

# HDMI TROUBLESHOOTING & QUICK SETUP GUIDE FOR 1080p DISPLAYS:

## No Video Output

### (1) Check Input (Is the problem from the source to the Anthem?)

- Confirm source has the latest software upgrades (latest upgrades address DolbyTrueHD and DTS MA bugs). Always update to the latest software: Pioneer Blu-ray v.3.5x, Sony Blu-ray v2.x and PS3 v2.x
- Check source output, the HDMI cables and the Anthem input for bent HDMI pins

### (2) Check Output (Is the problem from the Anthem to the display?)

- Confirm that the Anthem Processor has the latest software installed
- Check for bent HDMI pins on the cable and the Anthem output connector
- If possible, bring a small 1080p display with HDMI and a short HDMI cable to verify Anthem output
- Still no picture after all the above check out OK? It could be that the cable is too long, or is a lower bandwidth cable. Try changing the Anthem to 720p output (it cuts bandwidth in half) and see if you get a picture. If so, you'll need a better long-cable run solution to send 1080p video to the display

## Video Stuttering

All sources other than 1080p/24 Blu-ray require the Anthem video output configuration to be setup at 1080p/60 (for 1080p/60 displays) to avoid video stuttering. Please note that early Blu-ray version players output 1080p/60 (not 1080p/24). In these cases, set video output of the Anthem to 1080p/60 to avoid video stuttering.

A 1080p/24 Blu-ray player that is connected to an older version 1080p/60 display (which does not take in a 1080p/24 native stream) will stutter. There are 2 options to correct this: (1) Allow the Anthem to upconvert the 1080p/24 stream to 1080p/60 (*preferred*) or (2) Set the Blu-ray player to output 1080p/60.

### Settings for Blu-ray or 1080p/24 HDMI Source

Set Anthem source input (DVD1, for example) for Output Configuration #1. Set Anthem video output configuration #1 to 1080p/24. Set the Blu-ray player for 1080p/24 output. Select "direct" video output from the remote control on Sony players.

**Please note:** Sony Blu-ray players have a "direct" video output button. This sets Blu-ray 1080p/24 discs to output natively at 1080p/24 while standard resolution DVD's will output at 480i over HDMI.

### Settings for Blu-ray player playing 480i standard resolution DVD's over HDMI

Set Sony Blu-ray player for "direct" video output (480i) on the remote. Set Anthem source input (DVD2 or other source button of choice) for Output Configuration #2. Set video output configuration #2 to 1080p/60. Failure to do so will cause noticeable video stuttering if set to 1080p/24 in error.

### All Other Non-1080p/24 Sources

Set desired Anthem source input for configuration output #2. Set Anthem video output configuration #2 to 1080p/60. Failure to do so will again cause noticeable video stuttering if video output is set to 1080p/24 by mistake.