

Troubleshooting Instructions

Note before use:

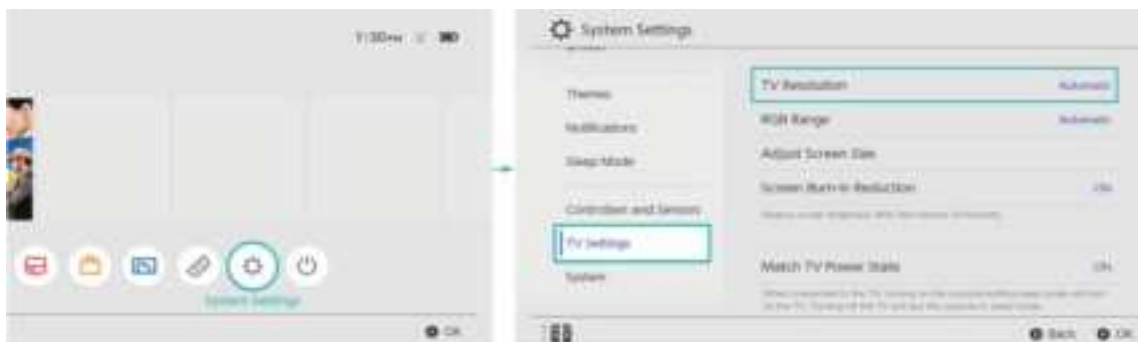
- 1.This product only supports Switch or Switch OLED, not Switch Lite.
- 2.This product does not include USB cable and HDMI cable, you need to bring your own.
- 3.Please use the original adapter or a third party 39W power USB-C adapter power supply
- 4.Protective cover is not supported when in use



How to use your Nintendo Switch or Switch OLED dock to connect to your TV??(Not supported with protective case)?

Step 1 : Set the nintendo switch not too short off screen state or hibernation state. Always on bright screen state.

Lower or adjust the TV Resolution settings on the Switch(Main Menu — System Setting - TV Settings - TV Resolution - Automatic)

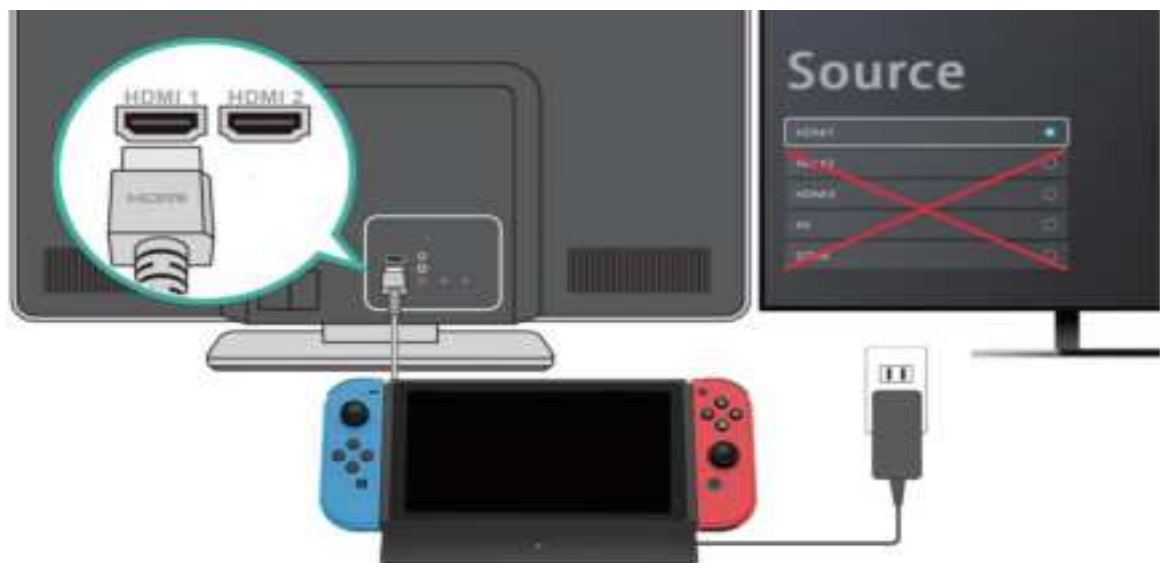


Step 2: Do not connect any other devices to the switch dock, use the original Nintendo Switch and Switch OLED AC adapter or a third-party power supply 15V/2.6A Input USB-C power connector



(Please press down firmly so that the USB-C connector of the switch and the TYPE-C connector of the dock can be perfectly matched.)

Step 3: Please connect the base unit and the TV with the HDMI cable and dial off the other TV signal inputs. and make sure the input source of TV is set to the corresponding HDMI input port. Turn on the switch of the dock, enter TV mode and wait for 5-8 seconds.



Select "HDMI 1" for the HDMI port on the back of the TV, and select the corresponding "HDMI 1" input for the TV signal source.

Switch Dock FAQ?

Question 1: What to do when switch dock doesn't work?

Answer:

Step 1.Disconnect all USB port devices from the switch dock.

Step 2.Please re-plug the power adapter (15V2.6A/39W) back in.

Step 3.Please press down your switch dock firmly so that it can match perfectly with the TYPE-C connector of the dock.

Question 2: If the dock is able to charge, but can not be transmitted to display on the TV?

Answer: Some TVs cannot recognize the HDMI source automatically, and you need to set the HDMI source on the TV manually.

Please dial off all the interfaces of the HDMI cable connected to the TV, reconnect the HDMI interface, and select the corresponding HDMI signal source on the TV to ensure that the TV is connected to the same HDMI interface.

Question 3: If you encounter the switch can not be turned on?

Answer: Nintendo Switch official tips, the switch is not correctly inserted into the type-c port, the switch host will protect itself and can not be turned on.

In this case, please press and hold the switch host power switch button for more than 12 seconds to restore the switch to power on.

Question 4: The switch keeps draining the battery while in use, not charging. What to do?

Answer: Please use the power adapter (15V2.6A/39W) for charging.

If you still encounter problems that can't be solved, please don't hesitate to take a picture and contact us through the Amazon mail system, we will solve it for you at the first time.