

# CHECK LIST

## BEFORE SUBMITTING SUPPORT FORM

A guide to troubleshooting HDMI / HDBaseT equipment, before filling out our support form.

**Use these questions as a guideline for your own tests of the unit, before sending it to IMAGO SONAS for testing:**

- Is there any interference from other cables (audio, control)?
- Is the network connected in several places in the HDBaseT installation?
- Some Atlona products can do HDBaseT testing, have you tried doing that?
- Which CAT cable is installed?
- Have you tried another CAT cable?  
(U/FTP,F/UTP,F/FTP,S/FTP,FTP)
- Is the patch connections made?
- Do the green and yellow lamps on the Atlona units lite up?  
(Green for power/Yellow for HDBaseT Link)
- What sources are connected?
- What destinations are connected?  
(Monitors, Projectors, Conference Code, etc.)
- Are EDID and HDCP settings configured?
- Are the original power supplies used?
- How long are the HDMI cables that are connected?
- Have you tried another HDMI cable? Maybe a shorter one?