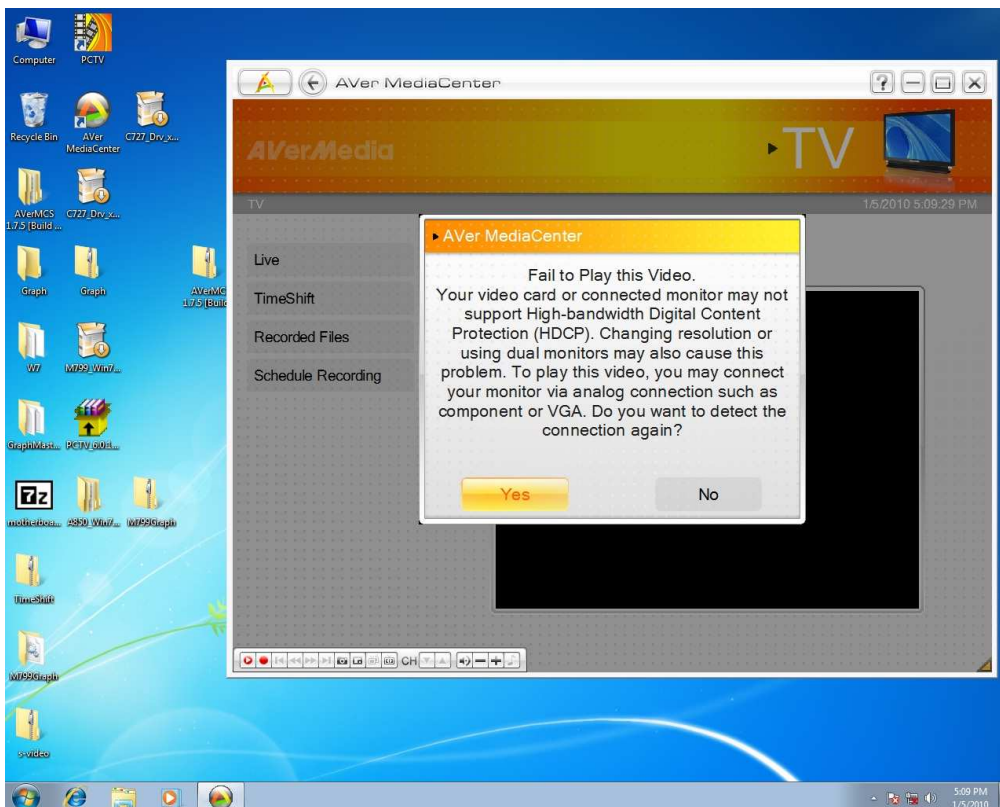


**I m facing one of below phenomenon, what can I do in order to solve my HDMI issue above 480P?**

**Phenomenon 1:** Black screen with audio sound while connected my HDMI device to AVerMedia HD Capture HDMI in.

**Phenomenon 2:** Black screen with no audio while connected my HDMI device to AVerMedia HD Capture HDMI in.

**Phenomenon 3:** There is warning message popup from AVerMedia application while switch to HDMI mode (As shown below).



Please follow the instructions below to troubleshoot your issue:

1. Please check if you graphic card and Monitor do support HDCP, and if they are supporting in specific condition  
Example1: Some monitor support HDCP in several resolutions only  
- You may contact the monitor manufacturer for information and set your resolution to which it supports.  
Example2: Some monitor support HDCP in single link for DVI interface.  
- Which you may solve this by using a single link DVI cable for connection from your graphic card to monitor.

2. If you are using memory more than 4G, please try to reduce your memory below 4G, and check if problem can be solve by the action taken. If so please feedback back us by using our technical form mentioned below.

If above does not help please provide us your dxdiag info:

How to get Dxdiag? Please refer to below link

<http://www.avermedia.com/avertv/Upload/FAQ/How%20to%20get%20Dxdiag%20Info.pdf>

Then feedback to us by using technical support form on web with the dxdiag attach:

<http://www.avermedia.com/avertv/Support/ContactSupport.aspx>

Thank You