

When the consumer using this HDMI cable, the below two point need to pay attention:

- 1.) The cable source port must connected the input of the device, and the other port need to connect display(Monitor),if one of the port connected the wrong port, thus will lead the cable not working, so now we would like to Amazon's help to confirm with the consumer if he/she connected the right port or not when using this cable.
- 2.) This HDMI cable normal using condition is 1080P 60HZ、4K 24HZ,so in the meanwhile we also need Amazon's help to confirm with the consumer if their using equipment whether exceeded the cable standard using specification.
- 3.) And to better identify this HDMI cable source port and display port, actually, In last Nov., we have issued an ECR to improve this problem(added display & source label on the cable to identify the cable source and display port)

Before ECR cable Photo



After ECR cable Photo



provide troubleshooting steps so that we can alert the customers about similar problems in future

- 1.) The cable source port must connected the input of the device, and the other port need to connect display(Monitor),if one of the port connected the wrong port, thus will lead the cable not working, so now we would like to Amazon's help to confirm with the consumer if he/she connected the right port or not when using this cable. Pls help to confirm. Thanks.
- 2.) This HDMI cable normal using condition is 1080P 60HZ、4K 24HZ,so in the meanwhile we also need Amazon's help to confirm with the consumer if their using equipment whether exceeded the cable standard using specification.
- 3.) If still not working, we suggest consumer return the cable back to our factory do further analyzing