

Why am I not getting uncompressed audio formats through the SPDIF connection?

The SPDIF connection does not support uncompressed audio formats like Dolby True HD and DTS master. It supports the following formats: PCM 2Channel, LPCM 5.1, Dolby 2.0, Dolby Digital 5.1, and DTS 5.1.

My DVI display shows pink screen and fails EDID learn. What could be wrong with my unit?

This is a known issue and it has been addressed in firmware version 1.0.18 and above.

Why am I only able to output PCM audio and nothing higher?

This was a known issue to units loaded with firmware version 1.0.09 and older. You can upload the most up to date firmware version to fix this issue.

Where can I find more information regarding TCP/IP set up?

We have detailed TCP/IP set up instructions that include detailed information and screenshots found in our manual from pages 16-18

I would like to output Dolby Digital from SPDIF output where possible, how do I set-it up?

We have a few custom EDID settings added to the switch where you would be able to pick one which would have a 5.1 Dolby Digital audio. Please refer to the page 11 of the manual (option 3, 6 or 8).

Is there a recommended Telnet client to use with the new switches?

Popular clients such as Putty and TeraTerm work freely with the new built-in telnet services.

Which port number does Telnet use? Is it the same as SSH?

Use standard port 23 for telnet control. SSH (port 22) is not implemented.

Can I lock down remote access/control?

Yes, both the web and telnet services can be password protected.