

4K FAQ

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Q. What type of cable is needed to view 4K UHD on the UDH60?

A. An HDMI 2.0 cable.

Q. Do both HDMI ports support 4K UHD content?

A. No, only the HDMI 2 is HDMI 2.0 and supports 4K UHD content. HDMI 1 is a 1.4a port.

Q. What are the recommended cable lengths for 4K UHD viewing?

A. For 3840 x 2160 @ 30/25/24Hz, suggested cable length is 35' to 50'. For 3840 X 2160 @ 60Hz, suggested cable length is 15' to 25'.

Q. What else will I need to get 4K UHD picture resolution on my projector?

A. You need an HDMI 2.0 cable and 4K UHD source, such as a UHD Blu-ray player, PC, PlayStation 4 Pro, Xbox One X with 4K UHD content.

Q. What if I need to do a cable run longer than 25' (3840 X 2160 @ 60Hz) or 50' (3840 x 2160 @ 30/25/24Hz)?

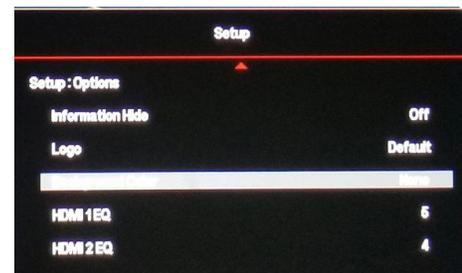
A. First option: HDMI 4K UHD 60Hz HDCP 2.2 repeater (under \$30.00), one we have tested is “J-Tech Digital HDMI 2.0 Repeater”. The HDMI repeater is a coupler that will use the available power on the HDMI bus as a source to boost signal performance between 2 cables (example: 2x 25-foot cables). No external power adapter is needed to use this repeater. Second option: HDMI 2.0 cable. Third option: 4K UHD 60Hz HDCP2.2 compatible HDBaseT system with transmitter and receiver.

Q. I have the right type of HDMI cable, source and 4K UHD content, but I am not getting a signal on the projector?

A. You might need to adjust the HDMI EQ in the projector menu. It can be found Menu> Setup> Option> HDMI 1 or 2 EQ. By default, it is set 4.

HDMI EQ analyses the signal data and eliminates distortion due to signal loss when using long HDMI cables.

The HDMI receiver also includes a timing adjustment circuit that removes timing jitter, restoring the HDMI signal to optimal transmission levels. Increasing HDMI will result in a more aggressive adjustments to timing to improve signal quality when using long cables.



Q. I am getting a black screen, but the projector shows it is getting a 4K UHD resolution in the lower right corner?

A. We would recommend verifying the HDMI cable is the correct type and length. Also check to make sure the source is getting the HDCP 2.2 handshake. PC users may need to check within their specific graphics card control panel/ software to enable the HDCP2.2 option.

Q. What format of HDR do these projectors support?

A. The projectors are 10bit and support HDR10. Dolby Vision™ and HLG are not supported.

Q. What resolutions, refresh rate and color depth do these projectors support?

A. 3840 x 2160 @ 30Hz: YUV 4:4:4 (8bit, 10bit, 12bit), YUV 4:2:2 (8bit, 10bit, 12bit), YUV 4:2:0 (8bit, 10bit, 12bit)
3840 x 2160 @ 60Hz: YUV 4:4:4 (8bit), YUV 4:2:2 (8bit), YUV 4:2:0 (8bit, 10bit, 12bit)

Q. What resolutions, refresh rate and color depth does my content need to be to get Chroma 4:4:4?

A. 3840 x 2160 @ 30Hz YUV 4:4:4 (8bit, 10bit, 12bit)
3840 x 2160 @ 60Hz YUV 4:4:4 (8bit)

Q. When HDR content is detected, which color gamut does the projector use?

A. REC.2020 wide color gamut is the goal. When an HDR signal is used, the UHD60/65 will map using the REC.2020 WCG. REC.2020 is the target. Please remember that NO consumer level display (projector or panel) can achieve 100% of REC.2020.

Q. Why doesn't the keystone button work?

A. When using keystone you compress the image and lose pixel count. We disabled this feature to make sure that you get the full 4K resolution with no distortion or compression. We recommend using the projector lens shift to help adjust for the offset.

Q. I have the correct cables, but why do all my sources say the projector is not 4K compatible?

A. Your HDMI 2 port may not have HDCP 2.2 enabled. Please follow the steps below:

1. Please turn off and unplug your projector. While the projector is unplug hold down the menu button on the unit.



2. While continuing to hold down the menu button, reconnect the power plug to the projector.



The power LED will flash between red and blue.



3. Once the Power LED switch to a flashing blue LED only, IMMEDIATELY let go of the menu button and wait until you see the power LED flash purple. Once it is purple, IMMEDIATELY press the menu button once.



4. After you press the menu once the power LED should flash purple and the TEMP / LAMP LED should flash red together.



Let the projector go though and reset the HDCP back to HDCP 2.2. Once completed, the LED will flash blue then red, which means you are done and HDCP 2.2 is active. Please note your source may have to be power cycle before you can connect it back to the projector.



Q. What audio formats does the S/PDIF (optical) audio out port support?

A. Two Channel PCM (Pulse-Code Modulation)

If you need further assistance, contact Optoma's technical support at 888-289-6786 (Option 2) Monday - Friday 6 AM - 5 PM PST.

WANT MORE? Check out our YouTube channel as product expert Tom from Optoma shares more 4K fun facts.

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