

Q: What is the longest distance HDMI cable I can use?

A: The maximum distance when using an HDMI cable is 35ft. If longer distances are needed you would need HDMI extenders like the [AT-HDTX](#) and [AT-HDRX](#).

Q: Will the unit embed and de-embed audio?

A: Yes, the unit will accept audio from either the HDMI cable or the analog 3.5mm stereo plug above the HDMI port and embed audio on the HDMI. To do that, change the settings in the MENU / ADUIO / SOURCE to L/R. Also you can strip audio from an incoming HDMI signal.

Q: Can I output audio on both HDMI and analog ports?

A: Yes, both outputs (HDMI and 3.5mm stereo port) will output audio at the same time.

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 3.20 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-PRO5-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 3.20 or above (Click [here](#) to download the latest firmware)