

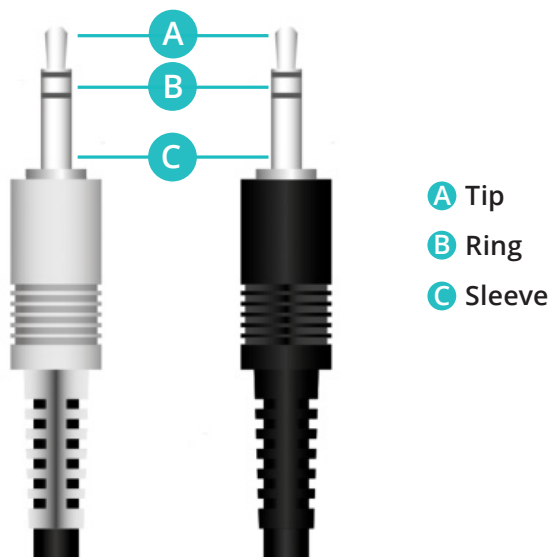
# INFRARED BLASTER CABLE PACK



## INTRODUCTION

The most common application for an IR blaster cable is to allow a device to change the channel and control the options on an external device such as a cable box, set-top box, Blu-ray player, DVD.

## LAYOUT



## INFRARED BLASTER CABLE PACK

1. **IR Transmitter** - An IR flasher (emitter) is required when wanting to output (blast) an IR command to an attached device.

The emitters have a short-range output and have been specifically designed for discreet IR control. Use the supplied double-sided sticky pad\* to attach the bottom / flat surface of the tear-drop shaped emitter bud directly over the IR window of the device needing control.

Please use compliant Pulse-Eight IR emitters (5V) as failure to do so might result in damage to the product.



2. **IR Receiver** - An IR receiver is required when wanting to accept incoming IR signals - for example, from a remote control - to distribute and control other attached devices remotely.

Use the supplied round double-sided sticky pad\* to attach the back of the round casing to stick onto a surface in a suitable place to receive an IR signal. Please use compliant Pulse-Eight IR receivers (5V) as failure to do so might result in damage to the product.



## 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 local representative for further assistance.

### Not Receiving Signal

1. Reseat the IR Receiver from the video matrix.
2. Run the IR test in the web UI to ensure that no other factors are interfering with the signal (should let the test run and make sure IR input are not registered as red - Fig 1).

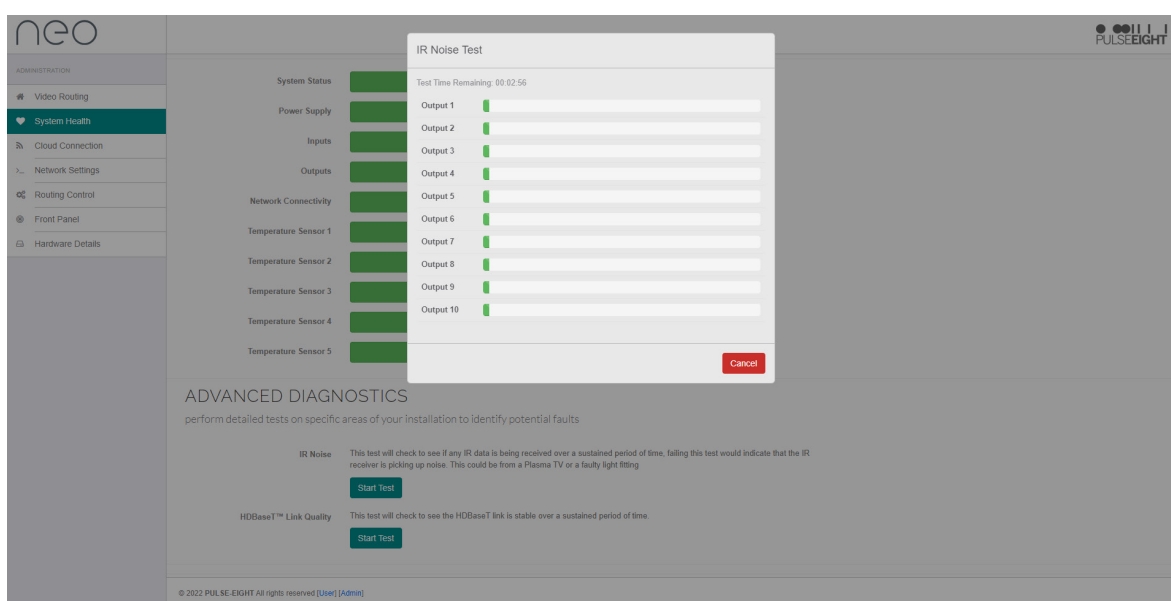


Figure 1: IR Test page in the neo:8a video matrix web interface. Please keep in mind that this is an example web UI for neo:8a. If you use another series of Pulse-Eight neo video matrix series, the interface may be slightly different.

3. Check if the LED beside the IR receiver blinks when pressing the IR remote (blink registering an input - Fig 2).

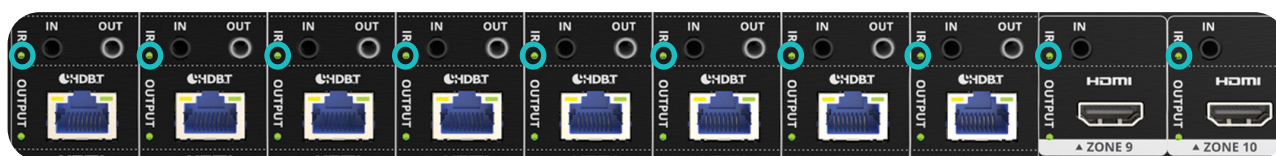


Figure 2: IR receiver blinks when IR remote is pressed.

- Alternatively, try observing the web UI under Routing Control to see the IR activity (each input box will highlight when receiving any IR signal - Fig 2).
- If there are no blinks, try another IR input slot on the video matrix.
- If there is still no response, replace the CR2025 battery.
- Repeat Step 3 to 5. If there is still no response, please contact Pulse-Eight representative or your Installer.

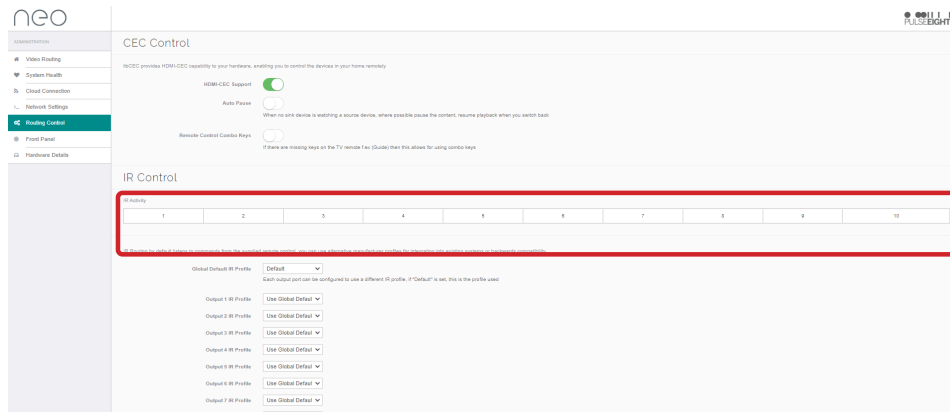


Figure 3: In neo8a, IR slots are highlighted when an input is registered.

**Note:** Most of the tests can only be done on the Pulse-Eight video matrixes web UI. If a Pulse-Eight video matrix is connected to your network, you can access them via [gotomymatrix.com](http://gotomymatrix.com), then Cloud Connection, and then Admin. To access most of the features, you need to log in as the administrator.

## Not Transmitting Signal

- Reseat the cable from both ends.
- If there is another transmitter cable, try swapping them to see where the problem lies.
- If the cable is faulty, don't hesitate to get in touch with the Pulse-Eight representative at [support@pulse-eight.com](mailto:support@pulse-eight.com)

## Additional Test

This next portion is an alternative to testing the IR transmitter on the smartphone. Please go through the spec of your smartphone's camera. If the smartphone has an IR filter, it probably won't pick up the IR signal, so this test depends on the smartphone's capability.

If the smartphone DOES NOT have an IR filter, this test should work. Switch on the smartphone camera and aim the IR Transmitter at the camera lens. When pressing the button, the transmitter should light up on the camera. This can determine whether the remote is working or not.

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