

Why my Pioneer AVR (Elite VSX-42) has no sync when being used in conjunction with AT-HD4-SI40SR?

All AT-HD4-SI40SR with serial number after 0140251612111501000 have updated transmitters (TX). If you have an older version, the TX will need to be updated. Please contact Atlona Technical Support for assistance.

I can get 2D video but not 3D video, what is causing this?

Make sure that the mode setting is set to MODE4 (7.1 channel audio) or MODE6 (2 channel audio).

I am using these extenders with a variety of sources, some work and others do not. What can cause this to occur?

Certain sources are not as optimized for extenders and others are thus you may want to perform an EDID learn. (Please review the video for a step by step process)

Can the AT-HD4-SI40SR go further than 130ft if I use a CAT6?

The AT-HD4-SI40SR is optimized to go a maximum distance of 130ft when transmitting 1080P over a single cable. If requiring longer distances, one can lower the resolution of the source to 1080I or 720P to gain up to 200ft.

When I turn ON/OFF any appliance, I am getting an intermittent disturbance in picture. What is causing this?

If you are seeing a flash of video on your screen when turning appliances on or off, this might mean that your CAT cable is picking up electrical interference. To fix this, please try relocating the current CAT cable away from any outside sources of electrical interference both inside and outside any walls the cable is near. If this doesn't help, you may need to run a shielded CAT cable and ensure it is in 568B termination. Also make sure the cable is not near any Romex cable lines.

What type of category cable do you recommend for these units?

Atlona recommends using 568B terminated CAT5E or CAT6 solid cables.

I just bought a brand new set of these extenders and they are not working.

If you are unable to get a picture from the extenders please try performing an EDID learn from your television. (Please review the video for a step by step process)

What is the expected performance for each category cable type with AT-HD4-SI40SR?

Performance rating		Type of category cable			
Wiring	Shielding	CAT5	CAT5e	CAT6	
<i>Solid</i>	Unshielded (UTP)	***	****	*****	
	Shielded (STP)	***	***	***	
<i>Stranded</i>	Unshielded (UTP)	*	**	*	
	Shielded (STP)	*	*	*	
Termination	Please use EIA/TIA-568-B termination (T568B) at any time				