

User Support FAQ

HDK403-P23

1. How to connect devices to the KVM Switch?

- Computer Connection

Connect each of the four computers to the KVM Switch's PC1/PC2/PC3/PC4 input ports using one KVM cable (HDMI + USB) and two DP 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 A, OUTPUT B and OUTPUT C 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:

- 4 × KVM cables (HDMI + USB)
- 8 × DP cables

- 2) User-supplied:

- 3 × HDMI Monitor Cables (usually included with the monitors)

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

Yes. The HDK403-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 HDK403-P23 supports HDMI 2.0, with a maximum resolution of 4K (2160p)@60Hz, and is backward compatible with 2K (1440p)@60Hz/120Hz.

4. Will switching cause the host computer's resolution to reset or Windows to rearrange?

No. The HDK403-P23 features an EDID emulator, which prevents resolution or refresh rate loss and avoids window reorganization when switching between computers.

5. How to use the keyboard and mouse among different computers?

In Display Mode 2 (i.e., when three monitors display different computer' screens), the keyboard and mouse focus can be switched independently to control different computers.

Instructions:

- The LCD screen of the KVM Switch displays the current status in real-time:
The number on the left indicates which computer the keyboard/mouse focus is currently on (e.g., "1" represents PC1, "2" represents PC2).

- Hotkey switching:

Press [Right Alt] → [Right Alt] to switch the keyboard/mouse focus between different computers.

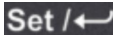
Tip: Switching the keyboard/mouse focus does not affect video display; the video layout remains as configured in Display Mode 2.

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

HDK403-P23 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.

7. 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:
 - 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.

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 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.

10. Why is my audio device not working?

- Connection Requirements

The audio functionality of the KVM Switch relies on the USB-B ports of PC1/2/3/4. Ensure that all computers are securely connected to the corresponding USB-B ports on the KVM Switch.

- 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.

11. Why are my USB peripherals not working?

- Connection Requirements

The KVM Switch relies on the USB-B ports of PC1/2/3/4 for data transmission. Ensure that the computers' USB 3.0 ports are securely connected to the corresponding USB-B ports on the KVM Switch.

- 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.

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



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(Mon-Fri, 1-6 PM EST)