

User Support FAQ

HDK202-P23

1. How to connect devices to the KVM Switch?

- Computer Connection

Each of the two computers connects to the KVM Switch's PC1/PC2 input port group using one KVM cable (HDMI + USB) and one DP cable.



Tip: Each input port group on the KVM switch must be connected to the same computer to ensure proper video and USB signal transmission.

- Monitor Connection

Each of the two monitors connects to the KVM Switch's Display A and Display B output ports using one HDMI cable respectively.

- 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 “SS” for data transfer.

3) Audio Device: Connect either to the 3.5mm audio jack marked with a Headset icon or to the USB port.

- Cable Requirements

1) Included in the box:

2 × KVM Cables (HDMI + USB)

2 × DP Cables

2) User-supplied:

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

2. Does the KVM support both Mac and Windows environments?

Yes. The HDK202-P23 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. My monitor supports 4K@144Hz (or 8K). Can this KVM support it?

No. The HDK202-P23 supports HDMI 2.0, with a maximum resolution of 4K (2160p)@60Hz, and is backward compatible with 2K (1440p)@60Hz/120Hz. If you require 4K@144Hz or 8K, please consider our HDK202-M24 model.

4. Can I connect only one computer or one monitor?

Yes. The HDK202-P23 is compatible with fewer connected devices — using fewer inputs or outputs will not affect normal operation of connected devices.

5. How can I switch USB peripherals or audio device independently?

In Display Mode 2 (where two monitors display content from two different computers), you can switch between the two computers using hotkeys.

Operation:

- Switch USB: [Right Ctrl] + [Right Ctrl] + [↑]
- Switch Audio: [Right Ctrl] + [Right Ctrl] + [↓]

6. Why is the displayed computer image not matching the one controlled by the keyboard and mouse?

This issue occurs because the device is currently in Display Mode 2. In this mode, display switching and keyboard/mouse focus switching operate independently.

- Front panel buttons “A” / “B”, remote control buttons “M” / “P”, or hotkeys [Right Ctrl] + [Right Ctrl] + [←] / [→]
 - These operations only switch the displayed image without changing keyboard and mouse focus.
- To switch keyboard/mouse focus in Display Mode 2, use the hotkey [Right Alt] + [Right Alt] to toggle control between computers.
- To switch input source (both display and keyboard/mouse focus simultaneously), use the front panel “Select” button, remote control buttons “1” / “2”, or the hotkeys [Right Ctrl] + [Right Ctrl] + [1] / [2].

Tip: If you want the display image and keyboard/mouse control to stay synchronized, either perform both switches together or directly switch the input source.

7. Why does the monitor fail to display a stable video signal, showing flickering or black screen?

- Resolution / Refresh Rate Mismatch

The HDK202-P23 supports a maximum resolution of 4K@60Hz. If the computer outputs a resolution or refresh rate exceeding this specification (for example, 4K@144Hz), please manually lower the resolution/refresh rate on the computer (e.g., from 4K@144Hz to 4K@60Hz or 2K@120Hz).

- Device Connection

- 1) Ensure the HDMI cables between the computer and monitor are firmly connected.
- 2) Overlong or low-quality cables may cause signal attenuation. It is recommended to use the HDMI cable supplied with the computer, and the monitor HDMI cable should not exceed 3 meters.
- 3) Using adapters or docking stations may cause compatibility issues, resulting in unstable signals. Avoid cascading multiple adapters. If adapters must be used, minimize the number of conversions in the chain.

- EDID Read Error

If the KVM Switch cannot correctly read the monitor's EDID, the monitor may fail to receive a stable signal. You can try using an EDID emulator between the KVM Switch and the monitor, or contact our technical support team for further assistance.

8. What should I do if the keyboard and mouse stop working after upgrading macOS to Tahoe?

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

This issue can be resolved through a firmware upgrade. Please contact our technical support team to obtain the firmware package compatible with macOS Tahoe, and follow the provided instructions to complete the upgrade.

9. 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.

10. Why are my keyboard and mouse not working properly?

Common symptoms:

- Keyboard input unresponsive or delayed;
- Sticky keys or keystroke duplication;
- Mouse lagging;
- Hotkeys not working.

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

11. 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)