

Customers using Binary 3x1 and 5x1 HDMI Switchers with any brand Active HDMI cables may not be able to get audio and video due to DDC timing issues.

### Known Products affected:

- B-220-HDSWTCH-3x1
- B-220-HDSWTCH-5x1
- Active HDMI Cables

SnapAV has conducted internal testing with our 3x1 and 5x1 HDMI switchers and has determined that there is an incompatibility with the use of the switchers with Active cables. Results show that each product works well independently, but together they create enough HDMI signal degradation to cause DDC timing issues.

### Recommended Solution:

- For New Installations:
  - Use Passive HDMI Cables for shorter distance applications
  - Use HDMI Extenders for longer distance applications
- For Retrofit Installations:
  - If an Active HDMI Cable has already been installed, and a Passive HDMI cable or HDMI Extender is not a viable alternative, a B-220-HDSPLTR-1x2 HDMI splitter can be installed between the output of the switch and the active HDMI cable to improve the performance and correct DDC timing.