

Troubleshooting

U2EX50

1. What can I do if the USB connection can't work?

- Check if you have plugged in the receiver with the included power adapter.
- Try connecting the transmitter to another USB port on your PC.
- Check if the "Power" and the "Status" LED indicators (on both the transmitter and the receiver) are in normal status (solid on/blinking). If not, please check if you have connected the Cat cable properly.
- Try connecting the USB devices to the PC directly without using the USB extender. Then check if the USB connection works.

2. What can I do if the USB connection suddenly stops working?

- Try re-plugging the USB cable between the transmitter and your PC.
- Try re-plugging in the receiver with the included power adapter.
- Try connecting the USB devices to the PC directly without using the USB extender. Then check if the USB connection works.

3. What can I do if the "status" LED indicator is off?

- Use a new Cat cable, or check if your cable meets the standard. 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 80m/260ft.
- 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 80m/260ft.

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Problem Not Fixed?
We're here for help



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