

User Support FAQ

HDC402-P23

1. How to connect devices to the KVM Switch?

- PC1/2 Connection (Laptop)

- 1) Windows OS:

Enable MST Mode (Recommended): Use one USB-C cable to connect the laptop's USB-C (DP Alt Mode) port to Input Port A.



Non-MST Mode: Use two USB-C cables to connect the laptop's USB-C (DP Alt Mode) ports to Input Ports A and B respectively.



Tip: If the display doesn't function correctly in MST mode, switch to non-MST mode for better compatibility.

- 2) MacOS:

Use two USB-C cables, connecting them separately to Input Ports A and B.



Note: MacOS does not support MST, so dual-cable connection is required for dual-screen output.

- Connecting PC3/4 (Desktop)

Use one KVM cable (HDMI + USB) and one DP cable to connect the desktop to the PC3/4 input port group on the KVM Switch.

- Monitor connection

Connect two monitors individually using HDMI cables to the KVM Switch output ports: OUTPUT A and OUTPUT B.

- Peripheral connection:

- 1) Keyboard and Mouse: Connect to the USB ports marked with keyboard/mouse icons.
- 2) USB devices: Connect to the USB ports labeled "5Gbps".
- 3) Audio devices: Connect to the 3.5mm audio jack with a headset icon, or to a USB port labeled "5Gbps".

- Cables included and required:

- 1) Included in the package:
 - 4 × USB-C cable
 - 2 × KVM cable (HDMI + USB)
 - 2 × DP cable
- 2) User-supplied:
 - 2 × HDMI Monitor Cables (usually included with the monitors)

2. Why is my MacBook Pro showing mirrored display or only one active screen?

- Hardware Limitation

MacBook Pro models with M1/M2/M3 chips support only one external display natively, while M3 MacBook Pro may support two external monitors if the lid is closed (clamshell mode).

- System Limitation (macOS doesn't support MST)

Even if your Mac supports dual displays, MST is not supported on macOS. You must connect two Thunderbolt ports to PC1 input ports A and B on the KVM switch to enable dual external displays.

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

Yes. The HDC402-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.

4. How to adjust the fan speed?

The KVM switch supports four fan modes, each indicated by the number of beeps from the buzzer. The default mode is Mode 2.

Adjusting the fan mode: Press [Right-Ctrl] → [Right-Ctrl] → [F3] to cycle through the modes:

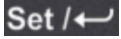
- Fan Mode 1: Fan is turned off. The buzzer will beep once.
- Fan Mode 2: Fan operates automatically based on the current temperature. The buzzer will beep twice.
- Fan Mode 3: Fan runs continuously at low speed. The buzzer will beep three times.
- Fan Mode 4: Fan runs continuously at high speed. The buzzer will beep four times.

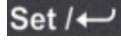
5. How can I switch USB peripherals or audio device independently?

HDC402-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.

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] + [↓]

Note: Hotkeys cannot be used to switch USB or audio when the devices are locked.

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

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:

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.

- 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.

After performing either method, your computer will prioritize Wi-Fi while still connected to the KVM switch.

7. 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.

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. 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 USB peripherals not working?

- Connection Requirements

The USB data transmission of the KVM Switch relies on the PC1/2 Input Port A and the PC3/4 USB-B ports. Please ensure that all computers are securely connected to these four 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.

11. Why is my audio device not working?

- Connection Requirements

The audio function of the KVM Switch relies on the PC1/2 Input Port A and the PC3/4 USB-B ports. Please ensure that all computers are securely connected to these four 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



USA: (201) 908-7534

(Mon-Fri, 1-6 PM EST)