



## User Guide

HDMI Active Cable Extender™

DVI-7370c



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## **⚠ WARNING – Product Safety**

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1. Do not dismantle the product housing or modify the printed circuit board module as this may result in electrical shock or burn.
2. Do not attempt to service this product yourself as opening or removing the product housing may expose you to dangerous voltages or other hazards. Refer all servicing to qualified service personnel.
3. Keep this product away from liquids. Spills into the product housing may result in fire, electrical shock, or equipment damage. If liquid spills into the housing, unplug the product immediately. Have the product checked by a qualified service engineer before using it again.
4. Place the product in an even and stable location. If the product falls or is dropped, it may cause an injury and/or malfunction.
5. Avoid exposing the product to extreme temperatures or to high humidity levels as this may result in damage to the product.
6. Only use the supplied External AC Power Adapter. The use of other power adapters may cause this product to fail or may cause a fire.
7. Do not twist or exert excessive force on the ends of the connected cables as this can cause them to malfunction. Take care to ensure that all connected cables are not forced to bend more than their minimum bend radius.

## **Product Liability**

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Every effort has been made to ensure that this product is free of defects. DVI Gear cannot be held liable for the use of this product or for any direct or indirect consequential damages arising from its use. It is the responsibility of the users of this product to check that it is suitable for their requirements and that it is installed correctly.

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## 1.0 INTRODUCTION

Thank you for purchasing this HDMI Active Cable Extender™ (ACE™) unit from DVI Gear. This product is an adaptive cable equalizer capable of mitigating insertion losses on copper HDMI cables with lengths up to 60 meters (197 ft.).

Although this product will also work with almost any HDMI cable, its performance cannot be guaranteed in all cases due to the wide variations in the quality of conventional HDMI cables. For best results, always use DVI Gear's Super High Resolution™ (SHR™) cables.

Our professional digital distribution products have been serving the industry for over ten (10) years. DVI Gear offers a full line of high-quality Digital Matrix Routers, Switchers, Splitters, Video Scalers, Up/Down/Cross Converters, Format Converters, Analog-Digital Converters, as well as a wide range of long-reach Digital Cables, Extenders, and Optical Transmission systems.

### 1.1 Features

The HDMI Active Cable Extender™ (ACE™) unit has many unique features and benefits:

- Supports all HDTV resolutions up to 1080p (8-Bit and 12-Bit color)
- Supports PC resolutions up to 1920x1200 and 2048x1080
- Supports digital bit-rates up to 2.25 Gbps.
- Supports HDCP (pass-through)
- Maximum distance from source to ACE™: 200 ft. (~ 60 meters)
- Maximum distance from ACE™ to display: 15 ft. (~ 5 meters)
- Automatic or precise Manual Adjustment of cable equalization
- Fixation points for HDMI cables with locking screw
- Locking connector for AC Power Adapter for added security
- Rugged, ultra-compact metal enclosure
- LEDs indicates presence of sufficient power and active HDMI signal



## 2.0 SPECIFICATIONS

Video Input/Output	
HDMI Input/Output	19-pin female HDMI connectors with fixation points
Resolution Supported	
HDTV Resolutions	480p, 720p, 1080i, 1080p (8-bit and 12-bit color)
PC Resolutions	up to 1920x1200 and 2048x1080
Maximum Clock Rate	up to 225 MHz
Maximum Bit Rate	up to 2.25 Gbps.
Maximum Cable Length	
Source to ACE™ unit	200 ft. (~ 60 meters) <sup>1,2</sup>
ACE™ unit to Display	15 ft. (~ 5 meters) <sup>1</sup>
Mechanical	
Size (H x W x D)	1.13" x 2.55" x 1.67" (28.8 mm x 64.8 mm x 42.3 mm)
Weight (Net)	3.5 oz. (100 g)
Environmental	
Operating Temperature	32° to 104° F (0° to 40° C)
Storage Temperature	-4° to 140° F (-20° to 60° C)
Operating / Storage Humidity	10% to 90%, non-condensing
Power Requirements	
External AC Power Adapter	Input: 100-240VAC / 50-60Hz Output: +5VDC @ 2.0A
Regulatory Approvals	
ACE™ unit	FCC, CE and RoHS
External AC Power Adapter	UL, CE, CEC, CSA and RoHS
Warranty	
Limited Warranty	1 Year parts and labor
Model Number	
DVI-7370c	HDMI Active Cable Extender™ (ACE™)
Accessories Included	
External AC Power Adapter	USA type plug. Euro, UK or Australian plug is optional.
User Guide	
Notes	
<ol style="list-style-type: none"><li>1. Maximum cable lengths using DVI Gear's 22AWG Super High Resolution™ cables.</li><li>2. Maximum cable length with 1080p/60 Hz 8-bit color input signal (1.5 Gbps.). The maximum cable length with 1080p/60 Hz 12-bit color input signal (2.25 Gbps.) is 40 meters / 131 ft.</li></ol>	



### 3.0 PACKAGE CONTENTS

Before attempting to use this unit, please check the packaging and make certain the following items are contained in the shipping carton:

- DVI-7370c HDMI Active Cable Extender™ (ACE™) unit
- External AC Power Adapter
- User Guide

**Note:** Please retain the original packing material in case you need to return the unit. If you find any items are missing, contact your reseller or DVI Gear immediately. Please have the Model Number, Serial Number, and Invoice Number available for reference when you call.

### 4.0 CONNECTING THE HARDWARE

Please study the images below and become familiar with the signal input and output, and power input ports. See Section 5, “Operating the Unit”, for additional information.



## 5.0 OPERATING THE UNIT



1. Turn OFF the HDMI source and the HDMI display device.
2. Connect a high quality HDMI (long) cable between the HDMI source and “INPUT” port of the ACE™ unit.
3. Connect a high quality HDMI (short) cable between the HDMI input on the display device and the “OUTPUT” port of the ACE™ unit.
4. Connect the External AC Power Adapter to the ACE™ unit. Take care to insert the locking plug into the DC power connector on the ACE™ unit and rotate a quarter turn clockwise so that it locks securely into position.
5. Plug the AC Power Adapter into an active AC power socket. The red POWER LED should be illuminated.
6. Turn ON the HDMI source and HDMI display device. The green ACTIVE LED should be illuminated and there should be a stable image on the HDMI display. There should be no artifacts (streaks, sparkles, etc.) visible in the displayed image.
7. The cable equalization can be set for AUTO (automatic) or MANUAL adjustment. Normally the AUTO position is preferred and works well with most cables. For long HDMI cables > 30 meters (100 ft.) the MANUAL position can give better results. When the switch (see above) is set to the MANUAL EQ position, a 25x turn potentiometer is activated allowing extremely precise control of the amount of cable equalization. For best results, take care to rotate this potentiometer adjustment slowly and note that at the end of its range you will feel a slight clicking in the adjustment even though it continues to rotate.



## 6.0 TROUBLESHOOTING

If the HDMI ACE™ unit does not appear to be working properly, please make the following checks:

1. Verify that the External AC Power Adapter is plugged in and delivering power to the HDMI ACE™ unit. In this case the red POWER LED should be brightly lit. If the red POWER LED is dim, flickering or OFF altogether, then check the AC power source and/or replace the power adapter.
2. Verify that the cables connected to the Input and Output ports of the HDMI ACE™ unit are premium grade cables (such as DVI Gear's Super High Resolution™ cables) and do not exceed the recommended cable lengths specified in Section 2 of this User Guide.
3. Inspect the HDMI connectors on both the cables and on the HDMI ACE™ unit for damage, bent pins, loose connections, etc.
4. Turn ON the HDMI source and verify that the green ACTIVE LED is illuminated. If it is not, double-check the source to ensure that it is outputting an active HDMI signal.
5. As a final check, bypass the HDMI ACE™ unit and connect the HDMI source directly to the HDMI display device using a high quality HDMI cable with a length of 3 meters (10 ft.) or less. If the image is visible on the display, then follow the procedure in step 6 below.
6. Turn OFF all system components, as well as the HDMI ACE™ unit. Restart the HDMI display, then the HDMI ACE™ unit, and finally the HDMI source device. Recheck steps 1-4 above.

Should the problem persist after trying the above suggestions, please contact your dealer for additional assistance. Should the dealer's technical personnel be unable to assist you, please contact DVI Gear via telephone at 1.888.463.9927 (Toll-Free for United States and Canada), or 1.770.421.6699. You may contact DVI Gear by e-mail at [support@dvigear.com](mailto:support@dvigear.com).





## 7.0 LIMITED WARRANTY

LIMITED WARRANTY – With the exceptions noted in the next paragraph, DVI Gear, Inc. warrants the original purchaser that the equipment it manufactures or sells will be free from defects in materials and workmanship for a period of one year from the date of purchase. Should this product, in DVI Gear’s opinion, prove defective within this warranty period, DVI Gear, at its option, will repair or replace this product without charge. Any defective parts replaced become the property of DVI Gear. This warranty does not apply to those products which have been damaged due to accident, unauthorized alterations, improper repair, modifications, inadequate maintenance and care, or use in any manner for which the product was not originally intended.

If repairs are necessary under this warranty policy, the original purchaser must obtain a Return Authorization Number from DVI Gear and return the product, freight prepaid, to a location designated by DVI Gear. After repairs are complete, the product will be returned, freight prepaid.

LIMITATIONS – All products sold are “as is” and the above Limited Warranty is in lieu of all other warranties for this product, expressed or implied, and is strictly limited to one (1) year from the date of purchase. DVI Gear assumes no liability to distributors, resellers, end-users, or any third parties for any loss of use, revenue, or profit.

DVI Gear makes no other representation of warranty as to fitness for the purpose or merchantability or otherwise in respect of any of the products sold. The liability of DVI Gear with respect to any defective products will be limited to the repair or replacement of such products. In no event shall DVI Gear be responsible or liable for any damage arising from the use of such defective products whether such damages are direct, indirect, consequential or otherwise, and whether such damages are incurred by the reseller, end-user or any third party.

## 8.0 REGULATORY COMPLIANCE

The DVI-7370c HDMI ACE™ unit has been tested for compliance with applicable FCC and CE rules and regulations and is also RoHS compliant. The External AC Power Adapter is compliant with UL, CUL, CE, PSE, and GS regulations and is also RoHS compliant.



Your Digital Connectivity Experts

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