



AmazonBasics Helpful Hints | HDMI Cables

You've just hooked up your game console, satellite box, cable box, or other source device to your HDTV, but you're not getting the results you expected. Here are some easy steps you can take to remedy the problem.

Problem: I've plugged everything in, but I get no audio or video.

Solution 1: Configure your input settings on your HDTV.

Check that you've correctly configured your HDTV input. Go into your TV's or display's menu system and make sure the video and audio inputs are set to HDMI. If it is not set to "HDMI," it might be looking for a signal from an antenna or coax cable. You may have to consult your product manual.

Solution 2: Remove any other outputs from your cable/satellite box.

Some cable and satellite boxes don't allow simultaneous outputs. If you have a connection for both HDMI and component video, remove the component video cables and leave just the HDMI.

Solution 3: 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), or if you try to daisy-chain components. Isolate the cause of your problem by connecting the source output directly to your HDTV. If you get a signal, then you know there's a problem with your original setup or with your components. You may have to connect your setup box directly to your TV.

Problem: I get video but no audio.

Solution: Check that your source devices have audio output set to HDMI.

Some devices have separate settings for video and audio output. Go into the menu system of your source component (cable/satellite box, Blu-Ray player, etc.) and make sure your outputs are set to HDMI.

Problem: I've connected the HDMI cable and get digital channels but no analog channels.

Solution: Get a receiver that up-converts analog signals to an HDMI-compatible stream.

Since HDMI is an all-digital technology, it cannot transport an analog signal. If you are getting digital channels, the HDMI cable is working fine. If being able to watch analog channels is important to you, you can purchase a receiver that will up-convert an analog signal to an HDMI-compatible one.