

Q: Why is the unit not responsive after the firmware update?

A: This unit cannot be updated via Mac computers and if it did, the unit will not boot up properly. To fix this:

1. Unplug both power supplies on the back of the unit.
2. Press and hold the cancel button.
3. While holding the cancel button, reinsert the power cord into the unit. The unit should now boot up in ISP mode and be able to be updated with a standard PC.

Q: I can only get 2-channel audio on my A/V Receiver when viewing one source on multiple displays.

A: When multiple displays are viewing a single source, the source will output a common format that all screens can handle. So when all of the sources do not have A/V Receivers the source will default to a common 2-channel audio format.

In order to get multi-channel audio to the AVR, you need to assign a multi-channel EDID to any source that you want a multi-channel signal from. Some displays may not be able to down mix a multi-channel signal and will result in no sound or a repetitive clicking sound.

Q: How do I embed analog audio into the input port?

A: With the latest firmware (1.1.25 and above) you must assign a DVI EDID (either EDID 11: 1080p DVI or EDID 12: 1280x800 DVI) to the input port. (Refer to page 11 in the manual for instruction on how to assign EDID). You might want to connect DVI source directly to the switch as well.

Q: Why Can't I get video on ZONE-x?

A: First, Try doing an EDID learn and assigning the learned EDID to the input. Second, try assigning pre-loaded EDIDs.

Q: I have a mix of 720p and 1080p TVs, and I want my 1080p TVs to get full resolution.

A: In order to get 1080p resolution, you will need to do an EDID learn from a 1080p display and store it to the sources. In order for the 720p TV to get signal, you will need to use the [AT-HD560](#) and set the resolution to 720p.

Q: Why my unit keeps locking up?

A: First, try to do the Factory Reset: With the matrix in the off state, hold button 1 and 4, then push the power button. Continue to hold 1 and 4 until you see "Setting Factory Default". Second, if factory reset does not solve the issue, then reload firmware. To reload firmware, please check the user's manual posted on [Atlona's product webpage](#) under Documentation tab.