User Support FAQ
TKS202-X4

1. How do I know if my computer is compatible with TKS202-X4?

Please check that your computer has a compatible full-function Thunderbolt™ connection. Supported configurations may include Thunderbolt™ 3, 4 or 5 computers, as well as validated USB 4 systems. ***Please note: Intel-based Mac input devices are not supported.***

A USB-C connector alone does not guarantee compatibility. Ports limited to data transfer, charging or partial video output may not provide full display, USB and KVM functionality.

If you are unsure about your computer, please contact TESmart Support before purchase.

2. Can TKS202-X4 be used with Apple Pro Display XDR?

Yes. TKS202-X4 can be used with **Apple Pro Display XDR**.

Under normal conditions, TKS202-X4 supports the following maximum display configurations:

- **Dual-display setup:** Up to **6K@60Hz on both displays**.
- **Single-display setup:** Up to **5K@120Hz**.

When connecting two Thunderbolt displays, bandwidth limitations apply. The maximum supported configuration is:

- One display at up to **5K@120Hz**.
- The second display at up to **5K@60Hz**.

Actual display performance depends on the connected computers, displays, cables, operating systems, and overall connection configuration.

3. Can TKS202-X4 work with displays other than Apple Studio Display?

Yes.

TKS202-X4 is primarily designed for Apple Studio Display and also supports selected Thunderbolt™ displays.

Compatible models include Apple Studio Display, Apple Pro Display XDR, and other Thunderbolt displays.

Please note that the compatibility with standard USB-C displays may vary by model and is not guaranteed.

For HDMI or DisplayPort monitors, you may consider using a USB-C-to-HDMI or USB-C-to-DisplayPort adapter to establish the connection. However, we cannot guarantee connection stability or display performance, as these may vary depending on the monitor, source computer, adapter, and overall connection environment.

If you are unsure whether your display is compatible, please contact TESmart Support for assistance.

4. Can I use my Apple display's built-in features, such as the speakers and camera, through the KVM?

Yes. The KVM supports the built-in features of compatible Apple displays, including the speakers, camera, and microphone. These functions will work normally when switching between connected computers, allowing you to enjoy the full functionality of your Apple display through the KVM.

5. Is TKS202-X4 Intel® certified for Thunderbolt™?

TKS202-X4 is not yet Intel® certified for Thunderbolt™.

It is designed for use with computers compatible with Thunderbolt™ 4 and has been tested across common real-world setups for display output, data connectivity and peripheral switching.

Intel® certification for Thunderbolt™ is currently in progress.

6. Does this KVM support EDID functionality?

We apologize, but our Thunderbolt products do not support EDID functionality.

7. Do I need to install drivers or switching software?

No. The TKS202-X4 is plug-and-play and does not require any driver installation or dedicated switching software for normal KVM operation.

Some connected keyboards, mice, USB devices or other peripherals may still require their own drivers or applications.

8. How can I use the two display outputs?

TKS202-X4 supports several display workflows:

- One display — Share a single compatible Thunderbolt™ display between two computers.
- Two displays with one computer — Use both displays with the same computer in extended or mirrored mode, depending on your operating system settings.
- One display per computer — Display PC1 on one monitor and PC2 on the other, then switch keyboard and mouse focus between the two systems while keeping both visible.

Note:

1. When different PCs are displayed on different monitors, you can double-click the Right-[Alt] on the keyboard connected to the KVM to switch the keyboard and mouse focus between different PCs.

2. The KVM does not support EDID emulator.

9. Do USB and audio have to follow the display when I switch?

No. You can control whether USB and audio devices follow keyboard and mouse switching or remain assigned to a specific PC.

By default, keyboard and mouse control automatically follows the selected PC when switching between inputs. USB and audio devices also follow the PC currently controlled by the keyboard and mouse.

- Follow Mode (Enabled by Default): USB and audio devices automatically follow keyboard and mouse control when switching between PCs.

- Follow Mode Disabled: Use the hotkey *Right Ctrl + Right Ctrl + ~* to disable Follow Mode. You can then independently switch the USB and audio focus between connected PCs using the hotkey Right *Ctrl + Right Ctrl + 0*.

This allows you to switch the display and keyboard/mouse control between computers while keeping a headset, meeting audio, or other USB devices connected to a specific PC.

10. Can both connected computers receive charging and use Gigabit Ethernet?

Yes.

Each compatible computer can receive up to 60W Power Delivery, while both systems can access the KVM's Gigabit Ethernet connection at speeds of up to 1000Mbps.

Charging and wired network access can remain available at the same time, helping reduce the need for separate chargers and network adapters on your desk.

Note: Some computers may require more than 60W of charging power. If your computer displays a low-power charger warning, charges slowly, or continues to lose battery power under heavy workloads, connect its original power adapter for additional power.

11. What should I do if my Thunderbolt display does not show any image when connected to the KVM?

Please first use the Thunderbolt cable included with the KVM to connect one display to the Output A port. Then, use another included Thunderbolt cable to connect one computer to the PC1 port.

If the Thunderbolt display still does not show any image, please provide our customer support team with your display model and computer model so we can further investigate the issue.

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



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