

Troubleshooting Guide

1. What can I do if I am unable to get this USB sharing switch to work?

- (1) Check if the USB device cannot be detected in Device Manager no matter which computer you switch to.
- (2) Test one USB device with each USB port to see the result. If possible, try this switch with another USB device.
- (3) Offer extra power supply for the switch.

2. How can I troubleshoot it if the USB devices connected to the switch keep disconnecting?

- (1) If it is a wireless device, we're afraid the lagging or disconnecting issue is caused by 2.4Ghz interference.
- (2) If it is a wired device, please re-plug it first, and then only connect one USB device at a time for a try.
- (3) Offer extra power supply for the switch.

3. What can I do if the connected Windows computer works properly, while the Macbook doesn't?

- (1) Check if you have connected the switch and the Mac with a USB A to C cable directly. If yes, we're sorry to say that this connection won't work.
- (2) You need to connect the Mac to the switch via a USB C to A adapter and a USB A to A cable.

4. How should I do if I am unable to get the printer connected to this switch to work?

- (1) Check if the printer cannot be detected no matter which computer you switch to?
- (2) Ensure that the printer driver has been installed successfully.
- (3) For better performance, please use a less than 6ft/1.8m printer cable, and it should be shorter for some older computers.