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# UGREEN

## UGREEN HDMI KVM Switch

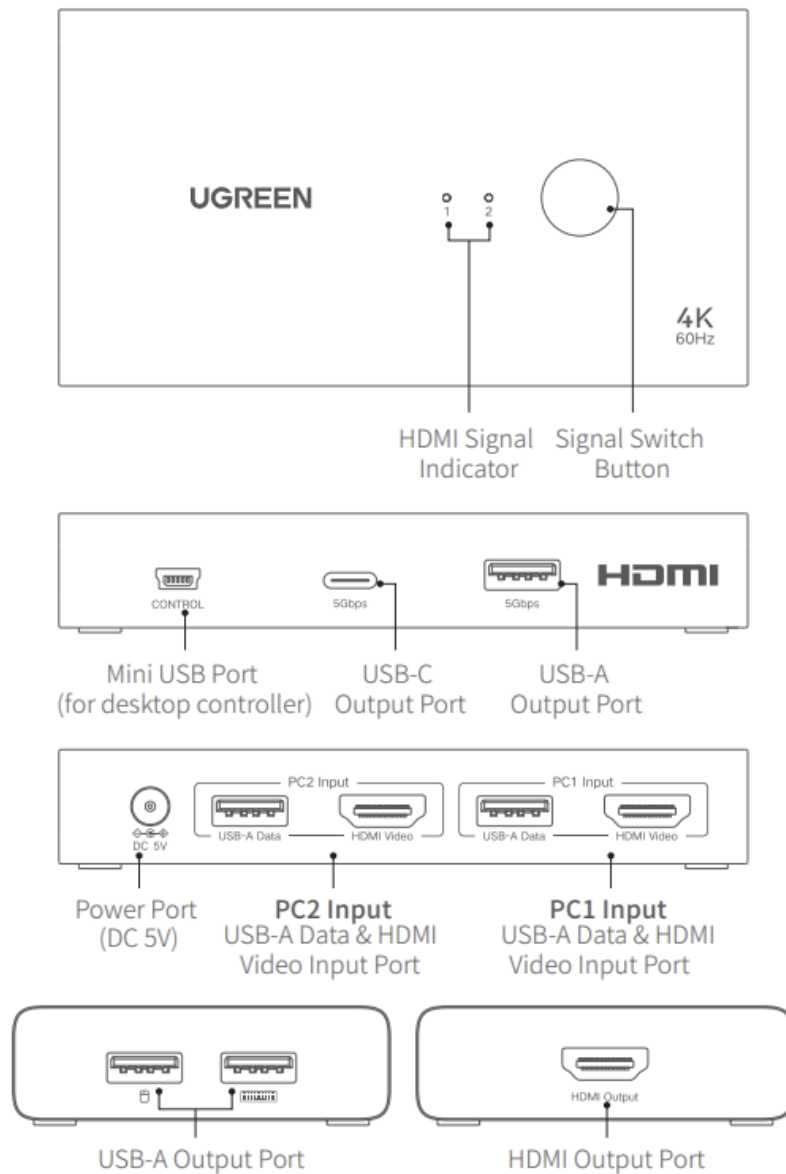


## Specifications

Input	2×HDMI & USB-A, 1×Mini USB
Output	1×HDMI, 3×USB-A, 1×USB-C
Resolution	Up to 4K@60Hz
HDCP Version	HDCP 2.2 and backward compatible
USB Standards	USB 3.0, supports transfer rate of up to 5Gbps
Color Depth	24-bit/30-bit/36-bit
Pixel Formats	RGB/YCbCr 4:4:4/YCbCr 4:2:2/YCbCr 4:2:0
Audio Formats	Supports LPCM/DTS/DSD, 2.0/2.1/5.1/7.1 channel
Audio Sampling Rate	24-bit/192kHz Max
Function Supported	Supports 3D visual effects/HDR10/HDR10+/VRR
Switching Mode	Button/desktop controller
Power Supply Input	DC5.5mm 5.0V 2.0A Max
Compatible Systems	Windows/macOS/Linux
Dimensions	L114×W63×H19(mm)/L4.5×W2.5×H0.7(inch)

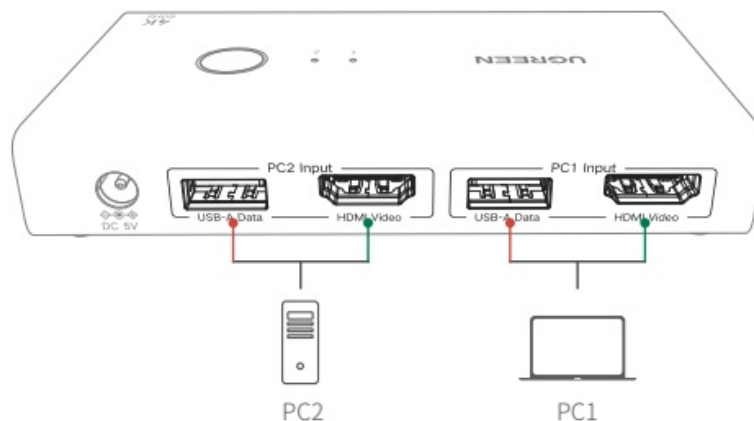
The data are measured by UGREEN lab but may vary based on specific circumstances. The video output resolution depends on the video bandwidth of the signal source device, the video cable, and the maximum resolution supported by the display device. Please refer to actual use.

## Product Overview



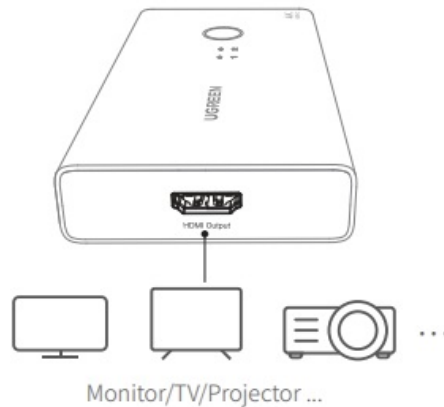
## Connection

- **Step 1:** Connect to Signal Source Devices: Use both the included HDMI cable and USB-A data cable to connect PC 1 to the “PC1 Input” ports, and then connect PC 2 to the “PC2 Input” ports.

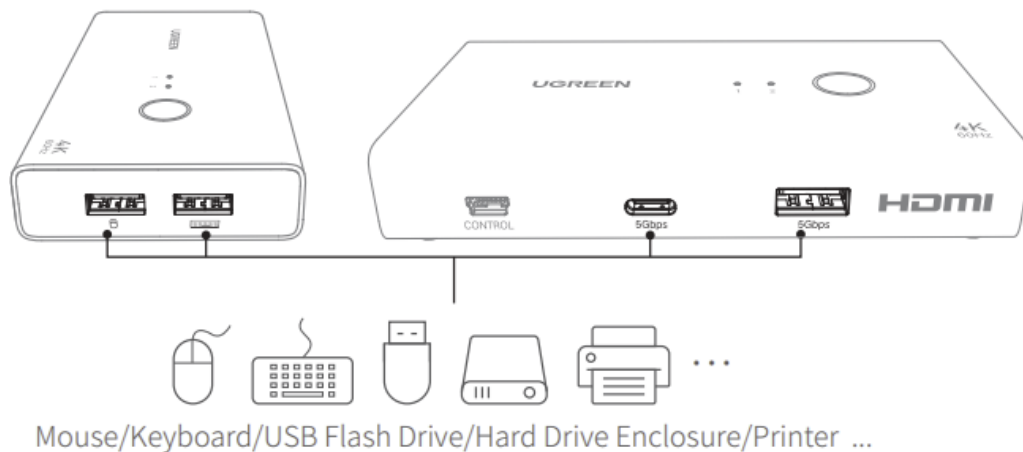


- HDMI Cable (for video transmission)
- USB-A Cable (for data transmission)

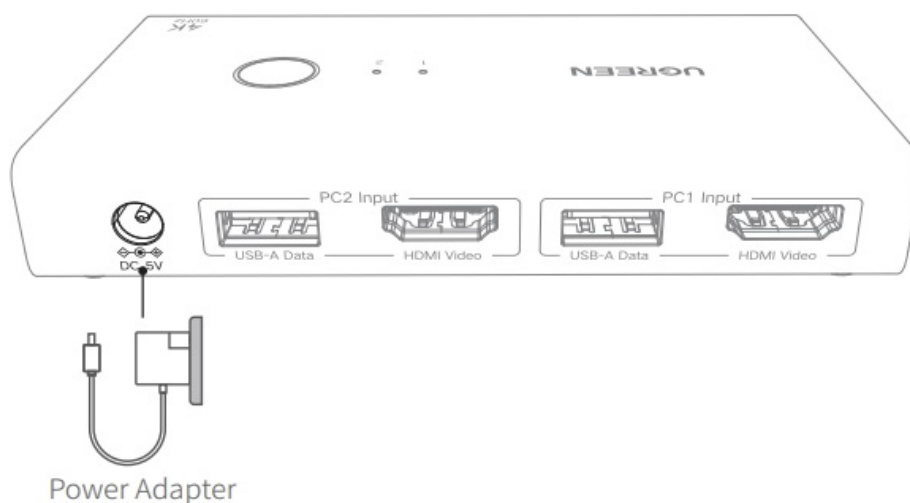
- **Note:** Each signal source device must be connected with both the HDMI cable and the USB-A data cable to function properly.
- **Step 2.** Connect to Display Devices: Connect the display device to the “HDMI Output” output port.



- **Step 3.** Connect to USB Devices: Connect the USB devices to the USB-A and USB-C output ports.



- **Step 4.** Connect to Power Supply: Connect the included power adapter to the power port.



## Tips

- This product needs to be connected to a power supply before use.
- The USB-A port of the product does not support video transmission.
- To switch over long distances, please connect the desktop controller to the Mini USB port.

## Resolutions and AWG

Resolution	Input Cable Length	Output Cable Length	AWG
4K@60Hz	≤1m/3.3ft	≤1m/3.3ft	28AWG
4K@30Hz	≤3m/9.8ft	≤3m/9.8ft	28AWG
1080p@60Hz	≤5m/16.4ft	≤5m/16.4ft	26AWG

For a better user experience, it is recommended to use the HDMI cable that comes with the product. If you need to purchase it yourself, please ensure that the cable meets the requirements in the table above and the HDMI Association certification standards.

## Notes

- Do not throw or drop the product or subject it to strong physical shock.
- Do not dismantle or fix the product by yourself, please contact UGREEN after-sales service if necessary.
- Please do not leave the product in extreme temperature or moist environments.
- Please deal with the product following local regulations.
- Keep out of the reach of children.

## Package Contents

- 1×HDMI KVM Switch 2 In 1 Out
- 2×HDMI Cable (1m/3.3ft)
- 2×USB-A Data Cable (1.5m/4.9ft)
- 1×Power Adapter\* (DC5.5mm 5V/2A)

- 1×Desktop Controller
- 1×User Manual
  - Power adapters may vary by country. Please refer to the actual product.

The terms HDMI, HDMI High-Definition Multimedia Interface, HDMI trade dress, and the HDMI Logos are trademarks or registered trademarks of HDMI Licensing Administrator, Inc.

## FAQs

What should I do if the display device does not display any images after connection?

\*Please ensure the product is connected correctly and the length and specifications of the cable meet the product requirements. \*Please select the correct input signal source (some monitors require manual selection), and try adjusting the color space and color depth. \*Please try lowering the resolution and refresh rate to 1080p@60Hz. \*Please confirm if the display device supports HDCP. If it does not support HDCP but the signal source device does, please try disabling HDCP on the signal source device. \*Please reconnect the cables.

What should I do if the display device shows a black screen, flickering screen, blurry screen, color cast, no sound, and other issues during use?

\*Please try lowering the resolution and refresh rate of the signal source device to 1080p@60Hz. \*Please try replacing the cables, signal source device, and display device. \*If the display device does not support HDR function, chromatic aberration may occur. In this case, the HDR function of the signal source device needs to be manually disabled. \*If there is no sound, please ensure that you have selected the correct audio output channel, and then check whether the signal source has audio and whether the display device supports audio playback.

Why does the display device display images slowly when switching signals?

\*The signal source device needs time to read the EDID from the display device. After the signal is switched, it usually takes 3-5 seconds for the display device to display the image. Additionally, the actual time may vary slightly depending on factors such as device type, screen resolution, and usage environment. If the image displays slowly, it is recommended to lower the output resolution of the signal source device. \*If the signal source device is an Apple TV, it may take 11-13 seconds for the display device to display the image (some monitors may have an additional delay of 1-2 seconds). \*Please try connecting the signal source device directly to the display device to confirm if it is a device-related issue.


What should I do if the HDMI port works normally but the USB port does not work?

\*Please ensure that both the USB-A cable and the HDMI cable are connected to the same signal source device. \*Try replacing the signal source device and the USB device. \*If a wireless keyboard or wireless mouse is connected to the USB port, please ensure the operating range meets the product's requirements (within 1m/3.3ft for a single USB device and within 0.3m/0.98ft for multiple USB devices).

What should I do if the USB port works normally but the HDMI port cannot display images?

\*Please try replacing the HDMI cable or the display device. \*If a video adapter is connected, try removing it and connecting the external device directly to the product.

## Documents / Resources

  HDMI® KVM Switch 2 In 1 Out <small>Model: AK502</small>  <small>UGREEN®</small>	<a href="#">UGREEN HDMI KVM Switch [pdf]</a> User Manual AK502, HDMI KVM Switch, HDMI, KVM Switch, Switch
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## References

- [User Manual](#)

AK502, HDMI, HDMI KVM Switch, KVM Switch, switch,

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