

User Support FAQ

HKS201-P23

1. How to Connect Devices to the KVM Switch?

- Computer Connection

Connect each 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:

2 × 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. 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.

5. Why Can't I Switch Between PCs Using the Mouse Wheel?

- Mouse wheel function conflict

Make sure the mouse wheel is set to its default function (middle click) and has not been reassigned to hotkeys, media controls, or other functions in the control software.

- Function not enabled

Use the hotkey [Right Ctrl] + [Right Ctrl] + F6 to enable or disable the KVM switch scroll wheel switching function.

If the issue persists, please contact our technical support team at support@tesmart.com for further diagnosis and guidance.

6. Why Are My USB Peripherals Not Working?

- Connection Requirements

USB data transmission for the KVM Switch relies on input ports USB1/2. Ensure your computer is 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.

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. Ensure your computer is securely 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 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



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