

# Cable Matters 4-Port USB-A & USB-C Switch with Remote Control (201160) – Installation and Troubleshooting

The Cable Matters 4-Port USB-A & USB-C Switch with Remote Control allows users to share two USB-A and two USB-C peripheral devices between two computers. The device enables fast data transfer at 10Gbps and provides seamless switching via remote control or physical buttons on the unit.

- [4-Port USB-A & USB-C Switch with Remote Control \(201160\)](#)

## Important Notes Before Using

- **No Video Support:** This device is designed for data transfer only and does not support video output.
- **No Host Charging:** The switch does not charge the connected computers.
- **Ensure the Power Button is ON:** The switch must be powered on to function correctly. The power switch is on the side of the unit.

## Setup Guidance

1. **Unbox and Inspect:** Ensure all package contents are included:

- 1x USB-A & USB-C Switch
- 2x USB-C to USB-C 10Gbps data-only cables
- 1x Remote Control with Battery
- 2x Hook-and-Loop Strips
- 1x User Manual

2. **Connection Instructions:**

- **Step 1:** Power off all source equipment before connecting.
- **Step 2:** Make sure the switch is turned OFF before connecting any devices.
- **Step 3:** Use the provided USB-C to USB-C cables to connect up to two computers to the switch.
- **Step 4:** Connect up to four USB peripherals (USB-A or USB-C) to the corresponding ports.
- **Step 5:** Turn the switch ON and confirm that the LED indicator lights up.

3. **Remote Control Setup:**

- Remove the battery insulation tab before first use.
- Ensure the remote is paired (by default, it comes pre-paired).
- If the remote does not work, try replacing the battery or repairing the remote.

## Troubleshooting Guide

### 1. Device Not Working / No Response

- Ensure the power switch is turned ON.
- Check that all cables are securely connected to the proper ports. The Host computers must be connected to the USB-C ports labeled 1 and 2.
- Try a different USB port on your computer.
- If using high-power peripherals (e.g., external HDDs), connect an external USB-C power adapter (5V 3A, not included).

### 2. Peripheral Devices Not Recognized

- Verify that the connected USB devices function properly when directly connected to the computer.
- Restart the switch by unplugging and reconnecting the cables.
- If using a USB 2.0 keyboard/mouse, connect them to USB port #2, and USB 3.0 devices to port #4 to reduce interference.

### 3. Lag or Connectivity Issues

- Try using shorter, high-quality USB cables.
- Reduce the number of connected high-power devices.
- Ensure both host computers are connected before switching between them.

### 4. Remote Control Not Working

- Check if the remote control function is enabled (press and hold buttons #1 and #2 on the switch for 5 seconds; slow-blinking LEDs indicate enabled, fast-blinking indicates disabled).
- Replace the battery if necessary.

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