

User Support FAQ

HDC202-P23

1. How to Connect Devices to the KVM Switch?

- PC1 Connection (Laptop)

- 1) Windows OS:

Enable MST Mode (Recommended): Connect to Input A port using a single USB-C cable;



Non-MST Mode: Connect to Input A and B ports using two separate USB-C cables.



Tip: If the display doesn't function correctly in MST mode, switch to non-MST mode for better compatibility.

- 2) MacOS:

Connect to Input A and B respectively using two included USB-C cables.

Note: MacOS does not support MST, so dual-cable connection is required for dual-screen output.

- PC2 Connection (Desktop)

Connect the PC to the KVM switch using one KVM cable (HDMI + USB) and one DP cable.

- Monitor Connection

Use two HDMI cables to connect monitors to Display A and Display B output ports on the KVM switch.

- Peripheral Connection
 - 1) Keyboard and Mouse: Connect to the USB ports marked with the “Keyboard & Mouse” icons.
 - 2) USB Devices: Connect to the USB ports labeled “USB 3.0” for data transfer.
 - 3) Audio Device: Connect either to the 3.5mm audio jack marked with a “Headset” icon or to the USB 3.0 port for USB audio device.

- Cable Requirements
 - 1) Included in the box:
 - 2 × USB-C cables
 - 1 × KVM cable (HDMI + USB)
 - 1 × DP cable
 - 2) User-supplied:
 - HDMI Monitor Cables (usually included with the monitors).

2. 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 upgrades carry inherent risks. Installing an incorrect version or performing the process incorrectly may result in device malfunction. Therefore, if your device is functioning normally, it is strongly recommended not to perform a firmware update on your own.

- If an upgrade is required, please contact our technical support team for:
 - 1) The correct firmware version for your specific model.
 - 2) Step-by-step upgrade instructions.
 - 3) Technical assistance throughout the process.

3. Why Are My Keyboard and Mouse Not Working Properly?

Common symptoms:

- Hotkeys not working;
- Keyboard input unresponsive or delayed;
- Sticky keys or keystroke duplication;
- Mouse lagging.

Recommended Solutions:

- Try switching to Legacy Emulation Mode to improve compatibility with a wider range of keyboards and mice: Press [Right Ctrl] + [Right Ctrl] + [F2].
- If the issue persists, please reach out to our technical support team at support@tesmart.com for expert assistance and guidance on troubleshooting and resolving the problem.

4. Why Is My MacBook Pro Showing Mirrored Display or Only One Active Screen?

- Hardware Limitation

MacBook Pro models with M1/M2/M3 chips support only one external display natively, while M3 MacBook Pro may support two external monitors if the lid is closed (clamshell mode).

- System Limitation (macOS doesn't support MST)

Even if your Mac supports dual displays, MST is not supported on macOS. You must connect two Thunderbolt ports to PC1 input ports A and B on the KVM switch to enable dual external displays.

5. Why Are My USB Peripherals Not Working?

- Connection Requirements

USB data transmission for the KVM Switch relies on the PC1 input port A and the PC2 USB-B port. Ensure both computers are securely connected to these 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 KVM switch functions as a USB hub, meaning all connected peripherals share the same USB bandwidth. If the total bandwidth demand exceeds the KVM's capacity, devices may become unresponsive or fail to work.

- Power Supply Issues

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

Suggested workaround:

- 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

Recommended 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.

6. Why Is My Audio Device Not Working?

- Connection Requirements

The audio function of the KVM switch relies on proper USB connections. Please ensure that your computer is securely connected to the KVM via the designated USB-A to USB-B ports for audio data to transmit reliably.

- Computer Sound Settings

- 1) For 3.5mm jack Connection: Select “USB 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.

7. Why Does My Laptop Show "Slow Charging"?

- Charging Power Limitation

To maintain stability and reduce heat, PC1 input port A offers up to 60W (20V 3A) charging. This is typically sufficient for business laptops. However, if your laptop does not support 20V input, or if it's a high-performance device, charging speed may be limited.

- For High-Power Devices (Gaming/Workstation Laptops)

Devices requiring 90W–120W or more may charge slowly. We recommend using the original laptop power adapter in parallel with the KVM connection.

- Additional Notes

- 1) Ensure good ventilation around the KVM to prevent overheating.
- 2) If the KVM will not be used for an extended time, it's best to power it off.

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



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