

User Support FAQ

HDC203-P24

1. How to connect devices to the KVM Switch?

- PC1 Connection (Laptop)

Use one USB-C cable to connect the laptop's USB-C (DP Alt Mode) port to the USB-C port of PC1 on the KVM Switch.



- PC2 Connection (Desktop)

Use one KVM cable (HDMI + USB) and two DP cables to connect the computer to the PC2 input port group on the KVM Switch.



- Monitor Connection

Use three HDMI cables to connect the monitors to the OUTPUT A, OUTPUT B, and OUTPUT C 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 “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 for USB audio device.

- Cable Requirements

- 1) Included in the box:

- 1 × USB-C cables

- 1 × KVM cable (HDMI + USB)

- 2 × DP cable

- 2) User-supplied:

- HDMI Monitor Cables (usually included with the monitors).

2. Can I connect a macOS computer to achieve triple-display expansion?

No. Since the macOS system does not support MST (Multi-Stream Transport), triple-display expansion cannot be achieved through the HDC203-P24.

If you need to achieve triple-display output on a macOS device, please consider our new model HDC203-PM24, which supports DisplayLink technology. This model is specially optimized for macOS and can overcome system limitations to enable triple-display expansion.

3. Can the fan speed be adjusted?

No. The fan operates under an automatic control mode and cannot be manually adjusted. The system automatically activates or stops the fan based on the internal temperature to ensure stable device performance.

If the following conditions occur:

- The fan frequently starts and stops
- The fan noise is relatively loud

Please contact our technical support team to obtain the latest firmware update package for optimization.

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

HDC203-P24 supports USB and audio independent locking functions, allowing USB peripherals or audio devices to be fixed to a specific computer.

Operation steps:

- 1) Switch to the computer to which you want to lock the USB or audio.
- 2) Press the corresponding button to lock:

Lock USB:  →  Fix USB peripherals to the current computer

Lock Audio:  →  Fix audio devices to the current computer

- 3) To unlock, press the corresponding USB/audio lock button again.

Tip: Keyboards and mice connected to the dedicated keyboard/mouse ports cannot be locked. Video switching can still function normally under the lock state and is not affected.

5. Why can't my computer use Wi-Fi after connecting to the KVM Switch?

The KVM switch has a built-in network card, which is enabled by default. Computers may prioritize the wired connection.

If you need to use Wi-Fi instead of the KVM's wired network connection, you can:

- Disable the KVM's built-in network adapter:

➤ Method 1: Hotkey

Press [Right-Ctrl] → [Right-Ctrl] → [F4] to turn off the built-in network card.

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

➤ Method 2: Keypad

Press  →  select "USB Network" →  Confirm
→  select "OFF" →  Confirm.

- Disable the USB network adapter in the computer settings (Windows 11 example):
 - Method 1: Advanced Network Settings
 - 1) Press [Win + I] to open Windows Settings.
 - 2) Go to Network & Internet → Advanced network settings.
 - 3) Find the adapter named Realtek USB GbE Family Controller in the list.
 - 4) Click Disable.
 - Method 2: Device Manager
 - 1) Press [Win + X] and select Device Manager.
 - 2) Expand Network adapters and locate Realtek USB GbE Family Controller.
 - 3) Right-click and choose Disable device.

6. Why does my laptop show "Slow Charging"?

- Charging Power Limitation

To maintain stability and reduce heat, KVM Switch offers up to 60W (20V 3A) charging. This is typically sufficient for business laptops. However, if your laptop does not support 20V input, or if it's a high-performance device, charging speed may be limited.
- For High-Power Devices (Gaming/Workstation Laptops)

Devices requiring 90W–120W or more may charge slowly. We recommend using the original laptop power adapter in parallel with the KVM connection.
- Additional Notes
 - 1) Ensure good ventilation around the KVM to prevent overheating.
 - 2) If the KVM will not be used for an extended time, it's best to power it off.

7. 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.

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.

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 are my USB peripherals not working?

- Connection Requirements

USB data transmission relies on the USB-C port of PC1 and the USB-B port of PC2. Please ensure that your computer's USB 3.0 ports are 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 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.

10. Why is my audio device not working?

- Connection Requirements

The audio function of the KVM Switch relies on the USB-C port of PC1 and the USB-B port of PC2. Please ensure that your computer's USB 3.0 ports are securely connected to these two 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 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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(Mon-Fri, 1-6 PM EST)