CEC Input 03 Send Success!
CECI[AA][BB][CC]0D.	Evit monu	CECI0204440D.
	Exit menu.	CEC Input 02 Send Success!
CECI[AA][BB][CC]6D.	Power on.	CECI0204446D.
		CEC Input 02 Send Success!
CECITA ATIPIDITICOTO	Power off.	CECI0204446C.
CECI[AA][BB][CC]6C.		CEC Input 02 Send Success!

✓ Control the output display device:

Command	Description	Command Example and Response
CECO[AA][BB][CC]41.	Volume up.	CECO05404441.
		CEC Output 05 Send Success!

CECO[AA][BB][CC]42.	Volume down.	CECO05404442.
		CEC Output 05 Send Success!
CECO[AA][BB][CC]43.	Mute	CECO05404443.
		CEC Output 05 Send Success!
CECO[AA][BB]04.	Power on.	CECO038004.
		CEC Output 03 Send Success!
CECO[AA][BB]36.	Power off.	CECO038036.
		CEC Output 03 Send Success!
CECO[AA][BB]36.	Input source selection	CECO05804434

9. Firmware Upgrade

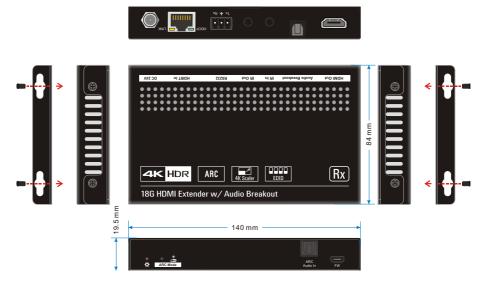
Please follow the steps as below to upgrade firmware by the **FIRMWARE** port on the rear panel:

- 1) Prepare the latest upgrade file and rename it as "08010000.APP" on PC.
- Power off the switcher, and connect the FIRMWARE port of switcher to the PC with USB cable.
- 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.
- Directly copy the latest upgrade file 08010000.APP (.bin) to the "BOOTDISK" Udisk.
- 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



MUH88E-H2 HDBaseT Matrix Switcher



TPUH610SR HDBaseT Receiver

11. Troubleshooting and Maintenance

Problems	Potential Causes	Solutions
Color losing or no video signal output	The connecting cables may	Check whether the cables
	not be connected correctly or it	are connected correctly and
	may be broken.	in working condition.
	Fail or loose connection.	Make sure the connection is good
	No signal at the input / output end.	Check with oscilloscope or multimeter if there is any signal at the input/ output end.
No output image	Fail or loose connection.	Make sure the connection is good.
when switching	Input source is with HDCP while the HDCP compliance is switched off.	Send command /%[Y]/[X]:1. or change HDCP compliance status in GUI.
	The display doesn't support the input resolution.	Switch for another input source or enable the display to learn the EDID data of the input.
Cannot control the device via front panel buttons	Front panel buttons are locked.	Send command /%Unlock; or select unlock in GUI interface to unlock.
	The battery has run off.	Change for new battery.
Cannot control the device via IR remote	The IR remote is broken.	Send it to authorized dealer for repairing.
	Beyond the effective range of the IR signal or not pointing at the IR receiver.	Adjust the distance and angle and point right at the IR receiver.
	The IR receiver connected to IR IN port is not with carrier.	Change for an IR receiver with carrier.
Power Indicator remains off when powered on	Fail or loose power connection.	Check whether the cables are connected correctly.

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.
		Switch again.
There is a blank screen on the display when switching	The display does not support the resolution of the video source.	Manage the EDID data manually to make the resolution of the video source automatically compliant with the output resolution.
Cannot control the device by control device (e.g. a PC) through RS232 port		Check to ensure the
	Wrong connection.	connection between the
		control device and the unit
		Type in correct RS232
	Wrong RS232 communication	communication parameters:
	parameters.	Baud rate:9600; Data bit: 8;
		Stop bit: 1; Parity bit: none
	Broken RS232 port.	Send it to authorized dealer
		for checking.

Note: If your problem persists after following the above troubleshooting steps, seek further help from authorized dealer or our technical support.

12. Customer Service

The return of a product to our Customer Service implies the full agreement of the terms and conditions hereinafter. There 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 defeat 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.