

# User Support FAQ

## HDK404-P23

### 1. How to connect devices to the KVM Switch?

- PC1/2 Connection

Use one KVM cable (HDMI + USB) and one DP cable for each computer to connect to the PC1/2 input port group on the KVM Switch.



- PC3/4 Connection

Use one KVM cable (HDMI + USB) and three HDMI cables for each computer to connect to the PC3/4 input port group on the KVM Switch.



- Monitor connection

Use one HDMI cable for each of the four monitors to connect them to the KVM Switch output ports OUTPUT A, OUTPUT B, OUTPUT C, and OUTPUT D.

- 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 "SS" with a USB icon.
- 3) Audio Devices: Connect to the 3.5mm audio jack labeled with a headset icon, or to the USB port labeled "SS" with a USB icon.

- Cable Requirements

- 1) Included in the box:

- 4 × KVM cables (HDMI + USB)

- 6 × HDMI cables

- 2 × DP cables

- 2) User-supplied:

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

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

Yes. The HDK404-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. Will Switching cause the host computer's resolution to reset or windows to rearrange?

No. The HDK404-P23 features an EDID emulator, which prevents resolution or refresh rate loss and avoids window reorganization when switching between computers.

## 4. Can this KVM Switch support 4K@144Hz or 8K displays?

No. The HDK404-P23 supports HDMI 2.0, with a maximum resolution of 4K(2160p) @ 60Hz, and is backward compatible with 2K (1440p) @ 60Hz / 120Hz.

*Note: The DP input ports of PC1/PC2 support MST (Multi-Stream Transport), which allows output to up to three monitors simultaneously. However, due to bandwidth limitations, when using MST output, the maximum supported combination is two 4K@60Hz monitors and one 4K@30Hz monitor.*

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

In Display Mode 2 (i.e., when two 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?

HDK404-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. 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.

## 8. Why do the monitors connected to OUTPUT B, OUTPUT C, and OUTPUT D flicker or go black when displaying video from PC1/2?

The DP input ports of PC1/PC2 support MST (Multi-Stream Transport), allowing video output to multiple monitors simultaneously.

- Bandwidth Limitation

When using MST output, the maximum supported configuration is two 4K@60Hz monitors and one 4K@30Hz monitor.

Try lowering the resolution or refresh rate of any monitor to stay within the total available bandwidth.

- Port Limitation

Ensure the connected DP port supports DP 1.2 or later.

If you are using a USB-C (with DP Alt Mode) or Thunderbolt port with a C-to-DP docking station, adapter, or cable, compatibility issues may cause unstable signals.

It is recommended to use a native DP connection whenever possible and avoid converters or docks.

- EDID Reading Error

Compatibility differences between the MST function of the HDK404-P23 and your input device may cause EDID detection errors, leading to display instability.

Please contact our technical support team for further diagnosis and assistance.

## 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.

Please reach out to our technical support team at [support@tesmart.com](mailto:support@tesmart.com) for assistance with troubleshooting and resolution.

## 10. 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.

## 11. Why is my audio device not working?

- Connection Requirements

The audio functionality of the KVM Switch relies on data transmission through the USB-B ports of PC1/2/3/4. Ensure your computer is securely connected to all 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 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.

## 12. Why are my USB peripherals not working?

- Connection Requirements

The USB data transmission of the KVM Switch relies on the USB-B ports of PC1/2/3/4. Please ensure the USB 3.0 ports of the 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.

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

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