

Transvue HDMI 4K2K Scaler

UPSCALE AND DOWNSCALE HDMI

Installation and Operation Manual



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LIMITED WARRANTY

Rose Electronics® warrants the Transvue 4K2K Scaler to be in good working order for one year from the date of purchase from Rose Electronics or an authorized dealer. Should this product fail to be in good working order at any time during this one-year warranty period, Rose Electronics will, at its option, repair or replace the Unit as set forth below. Repair parts and replacement units will be either reconditioned or new. All replaced parts become the property of Rose Electronics. This limited warranty does not include service to repair damage to the Unit resulting from accident, disaster, abuse, or unauthorized modification of the Unit, including static discharge and power surges.

Limited Warranty service may be obtained by delivering this unit during the one-year warranty period to Rose Electronics or an authorized repair center providing a proof of purchase date. If this Unit is delivered by mail, you agree to insure the Unit or assume the risk of loss or damage in transit, to prepay shipping charges to the warranty service location, and to use the original shipping container or its equivalent. You must call for a return authorization number first. Under no circumstances will a unit be accepted without a return authorization number. Contact an authorized repair center or Rose Electronics for further information.

ALL EXPRESS AND IMPLIED WARRANTIES FOR THIS PRODUCT INCLUDING THE WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED IN DURATION TO A PERIOD OF ONE YEAR FROM THE DATE OF PURCHASE, AND NO WARRANTIES, WHETHER EXPRESS OR IMPLIED, WILL APPLY AFTER THIS PERIOD. SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATION MAY NOT APPLY TO YOU.

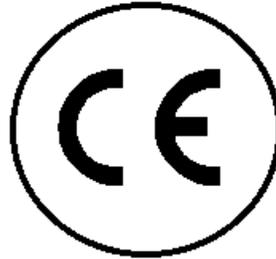
IF THIS PRODUCT IS NOT IN GOOD WORKING ORDER AS WARRANTIED ABOVE, YOUR SOLE REMEDY SHALL BE REPLACEMENT OR REPAIR AS PROVIDED ABOVE. IN NO EVENT WILL ROSE ELECTRONICS BE LIABLE TO YOU FOR ANY DAMAGES INCLUDING ANY LOST PROFITS, LOST SAVINGS OR OTHER INCIDENTAL OR CONSEQUENTIAL DAMAGES ARISING OUT OF THE USE OF OR THE INABILITY TO USE SUCH PRODUCT, EVEN IF ROSE ELECTRONICS OR AN AUTHORIZED DEALER HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES, OR FOR ANY CLAIM BY ANY OTHER PARTY.

SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES FOR CONSUMER PRODUCTS, SO THE ABOVE MAY NOT APPLY TO YOU. THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH MAY VARY FROM STATE TO STATE.

DECLARATIONS OF CONFORMITY

This is to certify that, when installed and used according to the instructions in this manual, the units listed and described here are shielded against the generation of radio interferences in accordance with the application of Council Directives 2014/30/EU and 2014/30/EU, as well as these standards:

- EN 55022: 2010/AC:2011 (Class A)
- EN 55024:2010 + A1:2015



This equipment has been found to comply with the limits for a Class A digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at their own expense.

The product safety of the devices is proven by their compliance with the following standards:

- CAN/CSA-ICES-003

These devices comply with Directive 2011/65/EU of the European Parliament and of the council of 8 June 2011 on the restriction of the use of certain hazardous substances in electrical and electronic equipment (RoHS 2, RoHS II). The device labels carry a respective marking.

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INTRODUCTION

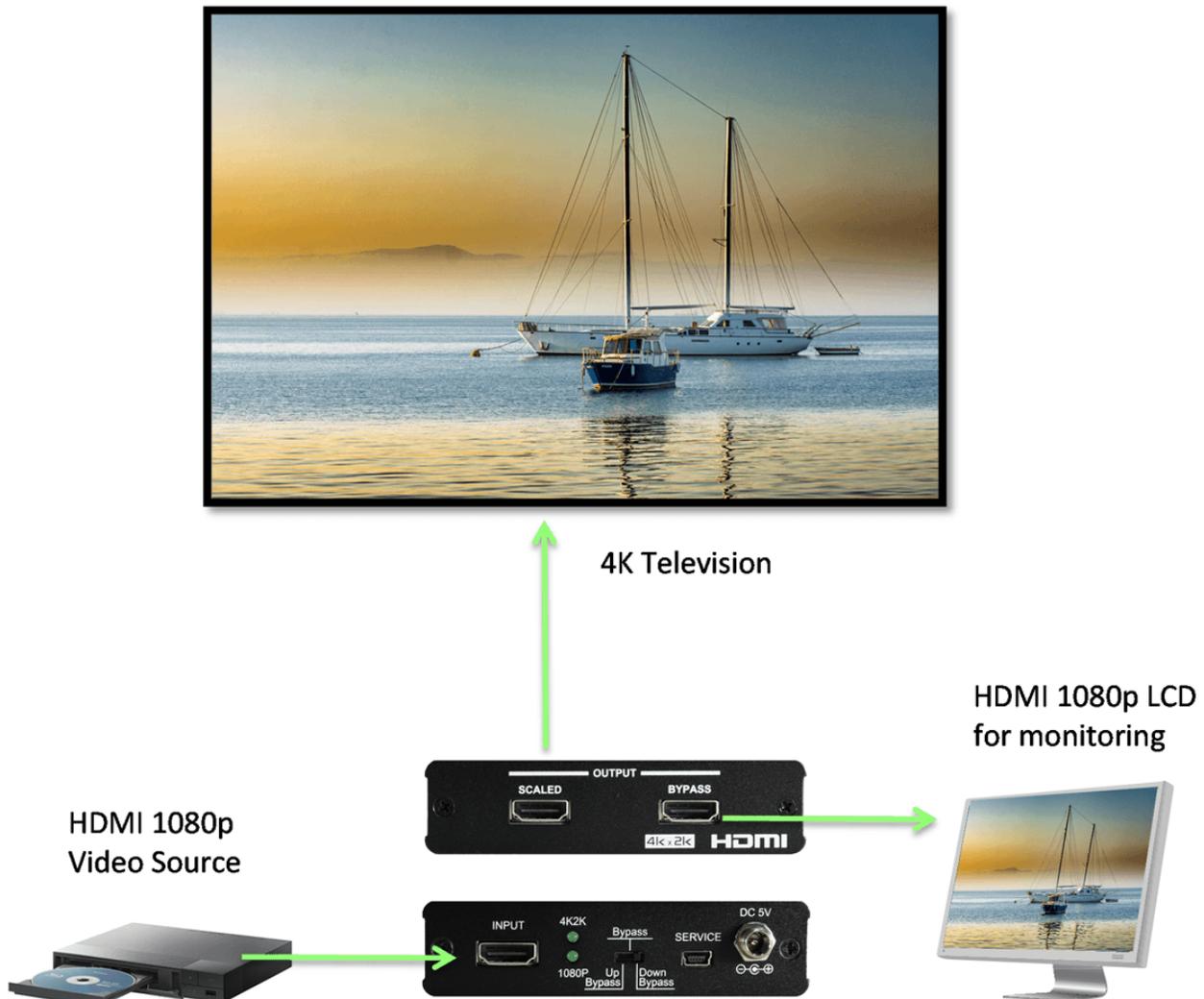
Disclaimer

While every precaution has been taken in the preparation of this manual, the manufacturer assumes no responsibility for errors or omissions. Neither does the manufacturer assume any liability for damages resulting from the use of the information contained herein. The manufacturer reserves the right to change the specifications, functions, circuitry of the product, and manual content at any time without notice.

The manufacturer cannot accept liability for damages due to misuse of the product or other circumstances outside the manufacturer's control. The manufacturer will not be responsible for any loss, damage, or injury arising directly or indirectly from the use of this product (See limited warranty).

System Introduction

Thank you for choosing the Rose Electronics TransVue HDMI 4K2K Scaler. It is the perfect solution for upscaling or downscaling between the HDMI HD 2K and UltraHD 4K video formats. This compact 2-port device has one port for scaled video output and a second port for unscaled native video output.



INTRODUCTION

Features

- Supports HDMI video upscale to 4K2K, or downscale to 1080p@24Hz
- Supports native HDMI signal bypass to one display
- Simultaneously displays upscaled / downscaled and native HDMI outputs through scaled and bypass ports
- Utilizes a bypass switch to assign the video input for either video upscaling or video downscaling
- 1080p supports 24/25/30Hz video refresh rates
- 4K2K supports 4096×2160p@24Hz and 3840×2160p@24/25/30Hz video refresh rates
- Easily integrate 4K2K video into an HDMI system design, or integrate 1080p into a 4K2K system design
- Outputs an UltraHD HDMI source on a standard TV/monitor
- Outputs an HDMI 1080p source on a 4K2K TV/flat panel display
- Easy to install and use, requires only a power supply and HDMI cables

Installation

Please follow these steps to set up and operate the HDMI 4K2K Scaler:

1. Power off all video sources (PC, STB, BLURay, video server) and monitors
2. Connect the HDMI video source cable to the input port (4K@24Hz, 3840×2160@24/25/30Hz or 1080p)
3. Connect the HDMI output ports to the HDMI displays
4. Connect the provided +5VDC external PSU to the Scaler device and power on
5. Power on the HDMI video source and the two monitors
6. When the video input is detected, the corresponding LED will illuminate



HDMI 4K2K Scaler – Front Panel (input)



HDMI 4K2K Scaler – Rear Panel (output)

EDID Management

Video EDID is detected provided the displays and the video source are connected when the system is powered on. If either display monitor is replaced, the HDMI 4K2K Scaler will need to re-powered so that it can acquire the new EDID information

TROUBLESHOOTING

Troubleshooting

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- Check that all HDMI cables are firmly connected
- Check that the HDMI displays support either HD4K2K or 1080p
- Check that the front panel LED is illuminated (either 4K2K or 1080p, depending on the source video)
- Make sure the Bypass switch is correctly set
- Use only the supplied 5V external Power supply

No 4K2K Image

- Ensure the 1080p display supports 24/25/30Hz
- Ensure the 4K2K display supports 4096×2160p@24Hz and 3840×2160p@24/25/30Hz
- Up/Bypass and Down/Bypass modes do not support 3D video
- Other video resolution not listed in this document will use bypass mode

PRODUCT SAFETY

Safety

This product, like all electronic equipment, should be used with care. To protect yourself from possible injury and to minimize the risk of damage to the Unit, read and follow these safety instructions.

- Follow all instructions and warnings marked on this Unit.
- Except where explained in this manual, do not attempt to service this Unit yourself.
- Do not use this Unit near water.
- Assure that the placement of this Unit is on a stable surface.
- Provide proper ventilation and air circulation.
- Keep connection cables clear of obstructions that might cause damage to them.
- Use only power cords, power adapter and connection cables designed for this Unit.
- Keep objects that might damage this Unit and liquids that may spill, clear from this Unit. Liquids and foreign objects might come in contact with voltage points that could create a risk of fire or electrical shock.
- Do not use liquid or aerosol cleaners to clean this Unit. Always unplug this Unit from the power source before cleaning.

Remove power from the unit and refer servicing to a qualified service center if any of the following conditions occur:

- The connection cables are damaged or frayed.
- The Unit has been exposed to any liquids.
- The Unit does not operate normally when all operating instructions have been followed.
- The Unit has been dropped or the case has been damaged.
- The Unit exhibits a distinct change in performance, indicating a need for service.

SERVICE AND MAINTENANCE

Maintenance and Repair

This Unit does not contain any internal user-serviceable parts. In the event a Unit needs repair or maintenance, you must first obtain a Return Authorization (RA) number from Rose Electronics or an authorized repair center. This Return Authorization number must appear on the outside of the shipping container.

See Limited Warranty for more information.

When returning a Unit, it should be double-packed in the original container or equivalent, insured and shipped to:

Rose Electronics

Attn: RA _____

10707 Stancliff Road

Houston, Texas 77099 USA

Technical Support

If you are experiencing problems, or need assistance installing your product, consult the appropriate section of this manual. If, however, you require additional information or assistance, please contact the Rose Electronics Technical Support Department at:

Phone: (281) 933-7673

E-mail: TechSupport@rose.com

Web: www.rose.com

Technical Support hours are from: 8:00 am to 6:00 pm CST (USA), Monday through Friday.

Please report any malfunctions in the operation of this Unit or any discrepancies in this manual to the Rose Electronics Technical Support Department.

APPENDICES

Appendix A – Specifications

Item	Description	
Part Number	CNV-UHD-HD/SC	
Chassis dimension (W x D x H)	4.0 in x 4.0 in x 1.0 in (101.6 mm x 101.6 mm x 25.4 mm)	
Weight	0.6 lbs / 225g	
Power	100-240VAC, 5V2.5A, external power adapter (included)	
Video resolution	1080p@24/25/30Hz 4K2K supports 4096×2160p@24Hz and 3840×2160p@24/25/30Hz 3D capable, but does not support 3D scaling	
Video frequency	300MHz/9Gbps	
HDCP and CEC	Supported	
HDMI cable	5ft or 10ft HDMI cables recommended, maximum 15ft In/Out 24 / 26 AWG	
Indicator LED's	4K2K LED: illuminates when the input source signal is 4K2K 1080p LED: illuminates when the input source signal is 1080p	
Audio support	LPCM 7.1CH, Dolby TrueHD, Dolby Digital Plus and DTS-HD Master Audio	
Scaler bypass switch	Set to Bypass-Up or Bypass-Down depending on source video	
Connectors	Front Panel	Rear Panel
	1 × HDMI Type A 1 × Mini USB service port 1 × +5VDC power jack	1 × HDMI A scaled video port 1 × HDMI A bypass video port
Environment	Operating temperature: 32°F to 104°F (0°C to 40°C) Storage temperature: -4°F to 140°F (-20°C to 60°C) Relative humidity: 20% - 90% non-condensing	
Approvals	FCC, CE, RoHS	

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WWW.ROSE.COM ▪ **sales@rose.com** ▪ **(800) 333-9343**

Rose Electronics ▪ 10707 Stancliff Road ▪ Houston, Texas 77099
Rose USA (281) 933-7673 ▪ Rose Europe +49 (0) 2454 969442
Rose Asia +65 6324 2322 ▪ Rose Australia +61 (0) 421 247083



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