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AV Access 4KSW21-DM

AV Access 4KSW21-DM 4K HDMI Dual Monitor KVM Switch User Manual

Model: 4KSW21-DM

1. INTRODUCTION

The AV Access 4KSW21-DM is a 2x1 Dual Monitor KVM Switch designed to control two computers using a single set of keyboard, mouse, and two monitors. This device supports 4K@60Hz HDMI video resolution and offers flexible switching options, enhancing productivity for various applications including office tasks, gaming, and learning environments.

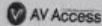
2. SAFETY INFORMATION

Please read and follow these safety guidelines to ensure proper operation and prevent damage to the device or injury.

- Avoid dropping the device.
- Do not disassemble the unit.
- Do not contact with liquids.
- This product is intended for use in moderate temperature environments only.
- Do not use this product in ambient temperatures exceeding 158°F/70°C.
- Do not place open flame sources (e.g., candles) near the product.
- Clean the product only with a dry or damp cloth.

Attention

EN: Attention | DE: Achtung | FR: L'attention | ES: Atención | IT: Attenzione | NL: Attentie | PL: Uwaga | PT: Atenção | CS: Pozor | FI: Huomio | DK: Opmerksamhet



EN

1. Avoid dropping it.
2. Do not disassemble.
3. Do not contact with liquids.
4. This product is intended for use in moderate temperature environments only.
5. Do not use this product in ambient temperatures exceeding 158°F/70°C.
6. Do not place open flame sources (e.g., candles) near the product.
7. Clean the product only with a dry cloth or brush.

DE

1. vermeiden Sie es fallen zu lassen.
2. demontieren Sie es nicht.
3. nicht mit Flüssigkeiten in Berührung kommen.
4. Dieses Produkt ist nur für den Einsatz in Umgebungen mit moderaten Temperaturen vorgesehen.
5. Verwenden Sie dieses Produkt nicht bei Umgebungstemperaturen von mehr als 70°C/158°F.
6. Stellen Sie keine offenen Flammen (z. B. Kerzen) in der Nähe des Produkts auf.
7. Reinigen Sie das Produkt nur mit einem trockenen Tuch oder einer Bürste.

FR

1. éviter de le faire tomber.
2. ne pas démonter.
3. ne pas mettre en contact avec des liquides.
4. Ce produit est destiné à être utilisé dans des environnements à température modérée uniquement.
5. ne pas utiliser ce produit à des températures ambiante supérieures à 70°C.
6. ne pas placer de sources de flammes nues (par exemple des bougies) à proximité de l'appareil.
7. Nettoyer le produit uniquement avec un chiffon sec ou une brosse.

ES

1. Evite que se caiga.
2. No desmontar.
3. No entre en contacto con líquidos.
4. Este producto está diseñado para utilizarse únicamente en entornos con temperaturas moderadas.
5. No utilice este producto a temperaturas ambiente superiores a 158°F/70°C.
6. No coloque fuentes de llamas abiertas (por ejemplo, velas) cerca del producto.
7. Limpie el producto únicamente con un paño seco o un cepillo.

IT

1. Evitare di farlo cadere.
2. Non smontare.
3. Non entrare in contatto con liquidi.
4. Questo prodotto è destinato all'uso solo in ambienti a temperatura moderata.
5. Non utilizzare il prodotto in ambienti con temperature superiori a 70°C.
6. Non collocare fonti di fiamme libere (ad es. candele) vicino al prodotto.
7. Pulire il prodotto solo con un panno o una spazzola asciutta.

SE

1. Undvik att tappa den.
2. Ta inte isär den.
3. kom inte i kontakt med vätskor.
4. Denna produkt är endast avsedd för användning i miljöer med mäntlig temperatur.
5. Använd inte produkten i omgivande temperaturer som överstiger 158°F/70°C.
6. Placera inte öppna lägor (t.ex. stearinljus) i närheten av produkten.
7. Rengör produkten endast med en torr trasa eller borste.

Image: Safety instructions and warnings in English, German, Spanish, French, Dutch, Polish, Portuguese, Czech, Finnish, and Danish.

3. PACKAGE CONTENTS

Verify that all items listed below are included in your package:

- 1x 4K KVM Switch (4KSW21-DM)
- 1x Power Adapter (DC 12V/3A)
- 1x AC Power Cord with US Pins
- 1x User Manual
- 2x USB 3.0 Type-A to Type-B Cable (1.5m/5ft)

Packing List



| | |
|--|--|
| ① 1x 4K KVM Switch | ④ 1x User Manual |
| ② 1x Power Adapter (DC 12V/3A) | ⑤ 2x USB 3.0 Type-A to Type-B Cable (1.5m/5ft) |
| ③ 1x AC Power Cord with US Pins | |

Image: A visual representation of the KVM switch, power adapter, power cord, user manual, and two USB 3.0 cables included in the package.

4. PRODUCT OVERVIEW

4.1. Features

- 2x1 Dual Monitor KVM Switch:** Control two PCs with a single set of keyboard, mouse, and dual monitors in extended or mirror mode.
- Dual Application Modes:** Switch between "KVM Mode" for traditional control and "USB Mode" to display two different video sources on both monitors simultaneously.
- Built-in USB 3.0 Hub:** Share up to three USB 3.0 peripherals (e.g., webcams, speakerphones, printers, external drives) with data transfer rates up to 5Gbps.
- 4K UHD & High Refresh Rates:** Supports up to 4K@60Hz (4:4:4), 1080P@240Hz, 165Hz, 144Hz, 120Hz, 60Hz, and 2560x1440@144Hz, 120Hz, 60Hz.
- Fast and Flexible Switching:** Easily switch between computers using the front button or keyboard hotkeys.
- Automatic PC Wake-up:** Features EDID emulation for faster, more reliable transitions and automatic PC wake-up.

- **High Compatibility:** Works with Windows, macOS, and Linux operating systems.
- **Plug and Play:** No driver installation required.

4.2. Front and Rear Panel Diagram

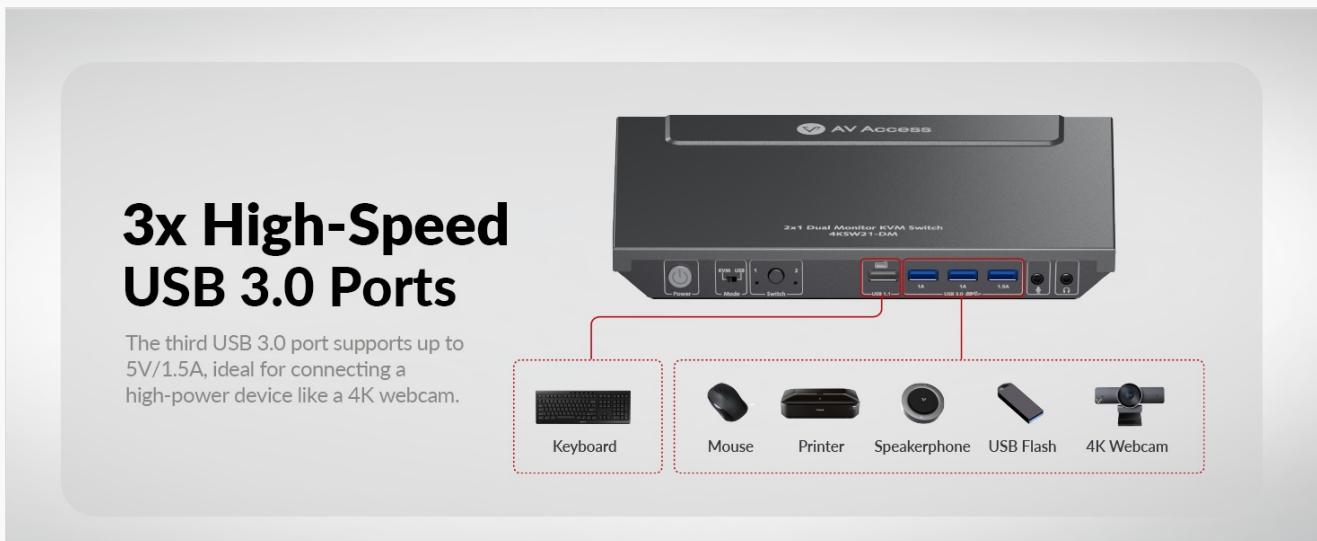


Image: The front panel of the KVM switch, highlighting three USB 3.0 ports (one with 1.5A power for high-power devices like 4K webcams), a USB 1.1 port for keyboard hotkeys, and control buttons.

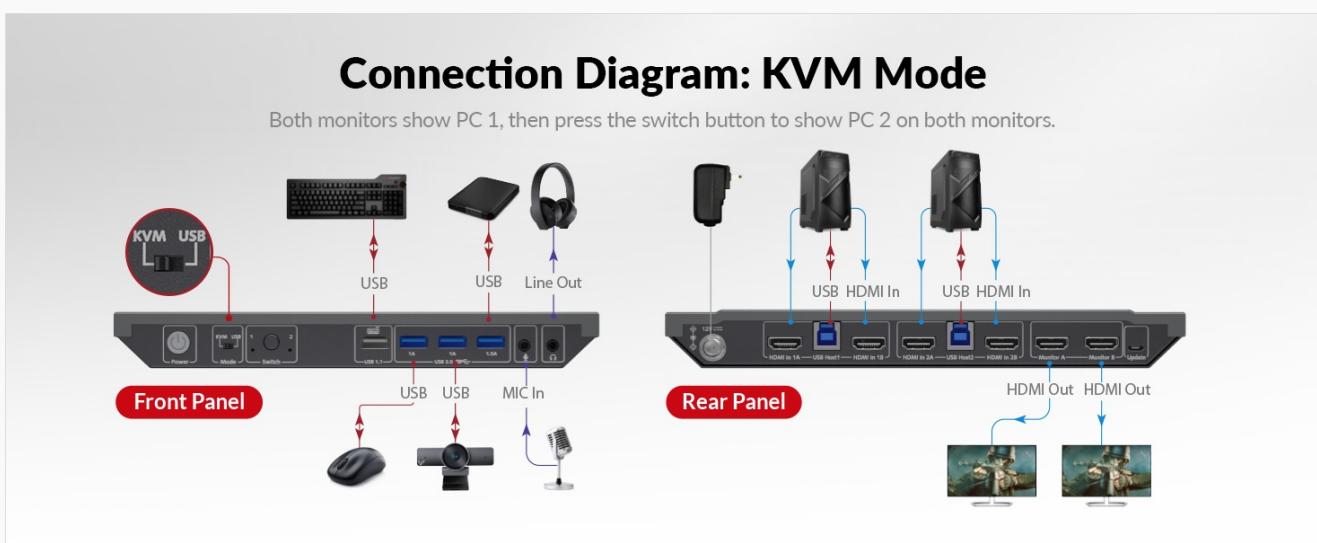


Image: The rear panel of the KVM switch, illustrating the connections for two PCs (each requiring two HDMI inputs and one USB Host input), two HDMI outputs for monitors, a 12V DC power input, and a 3.5mm audio in/out port.

Front Panel:

1. Power Switch Button
2. KVM/USB Mode Switch
3. Source Switch Button
4. USB 1.1 Port for Keyboard Hotkey
5. 3x USB 3.0 Ports (The third one is 1.5A for high-power devices, like 4K webcam)
6. 3.5mm Audio In/Out

Rear Panel:

7. DC 12V Power Port
8. 2x HDMI In & 1x USB Host for PC 1
9. 2x HDMI In & 1x USB Host for PC 2
10. 2x HDMI Out for Monitor A & Monitor B

5. SETUP AND INSTALLATION

Follow these steps to connect your computers and monitors to the KVM switch.

5.1. Connection Diagram (KVM Mode)

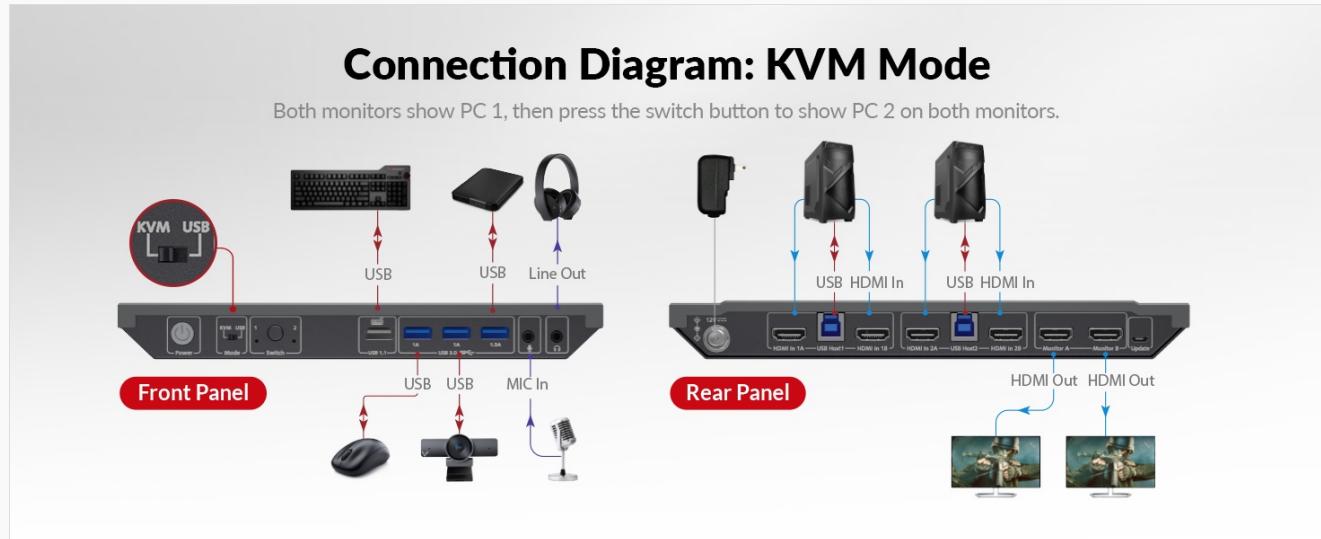


Image: A detailed diagram showing how to connect two PCs to the KVM switch for KVM mode. Each PC connects via two HDMI cables and one USB-B cable to the KVM. Monitors connect to the KVM's HDMI outputs. Keyboard, mouse, and other USB peripherals connect to the KVM's front USB ports. Audio devices connect to the 3.5mm audio ports.

In KVM Mode, both monitors display the selected PC (PC 1 or PC 2). Press the switch button to toggle between PC 1 and PC 2 on both monitors.

5.2. Connection Diagram (USB Mode)

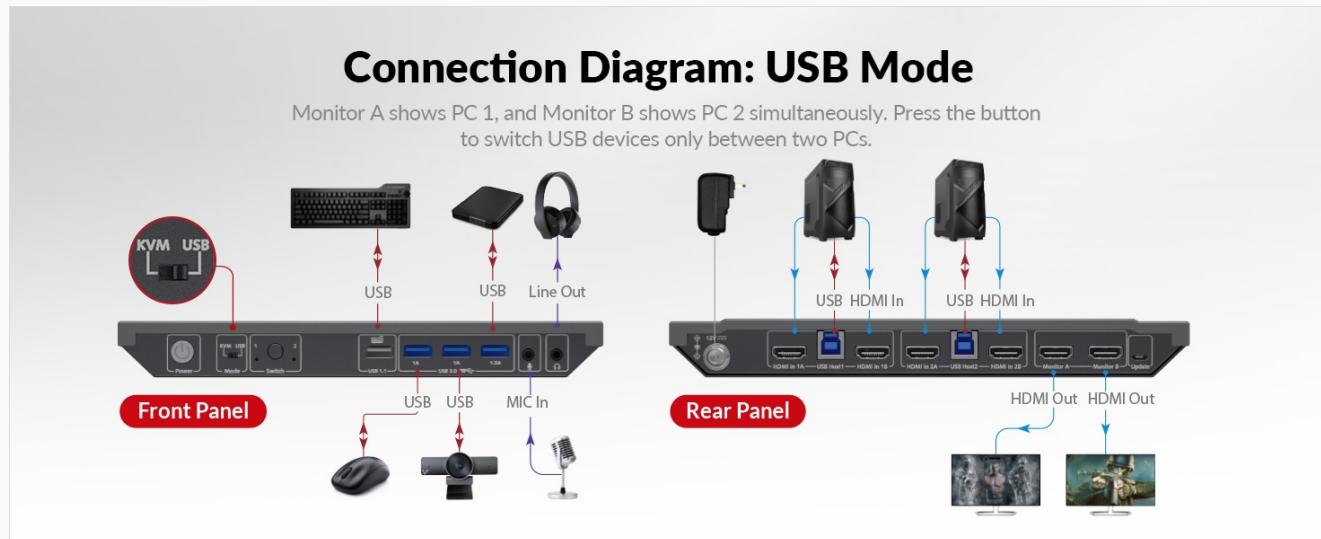


Image: A detailed diagram showing how to connect two PCs to the KVM switch for USB mode. Similar to KVM mode, but Monitor A can display PC 1 and Monitor B can display PC 2 simultaneously. The KVM switch then only switches the USB devices between the two PCs.

In USB Mode, Monitor A can display PC 1 and Monitor B can display PC 2 simultaneously. The KVM switch will only switch the connected USB devices (keyboard, mouse, etc.) between the two PCs.

5.3. Common PC Source Connection Methods

4 Common Ways to Connect Your PC Source



Notes:

1. Here are the 4 ways our clients usually choose to connect their desktop or laptop. No matter what way you choose, please ensure each PC connects both HDMI input ports (e.g. 1A & 1B) and USB host port of the KVM switch for dual monitor setup. Otherwise, one of the monitors may not display any image.
2. It is recommended to use high-quality converter cables/docking stations produced by a professional manufacturer. Otherwise, the monitors may not display any image.

Image: This diagram illustrates four different connection scenarios for desktops and laptops, including using DisplayPort to HDMI cables, USB-C to HDMI adapters, and docking stations. It emphasizes that each PC must connect both HDMI input ports (e.g., 1A & 1B) and the USB host port of the KVM switch for dual monitor setup.

Important Notes:

- Ensure each PC connects both HDMI input ports (e.g., 1A & 1B) and the USB host port of the KVM switch for dual monitor setup. Otherwise, one of the monitors may not display any image.
- It is recommended to use high-quality converter cables/docking stations produced by a professional manufacturer. Otherwise, the monitors may not display any image.

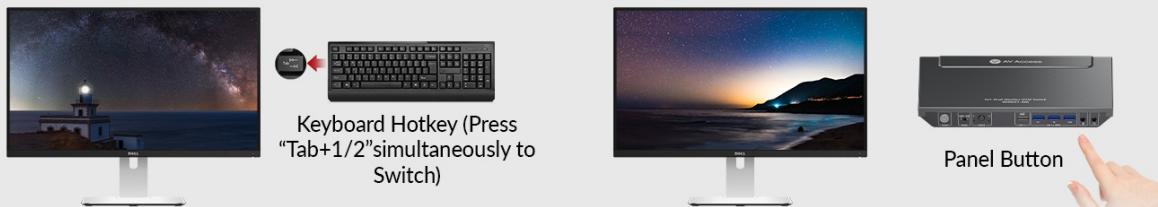
6. OPERATION

6.1. Switching Between Computers

You can switch between connected computers using two methods:

- **Front Panel Button:** Press the "Switch" button on the front panel of the KVM switch to cycle between PC 1 and PC 2.
- **Keyboard Hotkey:** Press "Tab" + "1" (for PC 1) or "Tab" + "2" (for PC 2) simultaneously on your connected keyboard.

2 Ways to Switch, As You Like



Notes:

1. The hotkey function is enabled by default. It can also be disabled by pressing the combined 4 keys ("Left Ctrl" + "Alt" + "Shift" + "]") if you don't need the function.
2. You can also change the hotkey from "Tab" to "Caps Lock" if you need. Please refer to the "Hotkey Function" part in the user manual to learn more.

Image: Visual representation of switching methods, showing a keyboard with the hotkey combination and a hand pressing the panel button on the KVM switch.

Hotkey Notes:

- The hotkey function is enabled by default. It can be disabled by pressing the combined keys (Left Ctrl + Alt +

Shift +]) if you don't need the function.

- You can also change the hotkey from "Tab" to "Caps Lock" if needed. Refer to the "Hotkey Function" part in the user manual for more details.

6.2. Display Modes

The KVM switch supports two primary display modes:

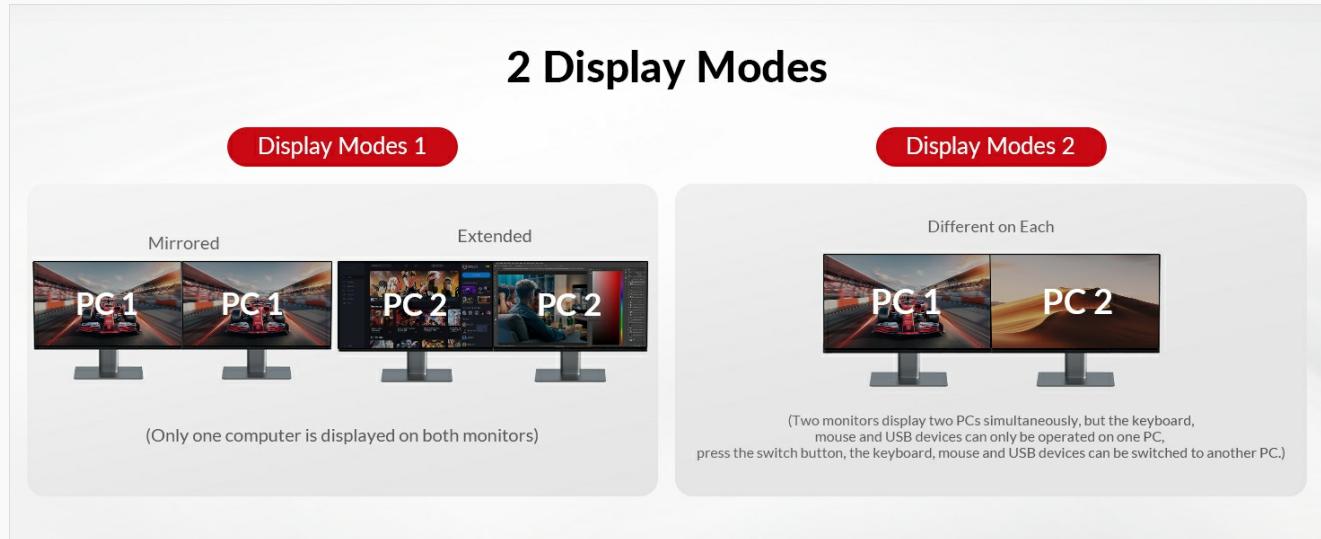


Image: A diagram showing two display modes. Display Mode 1 illustrates mirrored or extended display from a single PC across two monitors. Display Mode 2 shows two different PCs displayed simultaneously on two separate monitors, with USB devices switchable between them.

- **Display Mode 1 (KVM Mode):** Both monitors display the same PC (mirrored) or an extended desktop from a single PC.
- **Display Mode 2 (USB Mode):** Monitor A displays PC 1, and Monitor B displays PC 2 simultaneously. The keyboard, mouse, and USB devices can be switched between the two PCs.

6.3. Advanced EDID Emulation Function

The KVM switch incorporates EDID emulation to prevent common display issues when switching between computers.

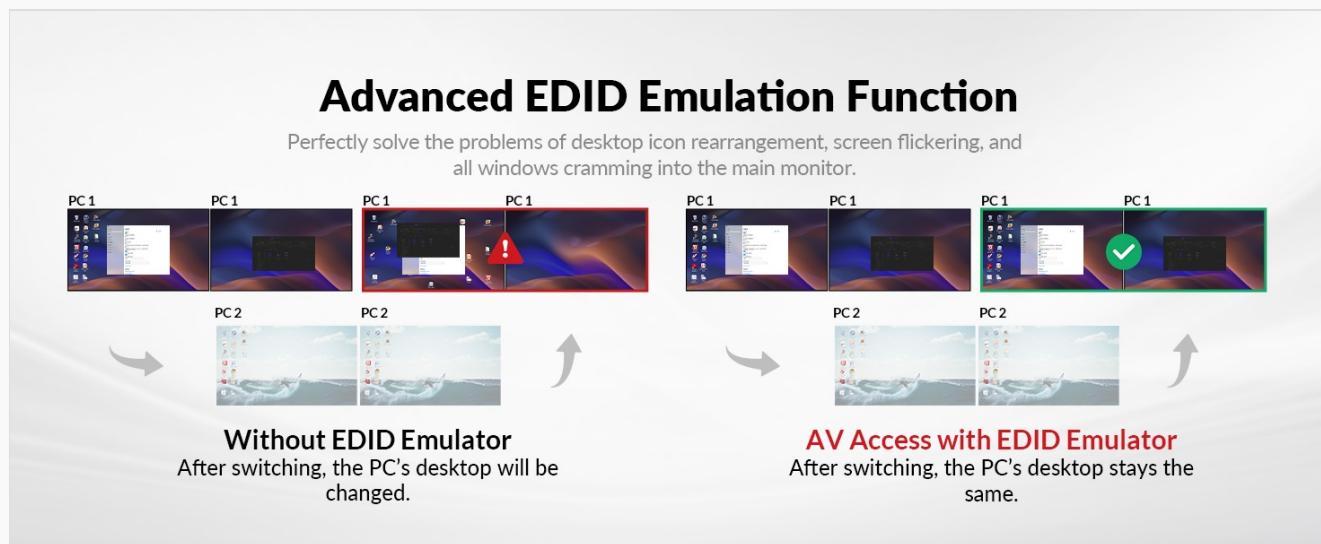


Image: A comparison showing issues like desktop icon rearrangement, screen flickering, and windows cramming to the main monitor without EDID emulation. With AV Access KVM's EDID emulator, these problems are resolved, and the PC's desktop stays the same after switching.

With EDID emulation, your desktop icons and window arrangements remain consistent after switching, eliminating

issues like icon rearrangement, screen flickering, or windows being compressed onto a single monitor.

6.4. Automatic PC Wake-up

The KVM switch is designed to automatically wake up a sleeping PC when you switch to it, eliminating the need to manually move the mouse or type on the keyboard.



Wake up Your “Sleeping” PC Automatically

When switching to a PC which is in sleeping mode, you don't have to move your mouse or type on the keyboard to wake it up.

Image: A desktop setup with a monitor and a laptop, illustrating the automatic PC wake-up feature when switching to a PC in sleeping mode.

6.5. Keyboard and Mouse Compatibility

The KVM switch supports a wide range of keyboards and mice, including those with dedicated software, thanks to its pass-through mode and upgraded hotkey algorithm.

Works Perfectly with Various Keyboards & Mouses

With the fully pass-through mode and newly upgraded hotkey algorithm, this KVM switch can work with various keyboard hotkeys.



Basic keyboard and mouse



Wireless keyboard and mouse



Gaming keyboard and mouse



Mechanical keyboard and mouse



Others

Image: Examples of compatible input devices, including basic, wireless, gaming, and mechanical keyboards and mice.

7. TROUBLESHOOTING

This section addresses common issues you might encounter with the KVM switch.

- **No Display on Monitor:**

- Ensure all HDMI and USB cables are securely connected between the KVM, computers, and monitors.
- Verify that each PC has both HDMI input ports (e.g., 1A & 1B) and the USB host port connected to the KVM.

- Check if the KVM switch is powered on.
- Try using different, high-quality HDMI and USB cables.
- Ensure your monitors are set to the correct HDMI input source.

- **Keyboard/Mouse Not Responding:**

- Ensure the keyboard and mouse are connected to the designated USB ports on the KVM switch. The USB 1.1 port is specifically for hotkey functionality.
- Try reconnecting the USB cables.
- Switch to the other PC and then back to the desired PC using the front panel button.
- If using a gaming or specialized keyboard/mouse, ensure it is compatible with KVM switches or try connecting it to a USB 3.0 port.

- **Monitors Not Entering Sleep Mode:**

- This can sometimes occur with KVM switches. Ensure your PC's power settings are configured correctly for display sleep.
- Check for firmware updates for the KVM switch on the AV Access official website.

- **Desktop Icons Rearrange or Screen Flickers:**

- The KVM switch features EDID emulation to prevent these issues. Ensure your system drivers are up to date.
- If the issue persists, try restarting the KVM switch and connected computers.

- **Only Mirror Mode in macOS:**

- Note that the KVM switch only supports Mirror Mode in macOS environments. This is a limitation specific to macOS.

8. SPECIFICATIONS

| Specification | Value |
|--------------------|---------------------------|
| Model Number | 4KSW21-DM |
| Product Dimensions | 5.61 x 0.91 x 1.03 inches |
| Weight | 3.62 Pounds |
| Operation Mode | KVM Switch |
| Connector Type | HDMI |
| Contact Type | HDMI Type-A 19-pin |
| Operating Voltage | 12 Volts (DC) |
| Current Rating | 3 Amps |
| Circuit Type | 2-way |
| Actuator Type | Push Button |

9. MAINTENANCE

To ensure the longevity and optimal performance of your KVM switch, follow these maintenance guidelines:

- Keep the device in a cool, dry place, away from direct sunlight and heat sources.
- Avoid exposing the device to moisture or liquids.
- Clean the exterior of the device with a soft, dry cloth. Do not use harsh chemicals or abrasive cleaners.
- Ensure proper ventilation around the device to prevent overheating.
- Periodically check cable connections to ensure they are secure.

10. WARRANTY AND SUPPORT

For warranty information, technical support, or to download the latest firmware updates, please visit the official AV Access website:

www.avaccess.com

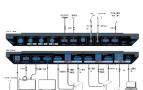


Image: A QR code that can be scanned to get updates from the AV Access website.

You may also contact AV Access support via email at info@avaccess.com.

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Related Documents - 4KSW21-DM

| | |
|--|--|
|  A small image of the AV Access KVM Switch Dock, showing its front panel with multiple ports and connectors. | <p>AV Access KVM Switch Dock: Connectivity Diagram and Setup Guide Detailed diagram and explanation of the AV Access KVM Switch Dock (Model 4KSW31C-DM), illustrating connections for 3 computers, 2 monitors, laptops, and peripherals.</p> |
|  A screenshot of the AV Access Troubleshooting guide. The page title is 'AV Access Troubleshooting'. It lists several common issues with their solutions, such as 'What can I do if there is no video output?' and 'What can I do if I can't hear audio from the 3.5mm audio port?'. At the bottom, there are links for 'Call', 'Email', and 'Live Chat'. | <p>AV Access 4KSW21-DM KVM Switch Troubleshooting Guide Find solutions to common issues with the AV Access 4KSW21-DM KVM Switch, covering video output, USB connection, hotkey problems, and audio issues.</p> |

| | |
|--|--|
|   | <p><u>AV Access 8K HDMI KVM Switch 2x1 User Manual</u></p> <p>User manual for the AV Access 8KSW21-KVM 2x1 8K HDMI 2.1 KVM Switch. Features include support for 8K@60Hz, 4K@120Hz, HDR formats, multiple USB 3.0 ports, and hotkey functionality. Includes specifications, installation, and warranty information.</p> |
|   | <p><u>AV Access 4KSW21-DK KVM Switch Docking Station User Manual</u></p> <p>User manual for the AV Access 4KSW21-DK KVM Switch Docking Station, detailing package contents, features, panel layout, application diagram, specifications, and troubleshooting for dual monitor KVM setups.</p> |
|   | <p><u>AV Access 4KEX120-KVM User Manual: 4K HDMI USB 2.0 KVM Extender Guide</u></p> <p>Download the AV Access 4KEX120-KVM user manual. Learn about this 4K HDMI USB 2.0 KVM Extender's features, specifications, installation, and warranty for extending video and USB signals up to 120m with zero latency.</p> |
|   | <p><u>AV Access iDock B10 8K 2x1 Dual-Monitor KVM Dock Switcher User Manual</u></p> <p>User manual for the AV Access iDock B10, a 2x1 8K KVM Dock Switcher. Details features, specifications, connections, and warranty for seamless dual-monitor setups.</p> |

Documents - AV Access – 4KSW21-DM



[pdf] User Manual

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4KSW21-DM 2 x 1 Dual-Monitor KVM Switcher User Manual <https://manual-hub.com/>
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[pdf] Troubleshooting Guide Guide

20240425 4KSW21 DM AV Access DM KVM Switch Troubleshooting Guide avaccess 2024 04 |||

www.avaccess.com Troubleshooting **4KSW21-DM** The device does not turn on

1. After the device is connected to the power supply, the power indicator light and switch bu on indicator light do not light up. What should I do It may be that the device is not turned on, the power adapter is loose or faulty. Please check the following aspects:

- Confirm that the device is not turned off or a power strip and the device is not connected to a power strip.
- Confirm that the power adapter is correctly connected to the device and the power adapter is not faulty.
- Try using another good-quality 20V/2A power adapter if necessary, the device power adapter is faulty.

2. After connected to the KVM switch, my desktop source can only display on one monitor, or when only one monitor is connected, my desktop can't stream any video. What should I do?

It may be caused by incorrect wiring or adapter case. Please check the following aspects:

1. Confirm that the monitor is correctly connected to the KVM switch. Then, both inputs need to be connected for dual-screen applications, and corresponding connectors for single-screen applications.

2. When your desktop only has one HDMI port and the other is DP, please check if you have used DP to HDMI conversion.

3. Confirm that the monitor is correctly connected to the KVM switch. Then, both inputs need to be connected for dual-screen applications, and corresponding connectors for single-screen applications.

4. Check the monitor's graphics card driver and update to the latest version.

5. Check the monitor's power adapter and ensure that the monitor can produce normally.

3. The two connected monitors display the images of the two host PCs respectively, instead of displaying the images of the same PC at the same time. What should I do?

The problem is caused by incorrect DP switch mode settings on the front panel of the host. Please make sure the DP switch is set to 'KVM Mode'.

4. The video output is unstable. What should I do?

If the video is due to the quality of the video signal, you can try to have a signal converter or a signal splitter to convert the signal quality of the HDMI cables you used, and try replacing them if they don't work.

5. If you want to output video with a high refresh rate, try changing the refresh rate to see if stability can be improved.

6. If you need to output video with high resolution or high refresh rate, try replacing the cables with certified HDMI 2.0 compliant ones.

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[\[pdf\]](#) User Manual

Model No 3 AV Access KVM Switch Dual Monitor 2 Port 4K@60Hz 2K@144Hz HDMI USB 0
Extended Display Monitors Computers PC Screen Keyboard Mouse Switcher Hotkey HDCP with Cables
for 4KSW21 DM User Manual V ACCESS B0BKQBSX2M B0B72P2DBG B01EV33R8S 81fFB52MTpL m
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www.avaccess.com  AV Access |

Troubleshooting

4KSW21-DM

1. What can I do if there is no video output?
 - Check if the power button on the front panel of the switch is working.
 - Check if the power adapter is correctly connected to the power source and the switch.
 - Make sure all of your HDMI cables work properly. You can connect the source to the display device directly via one of the HDMI ports on the source device.

2. HDMI video can work, but USB connection is not working. What should I do?
 - Please ensure that the USB cable is correctly connected to the right port.
 - Please ensure you connect your USB devices to the right interface (USB 3.0 ports are the front panel of the switch).
 - Try connecting the USB device to the PC directly without using the switch. Then check if the USB connection works.

3. What can I do if HDMI signal can't be switched?
 - Please ensure that the source and display are connected correctly. Any other signal cannot be switched.

4. What can I do if the hotkey is not working?
 - Please ensure that the hotkey is correctly assigned in the software.
 - Please ensure one of the four hotkeys have the assigned function on your keyboard to activate it or switch to it. The default hotkey is "F10". If it's not working, if you want to use "Shift F10" instead, please press the "Shift F10" key instead of the "F10" key.
 - Please ensure you specify the hotkey in a correct way. For example, if the present default hotkey is "F10", you can press "Shift + F10" or "F10 + Shift" to switch to the next monitor. If the present default hotkey is "Shift F10", you can press "F10 + Shift" or "Shift + F10" to switch to the next monitor.

5. What can I do if the USB connection is intermittent and not stable?
 - Try connecting the USB device to the PC directly without using the KVM switch. Ensure they can work up your PC.
 - When you use the switch to work up your PC, please try to click the mouse, and just moving it.
 - Please use the default hotkey to switch to the next monitor.

7. What can I do if there is no audio output from the 3.5mm audio port?
 - Check your headset's 3.5mm audio jack, it should have 3 pins instead of 4 pins to match the KVM switch's 3.5mm port.
 - Check if you have selected the correct audio output device on your PC.

Problem Not Fixed?
 We're here for help

 Call  Email  Message
support@avaccess.com Send the message

2 x 1 Dual-Monitor KVM Switcher

4KSW21-DM



User Manual

 AV Access

AV Access 4KSW21-DM KVM Switch Troubleshooting Guide

Find solutions to common issues with the AV Access 4KSW21-DM KVM Switch, covering video output, USB connection, hotkey problems, and audio issues.

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[pdf] User Manual

Model No 4 AV Access UM 4KSW21 DM 2x1 4K Dual Monitor HDMI KVM Switch V1 0 3 EN avaccess 2023 08 |||

2 x 1 Dual-Monitor KVM Switcher **4KSW21-DM** User Manual Table of Contents

Introduction 2

Overview

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[pdf] Troubleshooting Guide Guide

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Troubleshooting

4KSW21-DM

I The device does not turn on

1.After the device is connected to the power supply, the power indicator light and switch button indicator light do not light up. What should I do?

If the device does not turn on, please check the following aspects:

- Check that the device power button is pressed and the device is turned on.
- Confirm that the indicator light of the power adapter is lit when it is connected.
- Try using another power adapter. If the device powers on normally, the power adapter is faulty.

I No video output or only one output video.

2.After connected to the KVM switch, my desktop source can only display on one monitor, or when only one monitor is connected, my desktop can't stream any video. What should I do?

If it may be caused by incorrect wiring adapter cable. Please check the following aspects:

- HDMI input (D or D) of the device only corresponds to monitor A, and HDMI input (D or D) only corresponds to monitor B. Please make sure that the monitor connected to the device is the same as the monitor connected to the device.
- Please note that the DP port of the device only corresponds to monitor A. If you have used DP to HDMI conversion cable, please note that the level of cable is always undirectional, so make sure to use DP to HDMI cable, rather than a HDMI to DP cable.
- Connect the desktop directly to the monitor to check whether the picture can be produced normally.

I The two connected monitors display the images of the two host PCs respectively.

3.The two connected monitors display the images of the two host PCs respectively. Instead of displaying the images of the same PC at the same time. What should I do?

This may be due to the quality of the cable. Please check the following aspects:

- Check the cable quality and replace it with a new one if necessary. If the quality of the cable is not good, it may cause the image to be displayed on the two monitors respectively.
- If the computer's display settings and try reducing the resolution and refresh rate to see if it is still able to be displayed on the two monitors respectively.

I The video output is unstable

4.The video output is unstable, and the screen flickers. What should I do?

It may be due to the quality of the cable. Please check the following aspects:

- Check the cable quality and replace it with a new one if necessary. If the quality of the cable is not good, it may cause the image to be displayed on the two monitors respectively.
- Enter the computer's display settings and try reducing the resolution and refresh rate to see if it is still able to be displayed on the two monitors respectively.

I HDMI cable connection is not normal

5.HDMI cable connection is not normal. You can press the switch button to switch an USB port (version between 2.0).

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1.After the device is connected to the power supply, the power indicator light and switch bu on indicator light do not light up. What should I do It may be that the device is not turned on, the power adapter is loose or faulty...

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