

Technical Bulletin

Product: B-560-EXT-HDR-444-70

Topic: Roku® 8.1.0 Firmware Compatibility Issue

Issue:

HDCP handshake issues have been observed with Roku devices running firmware version 8.1.0. When the Roku device HDMI output is extended over the B-560-EXT-444-70 4K HDR HDBaseT extender to a display, a user may observe a loss of video that will require the extender to be power cycled to resolve the issue.

This loss of HDCP handshake between source and display is most often observed when Roku video output video format changes when switching between menu screens and different types of content. The handshake may not be successfully renegotiated causing the loss of video.

Resolution:

It is recommended that this extender not be used to extend HDR content from Roku devices until a future Roku firmware update is released resolving this issue.