



# Instruction Manual

**1T-VS-558**  
**PC/HD/DVI Scaler**

# Table of Contents

<b>1.0</b>	<b>Introduction</b>	<b>2</b>
<b>2.0</b>	<b>Specifications</b>	<b>3</b>
<b>3.0</b>	<b>Package Contents</b>	<b>5</b>
<b>4.0</b>	<b>Connecting The Hardware</b>	<b>5</b>
<b>5.0</b>	<b>Operating The Unit</b>	<b>7</b>
<b>6.0</b>	<b>Troubleshooting</b>	<b>12</b>
<b>7.0</b>	<b>Limited Warranty</b>	<b>13</b>
<b>8.0</b>	<b>Regulatory Compliance</b>	<b>14</b>
<b>9.0</b>	<b>Contact Information</b>	<b>14</b>

## **1.0 INTRODUCTION**

Thanks for purchasing this 1T-VS-558 PC/HD/DVI Scaler from tvONE. The 1T-VS-558 Video Scaler is a high bandwidth, professional Cross Converter for Analog and DVI formats. The unit has separate Analog and DVI inputs and outputs via HD-15 and DVI-I connectors respectively. It accommodates resolutions up to WUXGA and 1080p and allows conversion between them. The unit also accepts 480i/576i YUV interlaced analog component video, such as from a DVD Player for up-conversion.

Our professional video conversion products have been serving the industry for over twenty years. tvONE offers a full line of high quality Seamless Switchers, Video Scalers, Up/Down/Cross Converters, Analog-Digital Converters (SD/HD-SDI, HDMI, DVI), Format Converters, Standards Converters, TBC/Frame Synchronizers, Matrix Routing Switchers, Signal Distribution Amplifiers and Cat.5/6 Transmission Systems.

### **1.1 Liability Statement**

Every effort has been made to ensure that this product is free of errors. tvONE cannot be held liable for the use of this hardware or any direct or indirect consequential damages arising from its use. It is the responsibility of the user of the hardware to check that it is suitable for his/her requirements and that it is installed correctly. All rights reserved. No parts of this manual may be reproduced or transmitted by any form or means electronic or mechanical, including photocopying, recording or by any information storage or retrieval system without the written consent of the publisher.

tvONE reserves the right to revise any of its hardware and software following its policy to modify and/or improve its products where necessary or desirable. This statement does not affect the legal rights of the user in any way.

All third party trademarks and copyrights are recognised. The tvONE logo and CORIO logo are the registered trademarks of tvONE. All other trademarks are the property of their respective holders.

### **1.2 Features**

The 1T-VS-558 has many features that enable it to perform in a superior manner. Among those features you will find:

- Cross Conversion
- I/O Max Res: WUXGA and 1080p
- Input Formats: RGBHV, YPbPr, YUV
- Output Formats: RGBHV
- Bi-directional Digital-Analog Converter
- DVI I/O is fully HDCP Compliant
- 3-D Motion Adaptive De-Interlacing
- 3-D Noise Reduction
- 3:2 Pull-Down
- 2:2 Pull-Down Recovery
- Automatic Size/Position
- Infrared Remote Control
- Locking DC Power Supply
- Optional Rackmount Kit (RM-220 Single/Dual)

## 2.0 SPECIFICATIONS

<b>Video Inputs</b>	
DVI-D (HDCP compliant) Analog RGBHV Analog Component (YPbPr/YUV)	1x via DVI-I Connector 1x via HD-15 Connector 1x via 3x RCA Connectors
<b>Video Outputs</b>	
DVI-D (HDCP compliant) Analog (RGBHV)	1x via DVI-I Connector 1x via HD-15 Connector
<b>Formats Supported</b>	
Input Output	RGBHV, YPbPr, YUV RGBHV
<b>Control Methods</b>	
Local Control Remote Control	Front Panel via 5x Buttons and Joystick IR and RS-232 via DB-9 Connector
<b>Scaling Engine</b>	
Number of Engines Phased Lock Loops De-Interlace Noise Reduction Pull-Down Bandwidth	Two (2) 8-bit triple ADC 3D Motion Adaptive 3D 3:2 + 2:2 Recovery 165 Mbs Digital, 100MHz Analog
<b>Limited Warranty</b>	
Main Unit	3 Years Parts and Labor
<b>Mechanical</b>	
Size (H-W-D) Weight (Net)	42 x 218 x 164mm (1.7" x 8.5" x 6.45") 1.13kg (2.5 lbs.)
<b>Environmental</b>	
Operating Temperature Operating Humidity	0° to +50°C (+32° to +122°F) 10% to 90%, Non-condensing
Storage Temperature Storage Humidity	-10° to +60°C (+14° to +140°F) 10% to 90%, Non-condensing
<b>Power Requirement</b>	
External Power Supply	5VDC@2.6A, twist lock connector
<b>Regulatory Approvals</b>	
Main Unit	FCC, CE, RoHS
Power Supply	UL, CUL, CE, PSE, GS, RoHS
<b>Accessories Included</b>	
1x AC Power Adapter	US, UK or Euro Type
1x Operations Manual 1x IR Remote Control	
<b>Optional Accessories</b>	
Rackmount Kit	RM-220 Single/Dual

## 2.1 Supported Input Formats and Resolutions

The 1T-VS-558 accepts DVI and analog PC plus analog Component inputs via separate connectors. The resolutions and formats processed for these inputs are as follows:

Resolution		V. Rate/Hz	Scan	Format	Connector
480i	720x480	60 (NTSC)	Interlaced	YUV	RCA
576i	720x576	50 (PAL)	Interlaced	YUV	RCA
480p	720x480	60	Progressive	YPbPr/RGBHV(1)	HD15, DVI, RCA
576p	720x576	50	Progressive	YPbPr/RGBHV(1)	HD15, DVI, RCA
720p	1280x720	50,60	Progressive	YPbPr/RGBHV(1)	HD15, DVI, RCA
1080i	1920x1080	50,60	Interlaced	YPbPr/RGBHV(1)	DVI, RCA(2)
1080p	1920x1080	50,60	Progressive	YPbPr/RGBHV(1)	HD15, DVI, RCA
VGA	640x480	60,72,75,85	Progressive	RGBHV	HD15, DVI
SVGA	800x600	56,60,72,75,85	Progressive	RGBHV	HD15, DVI
XGA	1024x768	60,70,75,85	Progressive	RGBHV	HD15, DVI
SXGA	1280x1024	60,75,85	Progressive	RGBHV	HD15, DVI
UXGA	1600x1200	60	Progressive	RGBHV	HD15, DVI
WXGA	1280x800	60	Progressive	RGBHV	HD15, DVI
WXGA+	1440x900	60	Progressive	RGBHV	HD15, DVI
WSXGA	1680x1050	60	Progressive	RGBHV	HD15, DVI
WUXGA	1920x1200	60	Progressive	RGBHV	HD15, DVI

*Note 1 – Analog YPbPr input is only available via the 3-RCA Connectors.*

*Note 2 – Analog 1080i sources are not accepted over the HD-15 input.*

## 2.2 Supported Output Formats and Resolutions

The 1T-VS-558 can provide a large number of output resolutions in the RGBHV format as shown in the following table:

Resolution		V. Rate/Hz	Scan	Format	Connector
480p	720x480	60	Progressive	RGBHV	HD15, DVI
576p	720x576	50	Progressive	RGBHV	HD15, DVI
720p	1280x720	50,60	Progressive	RGBHV	HD15, DVI
1080i	1920x1080	50,60	Interlaced	RGBHV	HD15, DVI
1080p	1920x1080	50,60	Progressive	RGBHV	HD15, DVI
VGA	640x480	60	Progressive	RGBHV	HD15, DVI
SVGA	800x600	60	Progressive	RGBHV	HD15, DVI
XGA	1024x768	60	Progressive	RGBHV	HD15, DVI
SXGA	1280x1024	60	Progressive	RGBHV	HD15, DVI
UXGA	1600x1200	60	Progressive	RGBHV	HD15, DVI
WXGA	1280x800	60	Progressive	RGBHV	HD15, DVI
WXGA+	1440x900	60	Progressive	RGBHV	HD15, DVI
	1600x900	60	Progressive	RGBHV	HD15, DVI
WSXGA	1680x1050	60	Progressive	RGBHV	HD15, DVI
WUXGA	1920x1200	60	Progressive	RGBHV	HD15, DVI

### 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:

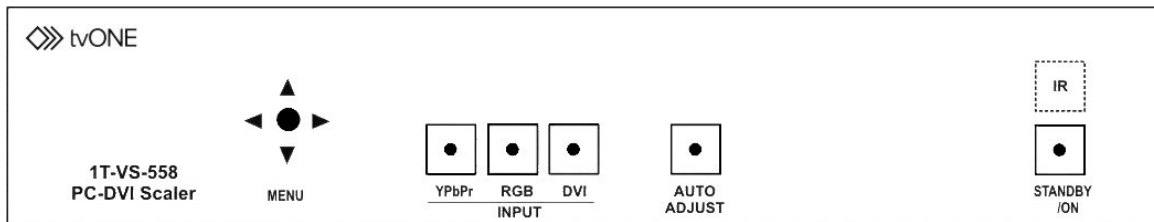
- 1x 1T-VS-558 Scaler
- 1x Power Supply
- 1x IR Remote Control
- 1x Operations Manual

*Note: Please retain the original packing material should the need ever arise to return the unit. If you find any items are missing, contact your reseller or tvONE immediately. Have the Model Number, Serial Number and Invoice available for reference when you call.*

### 4.0 CONNECTING THE HARDWARE

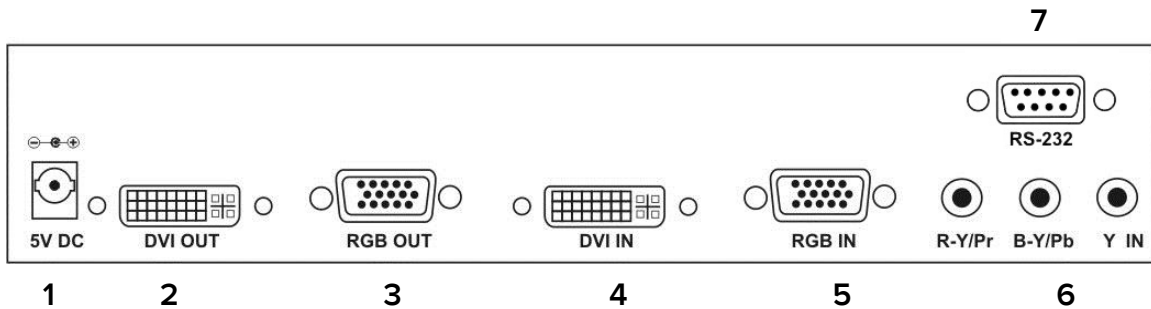
Referring to the drawing below, connect the proper cable (3x RCA to 3x RCA for YPbPr component input, HD-15 to HD-15 for PC input or DVI to DVI for DVI input) and then connect the AC power adaptor.

Next, study the panel drawings and connector/control descriptions below and become familiar with the control actions, connector functions and power requirements.



Above the word “MENU” you’ll find a joystick/switch control that allows access to and adjustment of various operational items. Pressing the top of the joystick will bring up the menu On Screen Display (OSD) and moving the joystick will allow you to move to, select and then adjust the various functions.

The three buttons in the middle, YPbPr, RGB and DVI allow you to select the type of input you desire and the Auto Adjust button causes the scaler to position and size the image automatically. The Standby/On button is the power switch and above it is the IR sensor used with the included remote control.



- 1 +5 VDC Input. (Connects to AC Adapter)
- 2 DVI Video Output
- 3 PC Video Output (RGBHV).
- 4 DVI Video Input
- 5 PC Video Input (HD-15 Connector from PC's Monitor Output)
- 6 Component Video Inputs (3x RCA Connectors)
- 7 RS-232 Remote Control Connector

Connect the appropriate cables to the desired connector. Use only the highest quality cables for the input and output connections.

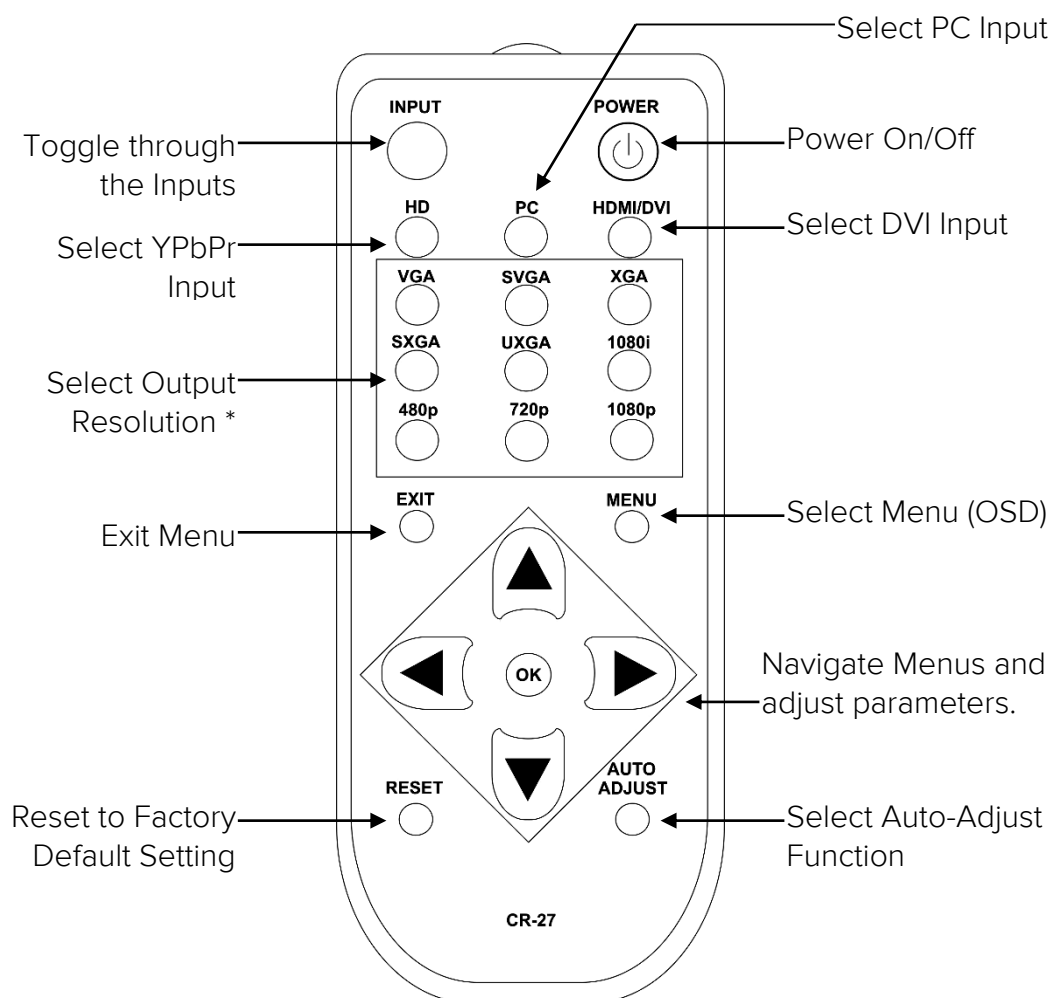
The 1T-VS-558 is very capable and will automatically identify, accept and scale a host of input types and resolutions (including analog and PC type signals). The output however will be either DVI with a resolution of 480p to 1080p or RGB with resolutions from VGA to WUXGA. You must use a display or other destination device that is either DVI or RGB capable in order to use the output from this product. Since you can specify the output resolution, you'll need to know the highest resolution your destination device is capable of handling and set the 1T-VS-558's output resolution accordingly.

*Note 1: tvONE utilizes a special "Twist-to-lock" connector to prevent the power cable coming loose. Insert the connector into the socket just as you would with other manufacturer's power adaptors but once securely inserted, gently twist the connector 90 degrees to the right or left which will lock it in place.*

*Note 2: To realize maximum quality and performance, use only the highest quality cables with the 1T-VS-558. Low quality cables will cause degradation of the signal quality and limit the distance between both the source and destination devices and the 1T-VS-558.*

## 5.0 OPERATING THE UNIT

The 1T-VS-558 can be operated from either the front panel controls or via the included Infrared Remote Control. Since Infrared is the control method used most often by the majority of users, please take the time to familiarize yourself with the location and function of the various control buttons on the Controller.



*\* For resolutions not accessible from the Remote, Use the OSD capability.*

### 5.1 Using the On Screen Display Menus

Regardless of whether you operate the 1T-VS-558 from the front panel or using the Remote Controller, you will need to become familiar with the OSD (On Screen Display) menu structure if you wish to take full advantage of the capability of the product.

#### 5.1.1 Using the On Screen Display Menus

If you are using the front panel control method, you can select the desired function by pressing the top of the Joystick immediately above the MENU legend to bring up the On Screen Display and then move the Joystick to navigate to the desired function. Once at the desired function, press the top of the Joystick to make the selection and then move



the Joystick (left or right) to make the actual adjustment. Once you've made the adjustment, press the top of the Joystick a last time to save your adjustment. Escape from the OSD menu modes is accomplished by positioning the cursor over the word "Exit" in any menu and then pressing the top of the Joystick.

From the IR remote controller, press the menu key to activate the OSD, use the arrow buttons to navigate to the selection you want and then use the arrow buttons and the "OK" button to make your adjustment or selection. Press the "Exit" button to escape from the OSD mode.

### 5.1.2 Menu Structure

The main structure is as follows. The 1T-VS-558 OSD (On Screen Display) Menu structure is a two tier display. You first select the high level portion of the menu (Video, Color, Output, OSD Characteristics, Audio, Information or Exit) and then, with the exception of the Exit function; a secondary menu will appear where specific adjustments or operational selections can be made.

High Level	Second Level	Adjustment
<b>Picture Setting</b>	Contrast	0-100 Contrast Adjustment
	Brightness	0-100 Brightness Adjustment
	Exit	Return to High Level Menu
<b>Finetune (Video or PC<sup>1</sup>)</b>	Hue	0-100 Hue Adjustment
	Saturation	0-100 Color Level Adjustment
	Sharpness	0-100 Picture Sharpness Adjustment
	Noise Reduction	Low / Middle / High / Off
	H-Position <sup>1</sup>	0-100 Horizontal Image Position
	V-Position <sup>1</sup>	0-100 Vertical Image Position
	PC Clock <sup>1</sup>	0-100 Input Clock Adjustment
	PC Phase <sup>1</sup>	0-100 Input Phase Adjustment
	Exit	Return to High Level Menu
<b>Color Setting</b>	Red	0-100 Relative Red Color Level
	Green	0-100 Relative Green Color Level
	Blue	0-100 Relative Blue Color Level
	Exit	Return to High Level Menu
<b>Output Setting</b>	Size	Aspect / Full / Overscan / Underscan / Letterbox / Panscan
	Resolution <sup>2</sup>	NATIVE / VGA / SVGA / XGA / SXGA / SXGA+ WXGA+ / WSXGA / UXGA / WUXGA 480i/480p/720p@60Hz/1080i@60Hz/1080p@60Hz 576i/576p/720p@50Hz/1080i@50Hz/1080p@50Hz
	Exit	Return to High Level Menu

<b>OSD Setting<sup>3</sup></b>	H Position	0-100 Relative L-R Position
	V Position	0-100 Relative U-D Position
	Display Select	INFO / OFF / ON
	Timer	0-100 Relative OSD Show Time (Sec)
	Transparency	0-100 Relative OSD Text Transparency
	Exit	Return to High Level Menu
<b>Factory Reset</b>	-	Restores original factory settings
<b>Information<sup>4</sup></b>	-	Source (Input Interface) Input (Input Resolution) Output (Output Resolution) Version (Firmware Version)
<b>Exit</b>	-	Close the OSD Menu

*OSD Menu Notes:*

*Note 1: The PC sub-menu controls are only visible when you have selected a PC source.*

*Note 2: The Resolution sub-menu allows you to specify the resolution you want the 1T-VS-558 to produce. Keep in mind that setting the resolution can cause an apparent malfunction if you select a resolution that your display device cannot reproduce. **Make certain your display device can reproduce the resolution you select BEFORE you select it.***

*Note 3: The OSD sub-menu allows you to customize the way the On Screen Display appears when it has been accessed. This is a personal preference matter. You can change the default if you wish or simply leave it at the factory setting.*

*Note 4: The Info sub-menu contains technical information. If you have problems with the 1T-VS-558 and require assistance, the technician may ask you to read information from this menu to him as part of the troubleshooting process.*

## 5.2 RS-232 Protocol

The connection between 1T-VS-558 and controller with RS-232 modem cable.

1T-VS-558		Remote Control	
PIN	Assignment	PIN	Assignment
1	NC	1	NC
2	Tx	2	Rx
3	Rx	3	Tx
4	NC	4	NC
5	GND	5	GND
6	NC	6	NC
7	NC	7	NC
8	NC	8	NC
9	NC	9	NC

### RS-232

#### Transmission Format:

Baud Rate: 19200bps

Data Bit: 8 bits

Parity: None

Stop Bit: 1bit

Flow Control: None

## (S) Set Commands

Command Code	Response	Description
S POWER 0	> POWER OFF	POWER OFF
S POWER 1	> POWER ON	POWER ON
S SOURCE 0	> SOURCE COMP	COMPONENT INPUT
S SOURCE 1	> SOURCE PC	PC INPUT
S SOURCE 2	> SOURCE DVI	DVI INPUT
S RESOLUTION 0	> OUTPUT NATIVE	NATIVE RESOLUTION OUTPUT
S RESOLUTION 1	> OUTPUT 640X480_60	640x480@60Hz RESOLUTION OUTPUT
S RESOLUTION 2	> OUTPUT 800X600_60	800x600@60Hz RESOLUTION OUTPUT
S RESOLUTION 3	> OUTPUT 1024X768_60	1024x768@60Hz RESOLUTION OUTPUT
S RESOLUTION 4	> OUTPUT 1280X1024_60	1280x1024@60Hz RESOLUTION OUTPUT
S RESOLUTION 5	> OUTPUT 1400X1050_60	1400x1050@60Hz RESOLUTION OUTPUT
S RESOLUTION 6	> OUTPUT 1600X1200_60	1600x1200@60Hz RESOLUTION OUTPUT
S RESOLUTION 7	> OUTPUT 1280X800_60	1280x800@60Hz RESOLUTION OUTPUT
S RESOLUTION 8	> OUTPUT 1440X900_60	1440x900@60Hz RESOLUTION OUTPUT
S RESOLUTION 9	> OUTPUT 1680X1050_60	1680x1050@60Hz RESOLUTION OUTPUT
S RESOLUTION 10	> OUTPUT 1920X1200_60	1920x1200@60Hz RESOLUTION OUTPUT
S RESOLUTION 11	> OUTPUT 1600X900_60	1600x900@60Hz RESOLUTION OUTPUT
S RESOLUTION 12	> OUTPUT 480P_60	480P@60Hz RESOLUTION OUTPUT
S RESOLUTION 13	> OUTPUT 720P_60	720P@60Hz RESOLUTION OUTPUT
S RESOLUTION 14	> OUTPUT 1080I_60	1080i@60Hz RESOLUTION OUTPUT
S RESOLUTION 15	> OUTPUT 1080P_60	1080P@60Hz RESOLUTION OUTPUT
S RESOLUTION 16	> OUTPUT 576P_50	576P@50Hz RESOLUTION OUTPUT
S RESOLUTION 17	> OUTPUT 720P_50	720P@50Hz RESOLUTION OUTPUT
S RESOLUTION 18	> OUTPUT 1080I_50	1080i@50Hz RESOLUTION OUTPUT
S RESOLUTION 19	> OUTPUT 1080P_50	1080P@50Hz RESOLUTION OUTPUT
S SIZE 0	> SIZE FULL	SCALER FULL OUTPUT
S SIZE 1	> SIZE OVERSCAN	SCALER OVERSCAN OUTPUT
S SIZE 2	> SIZE UNDERSCAN	SCALER UNDERSCAN OUTPUT
S SIZE 3	> SIZE LETTERBOX	SCALER LETTERBOX OUTPUT
S SIZE 4	> SIZE PANSCAN	SCALER PANSCAN OUTPUT
S SIZE 5	> SIZE ASPECT	SCALER MAINTAIN ASPECT
S OSD_DISPLAY 0-2	> OSDNOTICE OFF/INFO/ON	0:OFF, 1:INFO, 2:ON [1]
S CONTRAST 0-100	> CONTRAST [VALUE]	CONTRAST 0-100 ADJUST [50]
S BRIGHTNESS 0-100	> BRIGHTNESS [VALUE]	BRIGHTNESS 0-100 ADJUST [45]
S HUE 0-100	> HUE [VALUE]	HUE 0-100 ADJUST [50]
S SATURATION 0-100	> SATURATION [VALUE]	SATURATION 0-100 ADJUST [60]

<b>S SHARPNESS 0-100</b>	> SHARPNESS [VALUE]	SHARPNESS 0-100 ADJUST <b>[32]</b>
<b>S NR 0-3</b>	> NR OFF/LOW/MIDDLE/HIGH	0:OFF ; 1:LOW ; 2:MIDDLE ; 3:HIGH, NOISE REDUCTION CONTROL
<b>S PC_H_POSITION 0-100</b>	> PCHPOSITION [VALUE]	H POSITION 0-100 ADJUST
<b>S PC_V_POSITION 0-100</b>	> PCVPOSITION [VALUE]	V POSITION 0-100 ADJUST
<b>S PC_CLOCK 0-100</b>	> PCCLOCK [VALUE]	PC MODE CLOCK 0-100 ADJUST
<b>S PC_PHASE 0-100</b>	> PCPHASE [VALUE]	PC MODE PHASE 0-100 ADJUST
<b>S RED 0-100</b>	> RED [VALUE]	COLOR TEMP "RED" ADJUST <b>[47]</b>
<b>S GREEN 0-100</b>	> GREEN [VALUE]	COLOR TEMP "GREEN" ADJUST <b>[47]</b>
<b>S BLUE 0-100</b>	> BLUE [VALUE]	COLOR TEMP "BLUE" ADJUST <b>[47]</b>
<b>S OSD_H_POSITION 0-100</b>	> OSDHPOSITION [VALUE]	OSD H POSITION 0-100 ADJUST <b>[50]</b>
<b>S OSD_V_POSITION 0-100</b>	> OSDVPOSITION [VALUE]	OSD V POSITION 0-100 ADJUST <b>[50]</b>
<b>S OSD_TIMER 0-100</b>	> OSDTIMEOUT [VALUE]	OSD TIMEOUT 0-100 SETTING <b>[10]</b>
<b>S OSD_BACKGROUND 0-8</b>	> OSDBACKGROUND [VALUE]	OSD OSDBACKGROUND 0-8 ADJUST <b>[5]</b>

Note: Items in **BOLD** brackets [ ] are the default values for those settings.

## (R) Status Commands

Command Code	Response	Description
<b>R POWER</b>	> POWER [ON/OFF]	SHOW POWER STATUS
<b>R SOURCE</b>	> SOURCE [COMP/PC/DVI]	SHOW SOURCE STATUS
<b>R RESOLUTION</b>	> OUTPUT [VALUE]	SHOW OUTPUT STATUS
<b>R SIZE</b>	> SIZE [VALUE]	SHOW SIZE STATUS
<b>R OSD_DISPLAY</b>	> OSD_DISPLAY [OFF/INFO/ON]	SHOW OSD STATUS
<b>R CONTRAST</b>	> CONTRAST [VALUE]	SHOW CONTRAST STATUS
<b>R BRIGHTNESS</b>	> BRIGHTNESS [VALUE]	SHOW BRIGHTNESS STATUS
<b>R HUE</b>	> HUE [VALUE]	SHOW HUE STATUS
<b>R SATURATION</b>	> SATURATION [VALUE]	SHOW SATURATION STATUS
<b>R SHARPNESS</b>	> SHARPNESS [VALUE]	SHOW SHARPNESS STATUS
<b>R NR</b>	> NR OFF/LOW/MIDDLE/HIGH	SHOW NOISE REDUCTION STATUS
<b>R PC_H_POSITION</b>	> PC_H_POSITION [VALUE]	SHOW PC H-POSITION STATUS
<b>R PC_V_POSITION</b>	> PC_V_POSITION [VALUE]	SHOW PC V-POSITION STATUS
<b>R PC_CLOCK</b>	> PC_CLOCK [VALUE]	SHOW PC CLOCK STATUS
<b>R PC_PHASE</b>	> PC_PHASE [VALUE]	SHOW PC PHASE STATUS
<b>R RED</b>	> RED [VALUE]	SHOW COLOR TEMP RED STATUS
<b>R GREEN</b>	> GREEN [VALUE]	SHOW COLOR TEMP GREEN STATUS
<b>R BLUE</b>	> BLUE [VALUE]	SHOW COLOR TEMP BLUE STATUS
<b>R OSD_H_POSITION</b>	> OSD_H_POSITION [VALUE]	SHOW OSD H-POSITION STATUS
<b>R OSD_V_POSITION</b>	> OSD_V_POSITION [VALUE]	SHOW OSD V-POSITION STATUS
<b>R OSD_TIMER</b>	> OSD_TIMER [VALUE]	SHOW OSD TIMEOUT STATUS
<b>R OSD_BACKGROUND</b>	> OSD_BACKGROUND [VALUE]	SHOW OSD BACKGROUND STATUS

## (K) Key Commands

Command Code	Response	Description
K POWER	> POWER ON	POWER ON/OFF
K RESET	> RESET	RESET SYSTEM
K AUTO	> AUTO	AUTO ADJUST
K COMP	> COMP	COMPONENT INPUT
K PC	> PC	PC INPUT
K DVI	> DVI	DVI INPUT

## 6.0 TROUBLESHOOTING

If the 1T-VS-558 Scaler does not appear to be functioning, be certain that the source and all other devices connected to the unit are functioning correctly by connecting each device currently connected to the 1T-VS-558's outputs directly to the source using a short length of cable. (In other words, bypass the 1T-VS-558 to insure that the problem is not with the source or destination devices.) If the signal is present under those conditions, make certain that the power is present to the 1T-VS-558. If it is, check all cables for damage. Cables should be undamaged, as short as possible and should be premium quality.

*Note: It is strongly recommended that you use premium cables in order to achieve maximum distance cable runs and the best performance possible.*

As a final step before contacting technical support, use the IR remote and press the RESET button which will return the unit to the default settings.

After trying the above suggestions should the problem still persist, contact your dealer for additional suggestions before contacting tvONE. Should the dealer's technical personnel be unable to assist you, contact tvONE via our support website:

***<http://tvone.crmdesk.com>***. Create a technical support request on the site and our support team will respond within a short period of time.

## **7.0 LIMITED WARRANTY**

tvONE warrants the original purchaser that the equipment it manufactures or sells will be free from defects in materials and workmanship for a fixed term from the date of purchase. The warranty term for specific product lines is defined below.

1. tvONE branded products based on tvONE's CORIO technology are warranted for a period of five years from the date of purchase. This includes products with the model number prefix of C2, 1T-C2, CX, A2 or S2.
2. tvONE products, other than those based on tvONE's CORIO technology mentioned above, are warranted for a period of three years from the date of purchase. This includes products with the model number prefix of 1T, with the exception of 1T-C2.
3. LCD Monitors are warranted for a period of three years from the date of purchase, with the exception of the LCD panels integrated into the monitors that are supplied by third parties. LCD panels are limited to the term and conditions of the warranty offered by the respective LCD panel manufacturer. Such specific LCD panel warranties are available upon request to tvONE.

Should a product, in tvONE's opinion, prove defective within this warranty period, tvONE, at its option, will repair or replace this product without charge. Any defective parts replaced become the property of tvONE. 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 tvONE and return the product to a location designated by tvONE, freight prepaid. 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 the stated number of years from the date of purchase. tvONE assumes no liability to distributors, resellers or end-users or any third parties for any loss of use, revenue or profit.

tvONE 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 tvONE with respect to any defective products will be limited to the repair or replacement of such products. In no event shall tvONE be responsible or liable for any damage arising from the use of such defective products whether such damages be 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 1T-VS-558 Scaler has been tested for compliance with the appropriate FCC and CE rules and regulations. The power adaptor/supply has been tested for compliance with appropriate UL, CUL, CE, PSE, GS Rules, regulations and/or guidelines. This product is RoHS compliant.

## **9.0 CONTACT INFORMATION**

Should you have questions or require assistance with this product in areas not covered by this manual, please contact tvONE at the appropriate location shown below.

### **tvONE Global**

Website: [www.tvone.com](http://www.tvone.com)

Information: [info@tvone.com](mailto:info@tvone.com)

### **tvONE NCSA**

#### **North, Central and South America**

2791 Circleport Drive

Erlanger, KY 41018

USA

Tel +1 859-282-7303

Fax +1 859-282-8225

Sales: [sales@tvone.com](mailto:sales@tvone.com)

Tech Support: [tech.usa@tvone.com](mailto:tech.usa@tvone.com)

### **tvONE EMEA**

#### **Europe, Middle East, Africa and Asia Pacific**

Continental Approach

Westwood Industrial Estate

Margate, Kent, CT9 4JG, UK

Tel +44 (0)1843 873311

Fax +44 (0)1843 873312

Sales: [sales.europe@tvone.com](mailto:sales.europe@tvone.com)

Tech Support: [tech.europe@tvone.com](mailto:tech.europe@tvone.com)

End of Manual