

It has been brought to our attention that the height difference between the B-500-EXT-230-RS / B-500-EXT-330-RS-IP extenders and most of our legacy extenders has led to some dealer confusion when they are used with the Extender Rack and Accessory Shelf.

To accommodate for additional circuitry and ventilation, the newer B-500-EXT-230-RS, B-500-EXT-330-RS-IP, were designed with a larger chassis than our other extenders at the time, such as the B-320-1CAT-HDIR, B-400-1COAX-HDIR, et al. Additionally, the mounting ears have a designed offset to provide better ventilation; this causes the design to cover the slot where the zip tie would pass through.

The media shelf was originally designed for extenders which existed prior to the release of the HDBaseT extenders. With the larger extender chassis being 1U taller when mounted vertically, and the thicker mounting ears, there are just a couple of things to account for when installing the HDBaseT extenders with the shelf.

Make sure that you have 4U of space for each shelf; typically the rear of the rack is best. The extender can also be secured with double-sided sticky tape, or preferably Velcro to accommodate for the thicker mounting ears, as depicted in the illustration below.

Installation Procedure:

- Height Requirement - Please allocate 4U spacing in the rack instead of the 3U spacing required for shorter legacy Extenders and Accessories.
- Zip Tie Slot Position – The installer can use a Heavy Duty double-sided tape or Velcro to secure the Extender to the Shelf.

Known Products affected:

- B-500-EXT-330-RS-IP
- B-500-EXT-230-RS

