

User Support FAQ

HDC203-PM24

1. Can it support macOS computers for triple-display output?

Yes. The HDC203-PM24 is optimized for macOS and incorporates DisplayLink technology. By installing the DisplayLink driver, it can overcome macOS 's native multi-monitor limitations to achieve three independent displays.

Note: The DisplayLink driver on macOS only starts after login. Therefore, OUTPUT C must be connected to a monitor to view the boot screen.

2. Can the connected laptop be charged?

Yes. The HDC203-PM24 supports USB Power Delivery (PD) and can provide up to 100W (20V / 5A) of power output through its USB-C port. This allows stable charging for most laptops in office or creative use scenarios, including MacBook Pro, MacBook Air, and similar devices.

Notes:

- 1) If the laptop 's power requirement exceeds 100W (e.g., some high-end gaming laptops or mobile workstations), it is recommended to use the laptop' s original power adapter in addition to the KVM Switch to ensure proper charging speed and system stability.
- 2) During prolonged high-power usage, ensure the KVM Switch is placed in a well-ventilated environment to prevent overheating and maintain stable operation.
- 3) If the KVM Switch will not be used for an extended period, it is recommended to power off the device.

3. If my laptop's USB-C port does not support DP Alt Mode, can I achieve triple-display output?

No. In this case, a maximum of dual-display output is supported. Triple-display output is only possible if the USB-C port supports DP Alt Mode.

- Architecture Overview

The PC1 port of the HDC203-PM24 uses a hybrid architecture that integrates DisplayLink technology, a DP 1.2 native video channel, and a USB 3.0 data channel to enable multi-display expansion.

Triple-display output is implemented as follows:

- 1) One native DP video signal → Output to the first monitor (OUTPUT C)
- 2) Two DisplayLink video streams (transmitted via USB data) → Output to the second and third monitors (OUTPUT A / B)

- Display Output Behavior

When the laptop's USB-C port does NOT support DP Alt Mode:

- 1) Without DisplayLink driver installed: No video output; all connected monitors remain blank.
- 2) With DisplayLink driver installed: Two video outputs are available, enabling dual-display extended mode (OUTPUT A / B).

When the laptop's USB-C port supports DP Alt Mode:

- 1) Without DisplayLink driver installed: One native DP video output is available, enabling single-display mode (OUTPUT C).
- 2) With DisplayLink driver installed: Three video outputs are available, enabling triple-display extended mode (OUTPUT A / B / C).

- Notes

- 1) Only the PC1 port supports DisplayLink technology.
- 2) DisplayLink driver download:
<https://www.synaptics.com/products/displaylink-graphics/downloads>
- 3) The DisplayLink driver must be kept up to date; outdated drivers may prevent

triple-display functionality or cause no signal on some monitors.

- 4) DisplayLink transmits video using compression, which may introduce slight latency or minor color differences.
- 5) It is recommended to connect to a USB 3.0 or higher port to ensure stable DisplayLink video transmission.

4. Which operating systems are supported by DisplayLink?

- Windows: 10 / 11
- macOS: Ventura 13, Sonoma 14, Sequoia 15, Tahoe 26
- Android: 5.0 or later
- ChromeOS: R51 or later
- Linux: Ubuntu 20.04, 22.04, 23.04, 24.04

Recommendation:

To ensure stable performance and full compatibility of DisplayLink features, it is recommended to use one of the above operating system versions or a newer version.

5. Why do Netflix and Amazon Prime Video appear black on macOS?

When the DisplayLink driver is enabled on macOS, streaming content from Netflix, Amazon Prime Video, and other DRM-protected services may display a completely black video window.

- Cause:

macOS enforces strict HDCP (High-bandwidth Digital Content Protection). DisplayLink relies on a USB-based compressed video transmission method, which cannot meet macOS's HDCP certification requirements. As a result, the system restricts the display of protected content.

Note: This behavior is not a device malfunction or driver error; it is a system-level content protection restriction in macOS.

- Solution:

To view DRM-protected content, disable the DisplayLink driver and use a monitor connected via Output C (native video output).

Important: After disabling the DisplayLink driver, any monitors relying on DisplayLink channels (Output A / Output B) will no longer receive video signals.

6. Why is my laptop not charging through the KVM Switch?

- Cause:

To ensure long-term stable operation and manage heat, the HDC203-PM24 enforces strict USB-C Power Delivery (PD) protection thresholds at the firmware level.

Some laptops may experience instantaneous power surges or current fluctuations during startup, high-load operation, or dynamic power management. If these fluctuations exceed the protection thresholds set in the KVM Switch firmware, the device will automatically trigger its protection mechanism and temporarily suspend power delivery. This may result in the laptop not charging or charging being interrupted.

- Solution:

This behavior is a protection mechanism and not a hardware fault. The firmware has already been optimized to improve this protection strategy. If you encounter this issue, please contact our technical support team for assistance.

7. How can I switch USB peripherals or audio device independently?

By default, the KVM Switch operates in Follow Mode, meaning connected USB 3.0 devices and the audio device automatically switch with the keyboard/mouse focus.

- To disable Follow Mode:

Press [Right Ctrl] → [Right Ctrl] → [~] to toggle Follow Mode.

Note: Enable it will trigger the buzzer to beep twice and disable it will trigger the buzzer to beep once.

- To switch USB 3.0 & audio focus independently:

After disabling Follow Mode, press [Right Ctrl] → [Right Ctrl] → [0] to synchronously switch the USB 3.0 and audio devices focus between the two computers.

8. Why is my audio device not working?

- Connection Requirements

The audio functionality of the KVM Switch relies on the PC1 USB-C port and the PC2 USB-B Port. Ensure that the computers are securely connected to these two ports.

- Computer Sound Settings

- 1) For 3.5mm jack Connection: Select "Plugable Audio" as the default output device in your computer's sound settings.
- 2) For USB 3.0 port Connection: Choose the appropriate USB audio output, such as "USB Audio Device" or "USB Headset", depending on your system's display.

If no sound is output through the 3.5mm jack even after selecting the correct settings, we recommend using a USB sound card (USB to 3.5mm adapter) to improve compatibility and ensure proper audio output.

9. Why can't my computer use Wi-Fi after connecting to the KVM Switch?

The KVM Switch has a built-in network card, which is enabled by default. Computers may prioritize the wired connection.

If you need to use Wi-Fi instead of the KVM's wired network connection, you can:

- Method 1: Disable the KVM's built-in network adapter for the selected computer

Press [Right-Ctrl] → [Right-Ctrl] → [F4] to turn off the built-in network card.

Note: Enable it will trigger the buzzer to beep twice and disable it will trigger the buzzer to beep once.

- Method 2: Disable the USB network adapter in the computer settings (Windows 11 example)
 - Method 1: Advanced Network Settings
 - 1) Press [Win + I] to open Windows Settings.
 - 2) Go to Network & Internet → Advanced network settings.
 - 3) Find the adapter named Plugable Ethernet in the list.
 - 4) Click Disable.
 - Method 2: Device Manager
 - 1) Press [Win + X] and select Device Manager.
 - 2) Expand Network adapters and locate Plugable Ethernet.
 - 3) Right-click and choose Disable device.

10. Why are my keyboard and mouse not working properly?

- Common symptoms:
 - 1) Keyboard cannot input characters;
 - 2) Sticky keys or keystroke duplication;
 - 3) Mouse lagging;
 - 4) Hotkeys not working.
- Solutions:
 - 1) If your keyboard can still use hotkeys, press [Right Ctrl] + [Right Ctrl] + F2 to switch to Legacy Emulation Mode. This mode improves the compatibility of the KVM Switch with keyboards and mice and usually resolves the issues listed above.
 - 2) If hotkeys cannot be triggered at all or the issue persists after switching modes, please contact Technical Support for further diagnosis and assistance.

11. Does the KVM Switch support firmware upgrades?

Yes, TESmart KVM Switches support official firmware upgrades designed to resolve common issues and enhance compatibility.

Important Note:

- Firmware updates carry inherent risks. If the update file version does not match your device or the procedure is not followed correctly, the device may become non-functional. Therefore, do not perform a firmware update unless necessary (e.g., if the device is already operating normally).
- If an update is required, please contact Technical Support to obtain:
 - 1) The correct firmware version for your specific device model.
 - 2) Detailed upgrade instructions.
 - 3) Technical assistance during the update process.

12. Why are my USB peripherals not working?

- Connection Requirements

The USB data transmission of the KVM Switch relies on the PC1 USB-C port and the PC2 USB-B Port. Ensure that the computers are firmly connected to these two ports.

- Port Limitations

USB ports labeled with keyboard/mouse icons are intended exclusively for those devices. Other USB peripherals (e.g., printers, webcams, flash drives) must be connected to the dedicated USB 3.0 ports on the KVM Switch.

- Bandwidth Limitations

The USB functionality of the KVM Switch operates similarly to a USB hub, meaning all connected USB devices share the same USB channel bandwidth. If the combined bandwidth usage of the connected devices exceeds the available limit, some devices may not function properly.

Solutions:

- 1) Avoid connecting multiple high-bandwidth USB devices simultaneously.
- 2) Alternatively, connect some devices directly to your computer for optimal performance.

- Power Supply Issues

Some high-power USB devices may not receive sufficient power from the KVM Switch.

Suggested workarounds:

- 1) Connect high-power USB devices directly to your PC when possible.
- 2) Use a powered USB hub between the KVM Switch and the device for better stability.

- USB Hub Cascading Limitations

USB architecture supports a maximum of 7 cascading layers, including: Host controller + up to 5 USB hubs + 1 device layer. Exceeding this limit may result in unrecognized or malfunctioning devices.

Example of a USB chain:

PC → Docking Station → KVM Switch → USB Hub (→ Additional USB Hub) → Peripheral Device

Solutions:

- 1) Bypass docking stations: Connect the PC's USB-A port directly to the KVM Switch.
- 2) Minimize cascading: Connect peripherals directly to the KVM whenever possible to avoid excessive USB hub layers.

Problems are still not solved?
We're here to help



support@tesmart.com



USA: (201) 908-7534
(Mon–Fri, 1–6 PM EST)