

STEP 1 Does your cable look like the cable in Figure 1 or is your cable's part number included below (SSF-48UHD-AOC-XXm)?

| PART NUMBER | LENGTH |
|---------------------|------------------|
| SSF-48UHD-AOC-05m | 5 m / 16.4 ft |
| SSF-48UHD-AOC-07.5m | 7.5 m / 24.6 ft |
| SSF-48UHD-AOC-10m | 10 m / 32.8 ft |
| SSF-48UHD-AOC-12.5m | 12.5 m / 41.0 ft |
| SSF-48UHD-AOC-15m | 15 m / 49.2 ft |
| SSF-48UHD-AOC-20m | 20 m / 65.62 ft |
| SSF-48UHD-AOC-30m | 30 m / 98.43 ft |
| SSF-48UHD-AOC-40m | 40 m / 131.23 ft |

If YES, continue to step 2.

If cable is Cleerline SSF™ 4K Active Optical Cable (SSF-UHDAOCXXM), pictured in Figure 2 (plastic heads), please contact Cleerline Tech Support at 866-469-2487.



Figure 1



Figure 2

STEP 2 Cable is directional. Was the "Source" head connected to source and "Display" Head to display (Figure 3)?



Figure 3

If YES, continue to step 3.

STEP 3

If YES, continue to step 4.



Figure 4

STEP 4 Find your display below and follow the troubleshooting steps. It may be a setting issue.

If after troubleshooting you still have no picture, proceed to step 5.

PROJECTOR

Connect laptop to projector and see if laptop recognizes a display and if picture comes up.

If after troubleshooting you still have no picture, proceed to step 5.

LG TVS

1. Use Input 2 on display
2. All Settings
3. Select Picture
4. Select Additional Settings
5. Select HDMI Ultra HD Deep Colour
6. Select HDMI 2

PANASONIC TVS

1. Press the Menu button on your remote.
2. Navigate to the Setup tab of the Main Menu.
3. Select HDMI HDR Setting.
4. Select the HDMI port you are connected to.
5. Change to ON for the ports of your choosing.

PHILIPS TVS

1. Press the Menu button on your remote.
2. Navigate to the Setup tab of the Main Menu.
3. Select HDMI HDR Setting.
4. Select the HDMI port you are connected to.
5. Change to ON for the ports of your choosing.

SAMSUNG TVS

1. Use Inputs 2 or 3 on display
2. Press the Home Button on your Samsung Smart Control, to access the Home Screen.
3. Using the Directional pad on your remote, navigate to and select Settings.
4. Select Picture.
5. Select Expert Settings
6. Using the Down Directional button, scroll down the list until you reach HDMI UHD Color.
7. Select HDMI UHD Color.
8. Select the HDMI port. that you would like to adjust.
9. Select On to enable this feature.
10. To fully enable HDMI UHD Color on your TV, users must restart their TV. Select Yes to restart your TV and to enable HDMI UHD Color.

SONY TVS

1. Use Inputs 2 or 3 on display
2. Press the HOME button on the remote control.
3. Select Settings.
4. Select External inputs in the TV category.
5. Select HDMI signal format and set to Enhanced format (HDR).

TCL TVS

1. Press the Settings button on your remote.
2. Select TV Inputs.
3. Select HDMI Mode.
4. Set your HDMI mode to HDMI 2.0

TOSHIBA TVS

1. Press the Menu button your remote.
2. Scroll down and choose Options.
3. Select HDMI Input Mode.
4. Set the input mode to Mode 2 (2.0)

VIZIO TVS

1. Open your SmartCast app.
2. Select Settings.
3. Select Inputs.
4. Select HDMI Color Subsampling. Each of the available HDMI ports should now be listed on-screen.
5. Enable HDR on the ports of your choosing.

STEP 5 Please reach out to Cleerline Tech Support at **866-469-2487** for further troubleshooting.