

Troubleshooting

The following table provides troubleshooting information. If further assistance is required, contact a Crestron customer service representative.

DM-TX-4K-202-C and DM-TX-4K-302-C Troubleshooting

TROUBLE	POSSIBLE CAUSE(S)	CORRECTIVE ACTION
Video is not displayed, but the audio may be heard.	The HDCP settings of one or more DigitalMedia devices in the signal path do not support the HDCP level of the source.	Ensure that the HDCP settings of all DigitalMedia devices in the signal path support the HDCP level of the source.
	The display does not support the HDCP level of the source.	Ensure that the display supports the HDCP level of the source.
Video is not displayed.	The desired input may not be selected in DMTool.	Ensure that Auto mode is selected or that the desired input is selected in DMTool.
The HDMI video is intermittent.	The HDMI cable connections are faulty.	Verify that each end of the cable is connected properly.
The LAN connection is unresponsive.	The transmitter and another DigitalMedia endpoint are both connected to a DigitalMedia switcher, and the LAN port of the other endpoint is also connected to an Ethernet switch.	When a DigitalMedia endpoint is connected to a DigitalMedia switcher, the LAN port of the endpoint cannot be connected to an Ethernet switch. Disconnect the LAN port from the Ethernet switch.
The transmitter cannot establish a link to the device that is connected to the DM OUT port. The DM link status LED is off.	The cable connections are faulty.	Verify that each end of the cable is properly connected. If necessary, check the cable terminations.
(DM-TX-4K-302-C only) Analog audio is not being heard from the device connected to the AUDIO IN port.	The EDID is not set to 2-channel audio.	Set the EDID to 2-channel audio.
	The analog audio input is not programmed properly in SIMPL Windows.	Ensure that the analog audio input is programmed properly in SIMPL Windows.
	The volume is not set properly in DMTool or in the SIMPL program for the transmitter.	Verify that the volume is properly set for the transmitter.
(DM-TX-4K-302-C only) Component or composite video may not be displayed, may be intermittent, or may be missing color.	The VGA breakout cable connections are faulty.	Ensure that the VGA breakout cable connections are correct.

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DM-TX-4K-202-C and DM-TX-4K-302-C Troubleshooting (Continued)

TROUBLE	POSSIBLE CAUSE(S)	CORRECTIVE ACTION
The transmitter does not remain powered on.	When the transmitter is not being powered by the included power pack, the DM OUT port is not connected to a PoDM+, PoDM, HDBaseT PoE+, or HDBaseT PoE power sourcing equipment (PSE) port that is required to power the transmitter.	Ensure that the DM OUT port is connected to an appropriate PSE port when not being powered by the included power pack.
The SIMPL Windows program is not operational.	In a configuration in which a DigitalMedia switcher is not used, the IP table is not set properly.	Verify that the IP table is set properly in System Info in the Crestron Toolbox application.
	If the transmitter connects to a DigitalMedia switcher, the transmitter does not connect to the correct DM input port of the switcher.	Ensure that the transmitter connects to the correct DM input port of the switcher.
The video flickers or drops when the transmitter is touched or when metal in the vicinity of the device is touched.	The transmitter is not properly grounded.	Ensure that the transmitter is properly grounded.

NOTE: If, for any reason, the factory default settings of the DM-TX-4K-202-C or DM-TX-4K-302-C must be restored, do the following: From the **Tools** menu in the Crestron Toolbox application, select **Text Console** and enter the following command:

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restore y
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