English

FAQs

Q1: There is no video output displayed on the HDMI device.

Answer:

1. Ensure that your monitor is set to High Definition Multimedia Interface (HDMI) mode and supports the High-bandwidth Digital Content Protection (HDCP).

2. Ensure that the VGA Card driver is installed in your computer.

3. If you use an AV Receiver, directly connect the VGA Card's output port (DVI or HDMI) to the monitor's HDMI In port and ensure that the screen displays normally.

4. To meet the requirement of the AV Receiver, set the suitable resolution for your computer: 640x480@60 Hz, 1280*720 @ 60Hz, 1920x1080@60Hz. (Refer to the user guide of your AVR or monitor for more details.)

5. Disconnect the cable connection between the VGA Card and the monitor for five seconds, then reconnect it.

6. Ensure that you have installed the HDAV Card driver.

If all of the above steps did not help to solve the problem, follow the steps below

a) Connect the VGA card's output port to the HDAV card's HDMI In port.

b) Connect the HDAV card's HDMI Out port to the monitor's HDMI port.

Q2: There is no audio output when using the HDMI Out port.

Answer:

. Ensure that the video output works properly.

2. Ensure that you have installed the HDAV Card driver successfully.

3. Ensure that the Xonar HDAV card is set to the HDMI mode. (Refer to the user guide for more details)

4. If you are not sure about the code types that your monitor supports, set the HDAV Card's HDMI output to [PCM 48 kHz-2 Channel]. Ensure that your monitor is not set to the silent mode and adjust the volume properly.

5. If there is video output but no audio output, set the monitor's resolution to 640x480@60 Hz, 1280*720@60Hz, or 1920x1080@60Hz.

6. Set ASUS Xonar HDAV 1.3 Audio as the default audio device for your computer.

7. Set ASUS Xonar HDAV 1.3 Audio as the default audio device for your media player.

8. When playing videos or music, ensure that your monitor is not set to the silent mode and its volume is adjusted properly.

9. If there is still no audio output, set the Xonar HDAV card back to the analog out mode and select the PC speakers (Refer to the user guide). Ensure that the audio output runs properly.

Q3: There is no sound when connecting to the AVR (AV Receiver)

Answer:

1. Connect the HDAV card's HDMI Out port to the AVR's HDMI In port, then connect the AVR's HDMI Out port to the monitor's HDMI port.

2. Ensure that you set both the audio and video settings of the AVR to the HDMI mode.

3. To meet the requirement of the AVR, set the suitable resolution for your computer: 640x480@60 Hz, 1280*720 @ 60Hz, 1920x1080@60Hz. (Refer to the user guide of your AVR or monitor for more details.)

4. Ensure that your AVR is not set to the silent mode and the volume is adjusted properly.

5. Use the Speaker Test in the Xonar Driver to test the audio/sound quality.

6. Ensure that the AVR and the speaker are connected properly.

7. If there is still no sound or video, refer to Q1and Q2. Ensure that it works properly with the TV set or the monitor in both video and audio output.

Q4. The AVR or monitor cannot play movies with Dolby 5.1 or DTS 5.1 decoding.

Answer:

. Ensure that there are no Q1, Q2, and Q3 issues.

2. Ensure that the AVR or monitor supports the Dolby Digital/DTS decoding ability. Usually, monitors do not support the codec function.

3. Set the AVR's HDMI audio output setting to Off (if this option is available).

4. Ensure that your audio driver setting is set to the HDMI mode. Refer to the user guide for more details.

5. Ensure that the digital bits stream/SPDIF or HDMI pass-through output function is enabled on your DVD playback software.

Q5. The TotalMedia Theatre (TMT) cannot play the Blu-ray/HD-DVD or there are some interruptions while playing.

Answer:

. Ensure that your system's driver is compatible with Blu-ray/HD-DVD

2. Ensure that your PC system (such as graphics card, or CPU,) meets the minimum requirements for playing Blu-ray disc. Refer to the QSG or user guide of your PC for the specification.

3. If DVD disks play smoothly on your computer, but Blu-ray disks do not, your computer configuration may not meet the requirements for playing Blu-ray disks. Update your configuration.

4. Close other running applications.

5. Refer to Q1, Q2, Q3 and Q4. Ensure that both the audio and video output works normally.

6. Reinstall TMT and try again.

7. Ensure that you have installed the latest TMT software and HDAV Card driver. Refer to the ASUS website (http://www.asus.com) to download the latest software or driver.