User Support FAQ

HKS201-M24

1. How to connect devices to the KVM Switch?

- Computer Connection

  Each of the two computers connects to the KVM Switch using one KVM cable (HDMI + USB) to the Input/USB ports.


Tip: Each input port group (HDMI + USB-B) on the KVM switch must be connected to the same computer to ensure proper video and USB signal transmission.

- Monitor Connection

  Use one HDMI cable to connect the monitor to OUTPUT port 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.

- Cable Requirements

  1) Included in the box:

     2 × KVM (HDMI+USB) Cables

  2) User-supplied:

     HDMI Monitor Cable (usually included with the monitor)

2. Can this KVM support my 4K@144Hz or 8K monitor?

Yes. The HKS201-M24 supports HDMI 2.1 and resolutions up to 8K (4320p) @60Hz. It is also backward compatible with 4K (2160p) @60/120/144Hz.

3. Does this KVM support Dolby Vision?

Yes. The HKS201-M24 supports HDMI 2.1, supports Dolby Vision.

4. Does this KVM support Adaptive-Sync on my monitor?

Yes. The HKS201-M24 supports HDMI 2.1 and VRR (Variable Refresh Rate) functionality, and is compatible with both G-Sync and Free Sync technologies.

5. How to adjust the fan speed?

The KVM switch supports four fan modes, each indicated by the number of beeps from the buzzer. The default mode is Mode 2.

Adjusting the fan mode: Press [Right-Ctrl] → [Right-Ctrl] → [F3] to cycle through the modes:

- Fan Mode 1: Fan is turned off. The buzzer will beep once.
- Fan Mode 2: Fan operates automatically based on the current temperature. The buzzer will beep twice.
- Fan Mode 3: Fan runs continuously at low speed. The buzzer will beep three times.
- Fan Mode 4: Fan runs continuously at high speed. The buzzer will beep four times.

6. How do I switch USB peripherals or audio device independently?

By default, the KVM operates in Follow Mode, meaning connected USB 3.0 devices and 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.

7. Why can’t my computer use Wi-Fi after connecting to the KVM?

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:

1) Disable the KVM’s built-in network card for the selected computer:
   - Switch to the desired computer using [Right-Ctrl] → [Right-Ctrl] → [1]/[2].
   - Press [Right-Ctrl] → [Right-Ctrl] → [F4] to turn off the network card.

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

2) Disable the USB network adapter in the computer settings (Windows 11 example):

   Method 1: Advanced Network Settings
   - Press [Win + I] to open Windows Settings.
   - Go to Network & Internet → Advanced network settings.
   - Find the adapter named Realtek USB GbE Family Controller in the list.
   - Click Disable.

   Method 2: Device Manager
   - Press [Win + X] and select Device Manager.
   - Expand Network adapters and locate Realtek USB GbE Family Controller.
   - Right-click and choose Disable device.

After performing either method, your computer will prioritize Wi-Fi while still connected to the KVM switch.

8. 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.

9. Why are my USB peripherals not working?

- Connection Requirements

  The USB data transmission of the KVM Switch relies on the USB-B input ports. Please ensure that the computers’ USB 3.0 ports are securely 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 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.

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

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