Frequently Asked Questions

PreSales	
Is HD Over Component Going Away? I heard that the cable and satellite companies were going to shut off HD over component video outputs forever on their set top boxes – the so-called 'analog sunset'. Is that true?	No. In a recent ruling, the FCC said they can shut off HD over component video on set top boxes only for 'early release' video-on-demand movies that are still in theaters, or haven't yet been released on disc. All other TV shows and movies remain available in HD over component! You can read a summary of the ruling (and get to the FCC press release) here.
(NEW) What types of sources are supported by the HDMI modulators?	The HDMI modulators are primarily designed to accept unencrypted HDMI video, typically from a digital signage player, video camera or other self generated content. Our HDMI input most likely will not work with Apple Products (such as Macs), Blu-ray players, satellite boxes or cable boxes, as they are typically encrypted.

General Product Information	
Do cables ship with HDbridge 2000 units?	HDbridge 2640, 2620, 2540 and 2520 ship with (4) or (2) 3-foot hydra component cables. VGA cables and 6-foot hydra component cables can be ordered separately
Do cables ship with ZvPro products?	No, all ZvPro cables, including VGA and component, must be ordered separately.
Which products accept composite (yellow connector) as a video source?	The HDbridge 2380 and HDbridge 2312 are the only products that allow for composite video as input. Other products like the HDbridge2500/2600, ZvPro600 and ZvPro800 units have a composite (yellow) connector but it does not pass video, it is for closed captions only.
What kind of HDMI inputs will your ZvPro800 and HDb2840 products accept?	In order to meet HDCP requirements our HDMI products accept unencrypted HDMI video sources only. Some examples of unencrypted sources are: HDMI cameras, digital signage players and PCs. We do not recommend using cable boxes, satellite boxes, Blu-ray players or Apple products as HDMI sources with our products as they typically output encrypted video.

Troubleshooting Audio	
Why is the audio from my distributed or whole house audio system not synced properly with the video from the ZeeVee device?	If you are feeding the audio directly from the source into the audio system and not through the ZeeVee unit it will arrive to the speakers before the video arrives to the HDTV. This is because the Video is being encoded into a digital signal, and modulated by the unit and then demodulated at the HDTV. Each of these steps adds a bit a latency that is not added to the audio because it is traveling a shorter path. There are a couple of ways to work around this issue.

First, you can use an audio delay device that allows you to add some delay to the audio stream before it reaches the sound system. Other customers have pointed out Hall Research, Felston or Motron as manufacturers of audio delay devices they have used in the field. Typically you need a device that will allow around 700ms of latency.

The other work around is to feed the audio to the ZeeVee unit. Then take the audio pass through from an HDTV into your audio system. The audio will have the same amount of delay since it has gone through the encoding and decoding process just as the video did.

Depending on the model of the modulator you are using, you may also have a single channel (first port only) for delay match audio out. This functionality, if available, requires analog audio in on port on. That audio will be sent via the Delay Match analog audio output with a user specified (0-2000ms) delay. Check the specifications of your specific model to see if this option is available. |

Troubleshooting Errors

Why does the video look jumpy and/or is blinking to a black screen with a message in the upper corner saying "resolution not supported" on the TV?	The error 'video resolution is not supported' is displayed on the screen when the video source resolution exceeds the capability of your ZeeVee device. To correct it, change the video resolution at the source and the unit will automatically start broadcasting in the new resolution.
I have an HDMI source connected, but the TV isn't showing video, instead it says "Encrypted Video", what does that mean?	The ZvPro 800 series and HDbridge2840 will only accept unencrypted HDMI video, typically from a digital signage player, video camera or other self generated content. All of our products broadcast a clear QAM (unencrypted) signal over coax, therefore would break HDCP (HDMI's encryption rules/requirements) if we tried to support encrypted video as an input. Our HDMI input most likely will not work with Apple Products (such as Macs or AppleTV), Blu-ray players, satellite boxes or cable boxes, as they are typically encrypted.

Ethernet Configuration

I am getting a 'page not found error' when trying to connect to a unit for configuration, how can I troubleshoot this?	The most common fix for this issue is disabling wifi on the computer you are using, especially if connecting to the unit directly. If that does not correct it, please review the Connecting to Maestro document for more in detailed troubleshooting steps.
Why do I only see the Zv logo when connecting to Maestro using Internet Explorer?	We have found some older versions of Internet Explorer will not allow the Maestro application to load fully. To work around this you can use another browser such as Firefox or Chrome or update your version in Internet Explorer.
How do I connect to a unit for configuration?	You can connect a computer directly to the unit with a standard Ethernet cable (not a crossover cable) or connect both the unit and your computer to your local network (LAN) or switch then open a browser such as Firefox or Chrome and enter the IP address listed on the front panel of the unit. This will load Maestro. If you are using a Mac, you may not be able to communicate with it if you are directly connected. If so, you will need to connect both the Mac and our modulator to a switch or LAN.

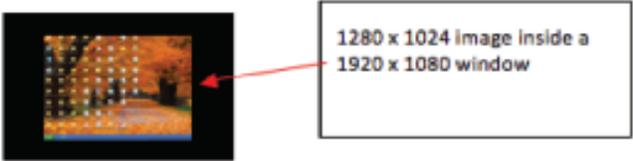## Front Panel Display

What to do the graphs and colors on the front panel mean?	The graphs represent encoding of audio and video. As the audio and video come and go (or get faster/slower) the graphs will change in size. Colors represent audio and video input: red = no audio or video yellow = video, but no audio green = both audio and video present
Can I configure the unit via the front panel?	RF channel, RF power and Delay Matched Audio (model specific) can be set via the front panel. Please see the Front Panel Configuration document for instructions. If the unit is connected to the internet, you can also update firmware via the front panel. Hold down the left and right arrows, and then select the option "update firmware". If this option is not available, it means the unit cannot connect to our servers to download the file and you will need to update firmware via Maestro.

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General Issues	
Why am I not getting anything at the TV even though I have everything connected?	No ZeeVee channels being found at the TV can have several causes, to check the most common causes: • Verify the HDTV has a QAM (digital cable) tuner. • Verify that you have performed a full channel scan on the HDTV with "cable mode" selected. • Verify that the modulator is not conflicting with any other channel(s); a quick test for this is by connecting the unit directly to the HDTV.

VGA/HDMI	
My VGA source isn't completely filling my TV screen– there are black bars around the picture. Why is that?	The unit is broadcasting in "compatibility mode". That means it's receiving a picture resolution from your VGA source that doesn't match a standard 1280x720 (720p) or 1920x1080 (1080i/p) HDTV picture resolution. When that happens, the ZeeVee device fits the incoming picture inside either a 1280x720 (720p) window, or a 1920x1080 (1080i/p) window, each with black bars around the outside. The ZeeVee device then broadcasts the 720p or 1080i/p image with the black border which is "compatible" with HDTVs. See the diagram for an example: To resolve the issue, set your VGA source to output 1280x720 resolution.
When using my VGA or HDMI source, some of the outside edges of the picture are cropped off.	Your HDTV is the culprit here. Most HDTVs don't show a full 1280x720 (720p) or 1920x1080 (1080i/p) picture. Instead they mask off the picture's edges to keep you from seeing the area beyond. The amount of picture masked off (the spec is called "overscan") can range from 0-15%, meaning your 1920x1080 HDTV could be delivering a picture as small as 1632x918! To compensate, you can set your VGA source to a slightly lower "underscan" resolution that ZvBox will recognize. That will allow your TV to show a screen-filling picture, without masking off anything important like the start bar. See the Setting VGA and HDMI Underscan Resolutions document for more information about how underscan works and the Compensating for cropped video from VGA and HDMI sources document for a step by step guide on setting underscan resolutions.
My VGA source's picture is off-center on my displays. How do I fix that?	An off-center VGA image typically means the ZeeVee device did not calibrate correctly when it first connected to the VGA source. To quickly recalibrate the video first, make sure the VGA source is delivering a light-colored picture; ZeeVee units use the difference in contrast between the picture and non-picture area to calibrate positioning of the image on-screen. Then, in Maestro on the AV Source tab or ZvConfig on the system tab and click the "calibrate VGA" button. Note that this command optimizes a ZeeVee unit for a given VGA resolution, so unless you change your VGA resolution, you can calibrate once and forget it.
Does VGA functionality work with all versions of HDbridge 2000?	HDbridge 2640, 2620, 2540, 2520 hardware versions "F" and higher support VGA (indicated by the last digit of the product serial number). Firmware version 1.5.1 and higher is also required

VGA/HDMI	
Can ZeeVee devices be used in a system that also has NTSC (analog) modulators creating other channels?	Yes, but you'll need to ensure there is no overlap between the analog signals and the ZeeVee signals. Analog signals can sometimes 'leak' in to an adjacent frequency, so often you will need to skip a frequency between your analog channels and your ZeeVee channels. You will also need to verify that the signals coming from the ZeeVee device match the output of the analog modulator. It is important that all signal levels are balanced when you combine them. The ZeeVee device may need the RF power adjusted (via front panel or Maestro) to match that of the analog modulator
Can ZeeVee devices be combined with an existing cable environment?	Yes, but you'll need to ensure each ZeeVee channel has a full RF channel to broadcast on. Often this will require use of a notch filter to block frequencies from the cable service for use with the ZeeVee devices. You will also need to verify that the signal power coming from the ZeeVee device match the signal level of the cable service. It is important that all signal levels are balanced when you combine them. The ZeeVee device may need the RF power adjusted (via front panel or Maestro) to match that of the cable service. Sometimes an amplifier or attenuator is required to ensure the signals are truly balanced. One additional note – cable boxes do not typically "find" ZeeVee channels, so they will not display our output. If there is a cable box at the TV, a splitter must be added to the back of the TV allowing one leg to be connected to the cable box and one leg to be connected to the QAM tuner in the TV. To switch between the cable box and the ZeeVee channels change the input on the TV.
Can I combine an over the air (OTA) channel with a ZvChannel (QAM)?	It is technically possible to have your Zv channel on the same coax as your over-the-air (OTA) channels. Just make sure the channel assigned to the ZeeVee device is unoccupied. We recommend using channel 126 or higher, which is outside the OTA broadcast range. The bigger issue is how your HDTV tuner lets you access both the Zv channel and the OTA channels. Some HDTVs will store both OTA and cable (QAM) channels in one big integrated channel lineup- you click up or down on the remote, and it allows you to scroll right through them all. The majority of TVs require you to first tell the HDTV (using several menu commands) whether you want to watch OTA or cable channels, and then you can scroll only through the selected type making switching back and forth less convenient.

ZeeVee, Inc.,headquartered in Littleton, Mass., and founded in 2007, is a leading global developer of digital technology and products for distributing audio-video content from any source or multiple sources to any number of displays. Manufactured in the U.S. and used primarily in commercial and corporate applications, ZeeVee products are employed worldwide by major organizations in education, government, hospitality, retail, sports, entertainment, broadcasting, healthcare, housing, energy and other industries. For more information visit **www.zeevee.com**

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