



AmazonBasics Helpful Hints | HDMI to DVI Cable

You've just hooked up your game console, satellite box, cable box, or computer to your AV receiver, digital display, or HDTV, but you're not getting any video or sound. Here are some easy steps you can take to remedy the problem.

Problem: I'm getting video, but I'm not getting any sound.

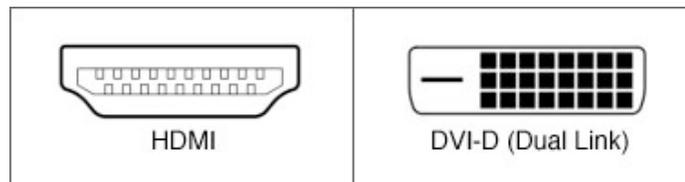
Solution: Add an additional audio cable

Although HDMI transmits both audio and video, DVI is for video only. You will need to run an additional cable for audio, such as a standard RCA 2-wire cable, or a 1-wire RCA/digital audio cable.

Problem: After plugging everything in, I'm not getting anything at all.

Solution 1: Plug your connectors in securely

Make sure your connectors are plugged in securely to the proper input/outputs on your components. Your inputs/outputs should look like this:



If your input/outputs look different than the image, this HDMI-DVI cable is not for you. **WARNING: DO NOT EXERT TOO MUCH PRESSURE WHEN YOU TRY TO CONNECT--the connectors should slide in easily. Forcing them may break your ports.**

Solution 2: Set your audio/video outputs to HDMI

Go into the menu system of your source component (satellite box, cable box, home theater, Blu-Ray, DVD system, etc.) and make sure your outputs are set to HDMI.

Solution 3: Set your HDTV/display inputs to HDMI

Go into your TV's or display's menu and make sure the video and audio inputs are set to HDMI. You may have to consult your product manual.

Problem: After properly connecting my cable or satellite receiver to my HDTV, I'm getting no signal.

Solution: Make sure your provider is transmitting an HDMI signal.

Even though your setup box has an HDMI output, it can only receive an HDMI signal if your cable/satellite provider is transmitting an HDMI signal. If your cable/satellite provider isn't transmitting HDMI, you will need to replace this HDMI-DVI cable with a component video cable, which supports 720p/1080i resolution. If your cable/satellite provider is transmitting in HDMI, your setup box may need a firmware update. Consult with your provider for instructions on how to update your firmware.

Problem: I want to use my home theater system to control my HDMI video, but I'm not getting a signal on my HDTV.

Solution 1: Remove extraneous, "in-between" components

HDMI signals can degrade or disappear entirely if you attach too many devices between the source and the final output (usually your HDTV). Isolate the cause of your problem by connecting the source output directly to your HDTV with the HDMI-DVI cable. You may have to forgo your ideal setup and connect your setup box directly to your TV.

Solution 2: Compatibility issues with components due to digital-rights issues

High-Bandwidth Digital Copy Protection, or HDCP, is a form of digital-rights management that is designed to prevent piracy of high-definition content. Simply put, if a component isn't HDCP-compatible, the device will not be allowed to transmit the data. Most newer components and HDTVs are HDCP-compatible and should not have this problem. But if you have older components, or if your components are not properly certified, you will need to replace your devices with certified models. A less expensive solution is to replace the HDMI-DVI cable with a component video cable, which supports 720p/1080i resolution and is not beholden to HDCP standards.

Problem: Everything works great when I have one source connected directly to my HDTV, but when I add another source, I lose my picture.

Solution: Connect only one source at a time to your HDTV or use a component video.

This is another HDCP-related issue. When one source is powered on, your TV powers down the HDMI input that's not currently in use. Meanwhile, HDCP

continues to police the TV's HDMI inputs for unauthorized devices, but because of the powered-down input, HDCP isn't able to recognize the TV. Therefore it blocks the signal from the previously unused source to the TV. Your choices are either to connect one source at a time or to connect one source with HDMI and the other with a component video cable. You should also check your TV's manual for other solutions to this problem.