

User Support FAQ

HDK402-M24

1. Does the KVM Switch support both Mac and Windows environments?

Yes. The HDK402-M24 supports Unix, Windows, and macOS, as well as Linux distributions including Debian, Ubuntu, Fedora, Raspbian, and Ubuntu for Raspberry Pi.

The KVM Switch performs video and USB switching based on standard HDMI and USB protocols, independent of the operating system. This makes it suitable for cross-platform and multi-OS mixed-use environments.

2. Does this KVM Switch support Dolby Vision?

Yes. The HDK402-M24 supports HDMI 2.1 and is compatible with Dolby Vision.

3. My monitor supports Adaptive-Sync. Is it compatible with this KVM Switch?

Yes. The HDK402-M24 supports HDMI 2.1 and features VRR (Variable Refresh Rate) technology, making it compatible with both G-Sync and FreeSync.


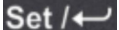
4. How can I switch USB peripherals or audio device independently?

HDK402-M24 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.

5. How to adjust the fan speed?

The KVM switch supports three fan modes, each indicated by the number of beeps from the buzzer. The default mode is Mode 3.

Adjusting the fan mode: Press [Right-Ctrl] → [Right-Ctrl] → [F3] to cycle through the modes:

- Fan Mode 1: Fan is turned off. The buzzer will beep once.
- Fan Mode 2: Fan runs continuously at high speed. The buzzer will beep twice.
- Fan Mode 3: Fan operates automatically based on the current temperature. The buzzer will beep three times.

6. Why can't my computer use Wi-Fi after connecting to the KVM Switch?

The KVM Switch has a built-in network card, which is enabled by default. Computers may prioritize the wired connection.

If you need to use Wi-Fi instead of the KVM's wired network connection, you can:

- Method 1: Disable the KVM's built-in network adapter for the selected computer:

Press [Right-Ctrl] → [Right-Ctrl] → [F4] to turn off the built-in network card.

Note: Enable it will trigger the buzzer to beep twice and disable it will trigger the buzzer to beep once.

- Method 2: Disable the USB network adapter in the computer settings (Windows 11 example):

➤ Method 1: Advanced Network Settings

- 1) Press [Win + I] to open Windows Settings.
- 2) Go to Network & Internet → Advanced network settings.
- 3) Find the adapter named Realtek USB GbE Family Controller in the list.
- 4) Click Disable.

➤ Method 2: Device Manager

- 1) Press [Win + X] and select Device Manager.
- 2) Expand Network adapters and locate Realtek USB GbE Family Controller.
- 3) Right-click and choose Disable device.

After performing either method, your computer will prioritize Wi-Fi while still connected to the KVM switch.

7. What should I do if the fan produces noise after it turns on?

In early versions of the HDK402-M24, the fan was designed to operate at a single high-speed level. Under high load or in high ambient temperature environments, the fan may continue running at high speed and generate noticeable noise. This is considered normal thermal behavior.

The fan control strategy has since been upgraded to support four operating modes, with optimized temperature thresholds in Auto Mode:

- Mode 1: Fan off
- Mode 2: Auto mode (fan speed is automatically adjusted based on temperature)
 - ≥ 55 °C: Fan level 1
 - ≥ 60 °C: Fan level 2
 - ≤ 55 °C: Reverts to level 1
 - ≤ 45 °C: Fan off
- Mode 3: Fan runs continuously at level 1
- Mode 4: Fan runs continuously at level 2

Please contact Technical Support to obtain the optimized firmware and detailed upgrade instructions.

8. 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.

9. Why is my audio device not working?

- Connection Requirements

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

- 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.

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 updates carry inherent risks. If the update file version does not match your device or the procedure is not followed correctly, the device may become non-functional. Therefore, do not perform a firmware update unless necessary (e.g., if the device is already operating normally).
- If an update is required, please contact Technical Support to obtain:
 - 1) The correct firmware version for your specific device model.
 - 2) Detailed upgrade instructions.
 - 3) Technical assistance during the update process.

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



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