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SDP-25 FAQ

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I am not able to see the OSD on my TV using Zone 2/HDMI Output2.

- The OSD is not available on HDMI Output 2.

The OSD menu seems to change size depending on the source I have selected.

- This is normal, the OSD size is determined by the resolution of the incoming signal on the source you have selected.

The audio seems to mute and not come back when I am plugging or unplugging an HDMI input cable.

- It is not advisable to hot plug your components. You may experience irregular behavior when doing so. Toggling between sources should prove to fix the issue.

I am not able to view two different analog video sources on HDMI Output 1 and Zone 2.

- This is normal; the SDP-25 is only able to process one analog video source at a time.

I am not experiencing the highest resolution possible when viewing different video sources on Zone 1 and Zone 2.

- When viewing different video sources on Zone 1 and Zone 2, the resolution on both displays is limited to the highest shared resolution between the two displays.

When powering on the SDP-25, it does not automatically turn on my TV even though CEC functionality has been enabled on both devices.

- If you are sure CEC is enabled on both the SDP-25 and your display, there may be a compatibility issue between the two components. Please contact your TV manufacturer for details regarding CEC compatibility.

The audio mutes when changing the Audio Source in Input Setup from ARC to HDMI.

- Depending on your input source, the audio may not immediately synchronize. Try toggling between sources and your audio should return.



The five HDMI Preview windows are not all the same size.

- This is normal; the size of the preview box is determined by the aspect ratio of the incoming video signal.

When watching a 4K source, I am not able to use the HDMI Preview function.

- HDMI Preview is currently not available in 4K resolution.

All five HDMI Preview windows do not appear on my display.

- It is likely that the incoming video signal that you have selected is 480i or 576i. These video resolutions are not currently supported when using HDMI preview.

I am unable to use the HDMI Preview function with the front HDMI video port selected as my video source.

- The front HDMI video port does not currently support the HDMI Preview function

I cannot get video output when trying to watch a 3D format disc.

- This may be a compatibility issue with your source player. Please contact the manufacturer of your source player for HDMI and HDCP compatibility specifications.

When using the HDMI output from a computer, I am unable to change surround modes.

- The surround mode is determined by the incoming audio signal. Please check the audio output settings on your computer, as you may be sending a multichannel PCM signal. You may need to configure the audio output to a two channel signal on your computer in order for the SDP-25 to upmix the audio using the available surround modes such as Dolby PLII, DTS Neo:X, etc.

The Input names do not change to the language I have selected.

- The input names are in English by default to match the buttons on the SDP-25 front panel and remote control. These input names can be changed in the rename screen and which will also reflect in the semi-OSD, front panel LCD display and Input Select screen of the OSD.



The DTS-Remap menu in the OSD does not change to the language I have selected.

- This menu will stay in English to clarify the DTS-Remap settings according to DTS definitions. This is to better understand the changes that are made when referencing DTS-HD White Paper descriptions.

I have no audio when using a DVI to HDMI adapter.

- If you experience this behavior when using a non-HDCP compliant HDTV device, you may opt to use a High-bandwidth DCP Stripper or similar converter box. These are also commonly marketed as DVI amplifiers and HDMI splitters that are able to bypass HDCP signal and create a custom EDID to sync all devices. Another solution is to connect a separate audio connection from your source, such as an optical or digital coaxial connection.

The SDP-25 is automatically awakened from standby mode.

- Some source players and display devices have HDMI-CEC settings that can wake up the processor from standby. You may choose to disable these settings should you experience unusual activity.