# Troubleshooting

8KSW21DP-DM

## The device does not turn on.

### 1.After the device is connected to the power supply, the power indicator light and switch button indicator light do not light up. What should I do?

It may be that the device is not turned on, the power adapter is loose or faulty. Please check from the following aspects:

- Confirm that the device's power button is pressed and the device is turned on.
- Confirm that the power supply socket no problem and all connections are fully inserted.
- Try using another good-quality 12V/2A power adapter to test. If the device powers on normally, the power adapter is faulty.

## No video output or video is unstable.

### 2.After connected to the KVM switch, my desktop source can only display on one monitor, or when only one monitor is connected, my desktop can't stream any video. What should I do?

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

- DP input (1A or 2A) of the device only corresponds to monitor A, and DP input (1B or 2B) only corresponds to monitor B. Therefore, both inputs need to be connected for dual-screen applications, and corresponding connections for single-screen applications.
- When your desktop only has one DP port or multiple HDMI ports, please check if you have used an HDMI to DP conversion cable. Please note this kind of cable is always unidirectional, so make sure to use an HDMI to DP cable, rather than a DP to HDMI cable.
- Check the desktop's graphics card driver and update to the latest version.
- Connect the desktop directly to the monitor to check whether the picture can be produced normally.

### 3. 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 cables that come with the package, replace and inspect the other cables.
- Enter the computer's display settings and try reducing the resolution and refresh rate to see if stability can be improved.
- If you need to output certain video resolutions or images with high-refresh rates, like 8K@60Hz and 4K@165/144Hz, try replacing the cables with certified DP 2.0-compliant ones.

## USB device or hotkey switch don't work

### 4.The USB keyboard/mouse can't work on both computers, or one of them can't work. What should I do?

This may be caused by the USB cable not being connected, or the computer's 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. A USB type-A to type-B cable is included in the package.
- Try connecting to a different USB port on the desktop 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 desktop host to check whether it is working properly.

### 5.After my laptop source is connected to one of the DP input groups (1A/1B or 2A/2B) 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.

### 6. 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

### 7.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 device has 2 separate interfaces for input and output, so use two 3-pin separate headphone plugs for headphones, and make sure the two plugs are plugged into the correct sockets.

### 8.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