

銷售前 - 常見問題

適合設備

VRROOM 支援 4K120 (FRL 5 40Gbps/1200MHz)、雙杜比

1. 4K 投影機/電視 + 擴大機(支援 eARC) + Sonos/Bose 聲霸(soundbar)
2. 4K 投影機/電視 + 擴大機(支援 eARC)
3. 4K 投影機/電視 + Sonos/Bose 聲霸(soundbar)

DIVA 支援 4K60(18Gbps/600MHz) 、雙杜比

1. 4K 投影機/電視 + 2K 投影機/電視(1080P) + 擴大機(支援 eARC)

VERTEX2 支援 4K60(18Gbps/600MHz) 、雙杜比

1. 4K 投影機/電視 + 擴大機(支援 eARC)

ARCANA 支援 4K60(18Gbps/600MHz) 、雙杜比

1. 4K 投影機/電視 + Sonos/Bose 聲霸(soundbar)

常見問題

1. 如果搭配超短焦雷射投影 LLDV to HDR 裡面的 Max 流明調整有建議要設定多少嗎？

答: 1000 是有支援 DV 的電視，投影機差不多是 300 左右(最多增加 10%的亮度)

2. 投影機/電視 畫面閃爍、跳動、黑屏

答：先將解析度調整為 1080P 或 720P 重新測試，如顯示正常（畫面不會閃爍），可能是 HDMI cable 出現問題，請更換 HDMI cable 再做嘗試。 r

3. 擴大機/功放/聲霸(soundbar) 沒有全景聲，使用 HDfury 產品能聽到嗎？

答：不行，沒辦法改變 擴大機/功放/聲霸(soundbar) 原廠功能

4. 播放器/影片 沒有全景聲，使用 HDfury 產品能聽到嗎？

答：不行，沒辦法改變 播放器/影片 的原始檔案

5. Backlight 是什麼？

答: 背光亮度 依照你的顯示器來設置,沒有固定值，可以試看看，但不是想設多少就能讓顯示設備變多少,還是得看設備本身可否支援

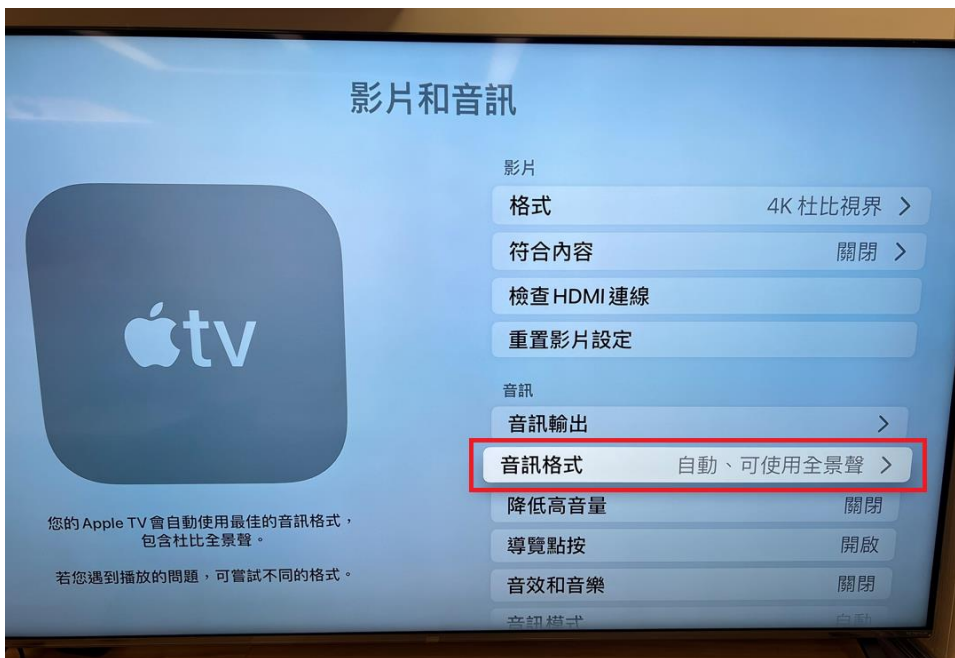
Arcana

1. Arcana 能用在擴大機/功放嗎？

答：可以，但要支援 eARC 功能，才能有全景聲

2. 使用 Apple TV(15.3 版)當播放器聽不到全景聲(Atmos)？

答：因 15.3 版本有 Bug，所以需要手動設定，設定 > 影片和音訊 > 音訊格式 > 杜比全景聲 關閉 再打開



3. 相同的 HDMI 線，不接 Arcana 畫面不會閃爍，接了 Arcana 會閃爍，請問是什麼問題？

答：要用合規的線 arcana 要求用 hdmi 2.0 18G 的線

Diva, Vertex2, Vrroom

1. Vertex2 能用在 Sonos/Bose 聲霸(soundbar)嗎?

答: Vertex2 不能輸出 eARC 訊號，所以需要加購 Arcana 輸出 eARC 訊號才能用

2. Diva 和 Vertex2 有什麼不同?

答: Diva 2 個輸出是 1 個 4K、1 個 2K(1080P)，Vertex2 能同時輸出 2 個 4K

Diva 支援 HDR 轉 SDR 功能(1080P)，Vertex2 沒有

Diva 支援 Ambient(環境光)，Vertex2 沒有

3. Vrroom 和 Vertex2、Diva 有什麼不同

答: Vrroom 支援聲霸(soundbar) eARC 輸出(Sonos、Bose)，Vertex2、Diva 沒有(需搭配 Arcana 才有)

Vrroom 2 個輸出支援 4K120(FRL 5 40Gbps/1200MHz)，Vertex2、Diva 支援 4K60(18Gbps/600MHz)

4. 電視支援 eARC，Vrroom 用 eARC 聽 Atmos

答: 電視 eARC 打開，到 Vrroom 設定畫面，CEC/eARC 頁面 → eARC/ARC 選擇 Manual eARC/ARC

The screenshot shows the Vrroom web interface. At the top, there's a header with the Vrroom logo and the tagline "TAILORED FOR AV PURISTS". Below the header, there's a navigation bar with tabs: INFO, EDID, HDR/AVI, DV, CEC/EARC, MACROS, and CONFIG. The CEC/EARC tab is selected. The main content area is titled "CEC / eARC / ARC CONTROL:" and contains the following text:

VrRoom has three separate CEC zones to support CEC commands and ARC/eARC communication.
MAIN ZONE CEC controls channel switching and eARC/ARC retrieval from the TX0 connected display.
AUDIO OUT zone controls the volume and power up/down of the AUDIO OUT connected AVR/Soundbar
eARC TX zone controls the volume and power up/down of the eARC TX connected AVR/Soundbar as well as eARC/ARC transmission

All changes to CEC/eARC/ARC parameters require a VRROOM power cycle. Unplug/replug power

MAIN ZONE:
MAIN ZONE CEC must be enabled to support CEC channel switching and eARC/ARC retrieval
eARC/ARC support requires "Audio System", make sure no other AVR devices are connected to the TV
eARC can support lossless bitstream formats, such as MAT atmos, TrueHD, DTS:X, PCM 7.1
ARC can support up to of DD+ Atmos, stereo PCM

☒ CEC: Audio System [eARC/ARC]

CEC is enabled when the checkbox is selected

eARC/ARC: Auto eARC/HDMI
✓ Manual eARC/ARC
Manual HDMI

If the display supports ARC, select Manual eARC/ARC or Manual HDMI depending on the use case or automate it via IP
AUTO -setting will rely on CEC commands from TV to switch between eARC/ARC and HDMI

5. Vrroom、Diva、Vertex2 播放時，遇到不定時突然斷電再重新開機狀況，該怎麼排除？

答：請把 Vrroom、Diva、Vertex2 的 IR 功能關閉。用網路連線後，到 CONFIG 頁面 --> IR --> OFF

The screenshot shows the TV's configuration menu with the 'CONFIG' tab selected. Under 'DIVA SETUP', the 'IR' option is highlighted with a red box and set to 'OFF'. Other settings include 'AUTOSWITCH INPUTS' (ON SENSE), 'HDCP VERSION' (Auto), 'HTPC MODE RX0-3' (OFF), 'OLED DISPLAY' (OFF), 'ROTATE 180 DEG' (ON), 'REVERSE COLORS' (OFF), 'OLED FADE' (30), 'OLED PAGE' (INFO), 'REBOOT TIMER' (0), 'AUDIO OUT FORMAT' (1080p60), 'MUTE TX0 AUDIO' (OFF), 'MUTE TX1 AUDIO' (OFF), and 'IR CODE SET' (SET 1).

6. 請問電視有支援 eARC，再使用 Vrroom 效果有提升嗎？

答：如果只是要聲音回傳功能可以不用購買，有遇到影音不同步再購買

7. 從 HDFury 產品輸出的聲音，有處理過嗎？

答：聲音沒處理，一律直通(訊號給什麼就出什麼)，如不會設定，可參考以下設定，設定後將 Vrroom 和音響重新上電

The screenshot shows the TV's configuration menu with the 'COPY TX SINK EDID and MODIFY (AUTOMIX)' option selected. The 'AUDIO CAPS' option is highlighted with a red box and set to 'AUDIO OUT'. Other settings include 'TX SINK' (TX0), 'FRL RATE' (FRL-5 / 40Gbps), 'VRR' (ENABLE), 'ALLM' (ENABLE), 'HDR' (HDR10 / HLG), 'DV' (LG C1), and 'Selected AUDIO CAPS' (AUDIO OUT). The 'Selected AUDIO CAPS' section shows 'L-PCM' (7.1), 'TRUEHD' (MAT ATMOS), 'DD+' (ATMOS), 'DD' (ENABLE), 'DTS-HDMA' (DTS:X IMAX), 'DTS' (ENABLE), and 'ONE BIT' (REMOVE).

8. Vrroom、Diva、Vertex2 輸出至電視可以將聲音部份停止只留影像？

答：在 vrroom > config 設定 tx0 或 tx1 mute tx0 或 tx1 audio ON 就可以了

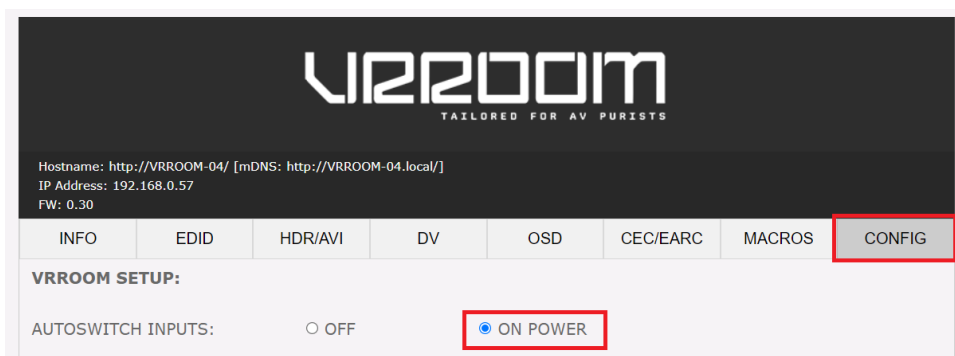
INFO	EDID	HDR/AVI	DV	OSD	CEC/EARC	MACROS	CONFIG
VRROOM SETUP:							
AUTOSWITCH INPUTS:		☒ OFF ☐ ON POWER					
HDCP VERSION:		☐ 1.4 ☒ Auto					
HTPC MODE RX0:		☐ ON ☒ OFF					
HTPC MODE RX1:		☐ ON ☒ OFF					
HTPC MODE RX2:		☐ ON ☒ OFF					
HTPC MODE RX3:		☐ ON ☒ OFF					
AUDIO UNMUTE:		500 SEND					
Time offset in milliseconds to start sending audio data to the sink. 50msec min							
eARC UNMUTE:		0 SEND					
Additional time offset in milliseconds to start sending audio data to the eARC TX.							
OLED DISPLAY:		☒ ON ☐ OFF					
OLED FADE:		30 SEND					
OLED PAGE:		INFO ▼					
REBOOT TIMER(hours):		0 SEND					
AUDIO OUT FORMAT:		☐ 720p60 ☒ 1080p60					
MUTE TX0 AUDIO:		☐ ON ☒ OFF					
MUTE TX1 AUDIO:		☒ ON ☐ OFF					

9. Vrroom、Diva、Vertex2 INPUT1 要切換 INPUT2 只能從機器做選擇？

答：1. 從 vrroom > info 下面 來選擇

AUDIO TX1:	L-PCM 48kHz 2.0ch 24bit
AUDIO OUT:	L-PCM 48kHz 2.0ch 24bit
eARC RX:	eARC/ARC not active
ROUTE:	from HDMI input
EDID TX0:	SONY TV *30: 4K60 444 DV HDR10 HLG BT2020
AUDIO:	MAT Atmos, DD Atmos, DD, DTS, LPCM 5.1 192kHz 24b
EDID TX1:	SONY TV *00: 4K60 444 DV HDR10 HLG BT2020
AUDIO:	MAT Atmos, DD Atmos, DD, DTS:X, DTSHD, DTS, LPCM 7.1 192kHz 24b
EDID AUD:	EDID not available
AUDIO:	
OP Mode: MODE 0 - SPLITTER TX0/TX1 FRL5 VRR ▼	
MODE 0: Split input to both TX0 and TX1. FRL5 and VRR are supported.	
MODE 1: Split input to both TX0 and TX1. TX0 upscales up to FRL5. No VRR supported.	
MODE 2: Matrix mode. Any input to any output. Supports up to 18Gbps. No FRL support	
MODE 3: Matrix mode. Any input to any output. Supports up to 18Gbps. TX1 downscals. No FRL support	
MODE 4: Matrix mode. RX0 supports FRL5. RX1-3 support 18Gbps.	
VRRoom will reboot when switching between Split / Matrix modes	
PORT SELECTOR:	
TX0:	0 - INPUT 0 ▼
TX1:	- COPY TX0 - ▼
INFO STATUS OK	
Refresh	

2. 從 vrroom > config > autoswitch inputs (勾選 on power)



3. 使用 APP 選擇(目前只上架 IOS 版本)

<https://apps.apple.com/tw/app/8k-vrroom-total-control/id1609893619>

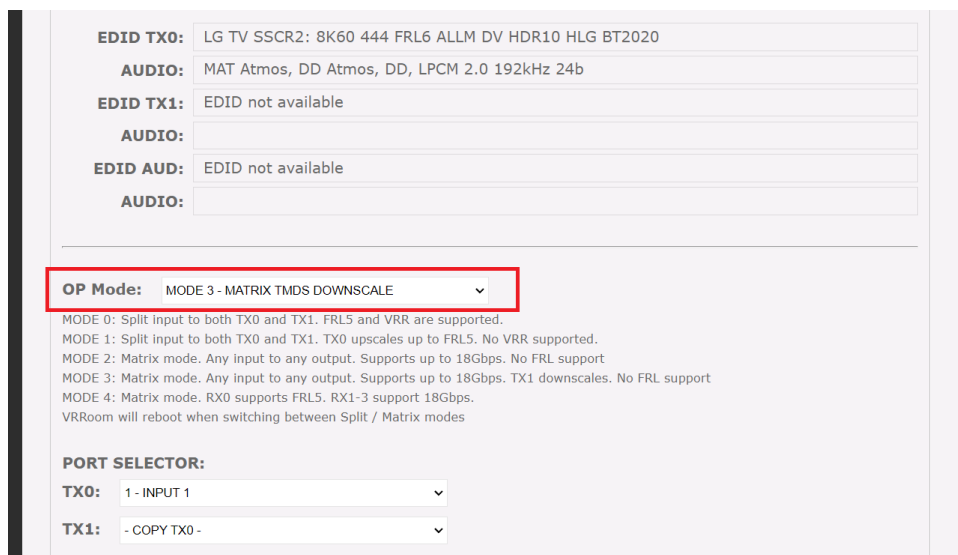
10. Vrroom、Diva、Vertex2 平時不使用要如何關機？

答: 不用時會自動休眠，或拔除電源

11. Vrroom 的 TX0 和 TX1 可以做升降頻嗎？

答: TX0 可以升頻，TX1 可以降頻，設定如下

Vrroom > info > OPmode 選擇 3



12. HDR/AVI 和 DV 頁面設定要怎麼儲存？

答：設定完後

1. 按左下角的 **Create**
2. 再按 **Send**
3. 儲存產生字串，下次開機貼上，再按 **Send** 即可（下圖以 DV 頁面舉例）

CONSTRUCT CUSTOM DOLBY VISION DATA BLOCK (for advanced users only):
Generates a 12-byte DV Version 2 Data Block. Select AUTOMIX with CUSTOM STRING -flag to activate.

DV Interface: Low latency 12Bit YCbCr 422

Primaries: DCI P3 YUV422 12bit: supported Global Dimming: not supported

Backlight Ctrl: not supported Backlight Minlum: 100 nits Support 10/12b: 10/12b disabled

RED Primary X:	0.680	1. 修改完，按左下角的Create
RED primary Y:	0.320	
GREEN primary X:	0.265	
GREEN primary Y:	0.690	2. 再按Send DV
BLUE primary X:	0.150	
BLUE primary Y:	0.060	
MAX luminance [nits]:	1000	Range 100 - 10000 nits
MIN luminance [nits]:	0	Range 0 - 1 nits

EB:01:46:D0:00:48:03:74:82:5E:6D:95

儲存產生字串

Create

Default

Send DV

13. 如何取消 OSD 顯示

答：OSD 頁面--->OSD ENABLE 取消勾選---> 按 SEND OSD VALUES(送出)

Hostname: http://VRROOM-04/ [mDNS: http://VRROOM-04.local/]
IP Address: 192.168.0.57
FW: 0.33

INFO	EDID	HDR/AVI	DV	OSD	CEC/EARC	MACROS	CONFIG
------	------	---------	----	-----	----------	--------	--------

OSD SETUP: [press SEND after config]

☐ OSD ENABLE

取消勾選

FADE SECONDS: [OSD video]	0	設置0
FADE SECONDS: [OSD no input]	60	
OSD LOCATION [X]:	20	
OSD LOCATION [Y]:	945	
OSD COLOR [FRONT]:	21	
OSD COLOR [BACK]:	0	
OSD COLOR [LEVEL]:	7	

OSD MASK SETUP:
☐ OSD MASK ENABLE

OSD MASK [X]:	1
OSD MASK [Y]:	950
OSD MASK1 [X]:	1920
OSD MASK1 [Y]:	1080
OSD MASK LEVEL:	3
OSD GRAYSCALE:	10

SEND OSD VALUES

送出

答：到 EDID 頁面，把 AUDIO CAPS 選到 CUSTOM，下面選項勾選才會開啟

COPY TX SINK EDID and MODIFY (AUTOMIX)

Automix EDID tables. Customize capabilities of the connected TX0 / TX1 sink EDID table.

Selected TX SINK will be used for the main video capabilities.

TX SINK: TX0

The settings below can be used to modify, add and remove video capabilities.

☐ FRL RATE FRL-5 / 40Gbps

☐ VRR ENABLE

☐ ALLM ENABLE

☐ HDR HDR10 / HLG

☐ DV LG C1 Use DV creator page in CUSTOM mode

Selected AUDIO CAPS indicates where audio caps are copied from.

AUDIO CAPS: CUSTOM

In CUSTOM mode the base audio capabilities are copied from TX SINK selected port, and the following settings can be used to modify, add or remove capabilities.

☒ L-PCM 7.1 up to 192kHz up to 24bit

☒ TRUEHD MAT ATMOS COPY SINK

☒ DD+ ATMOS COPY SINK

☒ DD ENABLE

☒ DTS-HDMA DTS:X IMAX COPY SINK

☒ DTS ENABLE

☒ ONE BIT REMOVE 5.1

答：要在 HDR/AVI 頁面設定（如下圖）

1. Primaries 選擇 ITU-R BT 2020-2
2. 按左下角 Create IF
3. 按 Send HDR

HDR METADATA GENERATOR:

☐ Use custom HDR for TX0 and TX1 [ignore RX HDR]
 ☐ Use custom HDR for TX0 and TX1 when input is HDR10 [ignore RX HDR]
 ☐ Use custom HDR for TX0 and TX1 when input is HLG [ignore RX HDR]
 ☐ Use custom HDR for TX0 and TX1 when input is HLG and display has no HLG support
 ☒ Use custom HDR for TX0 and TX1 when input is LLUV
 ☐ Disable output HDR for TX0 and TX1 when input is HDR10
 ☐ Disable output HDR for TX0 and TX1 when input is HLG
 ☐ Disable output LLUV for TX0 and TX1 when input is LLUV
 ☐ Disable all output HDR/HLG [keep LLUV]

1. 選擇 ITU-R BT 2020-2

EOTF: SMPTE ST 2084

Primaries: ITU-R BT 2020-2

WP: D65

Max Luminance [nits]: 4000

Min Luminance [nits]: 0.0001

MaxCLL [nits]: 1000

MaxFALL [nits]: 400

87 01 1a b0 02 00 c2 33 c4 86 c4:1d b8 0b d0 84 80 3e:13 3d 42 40 a0 0f 32 00 e8 03 90 01 00

2. 點擊 Create IF

3. 點擊 Send HDR

16. Xbox 如何設定 Vrroom 接 HUE ？

答：a. 電視接 TX0，HUE 接 TX1

b. 網頁連接 Vrroom，到 EDID 頁面，選擇 Automix

c. 到 info 頁面，下面的 OP mode 選項

從 mode 3 開始 --> 切換到 mode 0 --> 切換到 mode 4 --> 最後切換到 mode 3
(每切換一次 Vrroom 會重開一次)

Vrroom 就能輸出 4K120 給電視，輸出 2K120 給 HUE (如下圖)

COPY TX SINK EDID and MODIFY (AUTOMIX)

Automix EDID tables. Customize capabilities of the connected TX0 / TX1 sink EDID table.

Selected TX SINK will be used for the main video capabilities.

TX SINK: TX0

The settings below can be used to modify, add and remove video capabilities.

☐ FRL RATE: FRL-5 / 40Gbps

☐ VRR: ENABLE

☐ ALLM: ENABLE

☐ HDR: HDR10 / HLG

☐ DV: LG C1 Use DV creator page in CUSTOM mode

Selected AUDIO CAPS indicates where audio caps are copied from.

AUDIO CAPS: eARC OUT

In CUSTOM mode the base audio capabilities are copied from TX SINK selected port, and the following settings can be used to modify, add or remove capabilities.

☐ L-PCM: 7.1 up to 192kHz up to 24bit

☐ TRUEHD: MAT ATMOS COPY SINK

☐ DD+: ATMOS COPY SINK

☐ DD: ENABLE

☐ DTS-HDMA: DTS-X IMAX COPY SINK

☐ DTS: ENABLE

☐ ONE BIT: REMOVE 5.1

VIDEO TX0: connected but on standby

VIDEO TX1: off or not connected

AUDIO TX0:

AUDIO TX1:

AUDIO OUT: L-PCM 48kHz 2.0ch 16bit

eARC RX: eARC/ARC not active

ROUTE: from HDMI input

EDID TX0: LG TV SSCR2: 8K60 444 FRL6 ALLM DV HDR10 HLG BT2020

AUDIO: MAT Atmos, DD Atmos, DD, LPCM 2.0 192kHz 24b

EDID TX1: EDID not available

AUDIO:

EDID AUD: EDID not available

AUDIO:

OP Mode: MODE 0 - SPLITTER TX0/TX1 FRL5 VRR

MODE 0: Split input to both TX0 and TX1. FRL5 and VRR are supported.

MODE 1: Split input to both TX0 and TX1. TX0 upscales up to FRL5. No VRR supported.

MODE 2: Matrix mode. Any input to any output. Supports up to 18Gbps. No FRL support

MODE 3: Matrix mode. Any input to any output. Supports up to 18Gbps. TX1 downscases. No FRL support

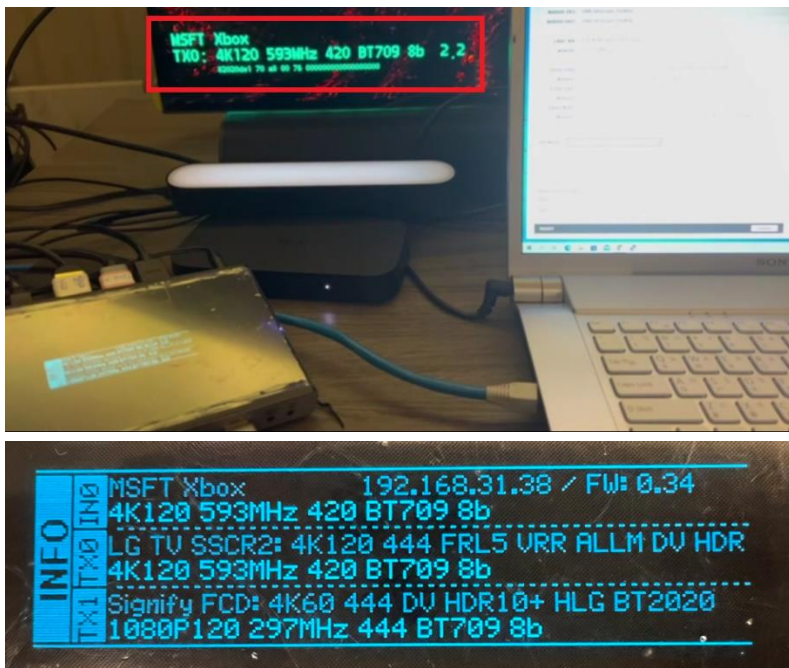
MODE 4: Matrix mode. RX0 supports FRL5. RX1-3 support 18Gbps.

VrRoom will reboot when switching between Split / Matrix modes

PORT SELECTOR:

TX0: 0 - INPUT 0

TX1: - COPY TX0 -



17. PS5 如何設定 Vrroom 接 HUE

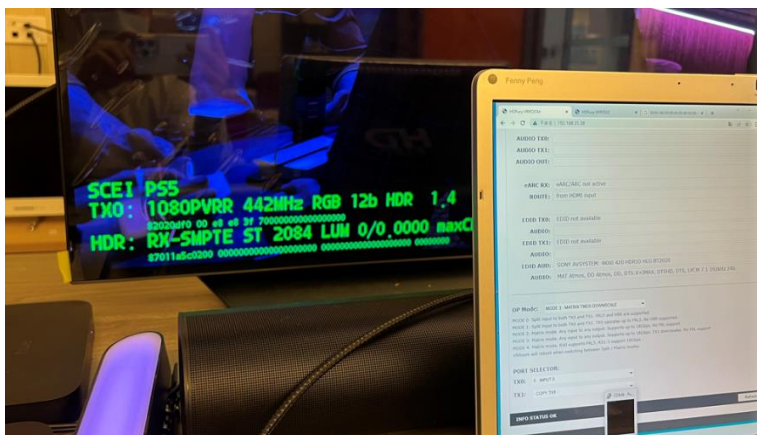
答：PS5 接 Vrroom 使用 HUE，只能達到 1080P VRR，電視和 HUE 無法同時 4K

- 電視接 TX0，HUE 接 TX1
- 網頁連接 Vrroom，到 EDID 頁面，選擇 Automix
- 到 info 頁面，下面的 OP mode 選項

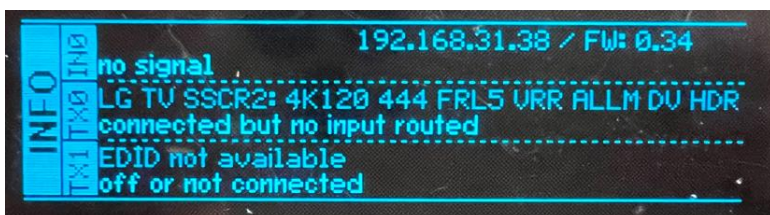
從 mode 3 開始 --> 切換到 mode 0 --> 切換到 mode 4 --> 最後切換到 mode 3
(每切換一次 Vrroom 會重開一次)

Vrroom 就能同時輸出 1080P VRR，給電視和 HUE (圖下圖)

VIDEO TX0:	connected but on standby
VIDEO TX1:	off or not connected
AUDIO TX0:	
AUDIO TX1:	
AUDIO OUT:	L-PCM 48kHz 2.0ch 16bit
eARC RX:	eARC/ARC not active
ROUTE:	from HDMI input
EDID TX0:	LG TV SSCR2: 8K60 444 FRL6 ALLM DV HDR10 HLG BT2020
AUDIO:	MAT Atmos, DD Atmos, DD, LPCM 2.0 192kHz 24b
EDID TX1:	EDID not available
AUDIO:	
EDID AUD:	EDID not available
AUDIO:	
OP Mode:	MODE 0 - SPLITTER TX0/TX1 FRL5 VRR
MODE 0: Split input to both TX0 and TX1. FRL5 and VRR are supported. MODE 1: Split input to both TX0 and TX1. TX0 upscales up to FRL5. No VRR supported. MODE 2: Matrix mode. Any input to any output. Supports up to 18Gbps. No FRL support MODE 3: Matrix mode. Any input to any output. Supports up to 18Gbps. TX1 downscales. No FRL support MODE 4: Matrix mode. RX0 supports FRL5. RX1-3 support 18Gbps. VRRoom will reboot when switching between Split / Matrix modes	
PORT SELECTOR:	
TX0:	0 - INPUT 0
TX1:	- COPY TX0 -

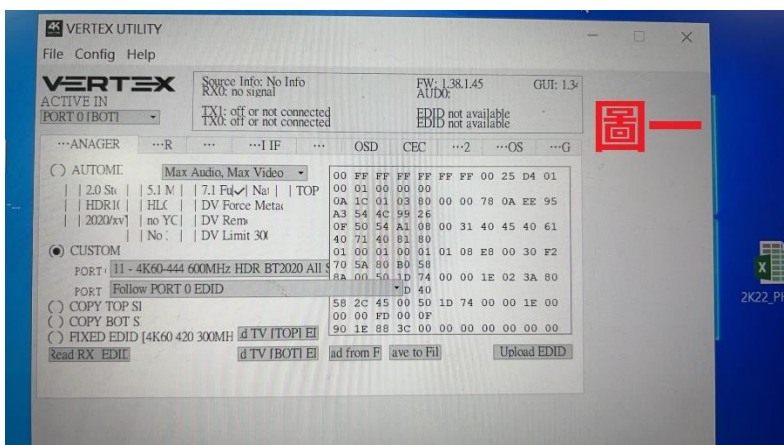


18. Vrrroom 切换 EDID 时，如出现 no signal (没讯号)，请将电源重新插拔（如下图）



Vertex

1. 使用 GUI 时，画面比例不对（图一），应该怎么解决？



請在 GUI 執行檔，滑鼠右鍵 按圖片（圖二）設定即可

