

Q: Whenever I press “read” under projector controls in the control software, I get partial data filled in. How do I confirm good communication and get all default fields filled in?

A: Please ensure you have good RS-232 cable. Sometimes communication can hang, please disconnect the 3.5mm to 9-pin adapter cable from the AT-HDVS-RX and reconnect to solve this issue.

Q: Does this unit require a Null Modem adapter/cable to connect to a display?

A: The need for a Null modem adapter is based on the requirements of your RS-232 enabled display. Please refer to the manufacturer manual for proper pin configuration.

Q: I am having problem setting up the system, what could I be doing wrong?

A: Please refer to this video for instructions.

Q: I get HDMI audio just fine but not through VGA.

A: Please check the audio settings in the Receiver’s Menu as you will need to select L/R audio for the 3.5mm to be used.

Q: Even if the source is unplugged via AT-HDVS-TX/RX, does it still send a signal to the projector or TV?

A: Yes. Because the AT-HDVS-RX is also a scaler with OSD so there is always a signal/5V presence on the video out. As a result, it is not recommended to use AT-HDVS-RX with auto-sensing switches.

Q: RS-232 power commands are not storing in the HDVS-RX. After you Send the commands, Read is not populating the commands (clears anything in the Display On / Display Off window).

A: First Unplug everything (power, category cable and HDMI) from the HDVS-RX for 10 seconds. Reconnect everything and wait until the video returns. Try sending the RS-232 commands again. If the first suggestion does not fix the issue try typing in the RS-232 commands, Save the configuration, Load that configuration and then Send/Read. Verify that the commands have stored.

Q: RS-232 commands are not coming through as they were entered, text and or hex are random characters.

A: Make sure the RS-232 stereo plug is fully seated. Being not fully seated can cause the RS-232 characters to become random data. Make sure that only the HDVS-RX is powered. If the customer is using the HDVS-TX, they should not be using it’s power supply when using the HDVS-RX.

Q: After doing a firmware update the unit is still not operating properly.

A: Try doing a System Reset. Once the unit has re-booted, if this does not fix the problem unplug everything (power, category cable and HDMI) from the HDVS-RX for 10 seconds. Reconnect everything and wait until the video returns. Test to see if the unit is operating properly. Note: Do not use Windows 8.1 or Mac to do an update, if this is done simply re-load firmware with the proper operating system

Q: I have multiple AT-HDVS-RX but only have one working power supply, is there a workaround for this?

A: You may use 2 AT-HDVS-RX hooked up to 1 power supply. It will work fine.

Q: How do I get a separate audio feed to my AVR or sound system via HDVS?

A: You may use the captive screw audio output port of AT-HDVS-RX to send a separate audio signal to your AVR or sound system.