



FREQUENTLY ASKED QUESTIONS...

Q – Open API limitations?

A – None, whatever we do via the GUI is done via the API, there are no hidden tricks

Q – What type of history if any can be viewed in the monitoring.pulse-eight.com site?

A – It gives you a status snapshot of the unit when it last phoned home, we do profile a few things, such as temperature over a 30 day period. Long term we plan to add support for looking back over time, but generally this wont be exposed as its just for debugging if a customer has an issue.

Q – Where on monitoring.pulse-eight.com site do I set up notifications Via text or E-mail?

A – There is no notification capability yet, you need to login to the website to check on the status of units. It's on the list of things for us to add as a feature.

Q – Is a tutorial available to explain the monitoring portal. How to navigate, diagnose a problem. Explain shaded colors Yellow, Orange

A – No, Blue = Connected, Yellow = Disconnected. There is no tutorial for this right now.

Q - How are they dealing with mixed input (1080p) and mixed output (1080p) when mixed with 4k inputs and outputs on the same system?

A - The system is agnostic to what is put into and out of it, really all that matters is what the TV can display.

If you put 4K content into the system, only displays that can render 4K content will display it, other screens will display “Mode not supported” or similar.

If you need to scale, we do have downscaling capability but it ONLY works for Ultra HD Blu-Ray player content (i.e. less than 30Hz) [P8-HDMIDAC]

Q - Explain 5 Play

A – 5 play = Audio, video, Signal(Ir or Rs232) , Power, Internet
