

Q: Why does the unit only pass low resolutions?

A: Make sure you use solid CAT5e/6/6A/7 and no more than 150 feet long. Make sure it is a direct connection and avoid using jumper cables and patch panels.

Q: Why do I have rolling bars on my picture?

A: This might be due to EMI related issue. Check to make sure your CAT cable is not way too close to any power line. Make sure to only use solid CAT5e/6/6A/7 cable with metal connectors. This might also be due to power differential issue between two different circuits. You may have to test the actual power supply on another circuit to see if the problem goes away. If the problem still persists, you might want to contact your electrician to fix the later issue.

Q: Do the units have to power down after every use? If I leave the unit's powered on, will consume a high amount of power?

A: No, the AT-RGB45SR is considered to be a low power consumption device. Please check our product specification for more details.

Q: Why am I not getting any audio through the extenders?

A: You may have to check the audio settings from your video source. When using a PC as a source, please do the following: 1. Right click the Volume Control icon on the right bottom bar of your windows 2. Select the "Playback devices" 3. Right click the audio device for the display the audio will be playing on and select "Set as Default Communication Device" Also, to test functionality of the audio port, test with a known working stereo output (ex. iPod, iPhone, MP3 player). Connect the source direct to the input of the extender and test the functionality through the display speakers. Make sure you are also using a working male to male 3.5mm stereo cable.

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Q: I can't get a stable image up when running a resolution thats supported by your extenders (1024x768 at 60hz).

A: Please try using 75Hz on the same resolution as this refresh rate is favored by some displays.