UGREEN 55397

UGREEN 8K@60Hz HDMI KVM Switch (Model 55397) Instruction Manual

Share One Monitor, Keyboard, Mouse, and USB 3.0 Devices Across Four Computers

Introduction

The UGREEN 8K@60Hz HDMI KVM Switch (Model 55397) allows you to control up to four computers using a single monitor, keyboard, and mouse. It also enables sharing of other USB 3.0 devices such as hard drives, printers, and USB flash drives. This device supports high resolutions up to 8K@60Hz and offers fast USB 3.0 data transfer speeds of up to 5Gbps. This manual provides detailed instructions for proper installation, operation, and troubleshooting.

Package Contents

Please verify that all items listed below are included in your package:

- 1x UGREEN HDMI KVM Switch
- 4x USB A to C Cables (4.9 FT / 1.5 m)
- 4x HDMI Cables (4.9 FT / 1.5 m)
- 1x Desktop Controller
- 1x Power Supply Cable
- 1x User Manual (This document)

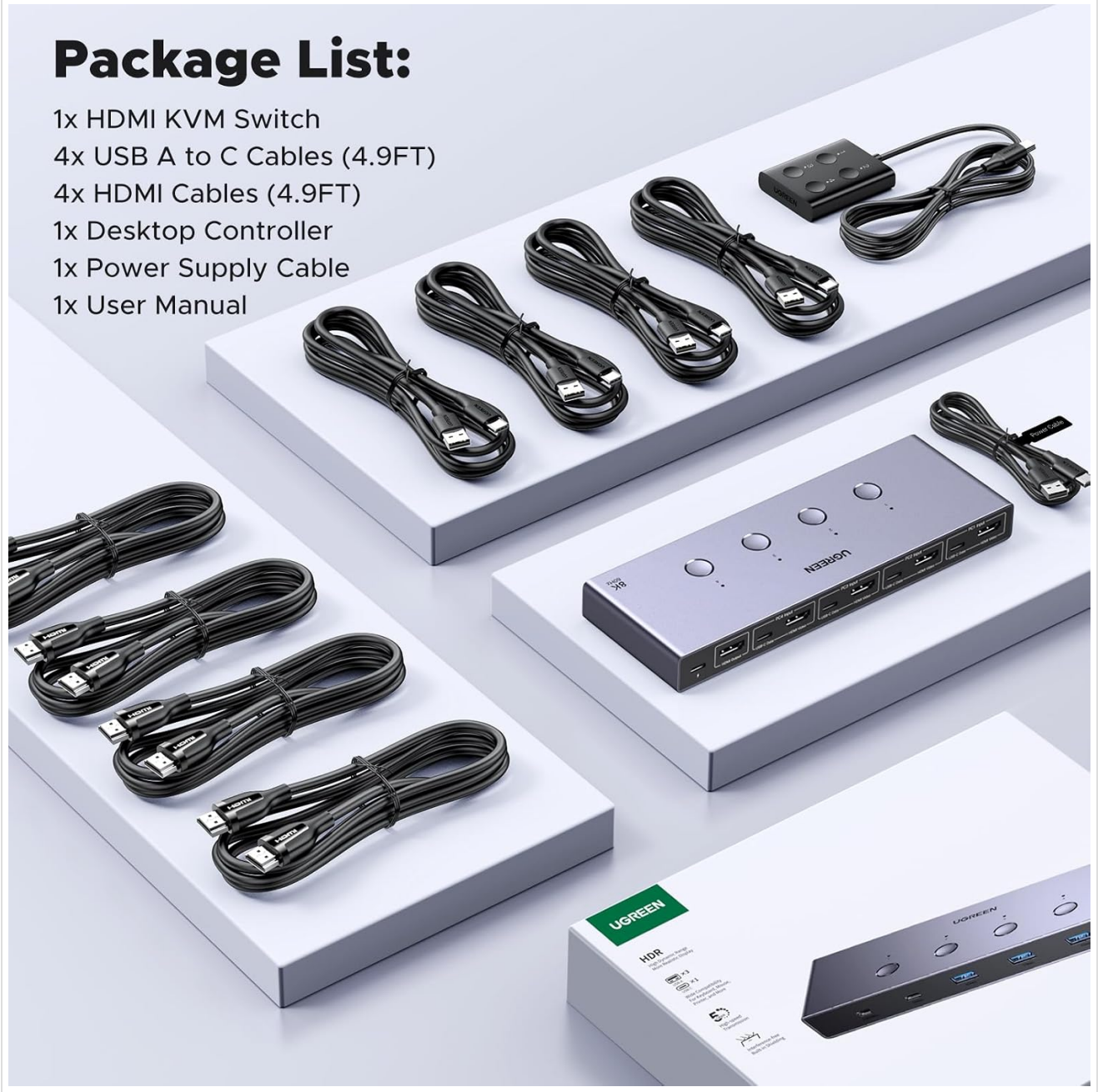


Image: The UGREEN KVM Switch and its included accessories, such as HDMI cables, USB A to C cables, a desktop controller, and a power cable.

Product Overview

The UGREEN KVM Switch is designed to streamline your workspace by allowing multiple computers to share essential peripherals. It features multiple input ports for computers and output ports for a monitor and various USB devices.

Key Features:

- **4-Port KVM Functionality:** Connects up to four computers to a single monitor and shared USB devices.
- **High Resolution Support:** Supports resolutions up to 8K@60Hz, and backward compatible with 4K@240Hz, 4K@60Hz, 4K@30Hz, 2560*1440@120Hz, and 1920*1080@240Hz.
- **USB 3.0 Connectivity:** Features 4 USB 3.0 ports (3 USB-A + 1 USB-C) for high-speed data transfer up to 5Gbps.
- **Multiple Switching Methods:** Switch between computers using the button on the device or the included desktop controller.

- **Broad Compatibility:** Driver-free operation with Windows, macOS, and Linux systems, compatible with various HDMI source devices.



Image: A comprehensive view of the UGREEN KVM Switch, showcasing its design and the full set of cables and the desktop controller included in the package.



Image: Illustrates the benefit of the KVM switch by showing a cluttered desk with multiple monitors and peripherals for four computers, contrasted with a clean desk using one monitor and shared peripherals via the KVM switch.

Setup Instructions

Follow these steps to connect your UGREEN KVM Switch:

1. **Power Connection:** Connect the provided power supply cable to the KVM switch and then to a power outlet. This is essential for stable operation.
2. **Monitor Connection:** Connect your monitor to the KVM switch's **HDMI Output** port using an HDMI cable.
3. **Peripheral Connection:** Connect your keyboard, mouse, and other USB 3.0 devices (e.g., hard drives, printers) to the **USB 3.0 ports** on the KVM switch.
4. **Computer Connections (for each PC, up to 4):**
    - Connect an HDMI cable from your computer's HDMI output to one of the KVM switch's **PC Input (HDMI Video)** ports (PC1, PC2, PC3, or PC4).
    - Connect a USB A to C cable from your computer's USB-A port to the corresponding **PC Input (USB-C Data)** port on the KVM switch (PC1, PC2, PC3, or PC4). **Note:** Both HDMI and USB A to C cables must be connected for each PC for normal operation.
5. **Desktop Controller (Optional):** Connect the desktop controller to the **CONTROL** port on the KVM switch for remote switching.



Image: A diagram illustrating how to connect various devices to the UGREEN KVM Switch, including power, monitor, USB peripherals, and up to four computers (PC, Xbox One, Laptop, PS4/5) using both HDMI and USB-C data cables.

Important Setup Notes:

- Ensure each PC is connected with both an HDMI cable (for video) and a USB A to C cable (for data).
- For stable operation, always connect the KVM switch to its power source.
- This KVM switch is not designed for use with docking stations.
- Avoid pressing any buttons on the switch or desktop controller while connecting devices and cables.
- If connecting a laptop, ensure it is awake from sleep mode before attempting to switch inputs.
- The KVM switch does not support EDID Emulation, which may cause windows to rearrange on your screen when switching inputs.
- Please ensure USB-C charging is connected to the power source when connecting high-power USB equipment.

Operating Instructions

The UGREEN KVM Switch offers two convenient methods for switching between connected computers:

1. Button Switching

Press the corresponding input button (PC1, PC2, PC3, or PC4) located on the top of the KVM switch to instantly switch to the desired computer. An LED indicator will illuminate to show the currently active input.

2. Desktop Controller Switching

If you have connected the desktop controller, you can use its buttons to switch between computers. This allows you to keep the KVM switch itself out of sight, maintaining a tidy desktop.



Image: Demonstrates the two ways to switch between computers: directly pressing the buttons on the KVM switch unit, or using the external wired desktop controller for convenience.

Important Operating Notes:

- Hotkey switching via keyboard commands is not supported by this device.
- When switching inputs, there may be a brief delay as the new computer establishes the video signal with the monitor.

Important Notes and Limitations

- This is an **HDMI KVM Switch** and is **NOT a DisplayPort KVM Switch** or a USB-C KVM Switch for video.
- It supports **ONLY ONE monitor** and does NOT support dual monitors.
- As EDID Emulation is not supported, connected computers may detect the monitor as disconnected and reconnected when switching inputs. This can cause open windows to rearrange or resize on some operating systems.
- For optimal 8K@60Hz or 4K@240Hz performance, ensure your graphics card, monitor, and all HDMI cables support these resolutions and refresh rates.
- For native 4K@240Hz, it is recommended to use HDMI 2.1 cables within 1 meter in length.

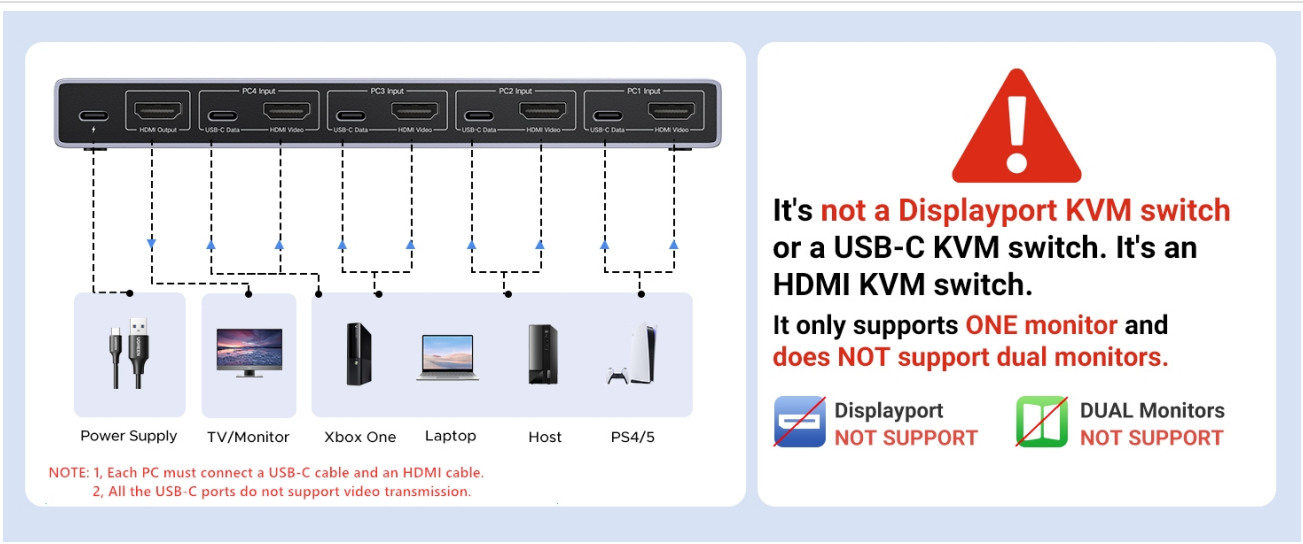
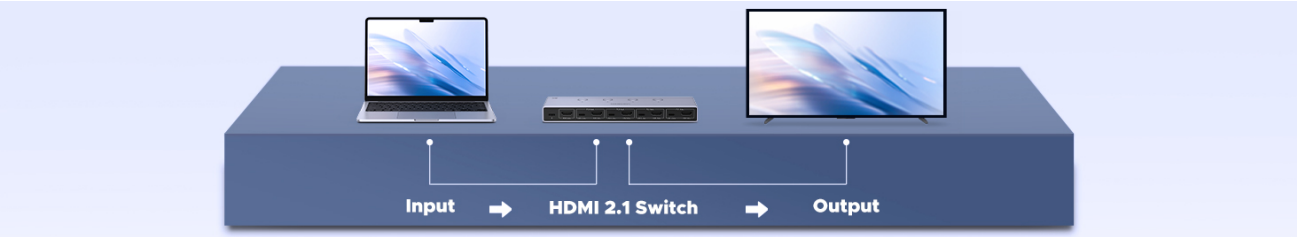


Image: A visual warning clarifying that the device is an HDMI KVM switch, not a DisplayPort or USB-C KVM, and explicitly states that it does not support dual monitor setups.

Specifications

Model Number	55397
Product Dimensions	7.87 x 2.76 x 0.83 inches (20 x 7 x 2.1 cm)
Item Weight	3.03 pounds (1.37 kg)
Hardware Interface	HDMI, USB 3.0
Video Resolution	Up to 8K@60Hz, 4K@240Hz (backward compatible with 4K@60Hz, 4K@30Hz, 2560*1440@120Hz, 1920*1080@240Hz)
HDMI Version	HDMI 2.0/1.4
HDCP Support	HDCP 2.3/2.2/1.4
Other Video Features	3D, HDR
USB Data Transfer Speed	USB 3.0 up to 5Gbps

Compatible Operating Systems	Windows, macOS, Linux
Compatible Devices	Desktops, Laptops, Monitors, Keyboards, Mouse, PS4/5, Gaming Consoles, Xbox Series X, Xbox One X, Hard Disk Drive, Switch, ROG Ally, Lenovo Legion Go



Resolution	Input Length	Output Length	AWG
8K@60Hz	≤1.5m/4.9ft	≤2m/6.6ft	28AWG
8K@30Hz	≤3m/9.8ft	≤3m/9.8ft	28AWG
4K@240Hz	≤1.5m/4.9ft	≤2m/6.6ft	28AWG
4K@144Hz	≤3m/9.8ft	≤3m/9.8ft	28AWG
4K@120Hz	≤3m/9.8ft	≤3m/9.8ft	28AWG
4k@60Hz	≤3m/9.8ft	≤3m/9.8ft	28AWG
4k@30Hz	≤10m/32.8ft	≤10m/32.8ft	26AWG
1080P@60Hz	≤15m/49.2ft	≤15m/49.2ft	24AWG

Image: A table detailing the maximum recommended input and output cable lengths, along with the required AWG (American Wire Gauge) for different video resolutions, including 8K@60Hz and 4K@240Hz.

Troubleshooting

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

- **No Display on Monitor:**
  - Ensure the KVM switch is powered on and the power supply cable is securely connected.
  - Verify that all HDMI cables are securely connected from your computers to the KVM switch's input ports and from the KVM switch's output port to your monitor.
  - Check if your monitor is set to the correct HDMI input source.
  - Test with different HDMI cables if possible, especially if experiencing high-resolution issues.
- **Keyboard/Mouse or USB Devices Not Working:**
  - Confirm that the USB A to C data cables are correctly connected from each computer to the corresponding USB-C Data input on the KVM switch.
  - Ensure the KVM switch is connected to its power supply, especially for high-power USB devices.
  - Try connecting the USB device directly to the computer to confirm it functions independently.
  - Reconnect the USB devices to the KVM switch.
- **Windows Rearranges/Resizes Windows After Switching:**
  - This is expected behavior due to the lack of EDID Emulation. The computer detects the monitor as disconnected and reconnected.
  - Manually rearrange or resize your windows as needed after switching.
- **Resolution or Refresh Rate Issues (e.g., not achieving 8K@60Hz or 4K@240Hz):**

- Verify that your computer's graphics card, monitor, and all HDMI cables support the desired resolution and refresh rate.
- Ensure you are using high-quality HDMI 2.1 cables, especially for higher resolutions and refresh rates. Refer to the cable length specifications in the 'Specifications' section.
- Update your graphics card drivers on your computer.

- **KVM Switch Not Responding:**
  - Disconnect and reconnect the power supply to the KVM switch.
  - Ensure all cables are firmly seated.

Maintenance

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

- Keep the device in a clean, dry environment, away from dust, moisture, and extreme temperatures.
- Avoid spilling liquids on the KVM switch.
- Clean the exterior with a soft, dry cloth. Do not use harsh chemicals or abrasive cleaners.
- Handle cables carefully to prevent damage to connectors.
- When not in use for extended periods, you may disconnect the power adapter.

Warranty and Support

For warranty information and technical support, please refer to the official UGREEN website or contact UGREEN customer service directly. Details can typically be found on the product packaging or the UGREEN official support page.

Ask a question about this manual

Ask about setup, troubleshooting, compatibility, parts, safety, or missing instructions. Manuals+ will review the question and use this page's manual context to help answer it.

Name

Anonymous

Email

you@example.com

After a successful submission, we securely hash the supplied account or form email before sending it to Microsoft Advertising for conversion attribution. Privacy details.

Question

Example: How do I reset this device or fix this error?

Details

Model number, symptoms, what you tried, or the section of the manual you are using.

Submit question