I have a 3D TV and a non-3D TV, but I want to pass 3D.

In order to pass 3D you must learn the EDID from the 3D TV. Connect the TV you want to learn from to output 1 and hold the EDID button down, the EDID light will flash then switch to learn. Once the light is solid the EDID learn is complete.

What is the max distance HDMI cable I can use?

The max distance we recommend is 35 ft. If you need to go longer we recommend using HDMI extenders (we suggest using AT-HDTX /AT-HDRX)

Can I send 1 run to a TV then the other run to an AVR then to a display?

You can, but you will get a native EDID issue where the signal will be the greatest common spec. If you learn EDID of the AVR, there is a great chance that the stand alone display will not get audio.

What happens when one TV is 720p and another is 1080p?

You will receive a 720p, because of native EDID. A way to work around this is to use a scaler on the 720p (like the AT-HD560) to send a 1080p EDID and down scale the signal to 720p for the display.

Why my Seiki 4K TV model SE39UY04 does not work with my AT-HDDA-2 at 4K resolution?

delete Why my Seiki 4K TV model SE39UY04 does not work with the Atlona HDDA at 4K resolution? This is a known issue and Atlona is currently working on the fix. The symptom is no video output (no link and no sync). The current work around is to use sources outputting 1080p or lower.

How do I connect the wires for the captive screw connectors for HDDA for power?

Please connect the white wire to (+) and black wire to (-) on the power port on the HDDA product. Please ensure you are using an Atlona HDDA 5V/3A power supply that came with your product. If you use a non-HDDA power supply you may accidentally fry one of the internal capacitors inside the AT-HDDA-2 rendering the unit inoperable.

Why is the EDID LED light so stunningly bright that it can be seen through the side of HDMI port?

This does not affect the functionality of the unit. Product with the following date code is affected: (S/N : XXXXXXXX1404XXXXXXX).

How will I know if I have the old or new HDDA product that supports 4K resolution?

The serial number/model number sticker on the device and it's box will have the version number. New version is "B".

How do I connect the captive screw connections for HDDA for power?

Please connect the white wire to (+) and black wire to (-) on the power port on the HDDA product. Please ensure you are using an Atlona HDDA 5V/3A power supply that came with your product. If you use a non-HDDA power supply you may accidentally fry one of the internal capacitors inside the AT-HDDA-2 rendering the unit inoperable.