User Support FAQ
THK401-X4-V3

1. What devices can I connect to THK401-X4?

The THK401-X4 is specifically designed for use with the Apple Studio Display or Apple Pro Display XDR, allowing you to switch between multiple connected devices through a single display.

- Input 1 – Mac Compatibility: Connect compatible Mac devices, such as MacBook Air, MacBook Pro, Mac mini, Mac Studio, and Mac Pro. For other compatible devices, a Thunderbolt 4 or USB4 (or higher) port is recommended. ***Intel-based Mac input devices are not supported.***
- Input 2 – Second Computer: Connect a second computer, such as a Windows desktop or laptop, using HDMI for video and USB for keyboard, mouse, and other USB peripheral connectivity.
- Inputs 3–4 – Additional HDMI Devices: These two inputs provide additional connectivity for HDMI-equipped devices, such as PS5, Xbox, Nintendo Switch, media players, and streaming devices.

A typical setup can include a MacBook or Mac mini, a Windows desktop, and two additional HDMI devices, all connected to one Apple Studio Display.

2. What changes have been made in the V3 version compared to previous versions?

The V3 version features improved compatibility with the Apple Studio Display, enhancing audio and camera functionality across connected devices.

- Audio Support: All four PC ports support the Apple Studio Display's built-in speakers, including stereo audio output, as well as its built-in microphone.
- Camera Support: PC1 and PC2 support access to the Apple Studio Display's built-in camera.

Note: PC3 and PC4 are primarily designed for connecting gaming consoles and other HDMI devices. These ports do not establish USB communication with the connected devices, so the Apple Studio Display's built-in camera cannot be used through these two inputs.

3. How can I adjust the volume of my Apple display through the KVM?

Simply connect your keyboard to the dedicated keyboard/mouse port. Then use the following hotkeys to adjust the volume of your Apple display:

- Increase volume: *Right Ctrl + Right Ctrl + I*
- Decrease volume: *Right Ctrl + Right Ctrl + D*

Please note: The KVM hotkeys adjust the audio signal level directly; they do not change the Apple Studio Display's system volume settings.

For PC1 and PC2, you can also adjust the Apple Studio Display's volume directly through your computer's system settings. For PC3 and PC4, if computers are connected to these inputs, the display volume can also be adjusted through the computer's system settings.

4. Can THK401-X4 work with displays other than Apple Studio Display?

THK401-X4 is primarily designed for Apple Studio Display and is also compatible in principle with displays using Thunderbolt™ 4.

Tested compatible models include Apple Studio Display, Apple Pro Display XDR and selected LG Ultra Fine displays shown in our compatibility guide.

Compatibility with standard USB-C displays may vary by model and is not guaranteed. If you plan to use a USB-C display that is not listed, please contact TESmart Support before purchase.

5. What is the maximum supported resolution?

- Input 1 supports up to 6K at 60Hz or 5K at 120Hz.
- Inputs 2–4 support up to 4K at 60Hz. *Please note When connecting gaming consoles such as PlayStation and Xbox, only 4K and 1080p resolutions are available; 2K resolution is not supported. Computers connected to these inputs can still be configured to output 2K resolution normally.*

Actual resolution and refresh rate depend on the connected computer, display, operating system, cable and selected display mode.

6. Does this KVM support EDID functionality?

- EDID functionality is supported on PC2–PC4, allowing the connected computers to maintain their display settings during switching.
- *The Thunderbolt port does not support EDID. Therefore, when you switch away from Input 1, all windows that were open on the external display will be moved and stacked onto the built- in screen of the connected laptop. However, when you switch back to Input 1, those windows will be restored to their original positions on the external display.*

7. Can I directly adjust the monitor's brightness when the computer is connected through the KVM?

Yes, you can adjust the monitor's brightness through the KVM when using the PC1 connection. *However, this feature is not supported on PC2, PC3, or PC4*.

8. Is TKS401-X4 Intel® certified for Thunderbolt™?

THK401-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.

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

No. The THK401-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.

10. Do the HDMI inputs support HDR?

HDR is not supported through HDMI Inputs 2–4.

Display features available through Input 1 depend on the connected computer, display, operating system, cable and selected display mode.

11. How can I switch between connected devices?

THK401-X4 provides four switching methods:

- Front-panel button
- IR remote control
- Keyboard hotkeys
- Mouse-wheel switching

Note: Mouse-wheel switching must be enabled before use.

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



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