UGREEN 35763

UGREEN KVM Switch HDMI2.0 DP 4K 60Hz User Manual

Model: 35763

Product Overview

The UGREEN KVM Switch (Model 35763) is designed to allow two computers to share a single set of peripherals and displays. This device supports high-resolution video output up to 4K@60Hz via HDMI and DisplayPort, and provides multiple USB 3.0 ports for connecting keyboards, mice, external hard drives, and other USB devices. It also features 100W Power Delivery for charging connected laptops.



Figure 1: UGREEN KVM Switch (Model 35763) and its accessories, including USB-C cables, power adapter, and desktop controller.

Key Features:

- **2-in-2-out KVM Functionality:** Share two displays and multiple USB peripherals between two computers.
- **High Resolution Support:** Supports up to 4K@60Hz via HDMI and DisplayPort.
- **USB 3.0 Connectivity:** Features 3 USB-A 3.0 ports and 1 USB-C 3.0 port for high-speed data transfer (up to 5Gbps).
- **100W Power Delivery:** Charges connected laptops via the USB-C input port.
- **Multiple Display Modes:** Supports MST mode for Windows and SST mode for macOS.
- **Desktop Controller:** External button for convenient switching between connected computers.

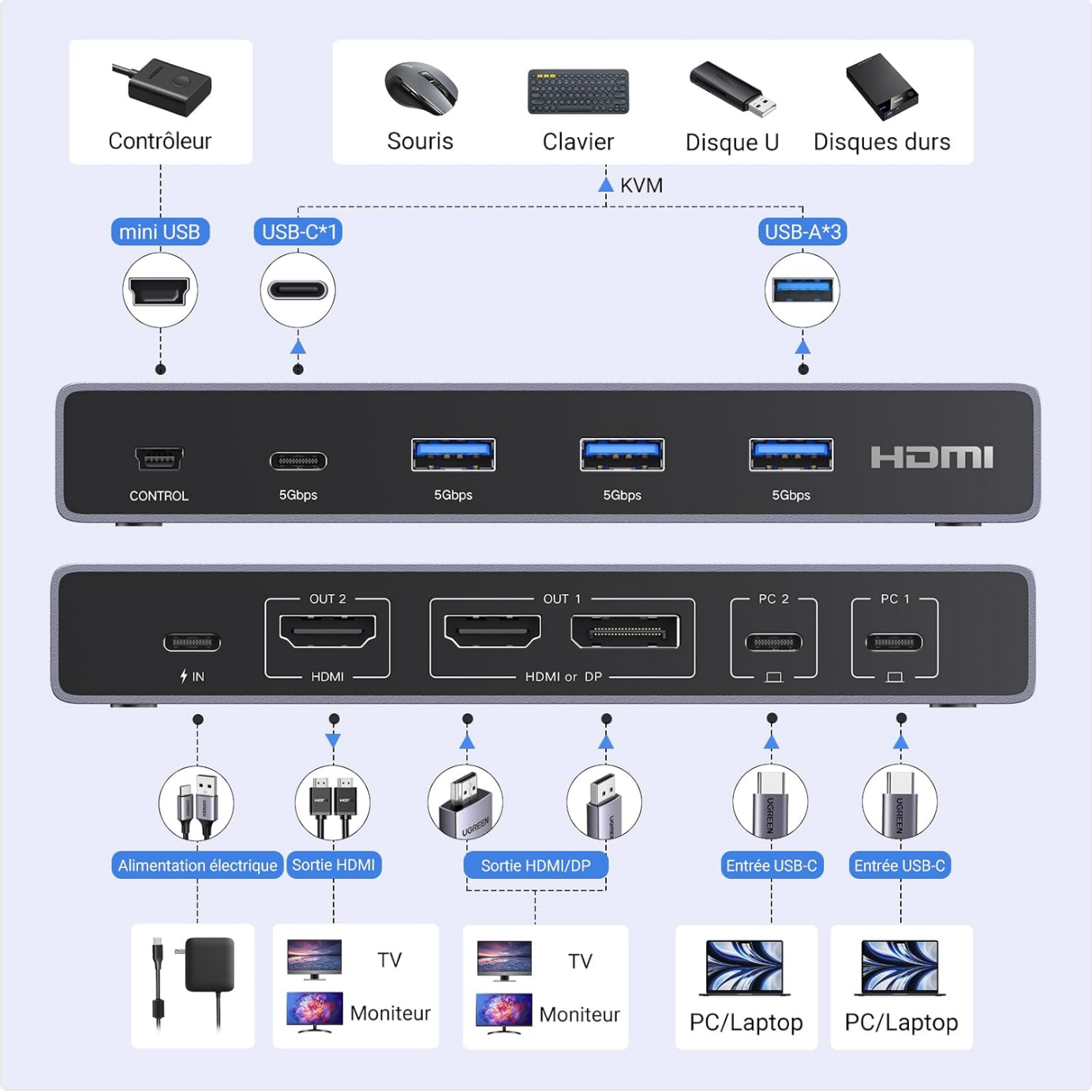


Figure 2: Detailed diagram illustrating the various input and output ports on the KVM switch, including USB-C inputs for PCs, HDMI and HDMI/DP outputs for monitors, USB-A and USB-C ports for peripherals, and a control port for the desktop switch button.

Setup Instructions

Follow these steps to set up your UGREEN KVM Switch:

1. **Connect Power:** Connect the provided 100W PD power adapter to the USB-C power input port on the KVM switch. Ensure the power adapter is plugged into a wall outlet.
2. **Connect Computers:**
    - Connect PC 1 to the KVM switch using a USB-C to USB-C cable for video and data.
    - Connect PC 2 to the KVM switch using another USB-C to USB-C cable for video and data.
3. **Connect Displays:**
    - Connect your first monitor to the "OUT 1" port (HDMI or DP) on the KVM switch using an HDMI or DisplayPort cable.
    - Connect your second monitor to the "OUT 2" HDMI port on the KVM switch using an HDMI cable.
    - **Note:** The HDMI and DP ports for "OUT 1" cannot be used simultaneously. Select only one.
4. **Connect Peripherals:** Connect your keyboard, mouse, external hard drives, or other USB devices to the USB-A 3.0 and USB-C 3.0 ports on the KVM switch.
5. **Connect Desktop Controller:** Plug the desktop controller into the "CONTROL" mini USB port on the KVM switch. This button allows for easy switching between computers.



Figure 3: Visual guide for connecting power, computers, displays, and peripherals to the KVM switch.

Operating Instructions

Once the KVM switch is set up, operating it is straightforward:

- **Switching Computers:** Press the button on the desktop controller to switch between PC 1 and PC 2. The LED indicator on the KVM switch will show which computer is currently active.
- **Display Modes (Windows):** For Windows systems, the KVM switch supports Multiple Stream Transport (MST) mode, allowing for extended or duplicated displays. Press **Windows key + P** simultaneously to open the display mode selection window.
- **Display Modes (macOS):** For macOS systems, the KVM switch supports Single Stream Transport (SST) mode, which typically mirrors displays. To adjust display settings, click the **Apple icon** > **System Preferences** > **Displays**.

It is recommended to use the same model of monitor in SST mode for optimal performance.

- **Power Delivery:** The KVM switch will charge the currently active laptop via its USB-C input port. It will not charge the inactive laptop.

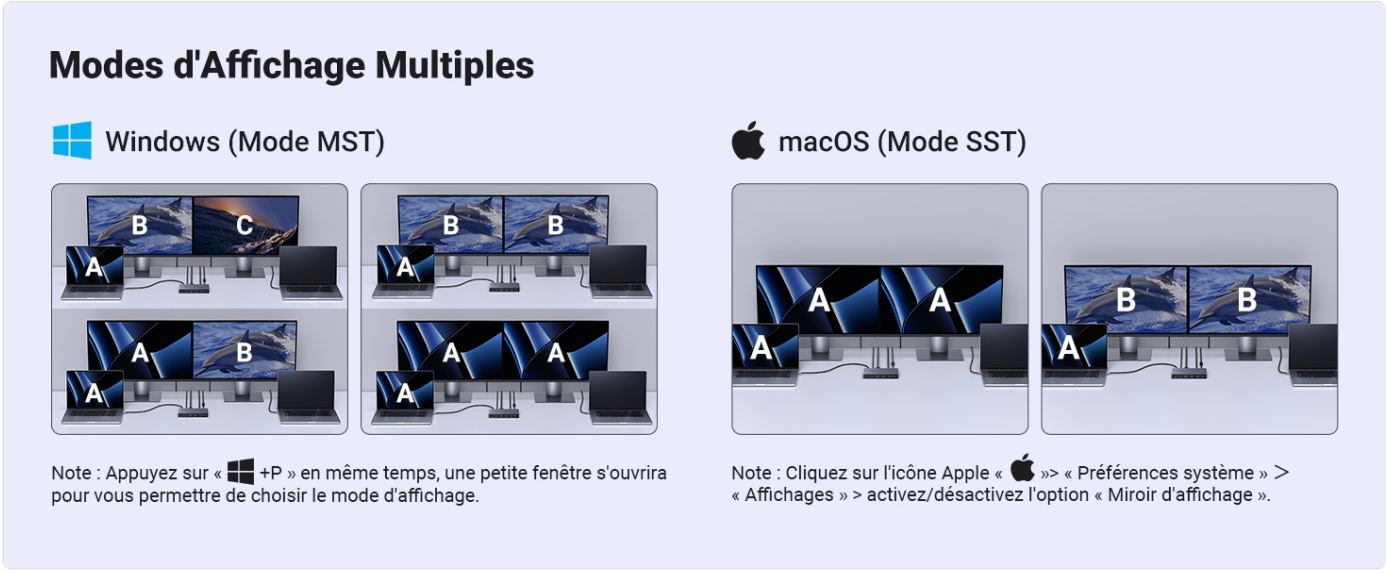


Figure 4: Examples of multiple display configurations supported by the KVM switch for Windows (MST) and macOS (SST).



Figure 5: The KVM switch offers two switching options: a button on the unit itself and a convenient external desktop controller.

MAINTENANCE

To ensure the longevity and optimal performance of your UGREEN KVM Switch, please observe the following maintenance guidelines:

- **Cleaning:** Use a soft, dry cloth to clean the surface of the KVM switch. Avoid using liquid cleaners, aerosols, or abrasive materials, as these may damage the device.
- **Storage:** Store the KVM switch in a cool, dry place away from direct sunlight and extreme temperatures.
- **Handling:** Handle the device with care. Avoid dropping it or subjecting it to strong impacts.
- **Ventilation:** Ensure the KVM switch is placed in an area with adequate ventilation to prevent overheating. Do not block any ventilation openings.
- **Cable Management:** Keep cables organized and untangled to prevent strain on ports and accidental

disconnections.

Troubleshooting

If you encounter issues with your UGREEN KVM Switch, refer to the following common problems and solutions:

Problem	Possible Cause	Solution
No display or flickering screen.	Loose cable connections, incompatible resolution, or insufficient power.	• Check all HDMI/DP and USB-C cable connections. Ensure they are securely plugged in. • Verify that your monitors and computers support the selected resolution and refresh rate (e.g., 4K@60Hz). • Ensure the KVM switch is powered by the provided 100W PD adapter. • Try reducing the display resolution or refresh rate.
USB peripherals (keyboard/mouse) not responding.	Incorrect USB connection, driver issues, or power supply.	• Ensure the USB-C cables connecting the computers to the KVM switch are fully functional and support data transfer. • Try connecting the USB peripheral directly to the computer to confirm it works. • Restart the KVM switch and the connected computers. • Ensure the KVM switch has sufficient power.
Laptop not charging via KVM switch.	Incorrect power adapter, KVM switch not active on the correct PC, or cable issue.	• Confirm you are using the original 100W PD power adapter. • Ensure the KVM switch is switched to the laptop you intend to charge. Only the active laptop will receive power. • Check the USB-C cable connecting the laptop to the KVM switch for damage.
Cannot achieve 4K@60Hz resolution.	Cable quality, monitor/graphics card limitations, or incorrect settings.	• Use high-quality HDMI 2.0 or DisplayPort 1.2 (or higher) cables. Cable length can also affect performance; shorter cables are generally better for higher resolutions. • Ensure your computer's graphics card and monitors support 4K@60Hz. • Adjust display settings on your computer to the desired resolution and refresh rate.

Specifications

Detailed technical specifications for the UGREEN KVM Switch (Model 35763):

Feature	Detail

Feature	Detail
Model Number	35763
Material	Aluminium
Dimensions (L x W x H)	Approximately 14.7 cm x 7.5 cm x 2.1 cm
Weight	1.05 kilograms
Video Output	HDMI 2.0, DisplayPort 1.2 (for OUT 1)
Max Resolution	4K@60Hz (3840x2160@60Hz)
Backward Compatibility	4K@30Hz, 2560*1440@120Hz, 1920*1080@240Hz
USB Data Ports	3 x USB-A 3.0, 1 x USB-C 3.0
USB Data Transfer Speed	Up to 5Gbps
Power Delivery	100W (via USB-C input)
Operating Voltage	12 Volts
Switching Method	Push-button (on device or via desktop controller)
Supported Operating Systems	Windows, macOS, Linux



Figure 6: Recommended cable specifications for optimal performance at various resolutions.



Figure 7: Maximum supported resolutions based on operating system and output port configuration.

Warranty and Support

UGREEN products typically come with a standard manufacturer's warranty. For specific warranty terms and conditions, please refer to the warranty card included in your product packaging or visit the official UGREEN website.

For technical support, troubleshooting assistance, or any product-related inquiries, please contact UGREEN customer service through their official website or the contact information provided in your product documentation.

UGREEN Official Website: www.ugreen.com

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