Can I use 3rd party IR receivers and emitters?

You must use the supplied IR receiver but you can use any 3rd party emitter

Can I connect directly from a control system into the AT-HDTX/RX-IR?

Yes you can. You would directly connect the IR cable from the control system (as long as it's not URC) to the IR signal and the ground ports on the Phoenix connector.

Computer does not recognize the extender when doing a firmware update.

You must first install the driver (included with the file download) manually, and then try again.

I want to extend a 4k x 2k signal to my new 4k TV.

We strongly recommend using CAT6 with 550 MHz. It also must be a direct path with no patch panels and/or switches. Max distance on a 4k signal is 40m (130ft).

The link light is blinking on the receiver.

With the new firmware (2.30.52.0) the blinking link light usually means that the receiver is not recognizing a display/5v signal on the output. Check the HDMI cable and verify that it is connected to the Display.

The receiver is getting hot, is this ok?

It is normal for the receiver to be fairly warm during normal operation.

I am only getting the menu of my Scientific Atlanta/Time Warner/Comcast/Cisco cable boxes (Model #s: 4000, 4250HD, 4642, 4742, 8300HD, 8600, 8642, RNG-110, RNG-150, RNG-200, CHS, X1), but not the video feed, and receiving the error message "HDCP error switch to Component". How can I fix this?

This is due to the fact that your set top box is running off of older HDMI standards we would need to have a source to be HDMI 1.3 or above standards to properly push HDBaseT signals. We have had good success of putting an AT-HDSync in line between the source and the extenders to solve this issue.

Does this unit support ARC?

At this time none of our extenders support ARC.

Should I use shielded cables or shielded conduit?

Shielding in any form is always recommended. If you use shielded category cable be sure to use metal RJ45 connectors and be sure to properly terminate the cable to 568B.

Do you use all pins of the category cable?

As HDBaseT is a bi-directional, bit-in/bit-out, transmitting method and all pins in the cat cable are required.

What is the energy saving mode on this unit?

When no signal is passing the device goes to stand-by mode which on average consume 2.5W vs. 11W.

Can Atlona HDBaseT Transmitters share a single power supply?

Yes. Atlona HDBaseT transmitters can share the same power supply due to unique captive screw design. With the supplied 24V/2.7A DC power supply you can power up to 4 sets of extenders.