

User Support FAQ

HKS401-P23

1. How to Connect Devices to the KVM Switch?

- Computer Connection

Connect each of the four computers using an included KVM cable (HDMI + USB) to the KVM Switch.



Tips: Each input port group (HDMI + USB-B) on the KVM switch must be connected to the same computer.

- Monitor Connection

Connect the monitor to the KVM Switch's Output port using an HDMI cable.

- 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 .

3) Audio Devices: 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 × KVM Cables (HDMI + USB)

2) User-supplied:

HDMI Monitor Cables (usually included with the monitor)

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

Please reach out to our technical support team at support@tesmart.com for assistance with troubleshooting and resolution.

4. Why Is My Monitor Display Unstable or Flickering/Black Screen?

- Resolution/Refresh Rate Mismatch

The HKS401-P23 supports a maximum resolution of 4K@60Hz. If your monitor is set to a higher resolution or refresh rate (e.g., 4K@144Hz), this may cause unstable display or flickering. You can try manually lowering the resolution or refresh rate — for example, from 4K@144Hz to 4K@60Hz, or use 2K@120Hz if supported.

- Device Connection

- 1) Ensure your computers and monitor are securely connected to the KVM's HDMI ports using the corresponding cables.
- 2) Cable length or quality matters: long or low-quality cables may cause signal degradation. Use the included HDMI/USB cables for your PCs, and keep monitor HDMI cable under 3 meters if possible.
- 3) Avoid using adapters or docking stations where possible. If you must use them, avoid cascading multiple adapters, as repeated video signal conversions may reduce stability.

- EDID reading error

If the KVM fails to correctly read the monitor's EDID, the PC may not output the correct video signal.

- 1) Try reconnecting or replacing the cables to see if the issue improves.
- 2) If the problem persists, contact our technical support team for further diagnosis and assistance.

5. My Keyboard and Mouse Don't Work After Upgrading macOS to Sequoia – What Should I Do?

The Sequoia macOS version uses a proprietary protocol that may cause compatibility issues with KVM switches, resulting in the keyboard and mouse not being recognized.

This issue mostly can be resolved through a firmware update. Please contact our technical support team at support@tesmart.com to obtain the firmware package compatible with Sequoia and follow the provided instructions to complete the upgrade.

6. Why Are My USB Peripherals Not Working?

- Connection Requirements

USB data transmission for the KVM Switch relies on input ports USB1/2/3/4. Ensure your computer is securely connected to these four 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.

7. Why Is My Audio Device Not Working?

- Connection Requirements

The audio functionality of the KVM Switch relies on data transmission through input ports USB1/2/3/4. Ensure your computer is securely connected to all four 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 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.

8. How Do I Set the Auto Scan Interval?

- Confirm Auto Scan is Enabled

Enable the feature using the hotkey: [Right Ctrl] + [Right Ctrl] + Space.

Note: The Auto Scan time cannot be set if the Auto Scan function is disabled.

- Adjust the Scan Interval

- 1) The interval range is 5–255 seconds (default: 5 seconds).
- 2) Use [Right Ctrl] + [Right Ctrl] + [+] / [-] to increase or decrease the interval by 1 second per press.
- 3) To quickly set a longer interval, press [Right Ctrl] twice, then tap [+] / [-] repeatedly (do not hold the key down).

Tip: Adjust the scan interval according to your usage scenario to ensure smooth switching between connected devices.

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



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