ATEN VB800

ATEN Technology VB800 True 4K HDMI Booster User Manual

Model: VB800 | Brand: ATEN

INTRODUCTION

This manual provides comprehensive instructions for the installation, operation, maintenance, and troubleshooting of the ATEN VB800 True 4K HDMI Booster. The VB800 is designed to extend the reach of your HDMI signal, ensuring high-quality audio and video transmission over longer distances.

Key features include support for HDMI (3D, Deep Color, 4K), a maximum data rate of 18 Gbps (6 Gbps per lane), and full compatibility with HDMI and HDCP 2.2 standards.

PRODUCT OVERVIEW

Figure 1: The ATEN VB800 True 4K HDMI Booster. This black rectangular device features clearly labeled HDMI IN and HDMI OUT ports, a DCSV power input, and a "TRUE 4K" indicator, designed for robust signal boosting.

The ATEN VB800 is a compact and robust device engineered to maintain the integrity of 4K HDMI signals over extended cable lengths. It acts as an inline booster, regenerating the HDMI signal to overcome attenuation and ensure stable, high-resolution output.

SETUP INSTRUCTIONS

Follow these steps to properly set up your ATEN VB800 HDMI Booster:

1. **Power Off Devices:** Before making any connections, ensure that all devices (source, display, and the VB800) are powered off and unplugged from their power outlets.

2. **Connect HDMI Source:** Connect an HDMI cable from your source device (e.g., Blu-ray player, gaming console, PC) to the **HDMI IN** port on the ATEN VB800.

3. **Connect HDMI Display:** Connect another HDMI cable from the **HDMI OUT** port on the ATEN VB800 to your display device (e.g., TV, projector, monitor).

4. **Connect Power Adapter:** Connect the provided 5V DC power adapter to the **DCSV** port on the ATEN VB800, then plug the adapter into a power outlet.

5. **Power On Devices:** Power on your display device first, then your source device. The ATEN VB800 will automatically begin boosting the HDMI signal.

Ensure all HDMI cables used are certified for 4K and high-speed data transfer to achieve optimal performance, especially for 4K resolutions and 18 Gbps data rates.

OPERATING INSTRUCTIONS

The ATEN VB800 True 4K HDMI Booster operates automatically once properly connected and powered. It is designed for plug-and-play functionality, requiring no manual configuration or software installation.

- **Automatic Signal Boosting:** The booster automatically detects the incoming HDMI signal and regenerates it to ensure stable transmission over longer distances.
- **Resolution Support:** It supports resolutions up to True 4K (4096 x 2160) and 4K UHD (3840 x 2160) at 60Hz, along with 3D and Deep Color formats.
- **HDCP Compliance:** The VB800 is fully compliant with HDCP 2.2, ensuring compatibility with protected content.

No user interaction is typically required during operation. The device functions as an inline component to enhance signal integrity.

MAINTENANCE

To ensure the longevity and optimal performance of your ATEN VB800 HDMI Booster, follow these simple maintenance guidelines:

- **Cleaning:** Use a soft, dry cloth to clean the exterior of the device. Do not use liquid or aerosol cleaners, as they may damage the unit.
- **Ventilation:** Ensure the device is placed in a well-ventilated area to prevent overheating. Do not block any ventilation openings.
- **Environmental Conditions:** Avoid exposing the device to extreme temperatures, high humidity, or direct sunlight.
- **Cable Management:** Ensure HDMI cables are not excessively bent or kinked, as this can degrade signal quality over time.
- **Power Disconnection:** If the device will not be used for an extended period, it is recommended to unplug the power adapter from the wall outlet.

TROUBLESHOOTING

If you encounter issues with your ATEN VB800 HDMI Booster, refer to the following troubleshooting tips:

Problem	Possible Cause	Solution
No video or audio output	Loose cable connections, no power to booster, incompatible resolution, faulty HDMI cable.	- Check all HDMI cable connections at the source, booster, and display. - Ensure the power adapter is securely connected to the VB800 and a live power outlet. - Verify that the source device's output resolution is supported by your display. - Try a different HDMI cable, especially a high-speed certified one. - Power cycle all connected devices (source, booster, display).

Problem	Possible Cause	Solution
Intermittent signal or flickering screen	Poor quality HDMI cables, signal degradation over distance, interference.	- Use high-quality, certified HDMI cables. - Ensure the total cable length (source to booster + booster to display) does not exceed recommended limits for 4K signals. - Minimize electromagnetic interference by keeping the booster away from other electronic devices.
"No Signal" message on display	Incorrect input selected on display, HDCP handshake failure.	- Select the correct HDMI input on your display device. - Power cycle all devices to re-establish the HDCP handshake. - Ensure both source and display support HDCP 2.2 for 4K content.

SPECIFICATIONS

Model Number	VB800
Brand	ATEN
Product Dimensions	4.9 x 5.6 x 1.7 inches
Item Weight	1.4 ounces
Connectivity Technology	HDMI
Special Feature	4K Support
Compatible Devices	Gaming Console, Television, DVD/Blu-ray Player
Manufacturer	ATEN TECHNOLOGY

WHAT'S IN THE BOX

The ATEN VB800 True 4K HDMI Booster package typically includes:

- 1 x ATEN VB800 True 4K HDMI Booster
- 1 x Power Adapter (5V DC)
- 1 x User Instructions (this manual)

QUALITY ASSURANCE AND SUPPORT

ATEN is committed to delivering high-quality and reliable connectivity solutions. Our products undergo rigorous testing to ensure durability and performance.
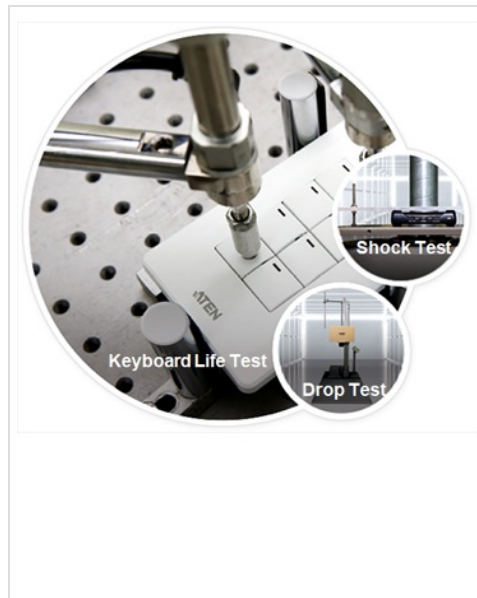
Figure 2: Illustration of ATEN's product quality testing, including Keyboard Life Test, Shock Test, and Drop Test, demonstrating commitment to product durability.

For any technical assistance or service inquiries, ATEN provides comprehensive support:

Figure 3: Overview of ATEN's customer support services, including localized repair centers for RMA, extended warranty options, variable value-added service packages, and free technical support with a 4-hour response time.

- **Technical Support:** ATEN offers free technical support to assist with product setup, configuration, and troubleshooting.

- **Warranty Service:** Information regarding product warranty and extended warranty options can be found on the official ATEN website or by contacting customer service.

- **Repair Services:** Localized repair centers are available for Return Merchandise Authorization (RMA) services.

- **Contact Information:** For detailed support, please visit the official ATEN website or refer to the contact information provided with your product documentation.