

BG-UHD-VW24

**4K UHD HDMI Video Wall Processor/Switcher with
IP/Audio/RS-232 for up to 4 TVs**

User Manual







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Statement

Please read these instructions carefully before connecting, operating, or configuring this product. Please save this manual for future reference.

Safety Precaution

- To prevent damaging this product, avoid heavy pressure, strong vibration, or immersion during transportation, storage, and installation.
- The housing of this product is made of organic materials. Do not expose to any liquid, gas, or solids which may corrode the shell.
- Do not expose the product to rain or moisture.
- To prevent the risk of electric shock, do not open the case. Installation and maintenance should only be carried out by qualified technicians.
- Do not use the product beyond the specified temperature, humidity, or power supply specifications.
- This product does not contain parts that can be maintained or repaired by users. Damage caused by dismantling the product without authorization from BZBGear is not covered under the warranty policy.
- Installation and use of this product must strictly comply with local electrical safety standards.



Introduction

The BG-UHD-VW24 is an HDMI 2.0 video wall controller with 2 HDMI inputs, 2 HDMI loop outs, and 4 HDMI scaling outputs for video wall processing. The 5-pin phoenix connector provides balanced L/R audio output. The BG-UHD-VW24 also features PC Tool or RS232 commands to control the product for different wall displays.

Features

- HDMI 2.0 and HDCP 2.2 compliant.
- Supports resolutions up to 3840x2160@60Hz video output for video wall.
- 2 channels HDMI loop out.
- Bezel Compensation with two modes.
- 180° display rotation.
- RS-232 and TCP/IP control
- CEC control of displays via PC Tool or commands

Packing List

- 1 x Ultra HD Video Wall Processor
- 1 x RS232 to Phoenix Cable
- 1 x 12V/3A Power Adapter
- 1 x CAT6 cable
- 1 x 5-pin Phoenix Connector
- 1 x USB to RS232 Cable
- 2 x 3-pin Phoenix Connector
- 1 x User Manual



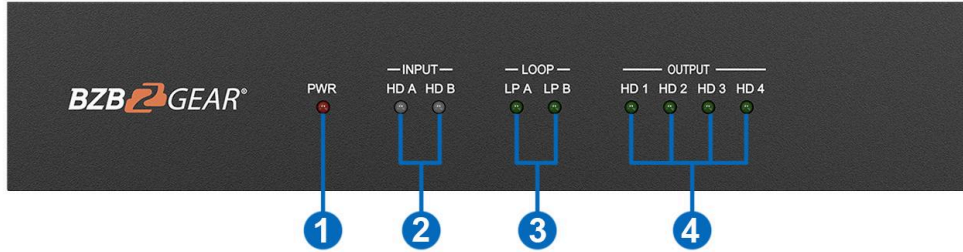
Specifications

Technical																	
HDMI Compliance	HDMI 2.0																
HDCP Compliance	HDCP 2.2/1.4																
RS-232	Baud rate: 57600, data bit: 8, Stop bit: 1, no parity																
Input Video Formats	<table border="1"> <tbody> <tr> <td>4096x2160p 24/25/30/50/60Hz</td> <td>1400x1050 60Hz</td> </tr> <tr> <td>3840x2160p 24/25/30/50/60Hz</td> <td>1366x768 60Hz</td> </tr> <tr> <td>1080p 24/25/30/50/60Hz</td> <td>1360x768 60Hz</td> </tr> <tr> <td>1080i 50/60Hz</td> <td>1280x1024 60Hz</td> </tr> <tr> <td>1920x1200 60Hz</td> <td>1280x960 60Hz</td> </tr> <tr> <td>1680x1050 60Hz</td> <td>1280x800 60Hz</td> </tr> <tr> <td>1600x1200 60Hz</td> <td>1024x768 60Hz</td> </tr> <tr> <td>1440x900 60Hz</td> <td>1280x720p50/60Hz</td> </tr> </tbody> </table>	4096x2160p 24/25/30/50/60Hz	1400x1050 60Hz	3840x2160p 24/25/30/50/60Hz	1366x768 60Hz	1080p 24/25/30/50/60Hz	1360x768 60Hz	1080i 50/60Hz	1280x1024 60Hz	1920x1200 60Hz	1280x960 60Hz	1680x1050 60Hz	1280x800 60Hz	1600x1200 60Hz	1024x768 60Hz	1440x900 60Hz	1280x720p50/60Hz
4096x2160p 24/25/30/50/60Hz	1400x1050 60Hz																
3840x2160p 24/25/30/50/60Hz	1366x768 60Hz																
1080p 24/25/30/50/60Hz	1360x768 60Hz																
1080i 50/60Hz	1280x1024 60Hz																
1920x1200 60Hz	1280x960 60Hz																
1680x1050 60Hz	1280x800 60Hz																
1600x1200 60Hz	1024x768 60Hz																
1440x900 60Hz	1280x720p50/60Hz																
Audio Format	2.0 channel, 5.1 channel, LPCM, Dolby, AC3, DTS																
ESD Protection	Human-body Model: ±8kV (Air-gap discharge) , ±4kV (Contact discharge)																
Mechanical																	
Housing	Metal Enclosure																
Color	Black																
Dimensions	218mm (W)×146mm (D)×43mm (H)																
Weight	4.4 lbs [2kg]																
Supply Voltage	+12V/3A																
Power Consumption	25W (Max)																
Operating Temperature	0°C ~ 40°C / 32°F ~ 104°F																
Storage Temperature	-20°C ~ 70°C / -4°F ~ 158°F																
Relative Humidity	10%~50% RH (non-condensing)																



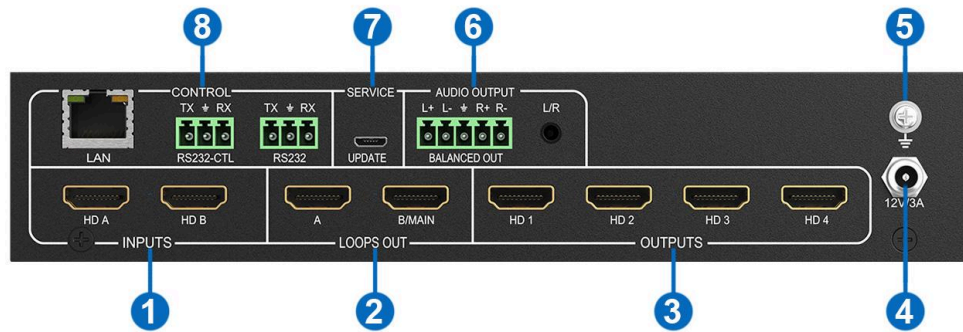
Operation Controls and Functions

Front Panel



No.	Name	Function Description
1	Power LED	The power LED will illuminate when the unit is powered on
2	INPUT LED	The LED will illuminate when the corresponding HDMI input port is connected to an active HDMI source device.
3	LOOP LED	The LED will illuminate when the corresponding LOOPOUT port is connected to an HDMI display device.
4	OUTPUT LED	The LED will illuminate when the corresponding HDMI output port is connected to an HDMI display device.

Rear Panel



No.	Name	Function Description
1	INPUTS	Connect HDMI source devices such as a media player or gaming console with an HDMI cable.
2	LOOP OUT	HDMI loop out ports. Loop out the HDMI A/B signal for devices connected to each output.
3	OUTPUTS	HDMI output for video walls.
4	12V/3A	DC 12V/3A power supply port.
5	GND	Ground the product housing.
6	AUDIO OUTPUT	<ul style="list-style-type: none"> Analog L/R audio output 3.5mm Stereo Jack. 20Hz ~ 20kHz, 1.5Vrms max BALANCED OUT: Balanced audio output port. 5-pin phoenix connector, 20Hz ~ 20kHz, 1.5Vrms max.

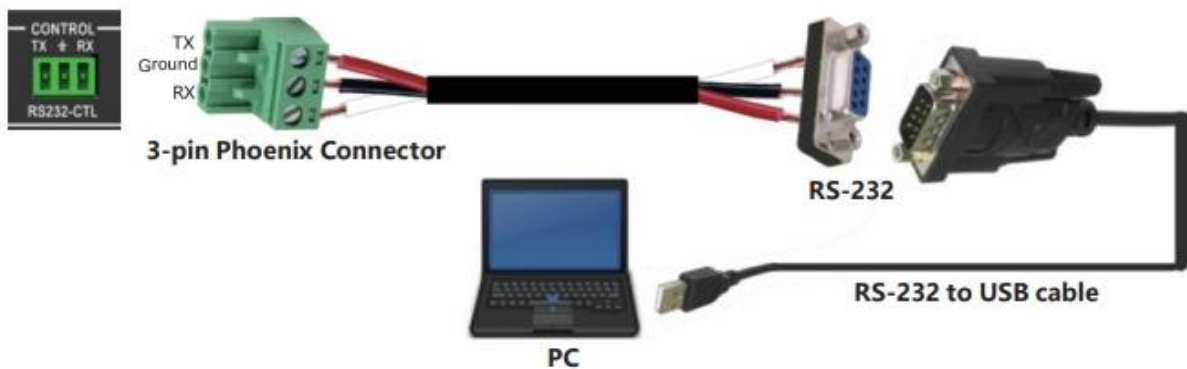


7	SERVICE	Firmware update port.
8	CONTROL	<ul style="list-style-type: none"> RS232: Loop out RS232-CTL control command RS232-CTL: External RS232 control, Baud Rate: 57600 Data Bits:8, Parity: None Stop Bits:1 LAN: Network port for TCP/IP control. Connect to an active Ethernet link with an RJ45 cable.

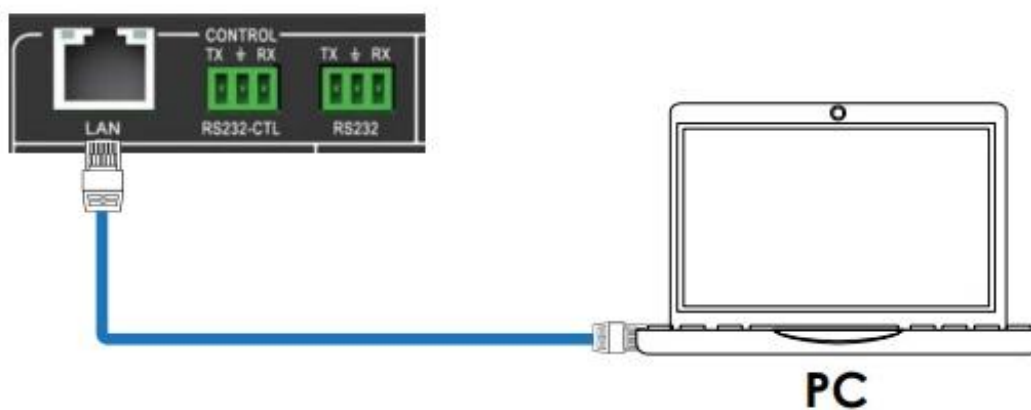
RS232/LAN Control Connection

RS232 Control Connection

Connect to the RS232-CTL port of the product to a PC using a USB serial cable as shown in the following figure:



Network Control Connection



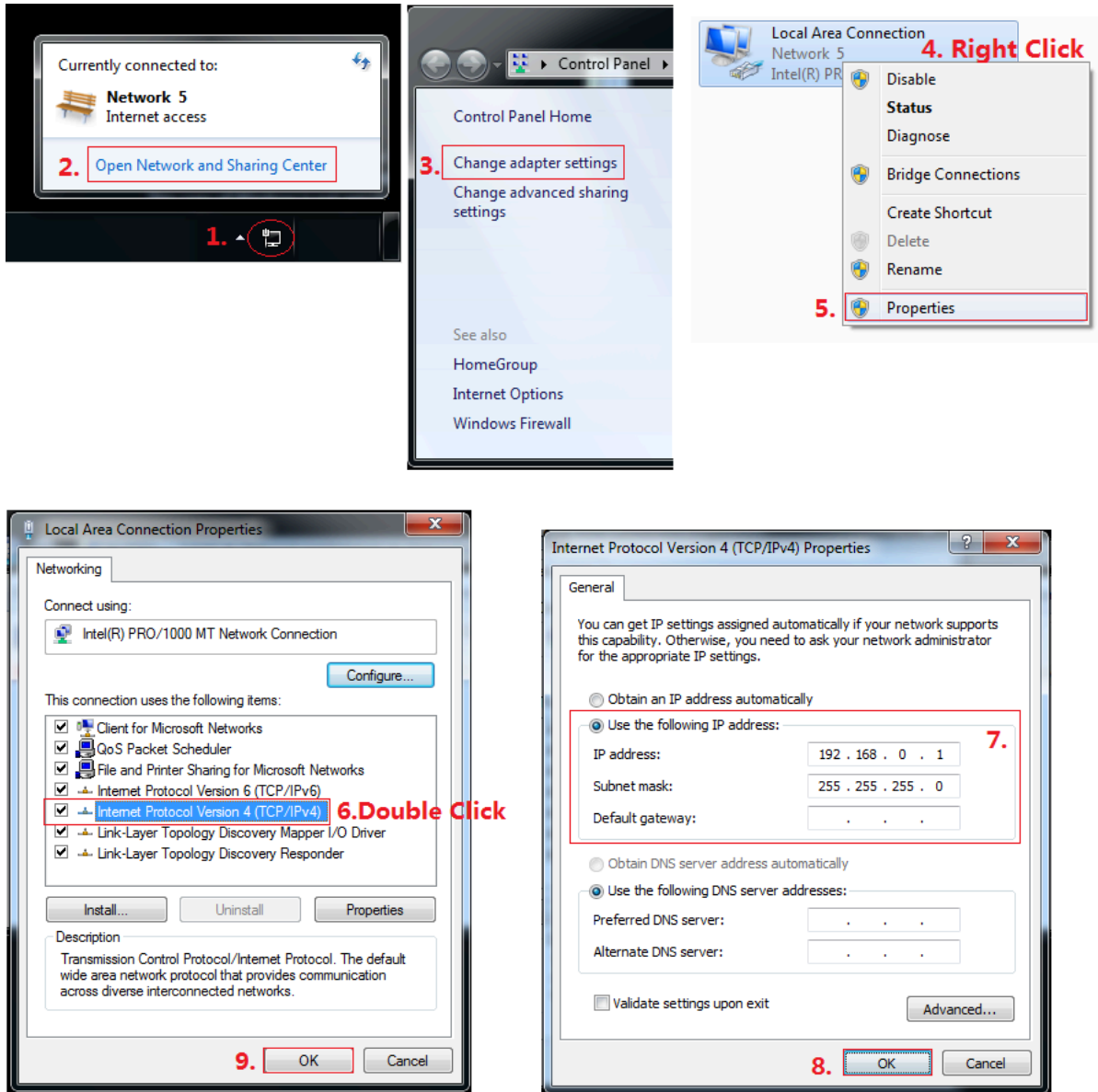
Direct connection via Ethernet cable:

1. Connect the PC and device directly via an Ethernet cable
2. Change the IP address of the PC to be in the same subnet of the device



- a) Default IP Address: 192.168.0.247
- b) Default Subnet Mask: 255.255.255.0

See the figure below for manually setting the IP address of a connected Windows PC.



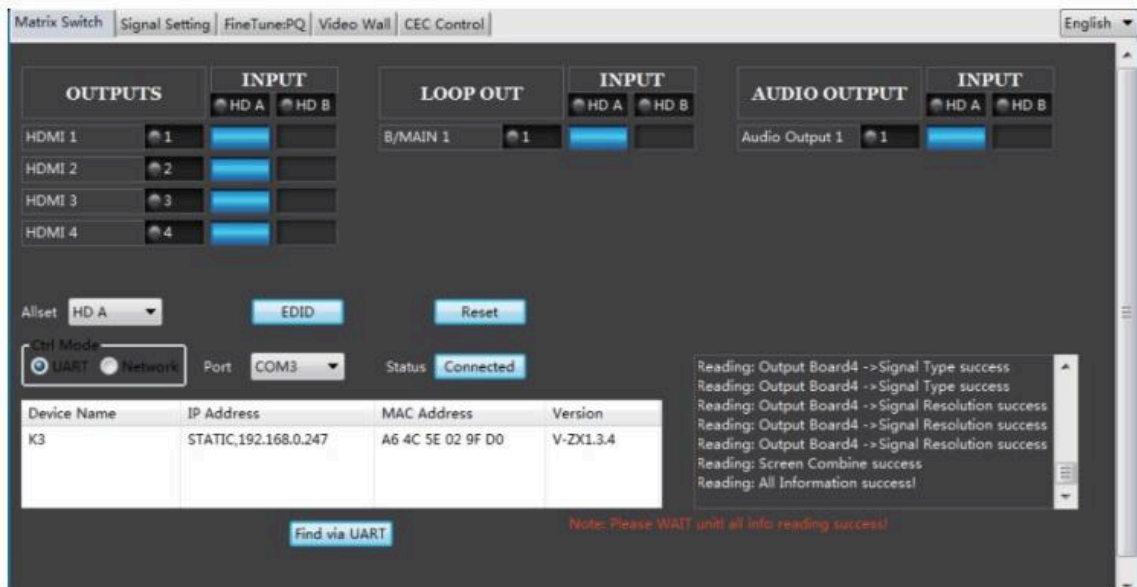
3. Run the PC control software (If you change the IP address of the PC after running the software you will need to close it and run it again).
4. Click to switch "Ctrl Mode" to "Network".
5. Click the "Search Device" button at the bottom.
6. Click the device you want to control in the result list (When you click it, the software will read the network configuration)
7. Click the "Disconnected" button to connect to the device.
8. If connected successfully, the "Disconnected" button will show "Connected."



PC Tool User Guide

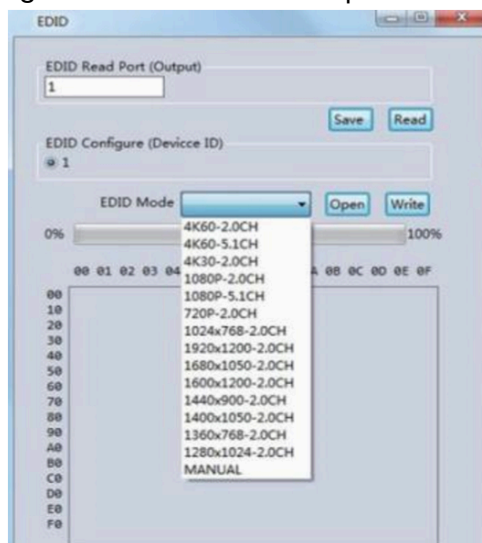
The PC Tool control software supports both UART and network control. PC Tool consists of five tabs: Matrix Switch, Signal Setting, Fine Tune: PQ, Video Wall, and CEC Control.

The UI is as follows:



Matrix Switch Tab

1. Select **UART** (with RS232 cable) or **Network** to connect to the device. Baud rate is 57600 bps.
2. Select an input source for each output.
3. “AllSet” function: Apply input HD A or B to all outputs.
4. Select the input source for B/MAIN output.
5. Select the audio source for balanced audio output and 3.5mm output.
6. Reset: Resets the device to factory settings.
7. EDID Control: Clicking the ‘EDID’ button will open the below EDID control window:





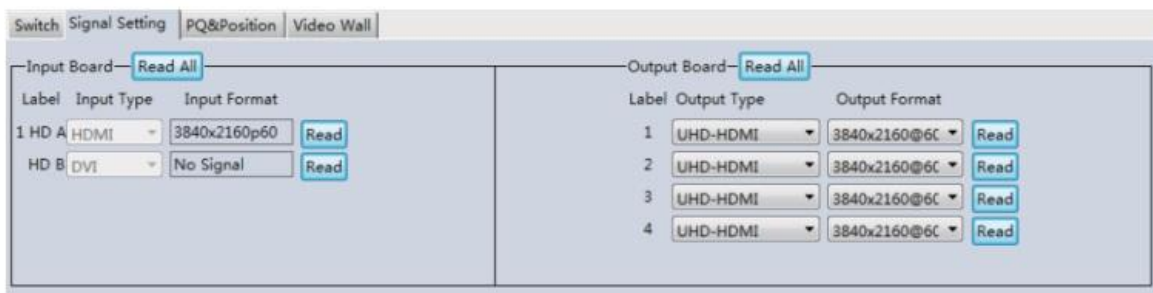
- A. Read the EDID information for devices connected to each output and save as a BIN file.
- B. Open an existing EDID file and write it to the HDMI A and B input port as Manual EDID.
- C. Select the predefined EDID file and write it to the HDMI A and B input

The available predefined EDID options:

4K60-2.0CH	1920x1200-2.0CH
4K60-5.1CH	1680x1050-2.0CH
4K30-2.0CH	1600x1200-2.0CH
4K30-5.1CH	1440x900-2.0CH
1080P-2.0CH	1400x1050-2.0CH
1080P-5.1CH	1360x768-2.0CH
720P-2.0CH	1280x1024-2.0CH
1024x768-2.0CH	Manual

Signal Setting Tab

The resolution of each input can be read to configure the resolution of each output.



Available output resolutions:

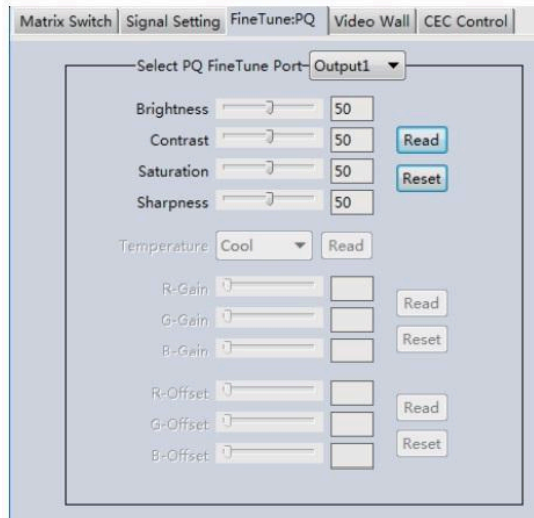
No.	Output Resolution Setting	No.	Output Resolution Setting
1	3840x2160p 60Hz	9	1440x1050 60Hz
2	3840x2160p 50Hz	10	1366x768 60Hz
3	3840x2160p 30Hz	11	1360x768 60Hz
4	3840x2160p 25Hz	12	1280x1024 60Hz
5	1920x1200 60Hz	13	1280x768 60Hz
6	1920x1080p 60Hz	14	1280x720p 60Hz
7	1920x1080p 50Hz	15	1280x720p 50Hz
8	1600x1200 60Hz	16	1024x768 60Hz

Note: 3840x2160 25/30Hz is only used for standalone displays and not for video walls.



FineTune: PQ Tab

Configure the brightness, contrast, saturation, and sharpness of each output.



Note: The recommended settings are the default 50/50/50/50. Do not change the default settings unless under special circumstances. If problems arise after reconfiguration, click the 'Reset' button to return to default settings.

CEC Control Tab



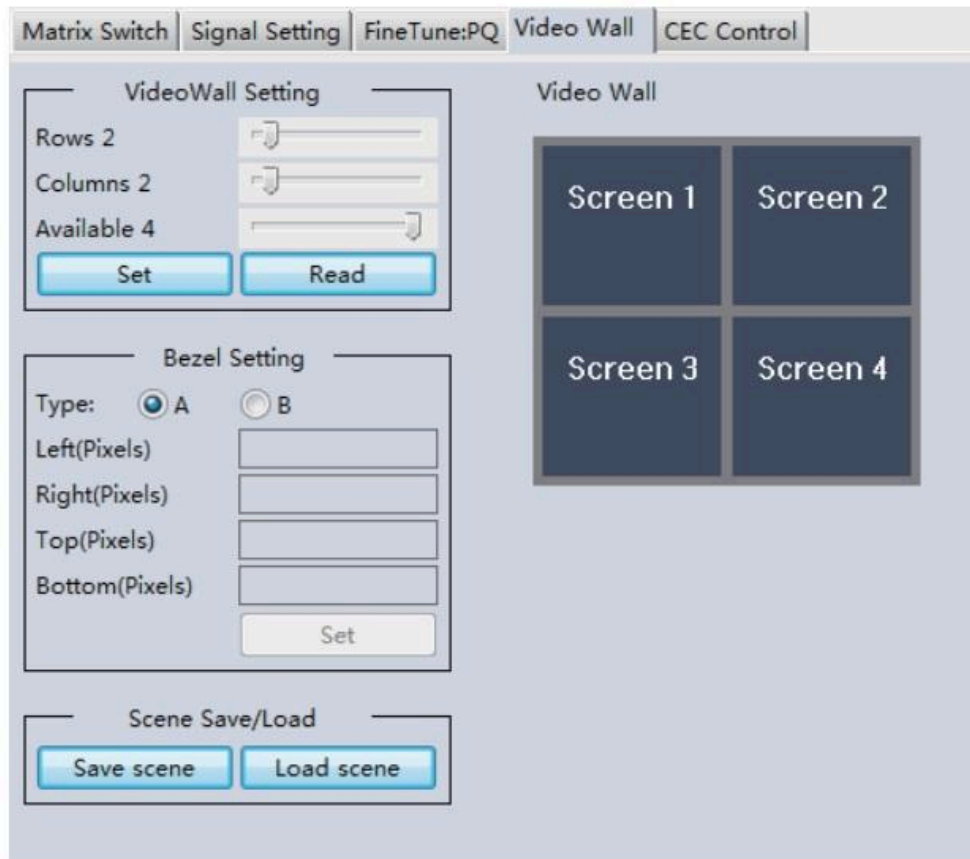
When 'Auto Power On' is enabled, all displays connected to the device will turn on when the device is powered on.

CEC functions, including Power on/off, Volume+/-, Mute/Unmute, are supported but all devices may not be compatible.



Video Wall Tab

Configure a group of outputs to function together as a video wall.



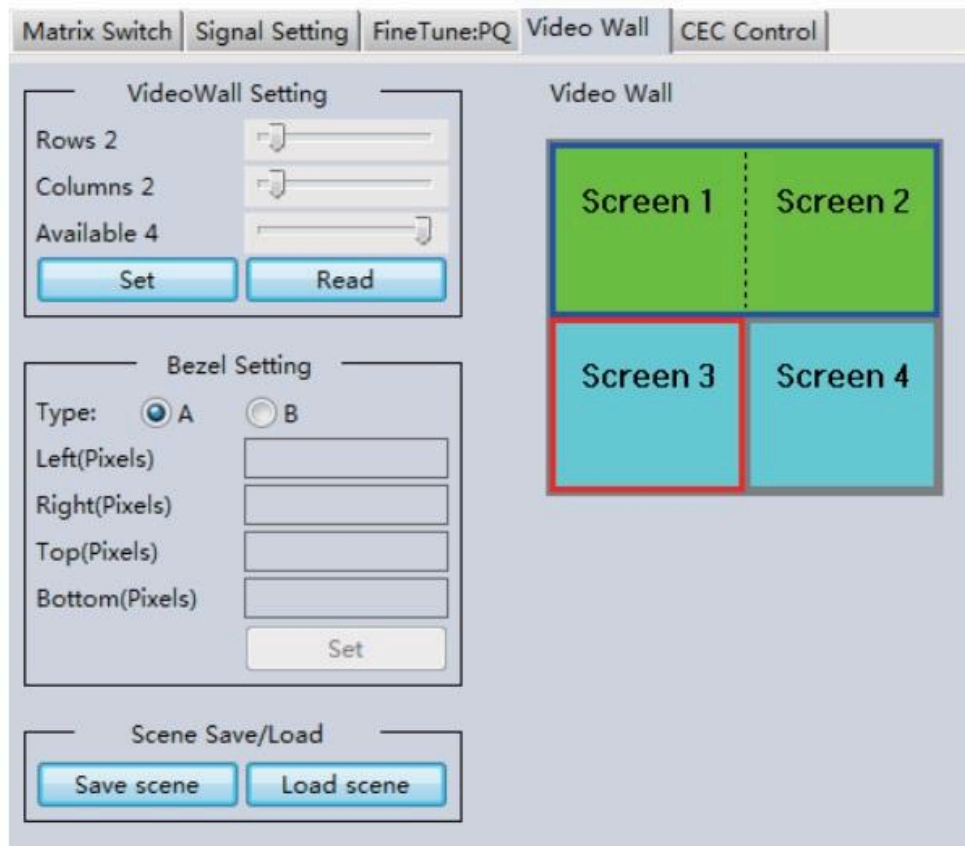
The Video Wall Setting controls manage how the displays are arranged:

1. Adjust the “Rows” and “Columns” sliders to adjust the displayed screens arrangement.
 - The “Available” slider sets the number screens that will be used for the Video Wall.
 - The “Set” button sets changes made to the screen configuration.
2. Using the left mouse button, drag-select the screens that are intended for use in the video wall. The screens selected will be shown as bright blue.
3. Open the pop-up menu by right clicking with the mouse (see context menu below).
4. Select “Screen Stitching” from the menu to configure the video wall. The screens selected will be shown as bright green.
5. To change the image displayed, right-click to open the pop-up menu and select the desired input under “Input Select”. Optionally, the image may also be changed manually following the instructions under the “Operation Controls and Functions” section of this manual.



Creating a second video wall

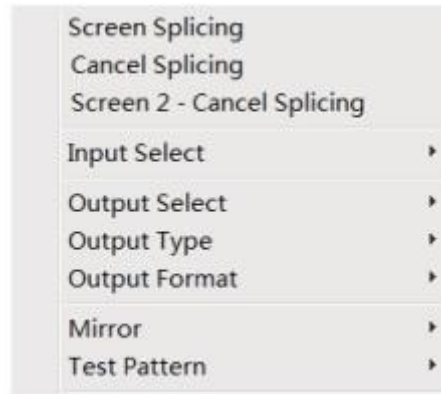
Repeat steps 2-5 above using a different set out output. Please note, changing the “Rows”, “Columns”, and “Available” sliders will automatically delete the current video wall configuration once the “Set” button is clicked. The following example shows an unusual video wall configuration for demonstrative purposes:






Video Wall Context Menu

Right click on any icon to display the following menu:



Screen Splicing	This option connects the selected screens into a video wall configuration.
Cancel Splicing	Return the Video Wall configuration to normal outputs.
Screen 2 – Cancel Splicing	Remove a single screen from the unified video wall to display a separate image. See the example below: <div style="text-align: center;">  </div> <p style="text-align: center;">Video Wall display with bezel compensation and different full frame image on display 3</p>
Input Select	Follow the sub-menu to change the input for the video wall display. This function may also be used to change the input for the secondary image as shown in the above example.
Output Select	This option is only available for a display that is not already assigned to the video wall.
Output Type	This option is only available for a display that is not already assigned to the video wall.
Output Format	This option is only available to a display that is not already assigned to the video wall. This setting is for configuring the output resolution of the unassigned display.
Mirror	ManualTwo sub-options: OFF (default), ON (H+V Mirror) “ON” will rotate the selected display 180°.
Test Pattern	When enabled, the output will display a color bar pattern.



Bezel Setting

The Bezel Setting allows the images displayed on the video wall to be adjusted by compensating for the thickness of the TV's bezel. The displays on the video wall should create a cohesive, unified image. To achieve this, the edge of each display's image must be removed from the sides of displays that meet. The bezel correction may be accomplished using either Type A Bezel Setting, or Type B Bezel Setting.

Type A Bezel Setting:

Manually remove pixels from each display's image edge until a cohesive image is achieved. Enter the number of pixels that need to be removed from the edges of the displays that meet. Click "Set" to view the effects of the change and adjust if needed.

Type B Bezel Setting:

Measure the display from top to bottom outside the bezel. Next, measure the display from top to bottom inside the bezel. Enter both measurement values into the entry boxes, click "Set" and the bezel will be corrected automatically.

Bezel Compensation:

The images below demonstrate a video wall setup without bezel compensation and a video wall setup with correctly configured bezel compensation:



No Bezel Compensation



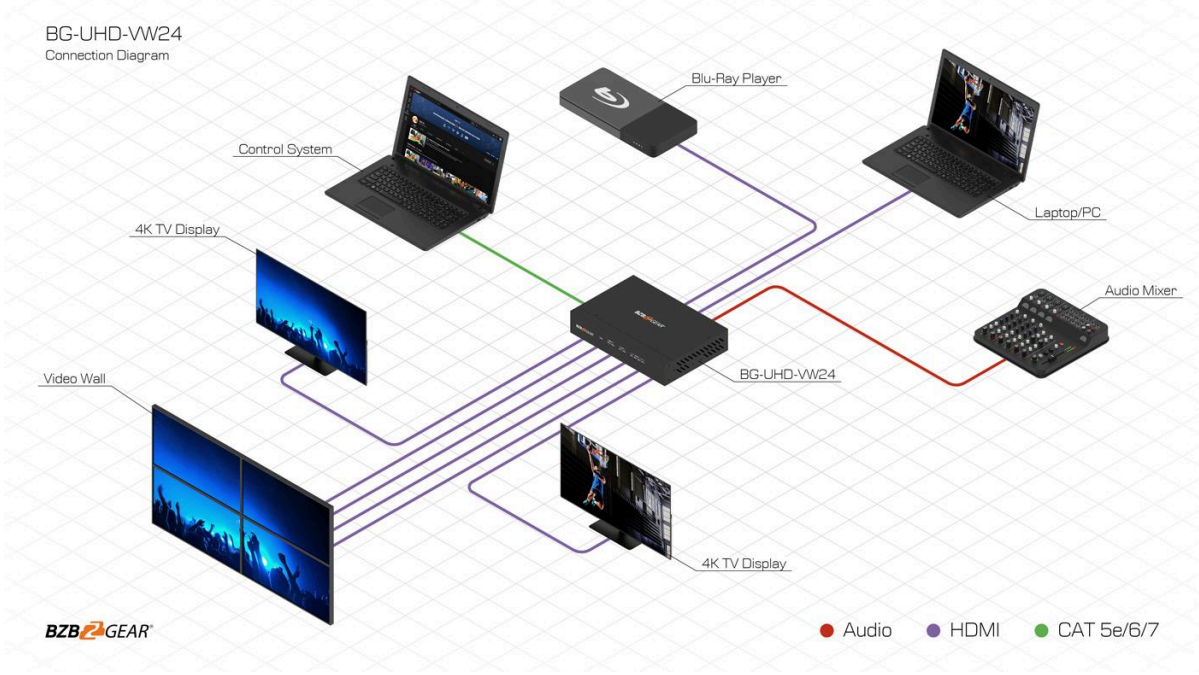
Correct Bezel Compensation

Layout Save/Load:

The Save Scene/Layout and Load Scene/Layout buttons allow video wall configurations to be saved and used at any time. The system stores up to 10 saved configurations. Each saved configuration can optionally be given a personalized name for easier identification.



Connection Diagram





BZBGear Switch Control App

BG-Switch-Control | Quick User Guide



BZBGear Switch Control App



Overview

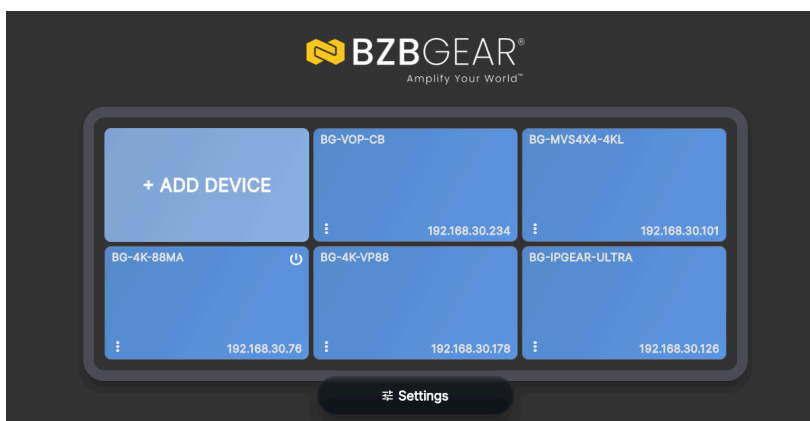
The **BZBGear Switch Control App (BG-Switch-Control)** is a multi-platform network control application for compatible BZBGear matrix switchers. It provides centralized control of **video routing, audio routing, presets, and video wall configurations** through an intuitive graphical interface.

Platform Compatibility

Supported operating systems:

- **Windows**
- **macOS**
- **iOS**
- **Android**
- All control devices must be connected to the **same local network** as the matrix switcher.

Connection & Startup



1. Connect the BZBGear matrix switcher to the local network.
2. Connect the control device (PC, tablet, or smartphone) to the same network.
3. Launch the **BG-Switch-Control App**.



4. Select the correct product from the (Add Device) drop-down list
5. Fill in the device information (IP address, name, etc.)

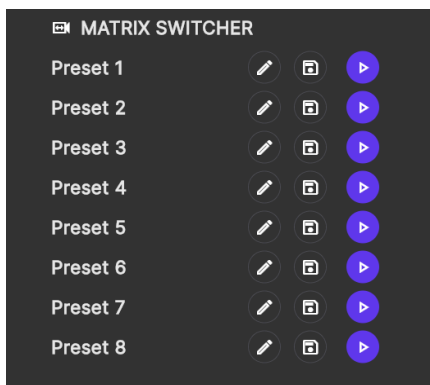
Matrix Switching



- Rename input and output sources (Optional)
- Press and hold an input source.
- Drag the input from the **Inputs panel** to the desired output.
- Release to complete the assignment.
- A single input can be routed to **multiple outputs simultaneously**.

Preset Management

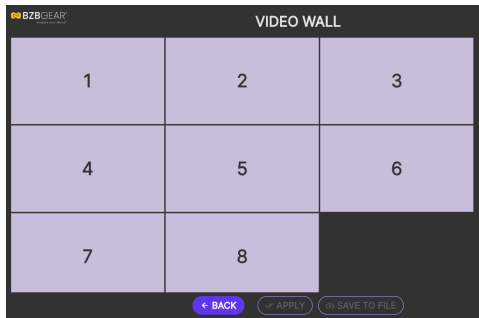
Presets allow quick saving and recall of system configurations.



1. Configure routing or video wall settings.
2. Select **Save as Preset**.
3. Assign a preset number and name.
4. Recall presets at any time to instantly restore configurations.



Video Wall Control



- Select **Create Video Wall**.
- Drag and arrange outputs into the desired layout.
- Select a source to span across the video wall.
- Select **Set Video Wall** to apply.
 - Video walls appear on the main screen and support **real-time switching** and **preset storage**.

Pass-Through Mode

Pass-Through mode restores a direct, default input-to-output mapping.

This mode is useful for:

- System resets
- Testing
- Simplified routing

Refresh Data

The **Refresh Data** function resynchronizes the app with the connected switcher.

Use this if configuration changes are made or if the interface appears out of sync.

App Capabilities

- Matrix video routing
- Video wall creation and control
- Preset save and recall
- Audio matrix control (*supported devices*)
- Multi-user access with role-based permissions

Multi-platform operation



Tech Support

Have technical questions? We may have answered them already!

Please visit BZBGear's support page (bzbgear.com/support) for helpful information and tips regarding our products. Here you will find our Knowledge Base (bzbgear.com/knowledge-base) with detailed tutorials, quick start guides, and step-by-step troubleshooting instructions. Or explore our YouTube channel, BZB TV (youtube.com/c/BZBTVchannel), for help setting up, configuring, and other helpful how-to videos about our gear.

Need more in-depth support? Connect with one of our technical specialists directly:

Phone

1.888.499.9906

Email

support@bzbgear.com

Live Chat

bzbgear.com

Limited Product Warranty Terms

Pro Line: 5-year warranty from the date of purchase for AV/Broadcasting products bought on or after August 1, 2024.

Essential Line: 3-year warranty from the date of purchase for AV/Broadcasting products bought on or after August 1, 2024.

Cables: Lifetime Limited Product Warranty.

For complete warranty information, please visit bzbgear.com/warranty.

For questions, please call 1.888.499.9906 or email support@bzbgear.com.



Mission Statement

BZBGear is a breakthrough manufacturer of high-quality, innovative audiovisual equipment ranging from AVoIP, professional broadcasting, conferencing, home theater, to live streaming solutions. We pride ourselves on unparalleled customer support and services. Our team offers system design consultation, and highly reviewed technical support for all the products in our catalog. BZBGear delivers quality products designed with users in mind.

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