User Support FAQ
DKS202-MC24

1. What are the differences between the DKS202-MC24 and the DKS202-M24?

The DKS202-MC24 is an upgraded version of the DKS202-M24 and introduces two additional features:

- Mouse cross-screen control
- Cross-computer file transfer

Both features require the SmartClip software to function.

There are also several differences in operation and functionality:

- Mouse Wheel Switching: This feature is enabled by default and cannot be manually disabled. Double-clicking the mouse wheel directly switches the current monitor to display the other computer's screen. This works in the same way as the hotkey combination *Right Ctrl + Right Ctrl +* ← or *Right Ctrl + Right Ctrl +* →.
- EDID Functionality: The DKS202-MC24 does not allow users to manually enable or disable EDID. The EDID function remains enabled at all times.

2. Regarding the SmartClip software, does it need to be installed on every connected computer?

Both connected computers must have SmartClip installed to use the mouse cross-screen control and cross-computer file transfer features.

The software is currently available for *Windows* and *macOS*. You can follow the instructions in the user manual to download and install it. *The Linux version is still under development*.

Please note that due to a compatibility conflict between the software's development framework and *macOS 27.0 and 27.1*, clicking the left mouse button to open the software may cause it to crash

on these macOS versions. Upgrading your Mac to ***macOS 27.2 or later*** will resolve this compatibility issue.

If you have any questions about SmartClip or need assistance with downloading and installing the software, please feel free to contact our customer support team.

3. Does the mouse cross-screen feature automatically switch control of USB devices?

The mouse cross-screen feature works when two computers are displayed on two separate monitors simultaneously.

For example, if Screen A is displaying PC1 and Screen B is displaying PC2, you can move the mouse cursor directly from Screen A to Screen B, and keyboard and mouse control will automatically switch from PC1 to PC2.

However, control of the KVM's USB 3.0 ports will remain with the originally selected PC rather than switching automatically with the mouse. This helps minimize USB device reconnections and prevents interruptions to ongoing USB operations.

Please note that USB devices connected to the KVM's USB 3.0 ports will still switch normally when you use the ***ALT + ALT*** hotkey to switch between computers. This limitation applies only when using the mouse cross-screen feature.

4. How to Transfer Files Between Connected PCs

To transfer files between connected PCs, make sure the SmartClip software is running on all connected computers. In the SmartClip settings, set ***Clipboard*** to ***Share after copying***.

Once configured, you can transfer files between PCs by following these steps:

- Copy Files: On one PC, select the file you want to transfer and copy it as you normally would (e.g., using Ctrl+C). The KVM switch will automatically synchronize the clipboard content.

- Paste Files: Move the cursor to the target PC's screen and paste the copied file (e.g., using Ctrl+V). The file will be transferred directly to the target PC without requiring an external storage device.

Note: The current version does not support direct drag-and-drop file transfer between PCs. Files must be transferred using the copy-and-paste method described above.

5. Are there any differences in compatibility between the DKS202-M24 and DKS202-MC24?

The DKS202-M24 and DKS202-MC24 share largely the same hardware design and offer the same level of compatibility with connected devices. Therefore, switching from the DKS202-M24 to the DKS202-MC24 would not result in a difference in compatibility.

If you have any specific compatibility concerns, please feel free to contact our customer support team. We will be happy to help check whether any optimizations are available for your setup.

6. What should I do if the mouse cannot move between screens?

If the mouse cursor cannot move between screens, try the following steps:

- Make sure the SmartClip software is running and that the ***Keyboard & Mouse sharing*** is enabled in the software settings.
- Check whether all displays connected to the KVM are recognized in your computer's display settings. If they are, make sure their arrangement matches their actual physical positions and that the mouse movement direction corresponds to the display arrangement.
- Check that the mouse is properly connected.

If the issue persists, please contact our customer support team for further assistance.

7. What should I do if I cannot copy or paste files between PCs?

If file copying or pasting does not work between PCs, try the following troubleshooting steps:

Make sure **Share after copying** is selected under Clipboard in the SmartClip software settings.

- Open the SmartClip software on both PCs. On the PC where you want to paste the file, check the indicator light to make sure it is green.
- If you are using Windows 10 or later, open Device Manager and check the **External Interfaces** section for the **CH372/375** device. If the device is not listed, try reinstalling the SmartClip software.
- Check the system clipboard on both PCs to see whether the copied content has been successfully synchronized. If the copied content does not appear in the system clipboard of the other PC, try the following steps:

    1) Close and restart the SmartClip software on both PCs.
    2) Restart the KVM and check whether clipboard synchronization works.
    3) If the issue persists, uninstall and reinstall the SmartClip software on both PCs.

If the issue persists after trying these steps, please contact our customer support team for further assistance.

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



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