

Quick Start Guide

AC-EXUSB-3-KIT

100 M USB 3.2 Gen 1 Extender Kit



Introduction

The AC-EXUSB-3-KIT is a cost-effective, pocket-sized solution for extending all types of USB signals. Featuring bi-directional PoC, this product can extend up to 5Gbps of USB data from a single-powered host side, up to 100 meters over Cat6a. Allowing power to 4 (or more) USB devices on the Device side. Included control of the 5V device output and auto-negotiation of USB1.X/2.X backwards compatibility, ensures a simple extension solution for all types of USB cameras, microphones, and more connecting back to a single UCC, MTR, or other BYOD Host.



Set Up

1. Connect USB 1.X, 2.X, or 3.X devices to the AC-EXUSB-3-DEVICE using the USB Type A ports.
2. Set the USB 5V Switch to desired setting.
 - a. ON – (Default) USB 5V will always be output.
 - b. HOST – 5V output will follow the 5V input of the AC-EXUSB-3-HOST.
3. Connect the AC-EXUSB-3-DEVICE to the AC-EXUSB-3-HOST using Cat5e or better.
4. Connect the AC-EXUSB-3-HOST to PC or similar device using the USB Type C Host Port.
5. Connect power to preferred side to provide power to both devices.

Troubleshooting

1. Not seeing USB Devices – Ensure the USB cable connection between the AC-EXUSB-3-HOST and the Host PC is capable of a minimum of USB2. Many commonly found USB cables are only capable of powering devices and may not send data.
2. USB3 devices only showing as USB2 capable – Ensure all USB cable connections are capable of USB3 Superspeed 5Gbps. Some USB cables constructed with one USB Type-A and one USB Type-C connection may operate differently depending on the orientation of the USB Type-C. If you can see USB2 devices, attempt to flip the orientation of the USB Type-C.
3. UCC/BYOD System constantly going into share mode – Some modern USB conferencing solutions change between a PC (Host) and Shared (Device) mode when a USB connection is established to the solution from a user's PC based upon the 5V Output of a USB connection. Using the USB 5V switch on the AC-EXUSB-3-DEVICE unit, manually adjust the USB 5V from the Default, ON, state to the HOST option. This will drop the 5V Output to the USB Devices if the Host PC becomes disconnected.
4. No PoC – Try powering at the other end. Ensure Category cabling has not been damaged.

Maintenance

To ensure the reliable operation of this product and protect the safety of any person using or handling this device while powered, please follow the following instructions.

- Use the power supply provided. If a replacement is required, check voltage, polarity, and verify it has sufficient power to supply this device.
- Do not operate this product outside the specified temperature and humidity range in the above specifications.
- Ensure there is adequate ventilation to allow this product to operate efficiently.
- Repair of this device should only be carried out by qualified professionals as these products contain sensitive components that mishandling may damage.
- Use this device only in a dry environment. Do not allow liquids or harmful chemicals to come into contact with the device.
- Clean this unit with a soft, dry cloth. Never use alcohol, paint thinner, or benzene to clean this unit.

DAMAGE REQUIRING SERVICE

The unit should be serviced by qualified service personnel if:

- The DC power supply cord or AC adapter has been damaged
- Objects or liquids have gotten into the unit
- The unit has been exposed to rain
- The unit does not operate normally or exhibits a marked change in performance
- The unit has been dropped, or the housing has been damaged

Support

If you experience any problems while using this product, refer to the Troubleshooting section of this manual before contacting Technical Support. When calling, the following information should be provided:

- Product name and model number
- Product serial number
- Details of the issue and any conditions under which the issue is occurring

Warranty

THE BASICS

AVPro Edge warrants its products when purchased from an Authorized AVPro Edge Reseller or directly purchased from AVPro Edge. Products are guaranteed free from manufacturing defects and in sound physical and electronic condition.

AVPro Edge has developed a warranty anyone can get behind. We wanted to remove all the “red tape” from a warranty and simplify it. Our 10-YEAR NO BS warranty hinges on three conditions.

1. If you are having trouble, call us. We will attempt to troubleshoot your issue over the phone.
2. If it's broken – We will advance-replace it on our dime. (We will cover return shipping, too.) Repair is also an option, but that is your decision.
3. We know that you know what you are doing. We will not make you go through unnecessary steps to troubleshoot a device that appears to have failed.

COVERAGE DETAILS

AVPro Edge will replace or repair a defective product (at the customer's choice). If the product is out of stock or on back order, it can be replaced with a comparable product of equal value/feature set (if available) or repaired.

Your warranty begins at receipt of the product (as confirmed by shipping firm tracking). If tracking information is unavailable, the warranty will commence 30 ARO (After Receipt of Order). The coverage continues for 10 YEARS.

RED TAPE

AVPro Edge is not responsible for untraceable purchases or those made outside an authorized channel.

If we conclude that a product or serial number has been tampered with as identified by the warranty seal or physical examination, the warranty will be void. Additionally, for excessive physical damage (beyond normal wear & tear), the warranty may be voided or pro-rated based on the extent of the damage as examined by an AVPro Edge representative.

Warranty

Damage caused by what is conventionally termed an act of God is not covered. This may include natural disasters, power surges, storms, earthquakes, tornadoes, sinkholes, typhoons, tidal waves, hurricanes, or any other uncontrollable event related to nature.

Damage caused by incorrect installation will not be covered. Incorrect power supply, inadequate cooling, improper cabling, inadequate protection, and static discharge are examples.

The Authorized AVPro Edge Reseller will service products installed or sold by a third party to AVPro Edge.

This warranty does not include accessories (IR Cables, RS-232, Power Supplies, etc.). We will make an acceptable effort to source and supply replacements for defective accessories at a discounted rate as needed.

OBTAINING AN RMA

Dealers, Re-sellers, and Installers can request an RMA AVPro Edge Tech Support Rep or their Sales Engineer. Or you may email support@avproedge.com or fill out the general contact form at www.avproedge.com

End users may not request an RMA directly from AVPro Edge and will be referred back to the Dealer, Reseller, or Installer.

SHIPPING

For the USA (not including Alaska and Hawaii). Shipping is covered on advanced replacements for FedEx Ground (some expressed exceptions may apply). Defective product return shipping is covered by AVPro Edge using an emailed return label. Item must be returned within 30 days of receipt of replacement product; after 30 days, the customer will be billed. Other return shipping methods will not be covered.

The returnee will be responsible for international, Alaska, or Hawaii return shipping costs. Once the unit is scanned for return shipping, AVPro Edge will ship a new unit for replacement.

Legal Stuff

Limitation on Liability

The maximum liability of AVPro Global Holdings LLC under this limited warranty shall not exceed the actual purchase price paid for the product. AVPro Global Holdings LLC is not responsible for direct, special, incidental, or consequential damages resulting from any breach of warranty or condition or under any other legal theory to the maximum extent permitted by law.

Taxes, Duties, VAT, and freight forwarding service charges are not covered or paid for by this warranty.

This warranty does not cover obsolescence or incompatibility with newly invented technologies (after the manufacture of the product).

Obsolescence is defined as:

“Peripherals are rendered obsolete when current technology does not support product repair or remanufacture. Obsolete products cannot be re-manufactured because advanced technologies supersede original product manufacturer capabilities. Product redevelopment is not an option because of performance, price, and functionality issues.”

Discontinued or out-of-production items will be credited to a current product with equal or comparable capabilities and cost at fair market value. AVPro Edge determines fair market value.

Exclusive Remedy

This limited warranty and the remedies set forth above are exclusive to the maximum extent permitted by law. Instead of all other warranties, remedies, and conditions, whether oral or written, express or implied. To the maximum extent permitted by law, AVPro Global Holdings LLC expressly disclaims any implied warranties, including, without limitation, warranties of merchantability and fitness for a particular purpose. If AVPro Global Holdings LLC cannot lawfully disclaim or exclude implied warranties under applicable law, all implied warranties covering this product, including merchantability and fitness for a particular purpose, shall apply to this product as provided under applicable law.

This warranty supersedes all other warranties, remedies, and conditions, whether oral or written, express or implied.

Thank you for choosing AVPro Edge!
Please contact us with any questions, we are
happily at your service!



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