User Support FAQ

HDK203-M24

1. How to Connect Devices to the KVM Switch?

- Computer Connection

Connect each computer to the KVM Switch using one KVM cable (HDMI + USB) into INPUT 3 / USB-B ports. Additionally, connect each computer using two DisplayPort cables into INPUT 1 and INPUT 2 ports.

Tip: Each input port group (2x DP + 1x 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 three HDMI cables to connect monitors to OUTPUT 1, OUTPUT 2 and OUTPUT 3 ports on the KVM switch.

- Peripheral Connection

1) Keyboard/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

   4 x DP Cables

2) User-supplied:

   3 × HDMI Monitor Cables (usually included with the monitors)

2. Does the KVM Support Both Mac and Windows Environments?

Yes. The HDK203-M24 is compatible with a wide range of operating systems, including: Windows, macOS, Unix, and Linux-based systems such as Debian, Ubuntu, Fedora, and Raspbian (including support for Raspberry Pi).

It works well in mixed operating system environments without requiring additional configuration.

3. Can I Connect Only One Computer or One Monitor?

Yes. The HDK203-M24 is fully backward compatible with fewer connected devices. Connecting fewer computers or monitors will not affect the normal operation of the devices currently in use.

4. Can This KVM Support My 4K@144Hz or 8K Monitor?

Yes. The HDK203-M24 supports HDMI 2.1 and resolutions up to 8K (4320p) @60Hz. It is also backward compatible with 4K (2160p) @60/120/144Hz.

5. Does This KVM Support Dolby Vision?

Yes. The HDK203-M24 supports HDMI 2.1, supports HDR10 and Dolby Vision.

6. 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.

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 adapter 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 built-in 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. 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.

9. 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.

10. 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.

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

support@tesmart.com

USA: (201) 908-7534

(Mon–Fri, 1–6 PM EST)