

neo: PROFESSIONAL



INSTALLATION GUIDE

HDMI **HDCP2.2** **C-HDBT**

MANUAL CONTENTS

- P3 Cabling Advice
- P5 Setup
- P6 Connect to the Web Interface
- P7 Setting up CEC
Third Party Control Drivers
- P8 Setting up the Matrix Without an Internet Connection
Technical Specification
- P9 Concept Wiring Guide
- P10 Troubleshooting
- P11 Warranty Information

IN THE BOX

neo:4 Professional Chassis
4 Button Contextual Remote Control
5x IR Transmitter
5x IR Receiver
4x PoH 70m Class B HDBaseT™ Receivers
Rack Mounting Kit
48V Desktop Power Supply
UK Mains Cable

IMPORTANT CONCEPTS AND DEFINITIONS

When reading this manual we refer to devices that send video into the neo:4 Professional Matrix as source devices or sources, examples of source devices include Blu-Ray players, Set Top Boxes, Game Consoles and Media Centres.

Devices that receive video from the matrix are called sink devices or sinks. Examples of these are Amplifiers (AVRs) TVs and projectors.

CABLING ADVICE

WHAT IS THE BEST TYPE OF CABLE TO USE?

You can use Cat5e, Cat6, Cat6A or Cat7 with Pulse-Eight products.

The baseline cable standard for this neo system is Cat5e. Slightly greater distances can be achieved by using Cat6, or slightly better still with Cat7, which has stricter shielding requirements and reduces potential cross talk between data pairs.

Whichever network cable type you choose, ensure that the main wiring architecture is solid core, not stranded patch cabling. Patch cabling can be used for the last few metres of a run (e.g. from a wall plate) but must be avoided over longer runs as signal transfer over stranded cores is heavily reduced.

The use of pre-made leads is not recommended unless you can be absolutely sure of their construction credentials (i.e. solid core 568B). Please note that CCA (Copper Clad Aluminium) cable is NOT supported.

SHIELDED CABLES

Unlike other systems, shielded FTP cable is not a stipulation. If, however, you prefer this type of cable please ensure compatible shielded accessories are used. Failure to terminate cable screen at all points can induce interference rather than eliminating it.

CABLING BEST PRACTICE

Our best practice policy is to terminate to a wall plate at either end and then use solid core patch cables (usually it is better to make your own than use pre-made) between the patch panel and the matrix and the wall plate and HDBaseT™ receiver.

HDBaseT™ WITH PATCH PANELS AND WALL PLATES

If the patch panels are terminated correctly, there is minimal loss of distance. The use of wall plates and patch panels, however, has the potential to cause increased resistance on the cable if not done correctly, introducing pinch points for signal transmission, and could reduce advertised transmission lengths.

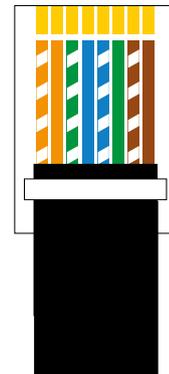
Instead of using RJ45 wall plates, you can use brush plates to maintain the neat finish.

CONNECTION TERMINATION

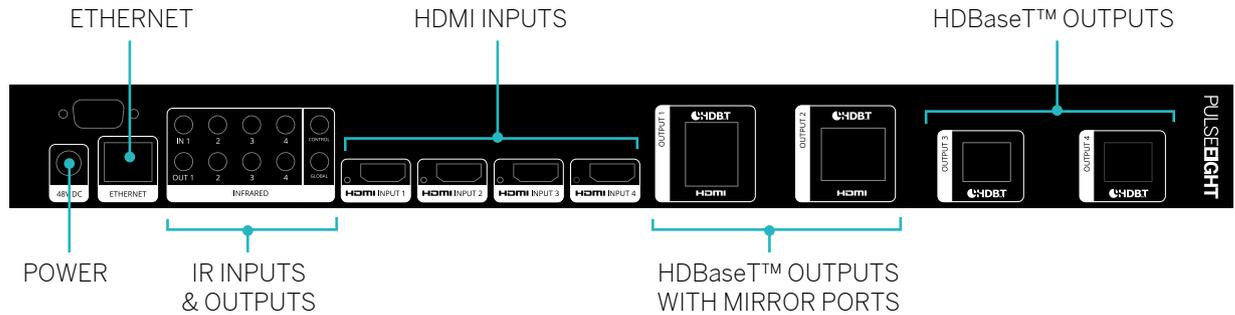
Terminate the cabling using RJ45 connectors to the 568B wiring standard. (See diagram)

IMPORTANT

Please note that local building regulations may apply to the installation of cabling in properties. It is important to check building regulations to guarantee that you are in accordance with the laws of your territory.



SETUP



neo is designed to be on and connected to an active internet connection at all times. It will operate correctly when not connected to a network (or the internet) but certain functions will not be available.

1. Connect a standard Ethernet cable (while the matrix is disconnected from the mains power source) from your router or network switch, cross over cables are not supported.
2. Connect your source devices into the HDMI input ports using a High Speed HDMI cable or better (not supplied). It is recommended for future ease of use to connect devices from Input 1 to Input 4, although you can connect them in any order you wish.
3. Sink devices are connected via category cable (see cabling advise at the start of this guide) from the Output port to a receiver. You can use any HDBaseT™ certified PoH Class B receiver, however we recommend using the supplied receivers where possible. Complete the connection from the receiver to the Sink device (i.e. your TV) via a HDMI cable.
4. Once all connections have been made, turn the matrix on by connecting the power supply to the mains.
5. The power supply is an external 110Watt desktop style PSU with a C14 input connector. It is designed to operate in all countries, you may need to use an adapter cable for your local territory that is not supplied.
6. To ensure a tight fit with the chassis ensure the DC locking connector is firmly inserted and the threaded barrel is securely tightened.

Note: There is no on/off switch on the matrix, it is designed to always be on. When connecting the power connector to the matrix, ensure the power supply is disconnected from the mains supply.

The front panel LEDs will both illuminate along with the neo logo briefly and then the system will begin its initialisation sequence. This takes approximately 20 seconds, the system is fully initialised once the System LED is solid green. The network LED will also turn solid green if it detects an active internet connection.

If after 3 minutes and the system has not completed initialisation any other LED combination appears consult the troubleshooting guide for further help.

Note: it is possible that a firmware update may be available the first time you power the system, in this instance the system may take longer to initialise. If both the system and monitoring LEDs flash orange and/or green together very quickly the update is being applied, please wait and do not disconnect the power until this update is complete.

CONNECTING RACK EARS

The supplied rack ears can be fitted to the front or rear of the chassis. Ensure the matrix is securely fitted to the rack using 4 rack nut/bolts. The matrix requires 1U of rack space, plus some additional shelving to secure the power supply too.

CONNECT TO THE WEB INTERFACE

To setup neo you need to use the built in web interface. This can be accessed from any locally connected device via Wi-Fi or a fixed wire connection.

You can access the neo web interface from a mobile, tablet, laptop or desktop PC. It is designed to work on Microsoft Edge, Firefox, Google Chrome and Safari.

GOTOMATRIX.COM



You can easily access the neo web interface by visiting www.gotomatrix.com into any web browser, on any device, this will locate the matrix automatically on your local network.

USING THE WEB INTERFACE

Many of the controls in the user interface (UI) are drag and drop friendly. These drag drop actions will work on any device.

There are advanced guides on using the web interface which can be found at <http://monitoring.pulse-eight.com/>

VIDEO ROUTING

The home page of the UI displays the current routing, devices in blue are active, we have detected they are powered up*. Select an input with a single click/press and the outputs that this input is routed to will be highlighted. Press again the same input to restore the normal display.

To change the routing of the matrix, drag the input and drop it on the output you want to send that video to. Once routing is successful a green success message will display. If for some reason this routing cannot be done a red error message will be shown explaining the reason.

**Due to certain HDMI limitations this may not be 100% accurate at all times*

ACCESS THE ADMIN AREA

Many functions are not visible to the user during normal operation, to access these advanced options click on the  'Monitoring' link on the left hand nav, then click on the '[Admin]' link at the foot of the page

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RENAMING A SOURCE DEVICE

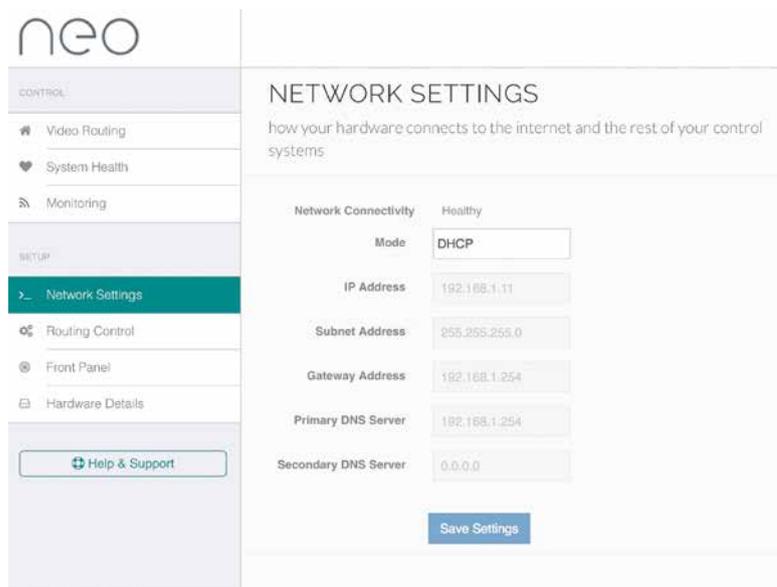
Click on the properties  icon, enter a new name and click on Save Changes. Names must be 13 characters or less and cannot be blank, start with or end with a space, certain special characters are also not allowed.

Custom names are displayed in the source menu in a CEC enabled TV*, updates should be reflected immediately but you may need to restart your TV to get some updates.

**where supported.*

RENAMING SINKS

Click on the display  icon, enter a new name and click on Save Changes. This name is purely cosmetic and only used within the web interface. The length restriction of 13 characters still applies.



CONFIGURING NETWORK SETTINGS

By default the matrix is set to retrieve an IP address via DHCP, you must connect the system to a router or server that has DHCP enabled. Once initially configured you can modify this setting and switch to a static IP address.

You must ensure that the new settings are correct before saving them as you will no longer be able to access the matrix if they are incorrect. In order for the internet based functions to operate such as the cloud based monitoring and gotomymatrix.com facility you must provide at least one valid DNS address. We recommend using the Google Public DNS address 8.8.8.8 for Primary DNS and 8.8.4.4 for Secondary DNS

SETTING UP CEC

Consumer Electronics Control (CEC) is a built in technology within HDMI, widely supported in modern TVs, AVRs, Blu-Ray players and Media Centres.

INTRODUCTION

neo has built in support for all CEC implementations from different vendors, where possible we have included additional vendor specific support to maximise compatibility. That said implementation varies between different brands and continues to improve, certain features described in this manual may not be available on all makes and models in your setup. If we can detect that a feature is not supported, this incompatibility will be displayed in the web interface.

DIFFERENT BRANDS

Common brand names for CEC are, Anynet+ (Samsung), BraviaLink or BraviaSync (Sony), EasyLink (Philips), Simplink (LG), VieraLink (Panasonic) Kuro Link (Pioneer) CE-Link and Regza Link (Toshiba), RIHD (Onkyo)

More and more devices are using the common name "HDMI-CEC", often it is disabled by default, and you may need to enable it in the settings menu before continuing. (Consult the manual for your source or sink device on how to do this)

HOW IT WORKS AND SWITCHING SOURCES

Depending on the TV you are using will depend on exactly which button you press, for example, on a Sony TV you press the "Sync Menu" button, this brings up a menu, from here select HDMI Device selection and your source devices are listed, if you have customised their names, these names will be listed.

The order in which they are displayed may change from time to time, there is no ability to specify the sort order of devices in these lists. In other brands, simply pressing the "Source" button will list all of the devices alongside other inputs (such as Network or USB media)

THIRD PARTY CONTROL DRIVERS

You can control neo via IR, Serial or our recommended method, TCP/IP. We supply drivers for common control systems, including Crestron, Control 4, Elan, RTI and URC. We are constantly improving our native integration with other platforms, more information and driver downloads are available at <http://monitoring.pulse-eight.com/>

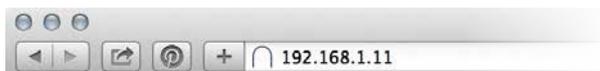
ACCESSING THE MATRIX WITHOUT AN INTERNET CONNECTION

While neo works best with an active internet connection it is possible to still configure and operate the system without one. However to configure the system from its defaults a local network connection is required. Normal operation of the CEC and IR control systems does not require any network connection, but IP based API control or Web based controlled does require a persistent network connection.

DISCOVERY TOOL

You can download a discovery tool from your monitoring portal at <http://monitoring.pulse-eight.com/> this program will run on Windows 7 or newer only, when run it will scan your network and detect the IP address of your matrix. If you have multiple neo systems on the same network, the discovery tool will only display the last found. If you do have more than one system, it is advised that you disconnect other systems first.

The discovery tool will display the IP address of the matrix, you can then access the matrix by typing that IP address into your web browser's address bar.



It is recommended in this mode that you configure the networking to use a static IP address, this allows for you to bookmark the page easily and return to the web interface easily without needing to run the discovery tool again.

TECHNICAL SPECIFICATION

MATRIX

1U 19" rack-mountable chassis with 4 HDMI inputs
4 HDBase™ outputs and 2 mirrored HDMI outputs
Width: 43 cm / 16.9"
Height: 4.5 cm / 1.7"
Depth: 14 cm / 5.5"
Weight: 2.05 kg / 4.5 lb

RECEIVERS

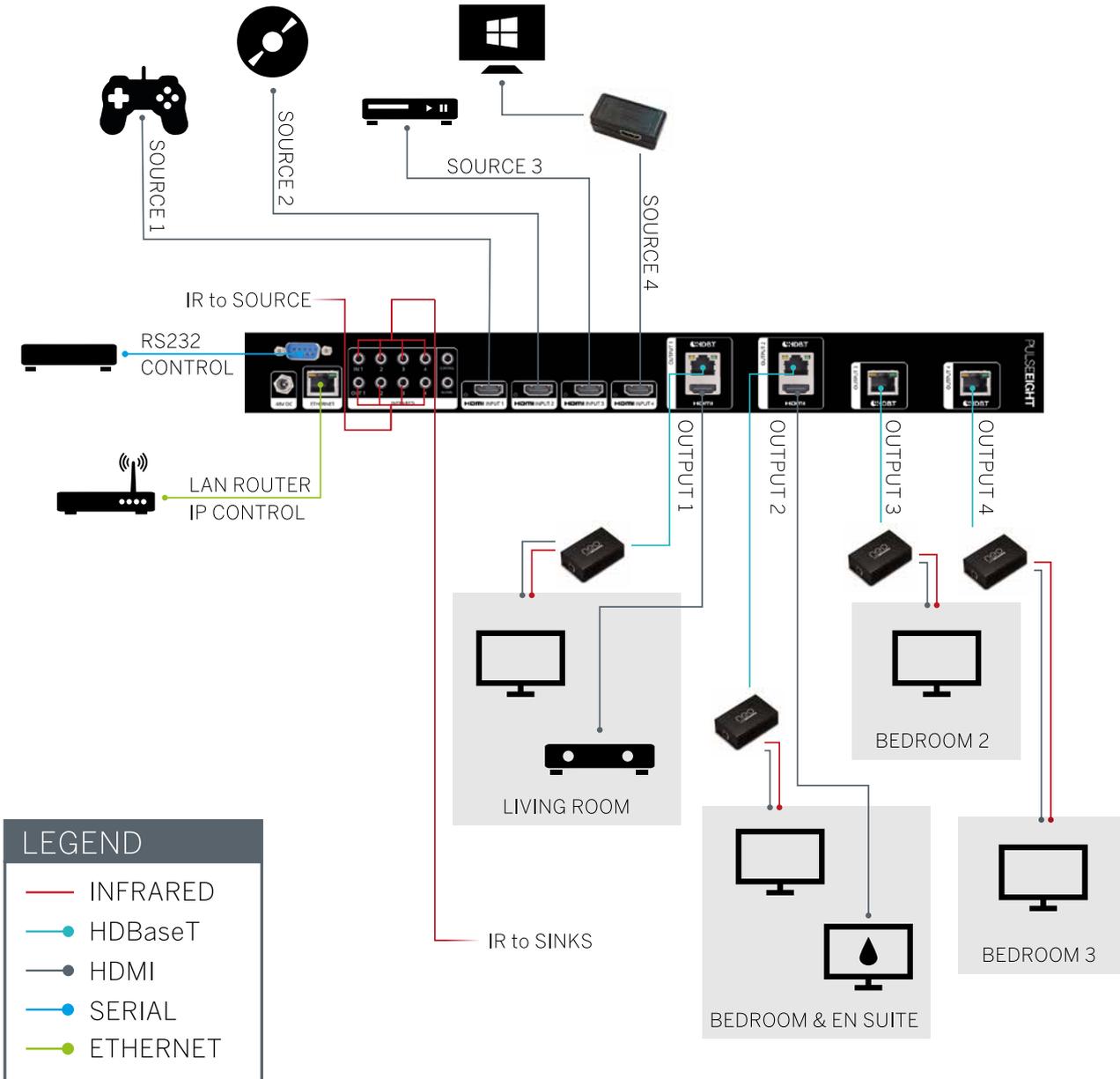
1× HDBase™, 1× IR receiver inputs
1× HDMI, 1× IR Emitter outputs
Width: 5.5 cm / 2.1"
Height: 3.8 cm / 1.1"
Depth: 10 cm / 3.9"
Weight: 86 g / 0.18 lb

API REFERENCE

We provide a fully documented API for our systems, this is available in your monitoring portal (<http://monitoring.pulse-eight.com/>). You must be logged in to access it.

If you have questions, please speak with your distributor.

CONCEPT WIRING GUIDE



TROUBLESHOOTING

Should you encounter installation difficulties or issues with device communication, the following checklist of common issues and causes should help resolve your issues. If you still continue to experience issues, please contact your place of purchase.

NO OR POOR PICTURE QUALITY:

- Connected and powered? Double check all HDMI, Ethernet and power cables are firmly connected into the correct ports and all devices are correctly powered.
- Cable length? Are you approaching the maximum distance of the cable (70m) if so, adjust the picture quality or try using an additional extender kit to go further distance. Cables bundled together may cause cross talk and further degrade signal quality.
- Signal strength? The use of cable joins, stranded patch panels, wall outlets and stranded patch leads as interconnects between them, can significantly reduce signal strength. Use solid core straight through connections wherever possible.
- If you reduce the resolution of the source do you get a picture? If so, this suggests a conflicting resolution between source and display or a bandwidth capacity issue with your cable. Check all inputs and outputs share the same resolution capabilities.
- Picture 'snow' / HD 'noise' signifies a failure to fully establish a signal and can often be caused by poorly terminated RJ45 connectors or excess cable lengths. Ensure your cable is correctly wired to 568B standards.
- Pink or off-colour picture? This could be caused by an invalid EDID or the source device failing to read the EDID from the matrix. Try re-booting matrix and all source devices to force the re-reading of the EDID.
- Cable quality and condition - HDMI cable/connectors can easily be damaged and the quality of material can vary. Always use good quality leads and cables and try swapping cables that are known to be working into the solution to see if this improves your image.

IR CONTROL:

- Are the IR emitters and receivers correctly positioned to allow infrared signals to be transmitted and received? Emitters should be fixed firmly over infrared sensors of sources. Receivers should be attached to displays ensuring a clear line of sight to the remote control used to operate.
- Is your remote control powered and sending a signal? As IR is invisible to the naked eye, check your remote is transmitting a signal by viewing the remote handset sensor through a digital camera/camera phone. The sensor should flash when a button on the handset is held down.
- IR signal dropout can be experienced due to exterior emissions of infrared radiation. Ensure emitters and receivers are away from direct sunlight. Halogen lighting and plasma screens may also interfere with IR signals

MONITORING LED VALUES:

- Solid red - No network cable connected
- Flashing yellow - Discovering IP address
- Solid yellow - Have IP but cannot ping router
- Flashing green - Cannot reach internet
- Solid green - Network healthy

WARRANTY INFORMATION

IMPORTANT INFORMATION ABOUT YOUR RIGHTS AND OBLIGATIONS, AS WELL AS LIMITATIONS AND EXCLUSIONS THAT MAY APPLY TO YOU. YOUR RIGHTS AND THIS LIMITED WARRANTY

This Limited Warranty gives you specific legal rights. You may also have other legal rights that vary by state, province or jurisdiction. The disclaimers, exclusions, and limitations of liability under this Limited Warranty will not apply to the extent prohibited by applicable law. For a full description of your legal rights you should refer to the laws applicable in your jurisdiction and you may wish to contact a relevant consumer advisory service.

1. WHAT THIS LIMITED WARRANTY COVERS; PERIOD OF COVERAGE

Pulse-Eight Limited ("Pulse-Eight"), 8-12 Alder Hills, Poole, BH12 4AL, UK, warrants to the owner of the enclosed product that the product contained in this box ("Product") will be free from defects in materials and workmanship for a period of three years from the date of delivery following the original purchase (the "Warranty Period"), or if this product has been professionally installed, the warranty start date is from the date your installer purchased the item, not your system commissioning date. Please check with your installer for their purchase date. If the Product fails to conform to this Limited Warranty during the Warranty Period, Pulse-Eight will, at its sole discretion, either (a) repair or replace any defective Product or component; or (b) accept the return of the Product and refund the money actually paid by the original purchaser for the Product. Repair or replacement may be made with a new or refurbished product or components, at Pulse-Eight's sole discretion.

If the Product or a component incorporated within it is no longer available, Pulse-Eight may replace the Product with a similar product of similar function, at Pulse-Eight's sole discretion. This is your sole and exclusive remedy for breach of this Limited Warranty. Any Product that has either been repaired or replaced under this Limited Warranty will be covered by the terms of this Limited Warranty for the longer of ninety (90) days from the date of delivery or the remaining Warranty Period. This Limited Warranty is transferable from the original purchaser to subsequent owners, but the Warranty Period will not be extended in duration or expanded in coverage for any such transfer.

2. TOTAL SATISFACTION RETURN POLICY

If you are the original purchaser of the Product and you are not satisfied with this Product for any reason, you may return it in its original condition within thirty (30) days of the original purchase and receive a full refund. If this is a professionally installed product, you must check with your installer regarding their own returns policy.

3. WARRANTY CONDITIONS; HOW TO GET SERVICE IF YOU WANT TO CLAIM UNDER THIS LIMITED WARRANTY

Before being able to claim under this Limited Warranty, the owner of the Product must (a) notify Pulse-Eight of the intention to claim by emailing support@pulse-eight.com during the Warranty Period and providing a description of the alleged failure, and (b) comply with Pulse-Eight's return shipping instructions, and (c) ship the Product at owner's cost (except where prohibited by applicable law) to Pulse-Eight for repair or replacement. Pulse-Eight will have no warranty obligations with respect to a returned Product if it determines, in its reasonable discretion after examination of the returned Product that the Product is an Ineligible Product (defined below). Pulse-Eight will bear all costs of return shipping to owner, except with respect to any Ineligible Product, for which owner will bear all shipping costs.

4. WHAT THIS LIMITED WARRANTY DOES NOT COVER

This warranty does not cover the following (collectively "Ineligible Products"):

Products marked as "sample" or sold "AS IS"; or Products that have been subject to: (a) modifications, alterations, tampering, or improper maintenance or repairs; (b) handling, storage, installation, testing, or use not in accordance with the Installation Guide or other instructions provided by Pulse-Eight; (c) abuse or misuse of the Product; (d) breakdowns, fluctuations, or interruptions in electric power or the telecommunications network; or (e) Acts of God, including lightning, fire, flood, tornado, earthquake, or hurricane. This warranty does not cover consumable parts, including batteries, unless damage is due to defects in materials or workmanship of the Product, or software (even if packaged or sold with the product). Pulse-Eight recommends that you use only authorized service providers for maintenance or repair. Unauthorized use of the Product or software can impair the Product's performance and may invalidate this Limited Warranty. Pulse-Eight does not warrant that operation of the Product will be error-free or uninterrupted or that the Product will in every case process all data correctly.

5. DISCLAIMER OF WARRANTIES

Except as stated above in this limited warranty, and to the maximum extent permitted by applicable law, Pulse-Eight disclaims all express, implied, and statutory warranties and conditions with respect to the product, including the implied warranties of merchantability, fitness for a particular purpose. To the maximum extent permitted by applicable law, also limits the duration of any implied warranties or conditions to the duration of this limited warranty.

6. LIMITATION OF DAMAGES

In addition to the above warranty disclaimers, in no event will Pulse-Eight be liable for any consequential, incidental, exemplary, or special damages, including any damages for lost data or lost profits, arising from or relating to this limited warranty or the product, and Pulse-Eight's total cumulative liability arising from or related to this limited warranty or the product will not exceed the amount actually paid for the product by the original purchaser.

7. LIMITATION OF LIABILITY

Pulse-Eight disclaims all liability of any kind of Pulse-Eight's suppliers. The Pulse-Eight online services ("services") may provide you information ("product information") regarding your products performance and/or peripherals connected to your product ("product peripherals"). The type of product peripherals that may be connected to your product may change from time to time. Without limiting the generality of the disclaimers above, all product information is provided for your convenience, "as is", and "as available". Pulse-eight does not represent, warrant, or guarantee that product information will be available, accurate, or reliable. You use all product information, the services, and the product at your own discretion and risk. You will be solely responsible for (and Pulse-Eight disclaims) any and all loss, liability, or damages, including to your hvac system, plumbing, home, product, product peripherals, computer, mobile device, and all other items and pets in your home, resulting from your use of the product information, services, or product.

Product information provided by the services is not intended as a substitute for direct means of obtaining the information.

8. VARIATIONS THAT MIGHT APPLY TO THIS LIMITED WARRANTY

Some jurisdictions do not allow limitations on how long an implied warranty lasts or exclusions/limitations on incidental or consequential damages, so some of the limitations set out above may not apply to you

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