

User Support FAQ

DKS202-M24

1. How to Connect Devices to the KVM Switch?

- Computer Connection

Connect each computers using one USB-A to USB-B cable and two DisplayPort cables to the KVM Switch.



Tip: Each input port group (2x DP + USB-B) on the KVM switch must be connected to the same computer to ensure proper video and USB signal transmission.

- Monitor Connection

Use two DisplayPort cables to connect monitors to OUTPUT 1 and OUTPUT 2 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.

- Cable Requirements

1) Included in the box:

4 × DisplayPort Cables

2 x USB 3.0 (USB A-B) Cables

2) User-supplied:

2 × DisplayPort Monitor Cables (usually included with the monitors)

2. Will Switching Cause the Host Computer's Resolution to Reset or Windows to Rearrange?

No. The DKS202-M24 features an EDID emulator, which prevents resolution or refresh rate loss and avoids window reorganization when switching between computers.

3. Can I Display Two Computers on Two Monitors Simultaneously While Keeping Extended Desktop Mode?

Yes. The device supports two display modes:

Mode 1: Single computer displayed across both monitors.

Mode 2: Two computers displayed separately on two monitors, each maintaining extended desktop functionality.

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

Yes. The DKS202-M24 supports DisplayPort 1.4 and resolutions up to 8K (4320p) @60Hz. It is also backward compatible with 4K (2160p) @60/120/144Hz.

5. Why Can't My Computer Access the Network?

- Connection Requirements

- 1) The KVM's network adapter relies on the USB connection. Please ensure your computer's USB-A port is securely connected to USB-B input port on the KVM switch.
- 2) Ensure the Ethernet cable is firmly connected to the KVM's LAN port before powering on the KVM Switch.

- Enabling built-in network Function

The KVM's network adapter must be enabled to function. You can toggle it using the hotkey combination: [Right Ctrl] + [Right Ctrl] + [F4].

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

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. 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.

8. 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.

9. 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



Service@tesmart.com



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