Date Issued:
3/24/2015

Subject:
Lock-up issue when AT-HDVS-RX is connected to some CODECs and a Samsung TV model ED75

Dear Valued Customers:

We would like to inform you that Atlona has confirmed recently reported issues that when the AT-HDVS-RX is connected to some known codecs, or a specific type of Samsung TV, the AT-HDVS-RX will lock up and drop video.

Codec devices that are affected:

- Cisco SX20/SX80
- Polycom RealPresence Group 500
- Lifesize Icon 600

Samsung TV that is affected:

- Samsung ED75D

At present, Atlona team has been able to replicate the issue successfully on the codecs while unable to replicate the issue on the Samsung ED75D. However, in both scenarios, Atlona has identified the work-around by connecting an AT-UHD-SYNC in between the AT-HDVS-RX and a codec or a Samsung display. Currently, Engineering is working tirelessly for root cause and a permanent solution.

If you or your customer are experiencing lock-up issue, please feel free to contact our TAC department at support@Atlona.com or call 1(877)536-3976 for the work-around. Atlona will gladly provide a free AT-UHD-SYNC once the issue has been confirmed by Atlona Technical Support Team.