

## 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.