

# SPS-U8P

SEAMLESS UHD PRESENTATION SWITCHER WITH MULTIVIEW CONTROL



## USER MANUAL



Designed and Manufactured in the USA

**Smart-AVI**

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# OVERVIEW

TECHNICAL SPECIFICATIONS	3
WHAT'S IN THE BOX?	4
FRONT AND BACK	4
INSTALLATION	6
MULTIVIEW	7
OSD MENU NAVIGATION	8
RS-232 COMMANDS	9
EDID AND HDCP HANDLE	15
REMOTE CONTROL	15
VIDEO AND AUDIO	17
TROUBLESHOOTING	18
TECHNICAL SUPPORT	18
LIMITED WARRANTY STATEMENT	19

# TECHNICAL SPECIFICATIONS

VIDEO	
Format	DisplayPort1.2, HDMI2.0
Bandwidth	594MHz (18Gbps)
Input Interface	(7) HDMI 19-pin (female), (1) DisplayPort 20-pin (female)
Output Interface	(2) HDMI 19-pin (female)
Resolution	3840 x 2160 @ 60 Hz
Color Mode	24-bit
DDC	5 volts p-p (TTL)
Input Equalization	Automatic
Input Cable Length	Up to 20 ft
Output Cable Length	Up to 20 ft
Data Rate	1.65 Gbps per color
AUDIO	
Input Interface	(7) HDMI 19-pin (female), (1) DisplayPort 20-pin (female)
Output Interface	(1) 3.5 mm Stereo Audio
Impedance	600 Ohm
Frequency Response	20 Hz to 20 kHz
Nominal Level	0-1.0 V
Common Mode	Rejection at 60 dB
USB	
Signal Type	USB 2.0, 1.1, and 1.0 w/ internal hub
Input Interface	(1) USB Type C (female)
CONTROL	
Front Panel	Push Buttons with LED Indicators
LAN	RJ45
Hot Keys	Via Keyboard
OTHER	
Power Adapter	24V/1A, 14W max
Dimensions	16.9" W × 1.7" H × 8.6" D
Weight	11 lbs
Approvals	UL, CE, ROHS Compliant
Operating Temperature	+32 to +104°F (0 to +40°C)
Storage Temperature	-4 to 140°F (-20 to +60°C)
Humidity	10 to 70% (No Condensation)
Emulation	Keyboard and Mouse

# WHAT'S IN THE BOX?

PART NO.	Q-TY	DESCRIPTION
SPS-U8P Unit	1	Seamless UHD Presentation Switcher With Multiview Control
SPS-HDRX	1	HDMI Receiver (Optional)
	1	24V/1A power adapter
	1	Remoter
	1	User Manual

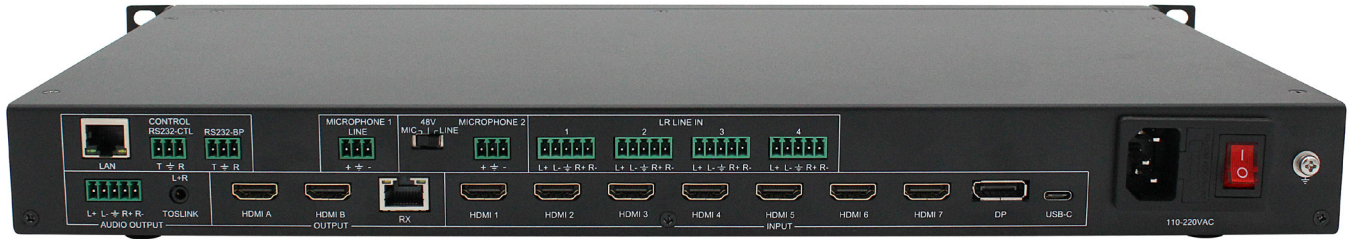
# FRONT AND BACK



SPS-U8P Front

NAME	DESCRIPTION
Power LED	Lit when the switcher is powered.
IR sensor	Remoter receiver.
HDMI 1, 2..., 7, DP, USB-C	Total 9 inputs to be selected. Press one of these buttons to direct select input source for single window display. When display on PIP,PBP,3xWIN,4xWIN mode, one of the inside LED for the 9 input buttons will still be lit, it represents the input source of the window 1.
MULTIVIEW	Press this button to loop select PIP, PBP, 3xWIN, 4xWIN display mode. When switcher work on single mode, then press Multiview button to select the last Multiview mode (PIP,PBP, 3xWIN or 4xWIN). The inside LED on Multiview button will be lit when work on PIP,PBP, 3xWIN or 4xWIN mode, and will be off when work on single window mode.
WINDOW	Press this button, then the screen will show up one yellow border on window 1. Continue press this button the border will be shown on window 2 or 3... then press one button such as HDMI 1, and then HDMI 1 will displayed on the current selected window
MENU, ↔ , ENTER	Three buttons to setup the system with front panel OSD navigation: <ol style="list-style-type: none"> <li>1. Microphone 1 ON or OFF</li> <li>2. Microphone 1 volume, control it with audio knob</li> <li>3. Microphone 2 ON or OFF</li> <li>4. Microphone 2 volume, control it with audio knob</li> <li>5. Main audio ON or OFF</li> <li>6. Main audio selection</li> <li>7. 4K AUTO output ON or OFF</li> <li>8. COMP Mode: CSC,DSC. HDBT compression mode when output resolution is 4K60</li> <li>9. Test Pattern ON or OFF</li> <li>10. Output resolution selection</li> <li>11. EDID selection</li> <li>12. Auto Switch ON or OFF</li> <li>13. Long Reach Mode ON or OFF</li> <li>14. RS232 baud rate</li> <li>15. IP address info</li> <li>16. Firmware version info</li> </ol>
MUTE LED	Lit when audio muted
Audio Knob	Left or right rotation to control overall audio volume (main audio and two microphones audio). Directly press it to mute or unmute overall audio output

# FRONT AND BACK (CONTINUED)



SPS-U8P Back

NAME	DESCRIPTION
Audio outputs	Balanced L+R output, 3.5mm L+R output and Toslink-optical output compatible
Outputs	HDMI A, HDMI B, HDBaseT
Inputs	HDMI 1, ..., HDMI 7, DP, USB-C
LAN	TCP/IP control. Default parameters as following IP address: 192.168.0.247; Sub Mask: 255.255.255.0 GATEWAY: 192.168.0.1; NETPORT: 2000 All the parameters can be changed by RS232 command
RS232 control	Default baud rate 9600, 8 data bits, 1 stop bit, no parity T, Switcher → PC R, Switcher ← PC G, Ground Baud rate options as following, can be selected by front panel 9600, 19200, 38400, 57600, 115200
RS232-BP	Pass through RS232-CTL commands
Microphone 1	Microphone-Line input
Microphone 2	Microphone input, there are three options with slide switch to select: 48V Phantom, MIC, LINE

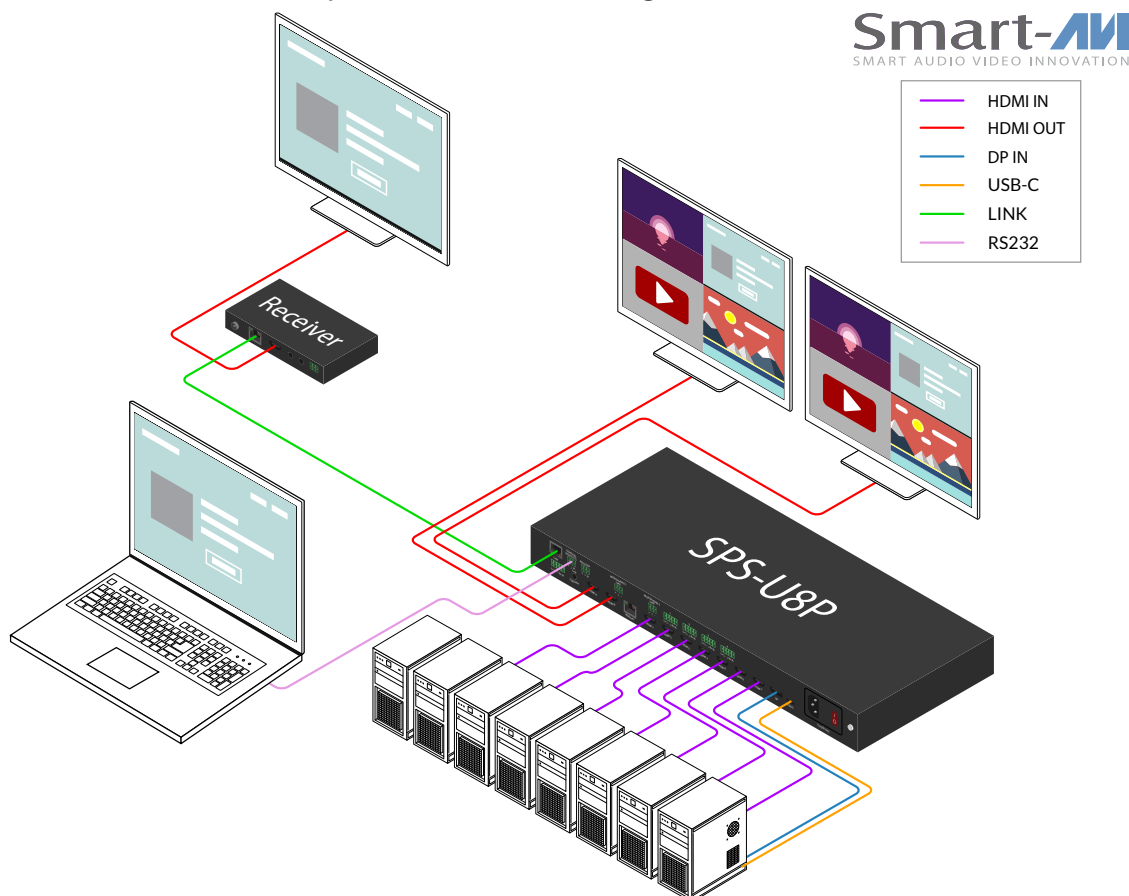
# INSTALLATION

Follow these simple steps to set up your unit and get it running smoothly. No special tools or software are required.

1. Make sure the unit and all connected devices are turned off before you begin.
2. Use the appropriate video cables to connect your source devices to the input ports:
  - HDMI 1 / HDMI 2 / HDMI 3 / HDMI 4 / HDMI 5 / HDMI 6 / HDMI 7 for HDMI sources;
  - DP (DisplayPort) for DisplayPort sources;
  - USB-C for compatible USB-C video sources.
3. Choose one of the output options to connect your display:
  - HDMI A / HDMI B for standard HDMI display connections;
  - HDBT (HDBaseT) for long-distance transmission over Ethernet cable.
4. If using HDBT output, connect a network cable from the HDBT port to a compatible HDBaseT receiver connected to your remote display.
5. If audio or microphones are required, connect them as needed.
  - MIC 1 / MIC 2 for microphones (enable 48V if required);
  - LINE IN (1-4) for external audio sources;
  - AUDIO OUT (terminal block or TOSLINK) for speakers or audio systems.
6. For external control and network integration:
  - Connect a LAN cable for network control;
  - Use RS232-CTL or RS232-BP terminal blocks for serial control connections.
7. Plug the power cable into the AC input (110–220V) and connect it to a power source.
8. Turn on the unit using the power switch, then power on all connected input devices and your display.

**Note:** Multiple input sources can be connected simultaneously, but only one is active at a time depending on switching/control.

**Note:** Ensure all cables are securely connected to avoid signal or audio issues.



# MULTIVIEW

The Switcher support 5 categories of Multiview display modes:

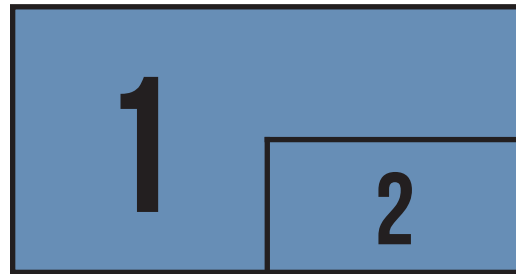
- SINGLE
- PIP
- PBP
- 3xWIN
- 4xWIN

Users can select different operations for different Multiview modes as following:

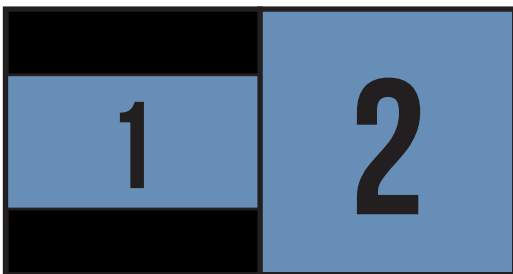
- SINGLE: Inputs selection
- PIP: Inputs selection, Sub window size and position selection
- PBP, 3xWIN, 4xWIN: Inputs selection, Layout Mode, Display Aspect



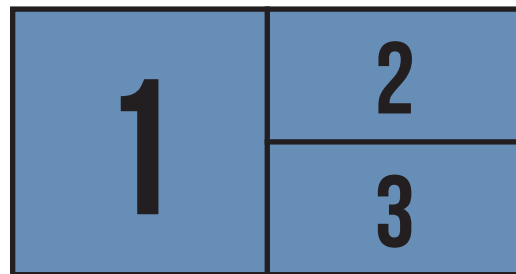
Single Mode



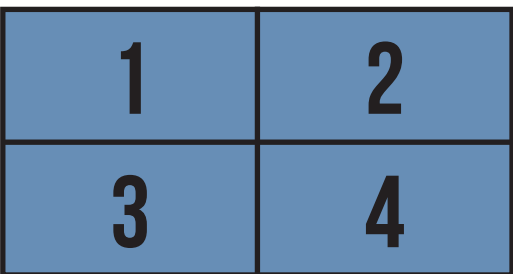
PiP Mode



PBP Mode



3xWin Mode



4xWin Mode

User can do more layouts via RS232 commands or OSD menu navigation and support up to 20 scenes saving and loading function by command

# OSD MENU NAVIGATION

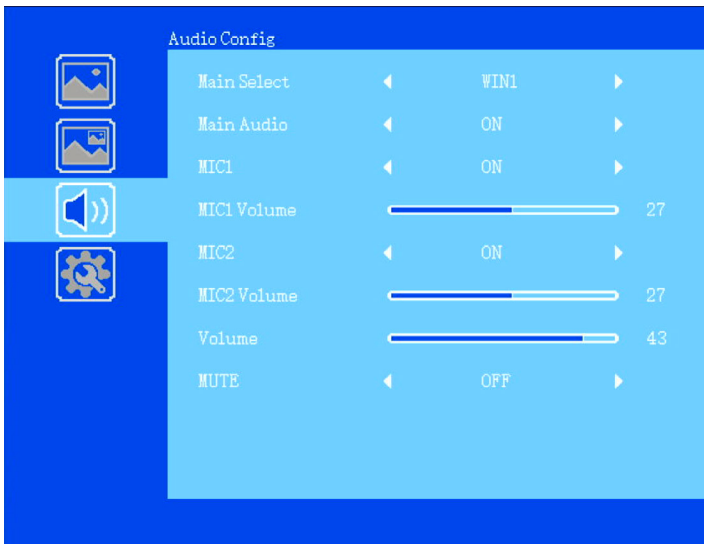
Total 4 categories of OSD content: Output Config, Multiview, Audio, System:



Output Config



Multiview



Audio



System

# RS-232 COMMANDS

**Note:** All the commands begin with SET or GET, end with Carriage Return (CR).

<CR> Represents Carriage Return (CR).

All return messages are always end with CR.

COMMAND	DESCRIPTION
GET HELP <CR>	Get the Commands list
SET RESET <CR>	Recover to default setting
GET VERSION <CR>	Get firmware version Return: VERSION w (w is version number)
GET SUB-VERSION <CR>	Get ARM firmware version Return: SUB-VERSION w (w is version number)
GET KEYBOARD-VERSION <CR>	Get Keyboard firmware version Return: KEYBOARD-VERSION w (w is version number)
SET BAUDRATE w <CR>	w is 9600, 19200, 38400,57600 or 115200 Return: BAUDRATE w
GET BAUDRATE <CR>	Return: BAUDRATE w
SET IP ADDRESS w <CR>	For example: SET IP ADDRESS 192.168.0.247 Return: IP ADDRESS w
GET IP ADDRESS <CR>	Return: IP ADDRESS w
SET SUBMASK w <CR>	For example: SET SUBMASK 255.255.255.0 Return: SUBMASK w
GET SUBMASK <CR>	Return: SUBMASK w
SET GATEWAY w <CR>	For example: SET GATEWAY 192.168.0.1 Return: GATEWAY w
GET GATEWAY <CR>	Return: GATEWAY w
SET NETPORT w <CR>	For example: SET NETPORT 2000 Return: NETPORT w
GET NETPORT <CR>	Return: NETPORT w
SET NETWORK-INFO IP PORT SUBMASK GATEWAY <CR>	For Example: SET NETWORK-INFO 192.168.0.247 2000 255.255.255.0 192.168.0.1 Return: NETWORK-INFO 192.168.0.247 2000 255.255.255.0 192.168.0.1
GET NETWORK-INFO <CR>	Return: NETWORK-INFO IP PORT SUBMASK GATEWAY
SET LONG-REACH w <CR>	w is ON or OFF
GET LONG-REACH <CR>	Return: LONG-REACH w
SET FREEZE-WINx w	Freeze the display window,x is one of 1, 2, 3,4 or ALL, w is ON or OFF Return: FREEZE-WINx w
GET FREEZE-WINx	x is one of 1, 2, 3,4. Return: FREEZE-WINx w (w is ON or OFF)

# RS-232 COMMANDS (CONTINUED)

## Output Command (only available on SINGLE mode)

COMMAND	DESCRIPTION
SET AUTO SWITCH w <CR>	w is ON or OFF, default OFF Return: AUTO SWITCH w
GET AUTO SWITCH <CR>	Return: AUTO SWITCH w
SET IN SOURCE w <CR>	w is one of the following: HDMI1, HDMI2, HDMI3, DP, USB-C Return: IN SOURCE w
GET IN SOURCE <CR>	Get current input channel selection information Return: IN SOURCE w
GET IN RESOLUTION <CR>	Get current input resolution Return: IN RESOLUTION w (w is input resolution)
GET IN STATUS <CR>	Get status of all input ports x is HDMI1...HMDI4,USB-C Return: IN STATUS x VALID(or INVALID) If input port is vaild, Return: IN STATUS x InputRes ColorSpace ColorDepth

## Output Command

COMMAND	DESCRIPTION
SET OUT RESOLUTION w <CR>	w is one of the following, default: 3840x2160p60, 4096x2160p60, 4096x2160p50, 3840x2160p60, 3840x2160p50, 3840x2160p30, 3840x2160p25, 1920x1200p60RB, 1920x1080p60, 1920x1080p50, 1360x768p60, 1280x800p60, 1280x720p60, 1280x720p50, 1024x768p60, AUTO, USER Return: OUT RESOLUTION w
GET OUT RESOLUTION <CR>	Get current output resolution setting Return: OUT RESOLUTION w
SET RESO-USER Width Height <CR>	Set user define output resolution, Width is horizontal active pixels Height is vertical active lines For user define output resolution,the frame rate is always 60Hz Return: RESO-USER Width Height <CR>
GET RESO-USER <CR>	Return: RESO-USER Width Height <CR>
SET OUT HDCP w <CR>	w is one of following, default FORCE-1.4 FORCE-1.4,FORCE-2.2,FORCE-OFF Return: OUT HDCP w
SET OUT COMP w <CR>	w is CSC or DSC, default CSC Compression mode when HDBT output resolution is 4K60 Return: OUT COMP w
GET OUT COMP <CR>	Return: OUT COMP w
GET OUT HDCP <CR>	Return: OUT HDCP w
SET OUT VKA w <CR>	Set video keep alive mode w is BLUESCREEN or BLACKSCREEN. Default BLACKSCREEN. It is for no signal display Return: OUT VKA w
GET OUT VKA <CR>	Return: OUT VKA w
SET OUT ITC w <CR>	w is ON or OFF, default OFF Return: OUT ITC w Suggest OFF for video display and ON for PC especially desktop display, default setting is OFF
GET OUT ITC <CR>	Return: OUT ITC w
SET OUT TSP w <CR>	Set Test Pattern on or off, w is ON or OFF Return: OUT TSP w
GET OUT TSP <CR>	Return: OUT TSP w

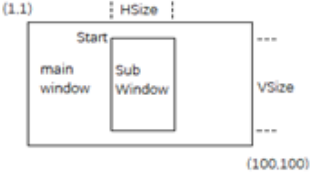

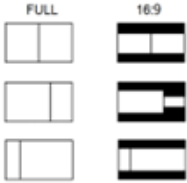
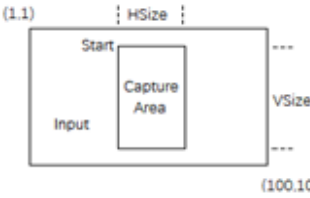
## RS-232 COMMANDS (CONTINUED)

COMMAND	DESCRIPTION
SET OUT TSP-COLOR w <CR>	Set Test Pattern Colour , w is one of the following: BLACK, BLUE, GREEN, RED, WHITE, PRBS,RAMP, CHECKER_BOARD, STRIPE, RED_RAMP, GREEN_RAMP, BLUE_RAMP Default: CHECKER_BOARD Return: OUT TSP-COLOR w
GET OUT TSP-COLOR <CR>	Return: OUT TSP-COLOR w
SET OUT TSP-TIMING w <CR>	Set output timing for Test Pattern display w is one of the following: 4K30,1080p60, 720p60 default 1080p60 Return: OUT TSP-TIMING w
GET OUT TSP-TIMING <CR>	Return: OUT TSP-TIMING w


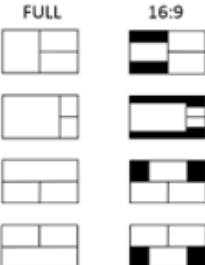
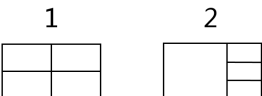
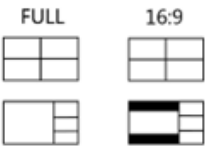
### Multiview Command

COMMAND	DESCRIPTION
SET MULTIVIEW w <CR>	Select one Multiview mode for current display w is one of the following, default SINGLE SINGLE, PIP, PBP, 3xWIN, 4xWIN Return: MULTIVIEW w
GET MULTIVIEW <CR>	Get the current Multiview mode Return: MULTIVIEW w
SET WINDOWx IN y <CR>	Select one input for one display window for the current Multiview mode. x is one of 1, 2, 3 or 4 y is one of HDMI1, HDMI2, HDMI3, DP, USB-C Return: WINDOWx IN y
GET WINDOWx IN <CR>	This command to get which is the input source for one display window for the current Multiview mode Return: WINDOWx IN y
SET PIP POS w <CR>	This command to select the PIP sub window position. w is one of the following, default RightBottom LeftTop, LeftBottom, RightTop, RightBottom, USER Return: PIP POS w
GET PIP POS <CR>	This command to get the PIP sub window position Return: PIP POS w
SET PIP SIZE w <CR>	This command to select the PIP sub window size. w is one of the following, default LARGE SMALL,MIDDLE, LARGE, USER Return: PIP SIZE w
GET PIP SIZE <CR>	Return: PIP SIZE w

# RS-232 COMMANDS (CONTINUED)

COMMAND	DESCRIPTION
SET PIP USER HStart VStart HSize VSize <CR>	<p>Return: PIP USER HStart VStart HSize VSize</p> <p>This command allows users to customize a PIP layout include sub window position and size.</p> <p>This customized PIP layout will replace other pre-defined PIP modes (such as Left-Top,LARGE) and display on the screen</p> <p>After the user enters SET PIP POS or SET PIP SIZE command,the PIP USER will become invalid</p>  <p>Please note HStart plus HSize less than or equal to 101 VStart plus VSize less than or equal to 101</p>
GET PIP USER <CR>	Return: PIP USER HStart VStart HSize VSize
SET PBP MODE w <CR>	<p>Set the PBP display mode w is one of 1,2 or 3, default 1</p>  <p>Return: PBP MODE w</p> <p>Please note for PBP mode 3, window2 can capture part of the input image area. It is main used for presenter show when work with conference camera situations.</p> <p>The capture area can be defined by SET PBP-PRESENTER command</p>
GET PBP MODE <CR>	Return: PBP MODE w
SET PBP ASPECT w <CR>	<p>Set the PBP window display aspect w is FULL or 16:9, default FULL</p>  <p>Return: PBP ASPECT w</p>
GET PBP ASPECT <CR>	Return: PBP ASPECT w
SET PBP-PRESENTER HStart VStart HSize VSize <CR>	<p>Set window 1 capture area for PBP mode 3</p> <p>This command only valid when the switcher already work on PBP mode 3</p> <p>Return: PBP-PRESENTER HStart VStart HSize VSize</p>  <p>Default HStart 38, VStart 13, HSize 25, VSize 75</p> <p>Please note HStart plus HSize less than or equal to 101 VStart plus VSize less than or equal to 101</p>
GET PBP-PRESENTER <CR>	Return: PBP-PRESENTER HStart VStart HSize VSize

# RS-232 COMMANDS (CONTINUED)

COMMAND	DESCRIPTION
SET 3xWIN MODE w <CR>	<p>Set the 3xWIN display mode w is one of 1,2,3 or 4, default 1</p>  <p>Return: 3xWIN MODE w</p>
GET 3xWIN MODE <CR>	Return: 3xWIN MODE w
SET 3xWIN ASPECT w <CR>	<p>Set the 3xWIN window display aspect w is FULL or 16:9, default FULL</p>  <p>Return: 3xWIN ASPECT w</p>
GET 3xWIN ASPECT <CR>	Return: 3xWIN ASPECT w
SET 4xWIN MODE w <CR>	<p>Set the 4xWIN display mode w is 1 or 2, default 1</p>  <p>Return: 4xWIN MODE w</p>
GET 4xWIN MODE <CR>	Return: 4xWIN MODE w
SET 4xWIN ASPECT w <CR>	<p>Set the 4xWIN window display aspect w is FULL or 16:9, default FULL</p>  <p>Return: 4xWIN ASPECT w</p>
GET 4xWIN ASPECT <CR>	Return: 4xWIN ASPECT w
GET MULTIVIEW-SYNC <CR>	Return Multiview layout information
SET SAVE SCENE w <CR>	<p>Save current display scene w is 1, 2,...20 Return: SAVE SCENE w</p>
SET LOAD SCENE w <CR>	<p>Load display scene w is 1, 2,...20 Return: LOAD SCENE w</p>

# RS-232 COMMANDS (CONTINUED)

## Audio Command

COMMAND	DESCRIPTION
SET MAIN-AUDIO ONOFF w <CR>	Mute or unmute main audio Here w is ON or OFF, default ON Return:MAIN-AUDIO ONOFF w
GET MAIN-AUDIO ONOFF <CR>	Return:MAIN-AUDIO ONOFF w
SET AUDIO SOURCE w <CR>	Main audio selection, w is one of the following: WIN1,HDMI1,...,HDMI7,DP,USB-C,LR1,...,LR4 Return: AUDIO SOURCE w
GET AUDIO SOURCE <CR>	Return: AUDIO SOURCE w
SET AUDIO VOL+ <CR>	Increase overall audio out volume Return: AUDIO VOL w (w is the volume value)
SET AUDIO VOL- <CR>	Decrease overall audio out volume Return: AUDIO VOL w (w is the volume value)
SET AUDIO VOL w <CR>	Set audio volume value w is 0,1...,50, default 50 For example: SET AUDIO VOL 50 Return: AUDIO VOL w
GET AUDIO VOL <CR>	Return: AUDIO VOL w
SET AUDIO-MUTE w <CR>	Mute or unmute overall audio output Here w is ON or OFF, default OFF Return: AUDIO-MUTE w
GET AUDIO-MUTE <CR>	Return: AUDIO-MUTE w
SET MIC1 ONOFF w <CR>	w is ON or OFF
GET MIC1 ONOFF <CR>	Return :MIC1 ONOFF w
SET MIC1 VOL+ <CR>	Increase microphone 1 pre-volume Return: MIC1 VOL w ( w is one of 0,1,...,50)
SET MIC1 VOL- <CR>	Decrease microphone 1 pre-volume Return: MIC1 VOL w
SET MIC1 VOL w <CR>	Set microphone 1 pre-volume value, default 25
GET MIC1 VOL w <CR>	Get microphone 1 pre-volume value
SET MIC2 ONOFF w <CR>	w is ON or OFF
GET MIC2 ONOFF <CR>	Return :MIC1 ONOFF w
SET MIC2 VOL+ <CR>	Increase microphone 2 pre-volume Return: MIC2 VOL w ( w is one of 0,1,...,50)
SET MIC2 VOL- <CR>	Decrease microphone 2 pre-volume Return: MIC2 VOL w
SET MIC2 VOL w <CR>	Set microphone 2 pre-volume value, default 25
GET MIC2 VOL w <CR>	Get microphone 2 pre-volume value

# RS-232 COMMANDS (CONTINUED)

## EDID Command

The following commands are used to set EDID mode for the inputs.

COMMAND	DESCRIPTION
SET IN EDIDMODE w <CR>	w is one of the following: 4K60-2.0, 4K60-5.1, 4K60-7.1, 4K30-2.0, 4K30-5.1, 4K30-7.1, 1080p60-2.0,1080p60-5.1, 1080p60-7.1,1920x1200, 1680x1050, 1600x1200, 1440x900, 1360x768, 1280x1024, 1024x768, 720p, AUTO,USER Default: 4K60-2.0 Return: IN EDIDMODE w
SET EDID-USER w <CR>	Switcher can only support 256 bytes EDID-USER data. w is 256 bytes EDID data. Return: EDID-USER OK
GET IN EDIDMODE <CR>	Return: IN EDIDMODE w

## EDID AND HDCP HANDLE

User can select following EDID modes by RS232 command or OSD menu navigation.

NUMBER	EDID MODE	NUMBER	EDID MODE
1	4K60-2.0CH	11	1440x900
2	4K60-5.1CH	12	1360x768
3	4K30-2.0CH	13	1280x1024
4	4K30-5.1CH	14	1024x768
5	1080P-2.0CH	15	AUTO
6	1080P-5.1CH	16	4K60-7.1CH
7	720P	17	4K30-7.1CH
8	1920x1200	18	1080P-7.1CH
9	1680x1050	19	USER
10	1600x1200		

The HDMI output support 3 HDCP options: FORCE-1.4, FORCE-2.2, FORCE-OFF. User can select it by RS232 command.

# REMOTE CONTROL

NUMBER	DESCRIPTION
1	Return/Exit
2	Video input selection
3	OSD menu navigation Menu (Enter), UP, DOWN, LEFT, RIGHT
4	4K30-5.1CH
5	1080P-2.0CH
6	1080P-5.1CH



# VIDEO AND AUDIO

Supports compressed audio formats such as AC3, DD+, and DTS pass-through via HDMI when using INPUT 1 / 2 / 3.

In addition to embedded audio from HDMI / DP / USB-C sources, the unit provides 4 balanced L/R audio inputs, as well as a Mute (NONE) option for main audio selection. The main audio selection operates independently from video switching.

A total of 14 main audio source options are available:

- WIN1
- HDMI1 / HDMI2 / HDMI3 / HDMI4 / HDMI5 / HDMI6 / HDMI7
- DP
- USB-C
- LR1 / LR2 / LR3 / LR4

WIN1 means the main audio is always taken from the source assigned to window 1.

Both microphone inputs (one supporting Microphone/Line) can be mixed with the selected main audio.

Microphone levels and overall volume can be controlled via RS232 commands or by using the front panel buttons and knob.

Note: When the main audio is in a compressed format such as AC3 or DTS, microphone mixing is not available. In this case, the audio is passed through directly to the output.

The switcher supports multiple video input resolutions up to 3840x2160@60 and supports the following video output resolutions:

NUMBER	RESOLUTION	NUMBER	RESOLUTION	NUMBER	RESOLUTION
1	4096x2160p 60Hz	6	3840x2160p 25Hz	11	1280x800p 60Hz
2	4096x2160p 50Hz	7	1920x1200p60Hz RB	12	1280x720p 60Hz
3	3840x2160p 60Hz	8	1920x1080p 60Hz	13	1280x720p 50Hz
4	3840x2160p 50Hz	9	1920x1080p 50Hz	14	1024x768 60Hz
5	3840x2160p 30Hz	10	1360x768p 60Hz		

# TROUBLESHOOTING

## No Power

- Make sure that the power adapter is securely connected to the power connector of the unit.
- Check the output voltage of the power supply and make sure that the voltage value is around 12VDC.
- Replace the power supply.

## No Video

- Check if all the video cables are connected properly.
- Connect the computer directly to the monitor to verify that your monitor and computer are functioning properly.
- Restart the computers.

## Keyboard is not working

- Check if the keyboard is properly connected to the unit.
- Check if the USB cables connecting the unit and the computers are properly connected.
- Try connecting the USB on the computer to a different port.
- Make sure that the keyboard works when directly connected to the computer.
- Replace the keyboard.

## Mouse is not working

- Check if the mouse is properly connected to the unit.
- Try connecting the USB on the computer to a different port.
- Make sure that the mouse works when directly connected to the computer.
- Replace the mouse.

## No Audio

- Check if all the audio cables are connected properly.
- Connect the speakers directly to the computer to verify that the speakers and the computer audio are functioning properly.
- Check the audio settings of the computer and verify that the audio output is through the speakers.

# TECHNICAL SUPPORT

For product inquiries, warranty questions, or technical questions, please contact [info@smartavi.com](mailto:info@smartavi.com).

# LIMITED WARRANTY STATEMENT

## A. Extent of limited warranty

SmartAVI, Inc. warrants to the end-user customers that the SmartAVI product specified above will be free from defects in materials and workmanship for the duration of 1 year, which duration begins on the date of purchase by the customer. Customer is responsible for maintaining proof of date of purchase.

SmartAVI limited warranty covers only those defects which arise as a result of normal use of the product, and do not apply to any:

- a. Improper or inadequate maintenance or modifications
- b. Operations outside product specifications
- c. Mechanical abuse and exposure to severe conditions

If SmartAVI receives, during applicable warranty period, a notice of defect, SmartAVI will at its discretion replace or repair defective product. If SmartAVI is unable to replace or repair defective product covered by the SmartAVI warranty within reasonable period of time, SmartAVI shall refund the cost of the product.

SmartAVI shall have no obligation to repair, replace or refund unit until customer returns defective product to SmartAVI.

Any replacement product could be new or like new, provided that it has functionality at least equal to that of the product being replaced.

SmartAVI limited warranty is valid in any country where the covered product is distributed by SmartAVI.

## B. Limitations of warranty

To the extent allowed by local law, neither SmartAVI nor its third party suppliers make any other warranty or condition of any kind whether expressed or implied with respect to the SmartAVI product, and specifically disclaim implied warranties or conditions of merchantability, satisfactory quality, and fitness for a particular purpose.

## C. Limitations of liability

To the extent allowed by local law the remedies provided in this warranty statement are the customers sole and exclusive remedies.

To the extent allowed by local law, except for the obligations specifically set forth in this warranty statement, in no event will SmartAVI or its third party suppliers be liable for direct, indirect, special, incidental, or consequential damages whether based on contract, tort or any other legal theory and whether advised of the possibility of such damages.

## D. Local law

To the extent that this warranty statement is inconsistent with local law, this warranty statement shall be considered modified to be consistent with such law.

# Smart-**AVI**

SMART AUDIO VIDEO INNOVATION

## NOTICE

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