

User Support FAQ

HKS202-E23

1. How to connect devices to the KVM Switch?

- Computer Connection

Connect each of the two computers to the KVM Switch's PC1/PC2 input ports using one KVM cable (HDMI + USB) and one HDMI cable.



Tip: Each input port group (2x 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 one HDMI cable for each monitor to connect the two monitors to the KVM Switch output ports Display 1 and Display 2.

- 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 2.0" for data transfer.

3) Audio Device: Connect either to the 3.5mm audio jack marked with a Headset icon or to the USB 2.0 port.

- Cable Requirements

1) Included in the box:

2 × KVM Cables (HDMI + USB)

2 × HDMI Cables

2) User-supplied:

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

2. Can I connect both my work laptop and gaming desktop?

Yes. The KVM switch allows you to quickly switch control between two computers using a single set of monitor, keyboard, and mouse—no repeated plugging and unplugging needed. This is especially suitable for hybrid scenarios combining work-from-home and personal entertainment.

The HKS202-E23 has HDMI input/output ports. If a computer has only one HDMI port, a conversion device may be required:

- Laptop: Use an additional USB-C to HDMI adapter ,USB-C to HDMI cable, or a docking station with an HDMI output.
- Desktop PC: Use an additional DisplayPort to HDMI adapter or DisplayPort to HDMI cable.

3. My monitor supports 4K@144Hz (or 8K). Can this KVM support it?

No. The HKS202-E23 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 HKS202-M24 model.

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

Yes. The HKS202-E23 is compatible with fewer connected devices — using fewer inputs or outputs will not affect normal operation of connected devices.

5. 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.

6. How to use hotkeys if the keyboard does not have a Scroll Lock key?

By default, the HKS202-E23 uses “Scroll Lock” as the hotkey. An alternative hotkey is “Right Ctrl.” If your keyboard does not have a “Scroll Lock” key, you can switch the hotkey to “Right Ctrl.”

Switching method:

- 1) Power on the device and wait for about 10 seconds.
- 2) Press and hold the Select button on the front panel until you hear a beep from the buzzer.
- 3) The hotkey is now successfully switched to “Right Ctrl”.

Note: To revert to the default “Scroll Lock ” hotkey, repeat the above steps to switch it back.

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

- Resolution / Refresh Rate Mismatch

The HKS202-E23 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. 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 is my audio device not working properly?

- Connection Requirements:

The audio functionality of the KVM Switch relies on the two HDMI input ports of PC1 and PC2. Please ensure that the computers are securely connected to these two input port groups (a total of four ports).

- Computer Sound Output Settings:

- 1) 3.5mm Headphone Jack:
 - Select the output device corresponding to the connected monitor ("Monitor Name") in your computer's sound settings.
 - Preferably select the monitor connected to Display 2 first. If no audio is output, try the monitor connected to Display 1.

2) USB 2.0 Port:

- Select the corresponding USB audio device in your computer's sound settings (usually named something like "USB Audio Device" or "USB Headset").

If audio still cannot be output through the 3.5mm jack after selecting the monitor device, it is recommended to use a USB sound card (USB to 3.5mm) to connect the audio device.

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



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