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# Troubleshooting

Part No.: **FHD-1TX-1RX, FHD-1TX-2RX**

Model: **WUH4000**

**Symptom:** Receiver will not link to transmitter.

**Possible Solutions:**

This can be caused by the receiver being located too far away from the transmitter. The maximum non-line-of-sight range is approximately 33 ft. (10m). Try re-positioning the transmitter and receiver units so they are within the specified operating range. First try to get the units to link with each other at 3 ft. (1m) (to prove that they are working properly with your equipment). Then try moving them further apart to the desired locations.

Materials may be blocking the 60 GHz radio frequency beam from the transmitter to the receiver. This beam can pass through many cabinet materials such as glass and wood (depending on thickness and density of the materials), but it cannot pass through doors, shelves, or components that are made of metal. Try positioning the transmitter and receiver so that they are not blocked by metal.

Add supplied Video Adapter. If WUH4000 is unable to successfully transmit video from the TX to the RX, then the video adapter that is supplied with WUH4000 may be required to establish a successful connection.

Either the receiver or transmitter is not powered on. Be sure the AC adapter is securely connected and each unit is powered on correctly (green LED).

Power cycle both the transmitter and receiver by unplugging then plugging them back in.

**Symptom:** No video and/or audio.

**Possible Solutions:**

If the amber LEDs on the transmitter and receiver are blinking, the adapters are not linked. See "Receiver will not link to Transmitter" troubleshooting steps above.

If the amber LED on the transmitter and receiver are solid (not blinking), the adapters are linked such that video and audio sent into the transmitter should be output from the receiver. Therefore, the display/monitor may not be set to the DVI/HDMI input jack that the WUH4000 Receiver unit is connected to. Refer to the documentation provided with your display/monitor for information on how to select the correct input.

The source component is not powered on and/or does not have the DVI output enabled. Refer to the documentation provided with your source component for information on switching that component to the DVI output.

Make sure that you are using high speed certified cables for all connections and that all cable connections are secure. We recommend high quality cables.

Troubleshoot by connecting the video signal cable directly from the source to the display (bypassing the WUH4000) to verify that audio/video is available. Try both the source side cable (connected originally to the transmitter) as well as the display side cable (connected originally to the receiver) to verify that you do not have a defective cable.

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Part No.: **FHD-1TX-1RX, FHD-1TX-2RX**

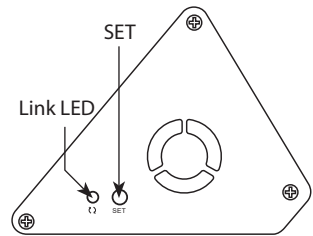
Model: **WUH4000**

All WUH4000 TX and RX units sold together are programmed at the factory, and should connect automatically.

Before attempting the pairing procedure, make sure that WUH4000 system is not simply in sleep mode. If, after 2 minutes, there is no active source signal or destination recognized by a WUH4000 system, the system will go into sleep mode and the amber LED will turn off. To exit sleep mode, establish an active source signal and destination. Briefly pressing the SET button will also exit sleep mode.

## 1 TX to 1 RX Pairing Procedure

1. 1 TX and 1 RX must be powered on for pairing. Make sure any other TX and RX units nearby are not powered.
2. Video source and destination end point should be powered on and ready.
3. Using DVI/HDMI cables, connect the video source to the TX unit, and the destination to the RX unit.
4. Cycle the power on the TX and RX units.
5. Check that the amber link LED on side 2 of the TX unit is flashing. The amber link LED on side 1 of the TX unit is not applicable for 1 TX to 1 RX pairing. It will flash then go to sleep after 2 minutes.
6. Press and hold the SET button on side 2 of the TX unit for 3 seconds, then release. This causes the TX unit to give up the current network connection and search for the next available network.
7. After 15-20 seconds, the amber link LEDs on the TX side 2 and RX units should blink fast, then become solid to indicate successful pairing.
8. If unsuccessful, check cables and repeat above steps. If still unsuccessful perform a factory reset as described in the troubleshooting section.

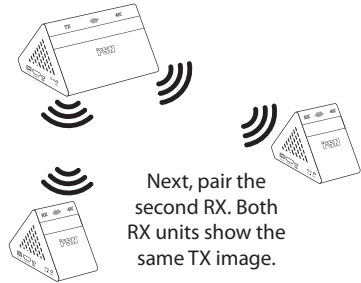


**Transmitter (TX)  
unit, side 2**

# Troubleshooting

Part No.: **FHD-1TX-1RX, FHD-1TX-2RX**

Model: **WUH4000**

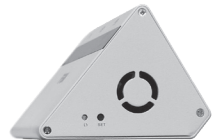


## 1 TX to 2 RX Pairing Procedure

1. Only one TX (Transmitter) and one RX (Receiver) should be powered on for initial pairing. Make sure any other TX and RX units nearby are not powered. After pairing the TX with the first RX (RX1) the procedure can be repeated for the second RX (RX2).
2. Ensure video source and destination Display 1 are powered on and ready.
3. Connect the video source to the TX unit using the DVI/HDMI cable provided to side 1 of the transmitter.
4. Connect the destination display 1 to the RX1 receiver using the DVI/HDMI cable provided.
5. Connect the power from the adapters provided to the TX and RX1 devices. The amber link LEDs of both devices should begin flashing rapidly.
6. After 15-20 seconds, the amber link LEDs on the communicating TX and RX units should blink fast, then become solid to indicate successful pairing.
7. If devices successfully paired and display an image proceed to step 12.
8. If devices did not pair proceed to step 9.



**Transmitter (TX)  
unit, side 1**



**Transmitter (TX)  
unit, side 2**

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# Troubleshooting

Part No.: **FHD-1TX-1RX, FHD-1TX-2RX**

Model: **WUH4000**

9. Press and hold the SET button on the TX side 1 for 3 to 5 seconds then release. This causes the TX unit to search for an available RX unit and the link LEDs should begin flashing rapidly.
10. After 15-20 seconds, the amber link LEDs on the communicating TX and RX units should blink fast, then become solid to indicate successful pairing.
11. If unsuccessful, check cables and repeat above steps. If still unsuccessful perform a factory reset as described in the troubleshooting section.
12. Connect the DVI/HDMI cable from destination Display 2 to the RX2 receiver. Then connect the power to the RX2 receiver.
13. Press and hold the SET button on the TX side 2 for 3 to 5 seconds then release. This causes the TX unit to search for a second available RX unit. The link LED on TX side 2 should begin flashing rapidly.
14. After 15-20 seconds, the amber link LEDs on the communicating TX and RX units should blink fast, then become solid to indicate successful pairing.
15. If unsuccessful, check cables and repeat above steps. If still unsuccessful perform a factory reset as described in the troubleshooting section.

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# Troubleshooting

Part No.: **FHD-1TX-1RX, FHD-1TX-2RX**

Model: **WUH4000**

## Factory Reset

All WUH4000 TX and RX units sold together are programmed at the factory, and should connect automatically.

Before attempting the factory reset procedure, make sure that WUH4000 system is not simply in sleep mode. If, after 2 minutes, there is no active source signal or destination recognized by a WUH4000 system, the system will go into sleep mode and the amber LED will turn off. To exit sleep mode, establish an active source signal and destination. Briefly pressing the SET button will also exit sleep mode.

## Factory Reset Procedure

1. TX and RX units must be powered on for factory reset.
2. Press and hold the RX SET button for approximately 10 seconds until the amber link LED turns off. Then release the SET button.
3. Remove the power cable from RX unit.
4. There are two SET buttons on a TX unit, 1 on side 1 with the DC/HDMI/USB connectors, and 1 on side 2 with only an amber link LED. First press and hold the side 1 TX SET button for approximately 10 seconds until the amber link LED turns off. Then release the SET button.
5. Next, press and hold the side 2 TX SET button for approximately 10 seconds until the amber link LED turns off. Then release the SET button.
6. Remove the power cable from TX unit.

The pairing procedure may need to be performed on TX and RX units that have been reset to factory condition.