User Support FAQ

DKS402-M24

1. Will switching cause the host computer's resolution to reset or windows to rearrange?

No. The DKS402-M24 features an EDID emulator, which prevents resolution or refresh rate loss and avoids window reorganization when switching among computers.

2. Can this KVM switch support my 4K@144Hz or 8K Monitor?

Yes. The DKS402-M24 supports DisplayPort 1.4 and resolutions up to 8K (4320p) @60Hz with DSC. It is also backward compatible with 4K (2160p) @60/120/144Hz.

3. Why can't my computer access the network through the KVM?

• Connection Requirements

1) The KVM's built-in network adapter function requires a USB connection to the computer. Make sure the computer's USB-A port is securely connected to the corresponding USB-B port on the KVM switch.
2) Make sure the Ethernet cable is securely connected to the KVM's LAN port.

• Checking the Network Adapter Function

If a specific computer cannot access the network through the KVM, check whether the network adapter function for that computer's input port has been disabled.

For the currently selected computer, use the following hotkey combination to enable or disable the network adapter function:

[Right Ctrl] + [Right Ctrl] + [F4]

Note: The buzzer beeps twice when the network adapter function is enabled and once when it is disabled.

4. How Do I Switch USB Peripherals or Audio Device Independently?

The DKS402-M24 supports independent USB and L/R audio focus locking. This allows the display source to be switched while the selected USB peripherals or audio device remain assigned 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: → Set / ↵ Fix USB peripherals to the current computer
   Lock Audio: → Set / ↵ 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.

5. Does the KVM Switch Support Firmware Upgrades?

Yes, The DKS402-M24 supports 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.

6. Why are my keyboard and mouse Not working properly?

- Common symptoms:
  1) Keyboard cannot input characters;
  2) Sticky keys or keystroke duplication;
  3) Mouse lagging;

4) Hotkeys not working.

- Solutions:
  1) If your keyboard can still use hotkeys, press *[Right Ctrl] + [Right Ctrl] + [F2]* to switch to Legacy Emulation Mode. This mode improves the compatibility of the KVM Switch with keyboards and mice and usually resolves the issues listed above.
  2) If hotkeys cannot be triggered at all or the issue persists after switching modes, please contact Technical Support for further diagnosis and assistance.

7. Why is my audio device not working?

- Connection Requirements

The audio function of the KVM switch relies on proper USB connections. Please ensure that the computer is securely connected to the KVM via the designated USB-A to USB-B ports for reliable audio data transmission.

- Computer Sound Settings

1) For 3.5mm jack Connection: Select “USB Audio” as the default output device in the 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 the system display.

8. How can I unlock the KVM if I accidentally pressed the Lock button?

The default PIN is *1234*. If the PIN has not been changed, simply enter 1234 to unlock the KVM.

If you have previously changed the PIN but can no longer remember it, press and hold the Lock button for approximately 10 seconds to restore the KVM to its factory default settings. Once the KVM has been restarted, ou can access it normally.

9. What will happen when the KVM is restored to factory default settings?

Restoring the factory default settings will reset your customized KVM settings to their original defaults. For example, a customized hotkey trigger key will be reset to the default Right Ctrl key,

and a customized Auto Scan interval will be reset to the default 5 seconds.

Please note that this operation only resets user-configured settings and will not revert the KVM's firmware to an earlier version.

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



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