



HD1831 3-Port HDMI Switch with Pigtail Cable

Troubleshooting Guide for Common Issues:

Q. Device keeps switching inputs.

Answer: Because this is a non-powered switch with auto-switching function, if the switch detects one of the connected devices outputting power (>180mA) via its HDMI port, it will switch to that device automatically, even that particular device is in sleep mode. An example will be Wii U. Wii U checks for automatic update periodically. When it happens, it will trigger the switch to switch ports. To avoid this, either unplug Wii U or turn off the Wii U power completely.

Q. Not working with PS4.

Answer: This is a passive switch and it relies on power from input sources. HDMI ports on most electronics are able to supply enough amperage (>180mA) over a HDMI cable to power the switch. However, it is not the case for PS4. PS4 HDMI port is under-powered. Hence the switch needs to rely on other connected devices to receive power. Turn on other connected devices so that they can supply enough current to the switch. Then, turn on the PS4.

Q. Not working with Sony Blu-Ray/DVD player.

Answer: This is a passive switch and it relies on power from input sources. HDMI ports on most electronics are able to supply enough amperage (>180mA) over a HDMI cable to power the switch. However, it is not the case for Sony players. Sony player's HDMI ports are under-powered. Hence the switch needs to rely on other connected devices to receive power. Turn on other connected devices so that they can supply enough current to the switch. Then, turn on the Sony Blu-Ray/DVD Player.

Q. No signal/blank screen/poor picture quality.

Answer: Please use High-Speed HDMI cables that are ≤50ft/15m. 24AWG recommended.

