Manuals+ — User Manuals Simplified.

AV Access 4KEX100-KVM Extender HDMI 1.4 and Zero Latency Instructions

4KEX100-KVM Extender HDMI 1.4 and Zero Latency Instructions

Contents

Troubleshooting

1. What can I do if the USB connection is not working?
– Check if you have connected the transmitter to your PC via a USB cable.
– Try connecting the USB cable to another USB port on your PC.
– Try connecting the USB devices to the PC directly without using the KVM extender. Then check if the USB connection works.

2. My mouse and keyboard can work with the KVM extender, but other USB devices like a webcam or sound card can't work as well. What should I do?
– Try plugging in your USB devices if they have an independent power supply.
– Check if the USB devices are compliant with USB 2.0 specification.
– The total USB bandwidth has an upper limit. Please try connecting less USB devices to the receiver.

3. What can I do if there is no video output?
– Disable the HDCP of your PC's graphics card.
– Toggle the DIP switch (for EDID setting) on the transmitter to 4K30 or 1080P resolution according to the user manual.
– Check if you have chosen the right HDMI input channel on your display device.
– Check if the "Link" LED indicator is solid on. If not, please check your Cat cable connection.
– Try connecting the PC to the display device directly via an HDMI cable. Then check if there is any video output.

4. What can I do if the transmitter or receiver is not powered on?

– Check if you have plugged in the transmitter with the included power adapter. This KVM extender supports one-way
– PoH, so the receiver can be powered by the transmitter.
– Use a new Cat cable, or check if the connectors at both ends of the cable meet the IEEE T568B standard.

5. What can I do if the "Link" LED indicator is not solid on, blinking or off?

– It is recommended to use a Cat5E/6/6A/7 cable, instead of Cat5 or flat cable.
– Check if the total length of your cable is within 100m/330ft.
– Check if the connectors at both ends of the cable meet the IEEE T568B standard.
– Try crimping your Cat cable connectors according to the IEEE T568B standard.
– If you need to use patch cables at both ends, the length should be as short as possible, no more than 5m/16ft. Please note that the total length of the patch cables and the Cat cable should not be over 100m/330ft.

6. What can I do if there is no audio output from the 3.5mm audio port?

– This KVM extender can only pass through stereo from the local "Audio in" port to the remote "Audio out" port. It doesn't support audio de-emedding from the HDMI port.
– Please note that the KVM extender can only pass through stereo. It doesn't support microphone input.

7. What can I do if RS232 connection is not working?

– Check if the connection method of the RS232 cable between the KVM extender and the control/controlled device is correct. It should be "TX-RX, RX-TX, GND-GND".
– Perform an RS232 loopback test to see if the KVM extender's RS232 pass-through function can work normally.
– Try connecting the control device and the controlled device directly without using the KVM extender. Then check if the RS232 connection works.

V AV Access — Simplify your life —

Problem Not Fixed?
We're here for help

Call: +1-866-629-3923

Email: support@avaccess.com

Message: Send the message

Documents / Resources

AV Access 4KEX100-KVM Extender HDMI 1.4 and Zero Latency [pdf] Instructions
4KEX100-KVM Extender HDMI 1.4 and Zero Latency, 4KEX100-KVM, Extender HDMI 1.4 and Zero Latency, HDMI 1.4 and Zero Latency, Zero Latency, Latency

References

- **V AV Access | Quality & Budget Assured Pro AV Product Manufacturer**