

Overview

Video loss may be experienced when the signal is Deep Color 36bit video through a 10 meter or longer HDMI cable. This is due to the extra bandwidth required for Deep Color. If video loss occurs, follow the solutions below to prevent video loss from recurring.

Products Affected

B-220-HDSWTCH-3x1

Suggested Workaround

- Use HDMI cables shorter than 10 meters between the switcher and the display or source.
- On runs 10 meters, or longer use active HDMI cables.
- Set the output of the source to 1080p 24bit or lower.

Contacting Technical Support

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