



Technical Support Guide

HDMI 2.0 Integrated Matrix Switcher

UX Series

Designed in Germany

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1. Important Facts

1.1 UX series matrix important facts

- UX matrix supports HDMI 2.0, HDR, and HDCP 2.2.
- UX matrix supports resolution up to 4K@50/60Hz (4:4:4 pixel format).
- Default EDID on the UX matrix is 4K@60Hz (4:2:0 bitstream)
- UX matrix is not a scaling unit (1080p source will output 1080p despite the display being a 4K capable display and 4K source may not display video/audio if the display is not capable of 4K.)

1.2 Other important facts

- There are three kinds of HDMI 2.0 support sources and devices by maximum supported resolution.
 1. Maximum resolution up to 4K@60Hz (4:4:4).
 2. Maximum resolution up to 4K@60Hz (4:2:0).
 3. Maximum resolution up to 4K@30Hz (4:4:4).

Please refer to their manual.

- Some sources and displays may not support HDR. Please refer to their manual.
- If the display does not support certain audio format, there may be audio issues such as lip sync.

Please refer to their manual.

- HDbaseT does not support 4K@60Hz (4:4:4) -18 Gbps and only supports up to 4K@60Hz (4:2:0) - 10.2 Gbps.

2. Basic troubleshooting

2.1 Symptoms

- No Pictures
- Blinking Picture
- Wrong Color Output
- Wrong Resolution Output

2.2 Common probable cause

- Source does not support the resolution/or the function is turned off.
- Display does not support the resolution/or the function is turned off
- The cables are not connected properly or damaged
- The routing is incorrect
- EDID does not match
- Display does not support HDCP 2.2

NOTE: If you don't have power or LCD screen is not on, please contact us at info@purelink.de

2.3 Troubleshooting

Pressing each inputs will show the status of the following:

1. Video timing
2. AV Link Mode(Color space)
3. HDCP Status
4. EDID Timing (EDID currently used)
5. EDID M. Name (EDID currently saved)
6. E. Audio. Fmt (Audio Format)

Pressing each outputs will show the status of the following:

1. Out timing(video out timing)
2. Output mode(HDCP mode)
3. EDID timing
4. EDID M. name (EDID of the display)
5. E. Audio. fmt (audio format)

NOTE: Please test the unit after each step has been processed.

1. Check all the cable connections including the power supply adapter.
 - Make sure all of the cables are working properly.
2. Check all input/output channel settings and make sure they are routed as intended



Routed 1 to 1

3. Press the input button and check if the incoming signal is correct.
 - If the source is outputting 1920x1080p @ 60Hz, it will show 1920@1080p @ 60Hz on the LCD screen.



Incoming signal is 1920x1080p @ 60Hz for Input 1

- If the resolution on the LCD screen is different or not correct, power cycle the source and the UX matrix.
- If the issue still remains, save the proper EDID (internal/external) to the input. (Refer to Page 9 -12)

4. Press the input button until EDID Timing page is shown on the LCD screen.
 - If the EDID timing is different or not correct, please save the proper (internal/external) EDID to the input. (Refer to Page 9 -12)



3840x2160p @ 60Hz is the current EDID saved on input 1

5. Press the output button and check the output timing.
 - If the input is passing 1920x1080p @ 60Hz, output will pass 1920x1080p @ 60Hz.
 - If the output timing is different or no correct, power cycle the source and the UX matrix.



Video out timing is 1920x1080p @ 60Hz on output 1

6. EDID Merge
 - This function will acquire EDID information from the connected displays and will retrieve the lowest resolution from those displays to the input(s) of your selection.
 - Select Menu -> EDID Set -> EDID Merge



EDIC Merge function

- Select the input(s) that are required and press enter.



Input 1 through 7 is selected

- Letter P will appear under the inputs if they are successfully loaded.
(F will appear if it is not successful. Repeat the step if F appears)



The load was successful on the input 1 ~ 7. 8 was not selected during the process therefore, it will not show P or F

7. Power cycle the UX matrix.
8. Factory Reset - This function will restore to original factory settings.
Only perform factory reset when the issue remained after taking these steps
 - Select Menu -> Factory Reset and press enter.



Factory Reset function

If the issue still remains, please contact PureLink tech Support at info@purelink.de for further assistance

3. EDID Information

3.1 EDID settings

EDID stands for Extended Display Identification Data. EDID is an industry standard for AV Source and Display devices which automatically communicates manufacturer specification and data between devices. This allows your AV source to send the best compatible signal data to your screen, TV or projector to ensure the best possible picture results.

EDID data includes manufacturer and specification data including:

- Brand
- Product Code
- Date of Manufacture
- Video Input Type
- Horizontal and Vertical Size
- Supported features
- Colour characteristics
- Timing information

3.2 Saving External EDID

This function acquires the default EDID of the display to the input of your selection.

1. Select Menu -> 1. EDID Set and press enter.



EDID Set Function

2. Select 1. External EDID and press Enter



Select Output will appear once External EDID is selected

3. Select the output that is connected to the display, select the input that requires the EDID to be saved and press enter.



Output 1 is selected which has a 1920x1080p @ 60Hz as a default EDID and the inputs are selected to save the EDID



The load was successful on the input 1 ~ 4. Inputs 5 ~ 8 was not selected during the process therefore, it will not show P or F

4. Letter P will appear under the inputs if they are successfully loaded. (F will appear if it is not successful. Repeat the step if F appears)
5. Power cycle the UX matrix after these steps were complete

3.3 Saving Internal EDID

UX Matrix carries 16 pre-loaded EDID that can be saved to the inputs.

1. Select EDID Set -> Internal EDID and press Enter



Internal EDID function

2. Select the proper EDID using Create/Preview button and select the input that requires the EDID to be saved and press enter.



2160p @ 30Hz, 2ch was selected from the EDID internal library and inputs 1 through 4 were selected to save the EDID



The load was successful on the inputs 1 ~ 4. Inputs 5 ~ 8 was not selected during the process therefore, it will not show P or F

3. Letter P will appear under the inputs if they are successfully loaded. (F will appear if it is not successful. Repeat the step if F appears)
4. Power cycle the UX matrix after these steps are completed.