

# Cable Matters 48Gbps HDMI Audio Extractor with eARC (103104) – Installation and Troubleshooting

The Cable Matters 48Gbps HDMI 2.1 Audio Extractor with eARC (Model 103104) de-embeds audio from an HDMI source or TV with eARC/ARC, outputting to HDMI, digital S/PDIF (optical), or analog audio devices like soundbars, amplifiers, or AV receivers. It supports up to 8K@60Hz video and advanced audio formats (e.g., Dolby Atmos, DTS:X), with features like CEC control and EDID management.

- [48Gbps HDMI Audio Extractor with eARC \(103104\)](#)

## Important Notes Before Using

- **HDMI 2.1 Cables Required:** Use high-quality HDMI 2.1 cables (max 3m/10ft) for all connections to support 48Gbps bandwidth, 8K@60Hz, or 4K@240Hz. Older cables (e.g., HDMI 2.0) may cause signal loss or audio/video issues.
- **eARC/ARC Compatibility:** For eARC/ARC functionality, your TV and soundbar must support eARC or ARC. Check your devices' manuals—eARC requires an HDMI eARC port on both ends.
- **Power Supply:** Always connect the included 5V/2A power adapter before use. Insufficient power can lead to unstable operation or no output.
- **Correct Port Usage:**
  - “IN Source” is for HDMI input (e.g., Blu-ray, console).
  - “OUT TV (eARC)” connects to the TV’s eARC/ARC port.
  - “eARC OUT Soundbar” is for soundbars' HDMI OUTPUT port; “AUDIO OUT Amp” is for amplifiers' HDMI INPUT port. Mismatched connections will disable audio extraction
- **EDID Settings:** Start with factory default EDID (DIP switches set to 111). Adjusting EDID is only needed if audio/video compatibility issues arise—refer to the manual for custom settings.
- **No VRR Support:** This extractor does not support Variable Refresh Rate (VRR), FreeSync, or G-Sync—ensure your setup doesn’t rely on these features.

## Setup Guidance

### 1. Unpack and Verify Contents:

- 1x 48Gbps HDMI Audio Extractor
- 1x 5V/2A International Power Supply
- 1x 6 ft HDMI 2.1 Cable

- 1x User Manual

## 2. Connect the Devices:

- **Power:** Plug the 5V/2A power supply into the “DC 5V” port and a wall outlet. The red Power LED should light up.
- **HDMI Source:** Connect your HDMI source (e.g., Blu-ray player, gaming console) to the “IN Source” port using an HDMI 2.1 cable (max 3m/10ft recommended). The green IN LED should illuminate.
- **TV:** Connect the “OUT TV (eARC)” port to your TV’s HDMI eARC/ARC port with an HDMI 2.1 cable. The green OUT LED should light up.
- **Soundbar (Optional):** For eARC/ARC audio, connect your soundbar’s HDMI Output to the “eARC OUT Soundbar” port. The green Soundbar LED should activate.
- **Amplifier (Optional):** Connect an amplifier to the “AUDIO OUT Amp” port (HDMI) or “OPTICAL” port (S/PDIF) for non-eARC setups. The green Amp LED should light up if connected

## 3. Enable eARC/ARC (If Needed):

- Press the “eARC” button to toggle eARC/ARC mode:
  - **On (Solid eARC LED):** Audio returns from the TV (eARC/ARC enabled).
  - **Off (No eARC LED):** Audio comes from the HDMI input source
- Ensure your TV’s eARC/ARC setting is enabled in its audio menu.

## 4. Configure EDID (Optional):

- Use the EDID DIP switches (labeled “EDID OP”) to adjust audio/video compatibility:
  - Default (111): Factory settings—try this first.
  - Refer to the manual for other settings if audio/video issues occur

## 5. Test the Setup:

- Power on all devices. Check that LEDs (Power, IN, OUT, Soundbar/Amp, eARC) match your setup. Play content to confirm video on the TV and audio through your soundbar or amplifier.

## Troubleshooting Guide

### 1. No Video or “No Signal” on TV:

- Verify that the TV’s HDMI input is set to the eARC/ARC port connected to “OUT TV (eARC).”
- Ensure the source is plugged into “IN Source” and powered on (IN LED should be green).
- Test with a different HDMI 2.1 cable (max 3m/10ft) for both input and output

### 2. No Audio or Audio Skipping:

- Confirm connections: “OUT TV (eARC)” to TV’s eARC port, “eARC OUT Soundbar” to soundbar’s HDMI output, or “AUDIO OUT Amp”/“OPTICAL” to an amplifier.
- Test direct connection: Connect the TV’s eARC port straight to the soundbar to isolate the extractor.
- Adjust TV audio output: Set to PCM or Dolby Digital first, then retry Atmos/DTS:X.

- Power cycle: Unplug all devices (extractor, TV, soundbar) for 1-2 minutes, then reconnect

### 3. **Intermittent Connection or Flickering:**

- Test with a different display or soundbar to check compatibility.
- Reset the EDID to factory default (DIP switches to 111).
- Ensure cables are HDMI 2.1-rated and under 3m/10ft

### 4. **eARC Not Working (Flashing eARC LED):**

- Verify that the TV and soundbar support eARC and that it's enabled in their settings.
- Press the eARC button to toggle mode—solid LED means eARC is active; flashing means a CEC/eARC issue.

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