Troubleshooting

8KSW21-KVM

No video output

1.After connected to the KVM switch, my desktop source can't stream any image to the monitor. What should I do?

It may be caused by incorrect wiring or adapter cable. Please check from the following aspects:

- Please ensure the power LED indicator and signal source LED indicator of the KVM switch are solid green. Also, ensure you have switched to the corresponding computer host output channel, and ensure on the monitor that it has been switched to the correct HDMI input channel.
- Use the HDMI cables included in the package, and try connecting the cable to different HDMI interfaces on your computer.
- Connect your PC to the monitor directly without going through the KVM switch to check whether the image output is normal.
- Directly connect another monitor to the computer, and enter the display settings of the computer to check if it can detect the monitor that has connected the KVM switch. If yes, try reducing the resolution and refresh rate of the monitor.
- If you have used an HDMI to DP adapter at the output end, please note that this cable is uni-directional. Make sure it is an HDMI to DP cable, not a DP to HDMI cable.
- Check the desktop graphics card driver and update to the latest version.

The video output is unstable

2.The video output is unstable, and the screen flickers. What should I do?

It may be due to the quality of the cable. Please check from the following aspects:

- In addition to using the HDMI cables that come with the package, inspect and replace the other cables.
- Try using straight-through cables for connection, and avoid using adapter cables.
- Enter the computer's display settings and try reducing the resolution and refresh rate to see if stability can be improved.

USB does not work

3.When switching between two desktop sources, the USB device connected to the KVM switch does not work. What should I do?

This may be caused by the USB cable not being connected, or the host USB interface being different. Please check from the following aspects:

- Check whether the USB cable is connected between the desktop host and the KVM switch. Two USB type-B to type-A cables are included in the package.
- Try connecting to a different USB port on the host. Generally speaking, there are differences in the USB interfaces on the front and back of the host.
- Without going through the KVM switch, connect the USB device directly to the host to check whether it is working properly.

4. After my USB-C laptop is connected to one of the HDMI input ports via a docking station, the connected USB device does not work, but the connected monitor produces pictures normally. What should I do?

This may be caused by too many USB cascaded connections. Please check from the following aspects:

- Try connecting the USB host interface in the corresponding group directly to the laptop without going through the docking station. If the laptop does not have a USB-A interface, a USB conversion cable is required to connect it.
- Connect the USB device directly to the laptop through the docking station to check whether it works properly.

5. What should I do if the hotkey switching function does not work?

This may be caused by the USB keyboard not being connected to the correct USB interface of the device, the hotkey function being turned off, or keyboard compatibility issues. Please check the following aspects:

- Please confirm that the keyboard is connected to the USB 1.1 interface on the front of the device.
- It may have been switched to another key as a hotkey due to misoperation. Please double-click "Tab" or "CapsLk" again to redefine the hotkey.
- For hotkey settings, you must hold down two key combinations at the same time: "Hotkey" + 1/2 or "Hotkey" + "←/→".
- Please press and hold the four key combinations at the same time: "Ctrl" + "Shift" + "Alt" + "[", confirm again that the hotkey function is turned on, and then operate again.
- If all the steps above have been done, but the hotkey function still cannot be used, you can try changing to another keyboard for testing. If the hotkey function is normal after replacing the keyboard, it can be confirmed that it is a compatibility issue.

Audio output problem

6.There is no sound after connecting the device's 3.5mm audio interface. What should I do?

Please check whether the corresponding USB audio device is selected in the audio options of the computer, and further check whether the audio device is recognized in the device manager of the computer; The KVM switch's 3.5mm audio interface integrates microphone input and speaker output, so please use a 4-pin headphone plug for it, and ensure the plug is fully inserted into the port.

7.There is no sound while remote conferencing via the device's 3.5mm interface. What should I do?

- Please check whether the corresponding USB audio device is selected in the audio options of the conference software.
- If this option is not available, check whether the computer recognizes the corresponding USB audio device, and further check whether the audio device is recognized in the computer's device manager.
- Re-run the remote conferencing software to check if it helps.

Scan the QR Code Below
for Installation Guide

Problem Not Fixed? We're here for help

Call
+1-866-629-3923

Email
support@avaccess.com

Message
Send the message