

User Support FAQ

HKS203-P24

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 two HDMI cables.



Tip: Each group of ports on the KVM Switch must be connected to the same computer.

- Monitor Connection

Use three HDMI cables to connect monitors to OUTPUT 1, OUTPUT 2 and OUTPUT 3 ports on the KVM switch.

- Peripheral Connection

- 1) Keyboard and Mouse: Connect to the USB ports labeled with keyboard/mouse icons.
- 2) USB Devices: Connect to the USB ports labeled "USB 3.0".
- 3) Audio Devices: Connect to the 3.5mm audio jack labeled with a headset icon, or to the USB port labeled "USB 3.0".

- Cable Requirements

- 1) Included in the box:

- 2 × KVM cables (HDMI + USB)
- 4 × HDMI cables

- 2) User-supplied:

- 3 × 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 three monitors, keyboard, and mouse—no repeated plugging and unplugging needed. This is especially suitable for hybrid scenarios combining work-from-home and personal entertainment.

The HKS203-P24 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: 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 HKS203-P24 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 HDK203-M24 model.

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

Yes. The HKS203-P24 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?

By default, the KVM operates in Follow Mode, meaning connected USB 3.0 devices and audio device automatically switch with the keyboard/mouse focus.

- To disable Follow Mode:

Press [Right Ctrl] → [Right Ctrl] → [~] to toggle Follow Mode.

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

- To switch USB 3.0 & audio focus independently:

After disabling Follow Mode, press [Right Ctrl] → [Right Ctrl] → [0] to synchronously switch the USB 3.0 and audio devices focus between the two computers.

6. 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:

1) Disable the KVM's built-in network adapter for the selected computer:

- 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.

2) Disable the USB network adapter in the computer settings (Windows 11 example):

Method 1: Advanced Network Settings

- Press [Win + I] to open Windows Settings.
- Go to Network & Internet → Advanced network settings.
- Find the adapter named Realtek USB GbE Family Controller in the list.
- Click Disable.

Method 2: Device Manager

- Press [Win + X] and select Device Manager.
- Expand Network adapters and locate Realtek USB GbE Family Controller.
- Right-click and choose Disable device.

7. 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.

8. 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.

9. 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



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