

Quick Start Guide

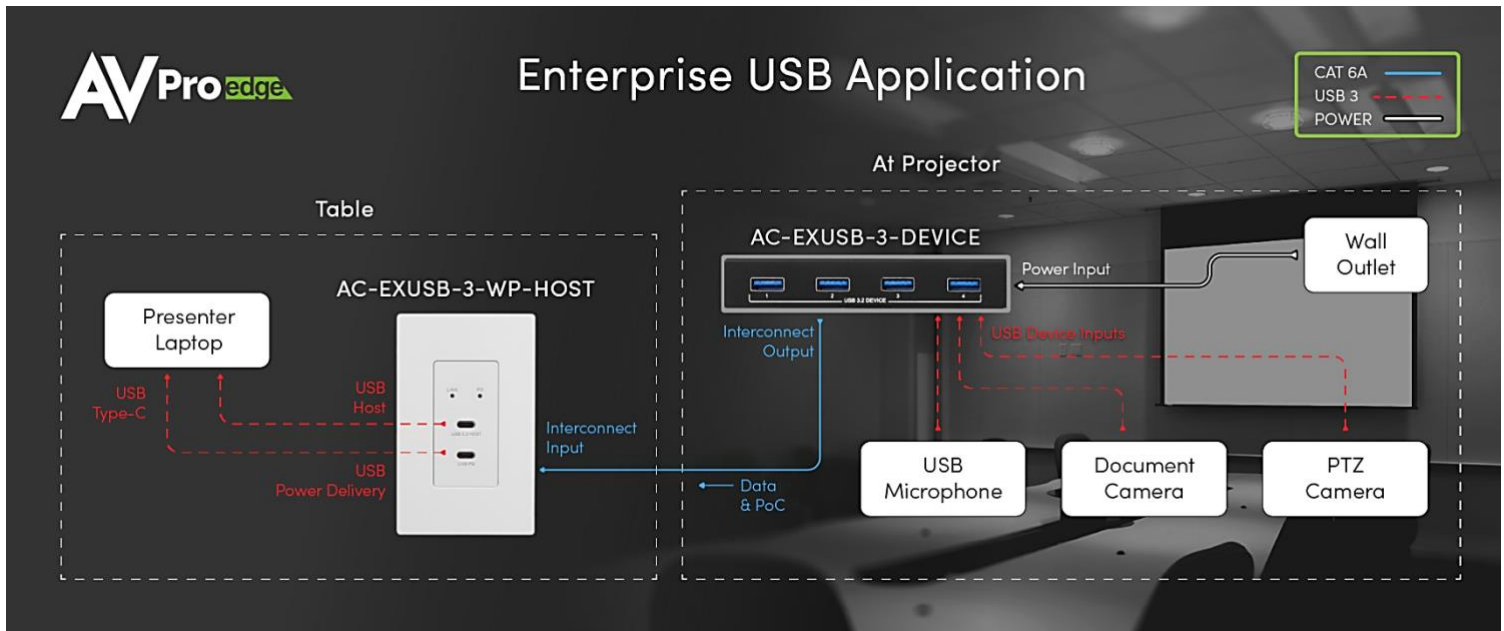
AC-EXUSB-3-WP-KIT

100 M USB 3.2 Gen 1 Wall plate Extender Kit



Introduction

The AC-EXUSB-3-WP-KIT is a cost-effective, Low-Profile Wall Plate solution for extending all types of USB signals. Its bi-directional PoC technology supports up to 5 Gbps of USB data from a single-host, transmitting over Cat6a cables at distances of up to 100 meters. On the device side, it can power four or more USB peripherals and provides control of the 5V output. Auto-negotiation for USB 1.X/2.X ensures backwards compatibility, making it a straightforward choice for extending USB cameras, microphones, and other devices back to a single UCC, MTR, or BYOD host.

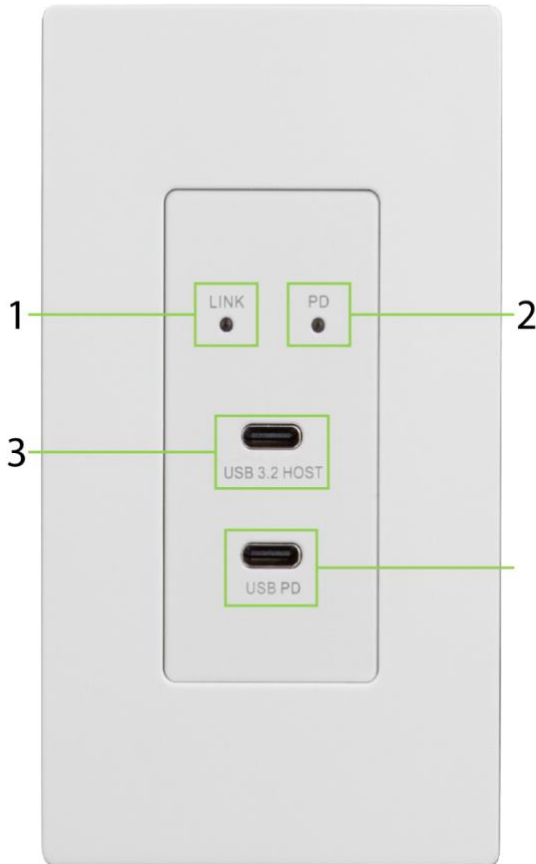


Initial Setup

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-WP-HOST.
3. Connect the AC-EXUSB-3-DEVICE to the AC-EXUSB-3-WP-HOST using Cat5e or better.
4. Connect a USB Type-C PSU to the USB PD port, providing power through the USB Host port.
5. Connect the AC-EXUSB-3-WP-HOST to PC or similar device using the USB Type C Host Port.
6. Connect power to the preferred side to provide power to both devices.

HOST Unit Front and Rear Panel Overview

AC-EXUSB-3-WP-HOST Front Panel



AC-EXUSB-3-WP-HOST Rear Panel



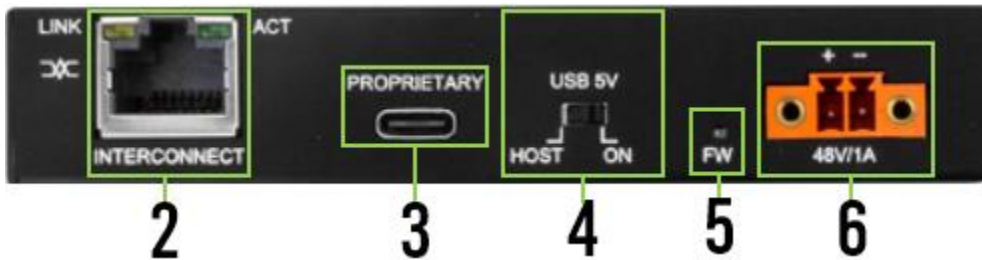
1	Link	- Blue LED status indicator light has 2 states: - Off: The unit is not powered. - Flashing: Unit is powered on and functioning.
2	PD	- Green LED status indicator light has 2 states: - Off: No power is connected to the USB PD port. - On: Power is connected to the USB PD port.
3	USB 3.2 HOST	USB 3.2 Type-C HOST connector
4	USB PD	- USB 3.2 Type-C Power Delivery connector - Sends power through the USB 3.2 HOST port.
5	DIP Switch	(Default) Setting DIP Switch to Normal enables USB connectivity. This should be used for normal USB extension. - Setting DIP Switch to ISP PD enables ISP mode through the USB PD port. - Setting DIP Switch to ISP USB FW enables firmware update mode.
6	RJ45 Connector INTERCONNECT	- RJ45 ethernet connector port - Connects to INTERCONNECT port on DEVICE side (AC-EXUSB-3-DEVICE)

DEVICE Unit Front and Rear Panel Overview

AC-EXUSB-3-DEVICE Front Panel



AC-EXUSB-3-DEVICE Rear Panel



1	USB 3.2 DEVICE	4x USB 3.2 Type-A DEVICE connectors
2	RJ45 Connector INTERCONNECT	- RJ45 ethernet connector port - Connects to INTERCONNECT port on HOST side (AC-EXUSB-3-DEVICE)
3	USB Type-C PROPRIETARY	Port is used for firmware updates only.
4	USB 5V DIP Switch	- ON – (Default) USB 5V will always be output. - HOST – 5V output will follow the 5V input of the AC-EXUSB-3-WP-HOST
5	FW Light	- Blue LED status indicator light has 2 states: - Off: The unit is not powered. - Flashing: Unit is powered on and functioning.
6	Power Input	2-pin Pheonix connector 48 VDC, 1 A power input port supports local power to the receiver

Troubleshooting

1. USB devices not recognized.
 - a. Confirm that the USB cable between the AC-EXUSB-3-WP-HOST and the host PC supports at least USB 2.0.
 - b. Many common USB cables only provide power and do not transmit data.
2. USB 3.0 devices only detected as USB 2.0
 - a. Ensure all USB cable connections support USB 3.0 SuperSpeed (5 Gbps).
 - b. Some cables with a Type-A connector at one end and a Type-C at the other can function differently depending on the orientation of the Type-C connector. If you can detect USB 2.0 devices, try flipping the Type-C end.
3. UCC/BYOD system repeatedly enters “share” mode.
 - a. Certain modern USB conferencing solutions switch between PC (Host) mode and Shared (Device) mode based on the 5V output of a USB connection.
 - b. Use the USB 5V switch on the AC-EXUSB-3-DEVICE to move from the default ON setting to the HOST option. This disables the 5V output to USB devices if the host PC is disconnected.
4. No PoC (Power over Cable)
 - a. Try powering the unit from the opposite end.
 - b. Verify that the Category cable is undamaged.

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.
- Repairing 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 warranties 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.

- If you are having trouble, call us. We will attempt to troubleshoot your issue over the phone.
- 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.
- 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 that were made outside of an authorized channel.

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

Damage caused by “acts of God” are not covered. They can include natural disasters, power surges, storms, earthquakes, tornadoes, sink holes, 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 of this.

Products installed or sold by a third party to AVPro Edge will be serviced by the authorized AVPro Edge reseller. Accessories (IR cables, RS-232, power supplies, etc.) are not included in the warranty. We will make acceptable efforts to source and supply replacements for defective accessories at a discounted rate as needed.

Obtaining an RMA

Dealers, resellers, and installers can request an RMA from an AVPro Edge Technical Support Representative or their Sales Engineer. You may also email support@avproedge.com or fill out the general contact form at avproedge.com/contact. End users may not request an RMA directly from AVPro Edge and will be referred back to their dealer, reseller, or installer.

Shipping

For 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. Items must be returned within 30 days of receipt of the replacement product, after 30 days, the customer will be billed. Other return shipping methods will not be covered.

For international (including Alaska and Hawaii), return shipping costs will be the responsibility of the returnee. Once the unit is scanned for return shipping, AVPro Edge will ship the new unit for replacement.

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.

Obsolescence or incompatibility with newly invented technologies (after manufacture of product) is not covered by this warranty. Obsolescence is defined as:

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

Discontinued or out-of-production items will be credited at fair market value towards a current product of equal or comparable capabilities and cost. Fair market value is determined by AVPro Edge.

Exclusive Remedy

To the maximum extent permitted by law, this limited warranty and the remedies set forth above are exclusive and in lieu 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 specifically disclaims any and all 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, then all implied warranties covering this product, including warranties of 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.

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



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