

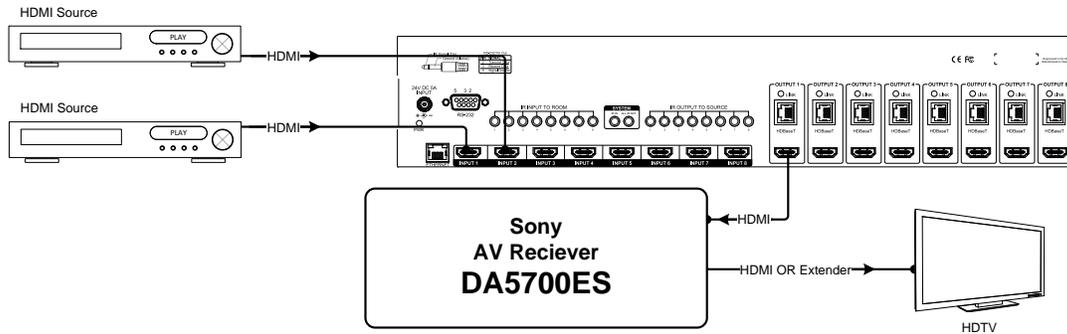
Overview

During testing, the following issue arose when using the Sony DA5700ES AV Receiver (AVR) with the B-500-MTRX-230-8X8. Please review the following issue and corrective action if this AVR will be used in your installation.

Issue

Setup:

- Any HDMI output of B-500-MTRX-230-8x8 is connected to Sony AVR
- HDMI output of the Sony AVR is connected to a display via HDMI cable or HDBaseT extender.



Behavior:

Pink screen may appear on display in one of the following situation:

- When the Sony AVR is cycled OFF and back ON, and the display and source remain powered ON
- When the Sony AVR and display are turned ON at exactly the same time.

Corrective Action

This may be fixed by doing any of the following:

- Turn the display off and back on;
- Switch inputs on the matrix away from and then back to the source in use;
- Switch the source on the AVR away from and then back to the input in use.

Pre-emptive solutions

With proper programming of the automation equipment, the issue should be avoidable altogether. Program the system so that:

- The Sony AVR turns on before the display turns on;
- There is a delay between the Sony AVR ON and the display ON command;
- The Sony AVR remains on while the display is on.

Set up the system with these tips in mind:

- Use HDMI input 1 on the display. Equalizers are usually installed on input 1 and will stabilize signal.
- Use the shortest HDMI cables possible from the AVR to the display:
 - HDMI Cables: Less than or equal to 5 meters
 - HDBaseT Extenders: Use the shortest cables possible

Information Updates

We will update this document as we become aware of more products with this problem, or if we learn of any new information that addresses this issue.