

Q: Is this unit compatible with both PAL (50Hz) and NTSC (60Hz) signals?

A: Yes.

Q: Does the unit have learnable IR controls?

A: Yes, we also have control drivers.

Q: My projector is causing the picture on screen to shift vertically, is there any type of controls for this?

A: Yes. There are horizontal and vertical shift controls, and color, tint, brightness, contrast, detail, sizing, and top and bottom vertical blanking adjustments within the on screen menu (refer to page 6 of the user's manual).

Q: Why do I see color bars?

A: The color bars appear when no signal is detected and also when switching. To get rid of color bars, go to menu setting/OSD/Color Bar and change it to OFF. After 50 seconds, the switch will completely disconnect from the display. Please make sure you are using firmware version 3.18 or above.

Q: Can I adjust audio on the Analog Audio output?

A: Yes, you can do it either via RS232, or IR. You have a few options on doing a level UP/Down approach or you can select actual Audio Volume numbers to get much quicker to either a low volume or high volume.

Q: I am using AT-LINE-PRO4-GEN2 and extenders AT-HD4-SI40SRS or AT-HD4-V40SRS and when the switcher goes through power OFF/ON, Why can't I any longer get video?

A: Please make sure you are running firmware version 3.18 or above (click here to download the latest firmware)