



An Installers Checklist for Troubleshooting HDMI and HDMI Products

With the days of analog “plug and play” technology fading away, video distribution is getting more and more complex. From a simple act of connecting a yellow-ended wire to the yellow colored input on the back of a TV, to what is now a complex web of digital signals in the form of HDMI. Installers and Integrators suddenly have a much tougher time on the job but with patience and knowledge, comes success. Listed below are some of the more common troubleshooting questions installers and integrators can ask themselves while on the job site. If after troubleshooting the problem persists, feel free to give our technical support department a call at 1-800-626-6445.

**REMEMBER TO REMOVE POWER BEFORE MAKING ANY CHANGES OR SWAPPING
CABLES TO AVOID DAMAGING THE EQUIPMENT.**

- Are the HDMI cables securely connected?
- Are the HDMI cables connected in the right direction with arrows going away from the source and towards the display?
- Does the HDMI have any excessively sharp bends or kinks during its run?
- Have you tried changing the resolution of the source?
- Have you tried a different source with the same HDMI?
- Have you tried different inputs/outputs using the same HDMI?
- Have you tried connecting to a different display using the same HDMI and source?
- Have you tried a different HDMI with the same source?
- Are there dip switches on the device and if so are they correctly set?
- Does the length of the HDMI/Cat5e/6 exceed the equipment's limit?
- Are the status/link lights on?
(if applicable)
- Was the Cat5e/6 ran with electrical wire, stapled, or encounter any sharp bends?
- Was the Cat5e/6 terminated to the 568B standard?
- Did you label each Cat5e/6 to ensure they go to their corresponding ports?
(ex: Port1->Port1, Port2->Port2)
- Were the devices hot plugged (the power was plugged in before product was properly connected)?
- Did you try removing the Cat5e/6 products and hooking the source straight into a known display with an HDMI?
- Did you check the resolution of the source(s) and the display?
- Are the transmitters and receivers in the correct order?
- Have you tried different Cat5e/6 cable(s)