



# FERRISA 4×2 HDMI Matrix Switch,4 in 2 Out Matrix HDMI Video Switcher Splitter User Guide

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## Troubleshooting Guide

### 1. What can I do if I am unable to get this HDMI switch to work?

- (1) Check if the monitor cannot get any signal no matter which port you switch to.
- (2) Ensure that the HDMI devices work well when connected directly with the monitor.
- (3) Test this switch with another shorter HDMI cable.
- (4) Set HDMI as the signal input source for your monitor and lower the resolution for a try.

### 2. How can I troubleshoot it if the monitor keeps flickering?

- (1) Re-plug the devices to ensure every part is connected properly.
- (2) Exchange another shorter HDMI cable with it.
- (3) Offer extra power supply.
- (4) Lower the resolution for a try.

### 3. What can I try if I cannot get this HDMI switch to work with the PS4 pro or Xbox one?

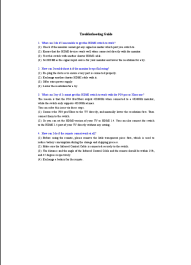
The reason is that the PS4 Pro/Xbox output 4K/60Hz when connected to a 4K/60Hz monitor, while the switch only supports 4K/30Hz at max. You can solve this issue via these steps.

- (1) Connect the PS4 pro/Xbox to the TV directly, and manually lower the resolution first. Then connect them to the switch.
- (2) Or you can set the HDMI version of your TV as HDMI 1.4. You can also connect the switch to the HDMI 1.4 port of your TV directly without any setting.

4. How can I do if the remote cannot work at all?

- (1) Before using the remote, please remove the little transparent piece first, which is used to reduce battery consumption during the storage and shipping process.
- (2) Make sure the Infrared Control Cable is connected securely to the switch.
- (3) The distance and the angle of the Infrared Control Cable and the remote should be within 15ft, and 45 degrees respectively.
- (4) Exchange a battery for the remote.

Documents / Resources

	<p><a href="#">FERRISA 4x2 HDMI Matrix Switch,4 in 2 Out Matrix HDMI Video Switcher Splitter</a> [pdf] Use r Guide 4x2 HDMI Matrix Switch 4 in 2 Out Matrix HDMI Video Switcher Splitter</p>
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