

Category	Question	Answer
Switching	Why is there a delay when switching devices, or why does switching sometimes fail?	1. The switch performs an HDMI handshake when changing inputs, and the response time may vary depending on the console, refresh rate, or display. 2. We recommend using HDMI 2.1 certified cables, avoiding overly long cable runs, and supplying additional power via the Micro USB port to improve stability. 3. Please disconnect all cables, then reconnect them to verify proper connection. 4. Connect the source device directly to the display to confirm whether the signal quality is stable.
Display Issues	Why is there no image, gray screen, black screen, or flickering after connecting the HDMI switch?	This issue is typically caused by HDMI handshake failure, unstable signals, or cable compatibility problems. We recommend: 1. Make sure all devices (source and display) are powered on and use HDMI 2.1 UHS-certified cables, ideally under 2 meters in length; 2. Provide 5V power via Micro USB to the UHD-2180 for better signal stability; 3. Enable "Enhanced Mode" in your display settings (e.g., Samsung's "Input Signal Plus"); 4. Power cycle and reconnect in this order: Source → Switch → Display → Power On; 5. If the issue persists, try other HDMI ports or cables, or contact technical support.
	Why can't both monitors display simultaneously?	The UHD-2180 supports bi-directional switching (2-in-1-out or 1-in-2-out), but it does not support displaying both HDMI sources simultaneously. In 2-to-1 mode, you can toggle between inputs to one display.
	Why does the screen go black when switching sources or enabling HDR?	1. This is a normal HDMI signal re-handshake process, which typically lasts 1–2 seconds. If the blackout persists longer than expected, try lowering the resolution or using higher-quality HDMI cables. 2. Communication between the source device and the display takes a certain amount of time and may vary depending on the equipment involved.

	Why does the screen start flickering after a few months of use?	If your monitor starts flickering after months of use but stabilizes after toggling inputs, it's likely due to temporary HDMI handshake instability. We recommend: 1) Using HDMI 2.1 certified cables; 2) Supplying 5V power via Micro USB; 3) Replugging HDMI cables or power cycling the setup.
Power	Does the HDMI switch require external power?	Most devices provide sufficient power via HDMI, but low-power sources like laptops or streaming boxes may not. In such cases, we recommend supplying additional power via a 5V Micro USB cable.
Resolution Issues	Why can't I get 8K or 4K output even though it's supported?	Ensure both your source and display support the target resolution. Use HDMI 2.1 UHS-certified cables, and enable "Enhanced Mode" or "Input Signal Plus" in your display's settings.
	Why does the resolution drop or appear stretched after switching?	1. The UHD-2180 re-triggers EDID negotiation after switching, and some sources default to lower resolutions like 720p; 2. Use HDMI 2.1 certified cables and connect to standard HDMI 2.1 ports—not ARC/eARC ports—on the TV; 3. If the issue persists, manually set the desired resolution (e.g., 4K@60Hz or 120Hz) on the source device.
Compatibility	Why does the screen stutter or flicker when switching between multiple gaming devices?	The UHD-2180 supports multiple platforms, but frequent switching between PS5, Switch, and PC may trigger handshake or refresh rate inconsistencies. We recommend connecting your primary gaming device to OUTPUT-1 and using high-quality, short HDMI cables to minimize disruption.
	Why does the signal keep dropping when connected to my TV's HDMI 2.1 eARC port?	The UHD-2180 does not support the eARC audio protocol and may experience compatibility issues with certain TV HDMI 2.1 eARC ports, especially when connecting high-bandwidth devices like Xbox Series X and PS5. We recommend connecting the switch to a regular HDMI 2.1 port (non-eARC) and reserving eARC for soundbars or AVR systems to ensure stability.

	Is UHD-2180 fully compatible with specific TV HDMI ports, PS5, and Xbox Series X?	The UHD-2180 follows HDMI 2.1 standards and is compatible with PS5, Xbox Series X, and most HDMI 2.1 TVs. However, some TVs (e.g., Samsung, LG) may exhibit issues—such as handshake failure or delayed recognition—when connected via HDMI eARC ports. We recommend avoiding eARC ports and using a standard HDMI 2.1 input with Enhanced Mode enabled.
	Why is one of my input sources (e.g., Xbox or PC) not being detected?	1. Verify that the source device outputs video correctly by connecting it directly to a display; 2. UHD-2180 may be more sensitive to certain devices (e.g., Xbox Series X, older GPUs)—try using a short HDMI 2.1 certified cable and connect the problematic device to INPUT-1; 3. If the input LED doesn't light up, supply 5V power via Micro USB to improve compatibility.
	Why does the UHD-2180 flicker heavily with PS5 and require lowering the data rate?	1. While UHD-2180 supports 4K@120Hz and HDR, the PS5's default "Auto" output often exceeds what some units can consistently handle; 2. Reducing the output to 4K@60Hz or disabling HDR may help—but this compromises the experience;
	Why does the signal constantly flicker or fail when connecting two 4K or 8K sources?	1. While UHD-2180 supports up to 8K@60Hz and 4K@120Hz in theory, actual stability depends heavily on cable quality, power supply, and device compatibility; 2. When connecting two high-bandwidth sources (e.g., 4K 120Hz consoles or GPUs), use HDMI 2.1 UHS-certified short cables ($\leq 2\text{m}$) and supply 5V power via Micro USB; 3. For ultra-high bandwidth scenarios like 8K@60Hz+, some devices may not maintain stable performance—manually setting sources to 4K@60Hz or 8K@30Hz may improve compatibility.

	Why is there no signal when connecting to low-resolution or low-refresh-rate displays?	1. The UHD-2180 supports downscaling to standard HDMI formats, but older devices (e.g., 720p or 30Hz projectors) may fail EDID negotiation—try setting your source to output 1080P 60Hz manually; 2. Connect the target display to OUTPUT-1 to ensure it receives the primary signal; 3. If issues persist, we recommend using displays that support 1080P or higher for best compatibility.
Audio Issues	Why isn't CEC or surround audio working properly?	Ensure both your source and display have CEC enabled. UHD-2180 supports CEC passthrough but not eARC. For eARC, use an external audio extractor.
	Why can't I switch audio between my TV and Soundbar/AV receiver using this HDMI switch?	1. The UHD-2180 is designed for video switching and does not support eARC or ARC audio return. It cannot route audio from the TV back to a Soundbar or AV receiver. 2. Set the output format to a compatible one like LPCM or Dolby Digital, and avoid DTS-HD or Atmos if unsupported; 3. To transmit audio from your TV, please use a dedicated HDMI audio extractor with eARC support, or connect your audio device directly to the TV' s eARC port. This switch is intended for source-to-display signal flow only.