

**RE: PLTBPOWER (Board Table grommet mounted Power Module)**

If your AV source & TV or display are not working when using a PLTBPOWER Board table power module:

1. Confirm you have the TV switched to the proper Input
  - If the TV is on the wrong input, “No Signal” image will be shown on the screen generally
2. Make sure your AV source, TV, AND HDMI cables are all compatible with HDMI 2.0
3. Check there isn't a loose connection on the AV source, PLTBPOWER unit or TV.
4. Try disconnecting and reconnecting the HDMI cable at each end.
5. Try altering the resolution, the TV may not be capable of supporting the resolution the source is trying to deliver.
6. Try changing HDMI channel inputs on your TV; there may be an issue with the HDCP or EDID 'handshake'.
7. Test the AV source with the TV directly
  - Do this with the same HDMI cable that is being used from the TV to the Power Module, or the AV source to the Power Module (whichever is longer) (for example - do not test the AV source to the TV with a 2' cord, if you are using an 8' cord from your board table to TV)
8. If the AV source is working when directly used with the TV:
  - Use a short HDMI cable (less than 3.3') to connect between AV source to the Power Module and connecting the Power Module directly to the TV
  - If it is working, it means the total length of the HDMI cable is too long.

The longer an HDMI cable is, the more signal it loses due to attenuation. The recommended maximum length for 4K video is 10'. For 1080P video, if the total length (A + B + C) of the cable is longer than 13', an HDMI repeater or extender is recommended to prevent degradation of the signal.

