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SP12S Troubleshooting

Preface

A splitter takes a single source and puts the information it transmits on multiple screens. In the case of the SP12S, it is split to two displays. Ordinarily, when this is done, the display's requests are "mixed" and this can cause the source to be confused and send a signal that is not compatible with one or both of the displays. Each display has a file called EDID. EDID is short for Extended Display Identification Data. This file explains the display's capabilities. It is the job of the HDMI source to understand the EDID information and then send a compatible signal. When you have more than one display, it can cause issues. This paper is designed to explain how to make a SP12S splitter operate if you are having compatibility issues.

Explanation of product design

The SP12S was designed to address issues common with using more than one display. It also was designed to solve other issues as well. Some of these issues are incompatibility with some extenders and sources (often called "Clock stretching"), Scaling, Audio extraction, and issues with some streaming boxes having dropout issues. The main criteria was to make a splitter that can support 1080p and 4K displays at the same time. The extra features were added as a result of the original engineering criteria and then understanding common issues in day to day integration and listening to our integrators.

Troubleshooting

The issue you are most likely going to have is that you have a mixture of the EDID requests and one or neither display is compatible with the signal sent to them. The solution is very simple. The EDID switch should be switched to "Copy". In this position the EDID of the display in output one is sent to the source and the display in output 2 is ignored. The display in output 1 should be the superior display (often the 4K/UHD display). The second display will go in to output 2 and if it is not a 4K/UHD display, you can change the position of the scaling switch from 4K to 4K→1080p position. This will scale the 4K/UHD signal to 1080p and will most likely be compatible with the display in output 2.