


# User Support FAQ

## HDC202-X24

### 1. How to connect devices to the KVM Switch?

- Connecting PC1 (Laptop)

Use one Thunderbolt 4 cable to connect the Thunderbolt port of the laptop to the Thunderbolt port labeled “” in PC1 on the KVM Switch.



- Connecting PC2 (Desktop)

Use one KVM cable (HDMI + USB) and one DP cable to connect the desktop to the PC2 input port group on the KVM Switch.



- Monitor connection

Connect two monitors individually using HDMI cables to the KVM Switch output ports: OUTPUT A and OUTPUT B.

- Peripheral connection

- 1) Keyboard and Mouse: Connect to the USB ports marked with keyboard/mouse icons.
- 2) USB devices: Connect to the USB ports labeled "10Gbps", "5Gbps".
- 3) Audio devices: Connect to the 3.5mm audio jack with a headset icon, or to a USB port labeled "10Gbps", "5Gbps".
- 4) External hard drive: Connect to the expansion port labeled with the Thunderbolt icon only.



- Cables included and required
  - 1) Included in the package:
    - 1 × Thunderbolt 4 cable
    - 1 × KVM cable (HDMI + USB)
    - 1 × DP cable
  - 2) User-supplied:
    - 2 × HDMI Monitor Cables (usually included with the monitors).

## 2. Can the Thunderbolt expansion port be used to connect a monitor with a USB-C interface?

Yes, but please note the following:

- Dedicated Port Limitation

The Thunderbolt expansion port is dedicated to PC1. Therefore, the monitor connected via this port can only display the screen of PC1 and cannot display PC2.
- Display Expansion Limitation

Due to the output capability of the Thunderbolt controller, HDC202-X24 does not support triple-display extension.

When monitors are connected to both the Thunderbolt expansion port and the two HDMI output ports simultaneously, the device will prioritize the first two detected monitors for video output.

As a result, only dual-display extension can be achieved. This is expected behavior and does not indicate a malfunction.

- Port Functionality

The Thunderbolt expansion port functions as a downstream interface directly linked to the Thunderbolt port of PC1.


In addition to connecting a USB-C monitor, it can also be used to connect external hard drives, keyboards, mice, USB flash drives, and other USB peripherals.

*Note: Do not connect laptops, power adapters, or any power-supplying devices to the Thunderbolt expansion port. Incorrect connection may damage the KVM Switch's internal controller.*

### **3. My monitor is 4K@144Hz (or 8K). Can this KVM Switch support it?**

No. Due to the overall bandwidth limitations of Thunderbolt 4 when driving multiple displays, the KVM Switch supports a maximum of dual 4K@60Hz output.

### **4. What charging power is supported for a connected laptop?**

The HDC202-X24 provides up to 60W (20V, 3A) charging power. Please note that only the Thunderbolt port marked with “” supports charging.

### **5. Can dual-display output be achieved when connected to a macOS computer?**

Yes, dual-display output is supported if the macOS computer itself supports two or more external displays (such as Mac models with M1 Pro/Max, M2 Pro/Max, M3 Pro/Max, or M4 Pro/Max chips).

In this case, extended dual-monitor display can be achieved.

## 6. Can the fan speed be adjusted?

No. The fan operates in automatic control mode and does not support manual speed adjustment. The system automatically turns the fan on or off based on the internal temperature to ensure stable operation of the device.

If you experience any of the following situations:

- The fan frequently turns on and off
- The fan noise is relatively loud

Please contact Technical Support to obtain a firmware update that may help optimize this behavior.

## 7. What should I do if the wired remote switch does not work after connecting it to the KVM Switch?

The factory-installed firmware on this device does not currently support the wired remote switch function.

When the wired remote switch is connected to the Service port of the KVM Switch, the following behavior may occur:

- All four indicator LEDs on the wired remote switch remain on
- Pressing the buttons on the wired remote switch does not switch input sources or perform port switching

This behavior indicates that the function is not enabled and does not indicate a hardware failure.

To use the wired remote switch function, please contact our technical support team to obtain the appropriate firmware update for your specific model and follow the provided update instructions. After the firmware update is completed, the wired remote switch will operate normally.

## 8. Why does the KVM Switch produce a buzzing noise when charging a laptop?

- Cause:

When the KVM Switch supplies power to a laptop via the USB-C port using Power Delivery (PD), different laptops apply different USB-C PD charging strategies. These may vary in requested voltage levels, current draw, and how the load changes during operation.

As a result, the internal power circuitry of the KVM Switch may operate under different load conditions. Under certain high-voltage or specific load scenarios, inductive components within the power circuit may experience slight mechanical vibration, which can produce an audible buzzing or whining sound (commonly known as coil whine).

This phenomenon is relatively common in PD power supplies, docking stations, and power adapters.

In comparison, original laptop USB-C power adapters usually provide higher power headroom and stricter noise control, making them quieter under similar conditions.

- Solution:

We recommend connecting the laptop's original power adapter while using the KVM Switch.

When a laptop is connected to both the KVM Switch and its original power adapter, the laptop will typically prioritize the original adapter for power input. In this case, the KVM Switch will no longer supply charging power to the laptop, and the buzzing noise will not occur.

## 9. Why does my laptop display a “slow charging” message?

- Charging power limitation

To ensure stable operation and control heat generation, the KVM Switch provides a maximum charging power of 60W (20V / 3A). For most standard office laptops, 60W is generally sufficient for normal use.

However, if the laptop does not support 20V input, a “slow charging” message may appear.

- Recommendation for high-power laptops

If the laptop is a high-end gaming model (typically requiring 90W–120W) or a high-performance workstation (requiring 120W or higher), the 60W power output from the KVM Switch may be insufficient, resulting in slow charging.

In such cases, we recommend using the laptop’s original power adapter in addition to the KVM Switch to ensure proper charging speed and system stability.

- Notes

- 1) During prolonged high-power usage, ensure that the KVM Switch is placed in a well-ventilated environment to prevent overheating and maintain stable operation.
- 2) If the KVM Switch will not be used for an extended period, it is recommended to power off the 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 is my audio device not working?

- Connection Requirements

The audio function of the KVM Switch relies on the Thunderbolt port of PC1 and the USB-B port of PC2. Please ensure both computers are firmly connected to these ports.

- 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 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.

## 13. Why are my USB peripherals not working?

- Connection Requirements

USB data transmission for the KVM Switch relies on the Thunderbolt port of PC1 and the USB-B port of PC2. Please ensure both computers are firmly 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 ports on the KVM Switch.

- Bandwidth Limitation

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

Solutions:

- 1) If the computer provides a 10 Gbps USB-A port, connect the USB A-to-B cable to that port.
- 2) Connect high-bandwidth USB devices to the front USB ports (10 Gbps) on the KVM Switch.
- 3) Avoid connecting multiple high-bandwidth USB devices at the same time, or connect some devices directly to the computer instead.

- 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

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 Switch whenever possible to avoid excessive USB hub layers.

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

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