

# Troubleshooting

## HDEX80-KVM

### 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.
- Check if the LED indicator next to the USB port is in normal status (solid on/flashing). If not, please check if you have connected the USB cable properly.
- 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 hard drive can't work. What should I do?

- Try plugging in the receiver with the included power adapter. (Neglect this step if you already did)
- 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.

### 3. What can I do if there is no video output?

- Set the HDMI output resolution of your PC to 1080P.
- Check if you have chosen the right HDMI input channel on your display device.
- Check if the "status" LED indicators on the transmitter and receiver are in normal status (solid on).
- 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?

- 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.

**Problem Not Fixed?**  
**We're here for help**



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