

QUICK START GUIDE

neo:4Pro (P8-HDBT-L-FFMS44-22-KIT)



CHECK WHAT'S INSIDE THE BOX

- 1 x neo:4Pro Chassis
- 4 x neo:Lite PoH Receivers
- 1 x Rack Mounting Kit
- 1 x Power Supply
- 1 x IR Blaster Cable Pack
- 1 x 4 Button IR Remote
- 1 x Quick Start Guide

⚠ IMPORTANT!

- Please read the instructions before attempting to install or operate this equipment.
- Visit the help.pulse-eight.com to download the latest product manual, additional documentation, and configuration tools.

PANEL DESCRIPTIONS



- A System Health LED:** Indicates matrix health.
RED - It is powering on or fault found.
GREEN - The system is healthy.
- B Monitored LED:** Indicates the matrix network connection.
RED - No network cable is connected.
AMBER (Flashing) - It is discovering the IP address.
AMBER (Solid) - The network has the IP but cannot ping the router.
GREEN (Flashing) - The network cannot reach the internet.
GREEN (Solid) - The network is healthy.
- C Serial Port:** RS-232 Port - For control of the Matrix from PC or third party control processor via serial cable. This port is not available on newer models - dated 2022 or later.
- D IR IN and OUT Ports:** Connect as required.
The IR IN port (black) can be used to accept and distribute IR signals from a controller using a P8-IR-Optocable, as well as distribute IR signals back to the matrix using a compliant Pulse-Eight IR Receiver.
The IR OUT port (grey) is used to control the connected HDMI Source device (STB, Blu-Ray, etc) using a compliant Pulse-Eight IR Emitter.
- E Control IR Input:** General IR input designed for legacy control systems where direct IR input is required. However, this port should not be necessary when utilising our CEC and IP driver.

- F HDMI IR IN:** Connect as required.
The Input IR port (black) can be connected to receive and distribute IR signals from a connected HDMI extender.
- G Power Connector:** Use with the supplied power cord to connect directly to the main AC power (110V - 240V).
- H Ethernet:** Connect to network - Required for connection to Web Interface, Third Party Control, and Cloud Remote Monitoring Portal.
- I Global IR:** Use for a control system to be able to see all IR signals from all zones. We recommend using a P8-IR-Optocable for connectivity from this port to your control system.
- J HDMI Inputs:** Connect the appropriate high speed HDMI cable to each input. These cables should then be connected to the Source device. (Blu-Ray player etc.)
- K HDBaseT Outputs:** Connect the appropriate *Category cable to each output. These cables should then be connected to a neo Receiver at each sink device. (TV/Amplifier etc.).
*Category cable: Cat5e minimum requirement. Cat6 or higher category recommended.
- L HDMI Mirror Outputs:** Connect the appropriate high speed HDMI cable to each output. These cables should then be directly connected to each Sink device. (TV/Amplifier etc.)
- M Reset:** Factory reset - Please use only when instructed by our customer service team.

INSTALLATION

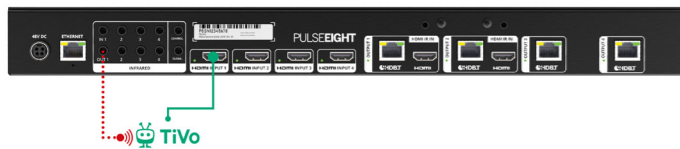
01 - Installing In A Rack



1. Attach the rack ears to the front sides of the matrix using the provided screws.
2. Install into the rack and connect cabling according to the mode of operation – as described below.

WARNING: To prevent damage, it is important to ensure adequate ventilation space on the sides of the matrix, especially on the ventilation openings on the side of the product enclosure.

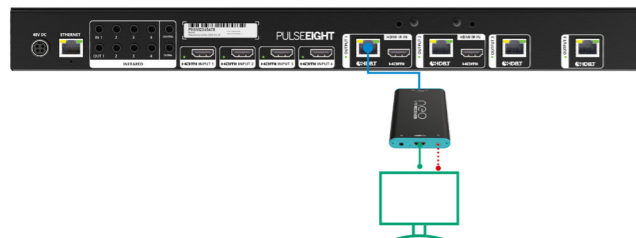
02 - Connecting The Inputs



1. Connect HDMI cables from your video sources (e.g. Blu-Ray player) to the HDMI inputs of the matrix.
2. If required, connect the compatible IR Flasher (Emitter/Transmitter) cable to the 'IR Out' port (grey) on the matrix and the IR bud placed over the source device's IR window.

Note: It is recommended, for ease of setup, to connect devices from Input 1 to Input 4 first.

03 - Connecting The HDBaseT Outputs



1. Connect the appropriate category cable (Cat6 or higher recommended) to each HDBaseT output ports that you require.

Note: It is recommended, for ease of setup, to connect devices from Output 1 to Output 4 first.

2. Complete the connection by attaching the other end of the Cat cable to a supplied neo Receiver's 'HDBaseT In' port. The neo Receiver should be situated at the output end (i.e. next to the TV).

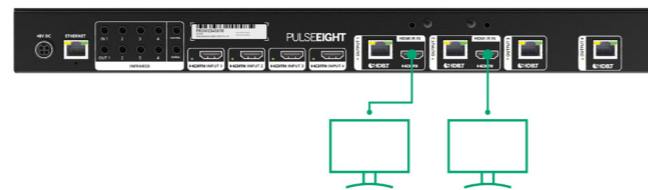
Note: Use only neo:Lite Receiver (P8-HDBT-L-RX-SE)

3. Connect HDMI Out on the neo Receiver to the sink device (i.e. TV) using a high-speed HDMI cable.
4. If required, connect the IR Receiver to the neo Receiver's 'IR Receiver' port (green) - and place the IR bud on the underside of the sink device (i.e. TV).
5. If required, connect the compatible IR Flasher (Emitter/Transmitter) cable to the 'IR Flasher' port (blue) on the neo Receiver with the IR bud placed over the sink device's IR window.

WARNING!

Please make sure to use a compatible 5V IR receiver/transmitter on this product.

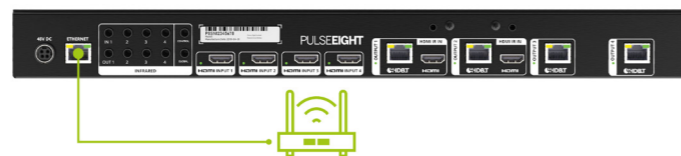
04 - Connecting The HDMI Outputs



For HDMI Output ports 1 and 2, connect sink devices (e.g. TVs) directly via high speed HDMI cables.

Note: Can also be used in conjunction with a Pulse-Eight neo HDMI Extender Set (sold separately) for reaching further distances.

05 - Connecting The Network



It is necessary to connect a standard Ethernet cable (Category 5e/6/7) from the matrix's 'Ethernet' port to your router or network switch. Crossover cables are not supported.

Note: A network connection is required for supporting full control/remote monitoring features of the product.

06 - Turning On The Matrix



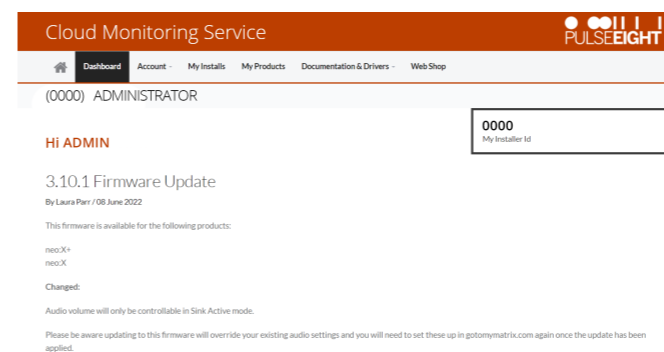
1. Insert the supplied power cord and plug into the AC mains.
2. Turn ON the power switch.
3. As it powers ON, the front panel LEDs (System Health, Network, Cloud) will illuminate momentarily before it begins its initialization sequence.

Note: The initialization process takes between 20 seconds and up to 2 minutes. However, it is possible that a firmware update may be available the first time the unit is powered ON - in this instance the matrix may take longer to initialize. If both the System Health and Network LEDs flash (orange/green) quickly together then a firmware update is being applied. Please wait and do not disconnect the power until this update has completed.

4. Once initialization has been completed, the System Health, Network and Cloud LEDs should all appear ON (green).
5. Check the LED status on the attached neo Receivers to ensure correct installation and connection.

Note: When a link is established between the Matrix and the Neo Receiver, the orange LED on the HDBaseT port on the Neo Receiver will illuminate (at this point you can assume that the neo receiver is powered on).

Monitoring Portal

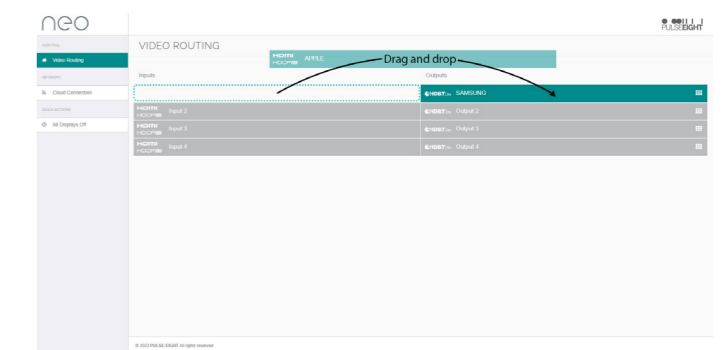


To access the monitoring portal please visit monitoring.pulse-eight.com, click 'Login' in the top left corner, and sign in with your registered details. Once logged in, the dashboard will display your details including your Installer ID.

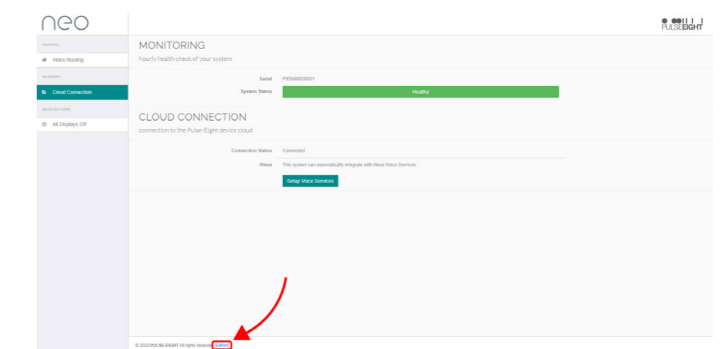
Note: During the installation, it is recommended to enter your Installer ID in the Web Interface. If you do not already have an Installer ID then you will need to request an account. Please contact us via email at cs@pulse-eight.com.

neo Web Interface

The Web Interface can be accessed using a computer connected to the same router/network as the matrix and by visiting www.gotomymatrix.com in your web browser.



The front page of the web interface features a user-friendly drag and drop for video routing and display showing all available inputs and outputs.



When setting up the matrix, it is important that the installer can access the admin menu on the Web Interface to configure the matrix according to the installation's requirements. This is accessed by clicking the Admin hyperlink and entering 'admin' in the password on first install.



SCAN THE QR CODE FOR HELP

This guide helps you to install and use your Pulse-Eight neo:4Pro for the first time. Go to help.pulse-eight.com for additional information on this product including important technical information not provided in this document and warranty terms & conditions.

SAFETY PRECAUTION

Please read the full manual instructions before attempting to install or operate this equipment.

Please keep the following in mind as you unpack and install this equipment:

- Always follow basic safety precautions to reduce the risk of fire, electrical shock, and injury.
- To prevent fire or shock hazards, do not expose the unit to rain, or moisture or install this product near water.
- Never spill liquid of any kind on or into this product.
- Where possible, install the matrix towards the top of the rack to avoid the unit overheating.
- Only use the supplied IEC cable.
- Never push any objects into this product through any openings or empty slots in the unit as you may damage parts inside and/or cause an electrical shock.
- Do not allow anything to rest on the power cabling and avoid putting the weight of any kind on it.
- To protect the unit from overheating do not block any vents or openings in the unit housing that provides ventilation. Allow sufficient space for air to circulate around the unit.
- This product is intended for use in a clean (dust-free) residential environment.

FCC Warning

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

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