




OREI HDA-912 Audio Extractor User Guide

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HDA-912 Audio Extractor

For more information regarding the product kindly refer to the product video, product page, or manufacture page.

Amazon

<https://www.amazon.in/dp/B07BHYXVTY>

Website

[HDMI Audio Extractor Converter – SPDIF + 3.5mm Output \(HDA-912\)](#)

YouTube

<https://youtu.be/PMuLtAsZjR4>

Basic Troubleshooting Questions:

1. How long are the HDMI cables?

- If the distance is quite long then you might lose signal in some instances. Thus, desired/higher resolution might not be achieved

2. Did you try changing the HDMI cables?

- There might be some issue with the HDMI cables, changing them may resolve the issue. Poor quality HDMI cables sometimes do not function for longer run

3. Did you try adjusting the switch (Bitstream) on the front of the unit based on the resolution supported by the outputs?

- Kindly refer to the manual for the Bitstream (EDID) management

4. What is the resolution supported by the input and output?

- It supports max resolution up to 4K@60Hz. Kindly note that any resolution beyond that won't be supported.

5. Does the unit show any sign of power/ Do the linked LED lights turn on when the input and the output are connected (light in optical output)

- If the unit does not show any sign of power, then kindly try changing the power supply.

Additional Actions based on the issue customer is facing

If the customer is not even getting audio in 5CH even after adjusting the switch (Bitstream) on the front of the splitter

- Kindly try setting the audio signal to 2CH from your HDMI input source and see if you get sound.

If the customer wants Dolby/7CH sound but is not getting it through the optical port or audio jack

- L/R/ Audio Jack is only limited up to 2CH/ Stereo
- Optical/SPDIF output is only limited up to 5CH

General Questions of Customer

The Audio is breaking

- Due to bad or long distance between the HDMI cables
- The audio signal might not be supported by the output device, adjusting the audio signals to something that is supported by the output (Bitstream) may solve the issue.

Optical not working

- If the optical port does show any sign of power, then kindly try changing the cable or power supply.
- Optical/SPDIF output is only limited up to 5CH so you won't get more than that.

Compatibility issue

- This might happen sometimes due to a complex setup or if the signal is more than 4K@60Hz then the product isn't compatible with the intended use
- We have clearly mentioned the functionality and the supported resolutions/devices with the diagram in detail on the product detail page still if the customer uses it with something that is not supported by the product, then this could happen.

Doesn't support 5.1 Channel

- If referring to the Analog, Audio Jack, L/R, or Stereo output then it only supports audio signals up to 2CH.
- Kindly try reducing the audio signal from the audio settings of your HDMI input source.

Doesn't work with TV ARC

- We have clearly mentioned on the detail page that it doesn't support ARC; it only extracts the audio from the input source.

Dolby Digital Audio does not work

- Dolby digital is only supported through the HDMI output port, provided that your HDMI output source supports it. Through the optical port and the audio jack sound will be limited to 5CH and 2CH respectively.

HDMI INPUT



INPUT



OUTPUTS

HDMI OUTPUT



RCA OUT

OPTICAL OUT



Up to 2CH



Up to 5CH

