

AV Access 4KSW21-DM

AV Access 4KSW21-DM 4K HDMI Dual Monitor KVM Switch User Manual

Model: 4KSW21-DM

1. INTRODUCTION

The AV Access 4KSW21-DM is a 2x1 Dual Monitor KVM Switch designed to control two computers using a single set of keyboard, mouse, and two monitors. This device supports 4K@60Hz HDMI video resolution and offers flexible switching options, enhancing productivity for various applications including office tasks, gaming, and learning environments.

2. SAFETY INFORMATION

Please read and follow these safety guidelines to ensure proper operation and prevent damage to the device or injury.

- Avoid dropping the device.
- Do not disassemble the unit.
- Do not contact with liquids.
- This product is intended for use in moderate temperature environments only.
- Do not use this product in ambient temperatures exceeding 158°F/70°C.
- Do not place open flame sources (e.g., candles) near the product.
- Clean the product only with a dry or damp cloth.

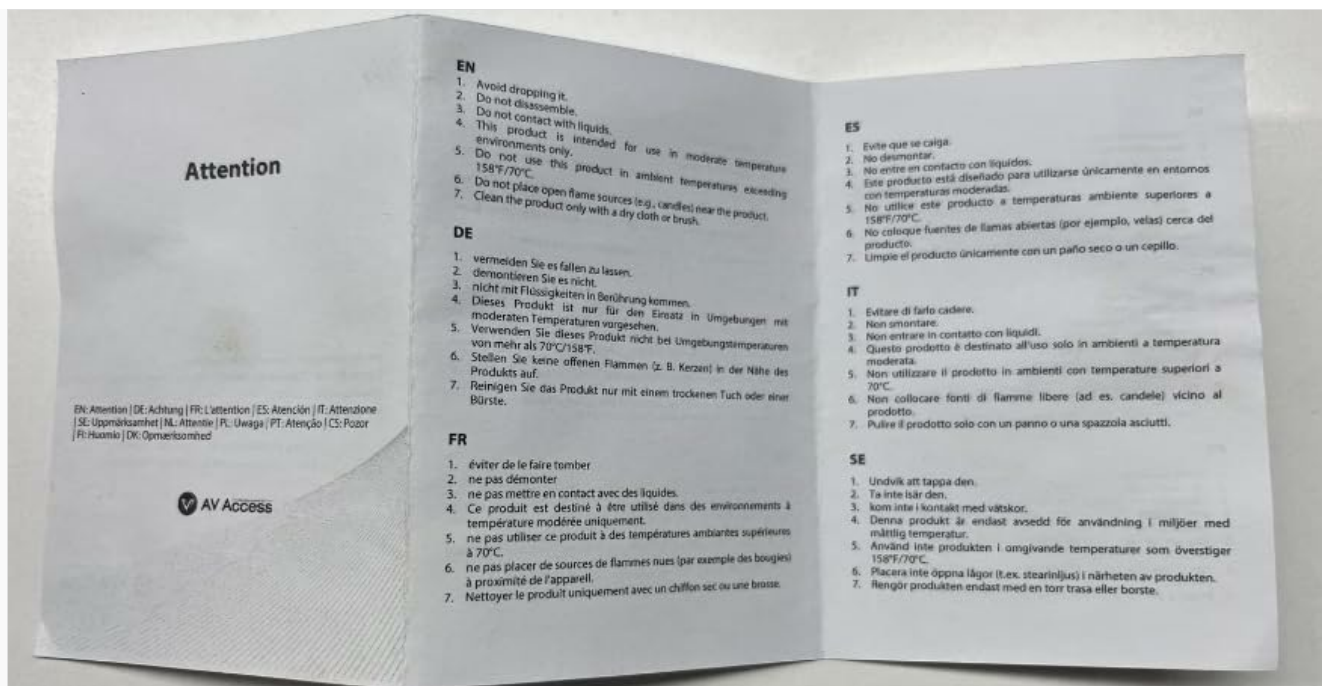


Image: Safety instructions and warnings in English, German, Spanish, French, Dutch, Polish, Portuguese, Czech, Finnish, and Danish.

3. PACKAGE CONTENTS

Verify that all items listed below are included in your package:

- 1x 4K KVM Switch (4KSW21-DM)
- 1x Power Adapter (DC 12V/3A)
- 1x AC Power Cord with US Pins
- 1x User Manual
- 2x USB 3.0 Type-A to Type-B Cable (1.5m/5ft)

Packing List



- | | |
|---------------------------------|--|
| ① 1x 4K KVM Switch | ④ 1x User Manual |
| ② 1x Power Adapter (DC 12V/3A) | ⑤ 2x USB 3.0 Type-A to Type-B Cable (1.5m/5ft) |
| ③ 1x AC Power Cord with US Pins | |

Image: A visual representation of the KVM switch, power adapter, power cord, user manual, and two USB 3.0 cables included in the package.

4. PRODUCT OVERVIEW

4.1. Features

- **2x1 Dual Monitor KVM Switch:** Control two PCs with a single set of keyboard, mouse, and dual monitors in extended or mirror mode.
- **Dual Application Modes:** Switch between "KVM Mode" for traditional control and "USB Mode" to display two different video sources on both monitors simultaneously.
- **Built-in USB 3.0 Hub:** Share up to three USB 3.0 peripherals (e.g., webcams, speakerphones, printers, external drives) with data transfer rates up to 5Gbps.
- **4K UHD & High Refresh Rates:** Supports up to 4K@60Hz (4:4:4), 1080P@240Hz, 165Hz, 144Hz, 120Hz, 60Hz, and 2560x1440@144Hz, 120Hz, 60Hz.
- **Fast and Flexible Switching:** Easily switch between computers using the front button or keyboard hotkeys.
- **Automatic PC Wake-up:** Features EDID emulation for faster, more reliable transitions and automatic PC wake-up.

- **High Compatibility:** Works with Windows, macOS, and Linux operating systems.
- **Plug and Play:** No driver installation required.

4.2. Front and Rear Panel Diagram

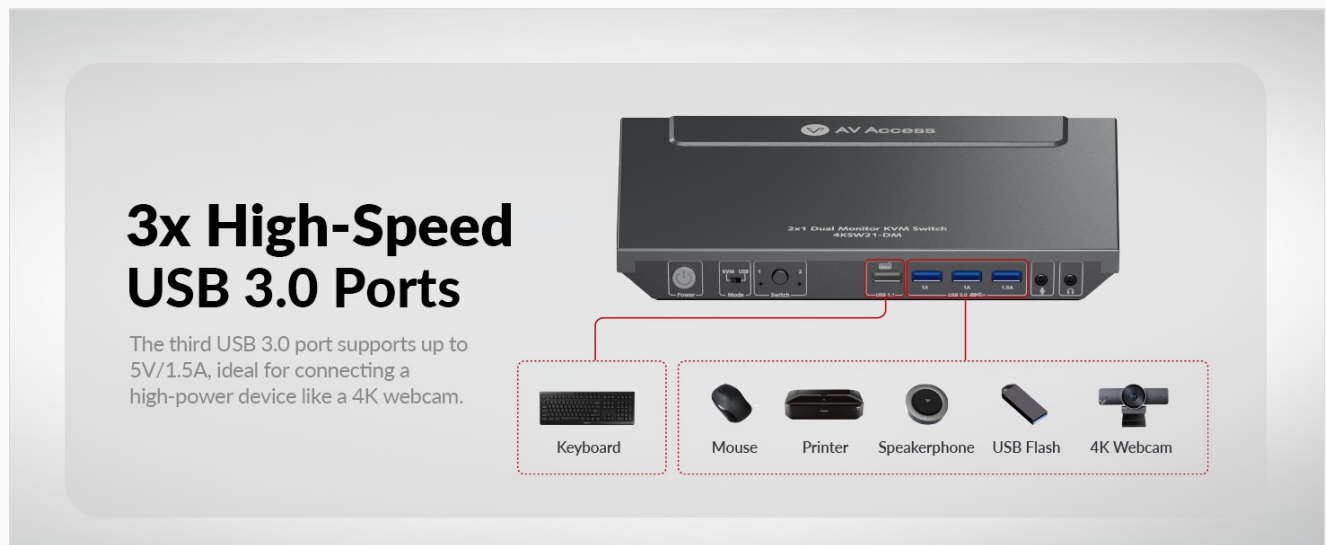


Image: The front panel of the KVM switch, highlighting three USB 3.0 ports (one with 1.5A power for high-power devices like 4K webcams), a USB 1.1 port for keyboard hotkeys, and control buttons.

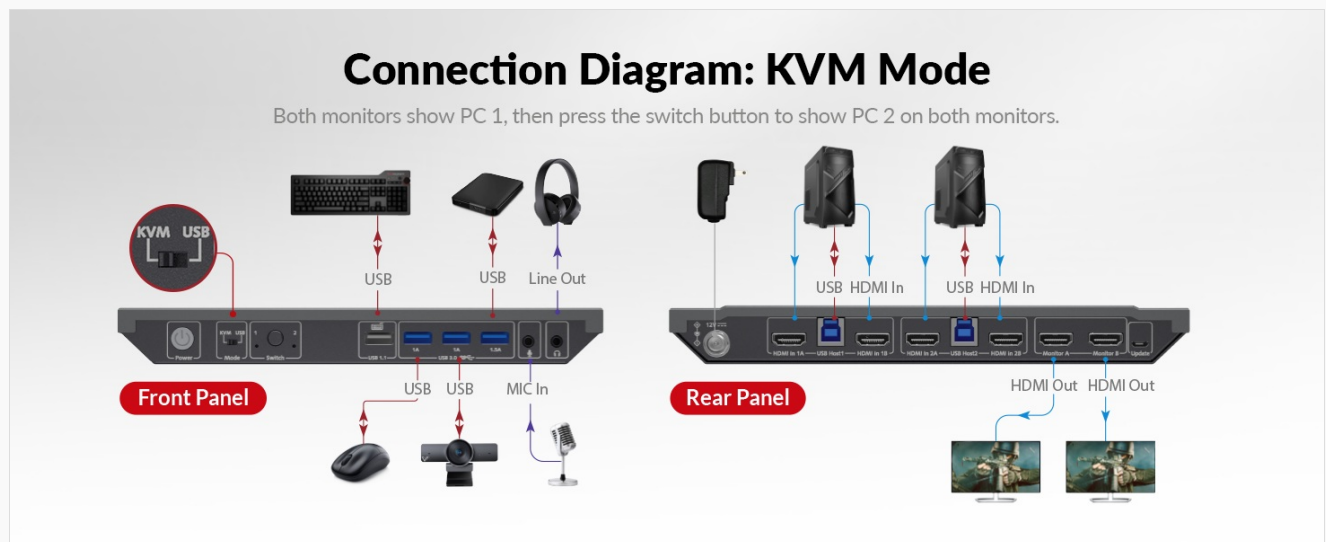


Image: The rear panel of the KVM switch, illustrating the connections for two PCs (each requiring two HDMI inputs and one USB Host input), two HDMI outputs for monitors, a 12V DC power input, and a 3.5mm audio in/out port.

Front Panel:

1. Power Switch Button
2. KVM/USB Mode Switch
3. Source Switch Button
4. USB 1.1 Port for Keyboard Hotkey
5. 3x USB 3.0 Ports (The third one is 1.5A for high-power devices, like 4K webcam)
6. 3.5mm Audio In/Out

Rear Panel:

7. DC 12V Power Port
8. 2x HDMI In & 1x USB Host for PC 1
9. 2x HDMI In & 1x USB Host for PC 2
10. 2x HDMI Out for Monitor A & Monitor B

5. SETUP AND INSTALLATION

Follow these steps to connect your computers and monitors to the KVM switch.

5.1. Connection Diagram (KVM Mode)

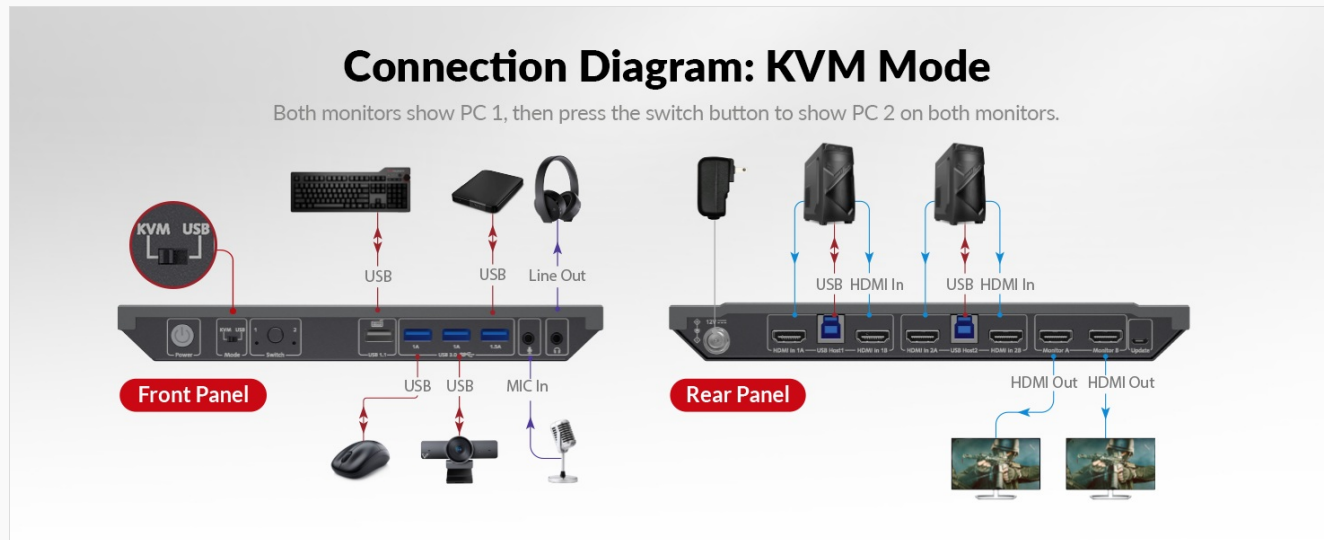


Image: A detailed diagram showing how to connect two PCs to the KVM switch for KVM mode. Each PC connects via two HDMI cables and one USB-B cable to the KVM. Monitors connect to the KVM's HDMI outputs. Keyboard, mouse, and other USB peripherals connect to the KVM's front USB ports. Audio devices connect to the 3.5mm audio ports.

In KVM Mode, both monitors display the selected PC (PC 1 or PC 2). Press the switch button to toggle between PC 1 and PC 2 on both monitors.

5.2. Connection Diagram (USB Mode)

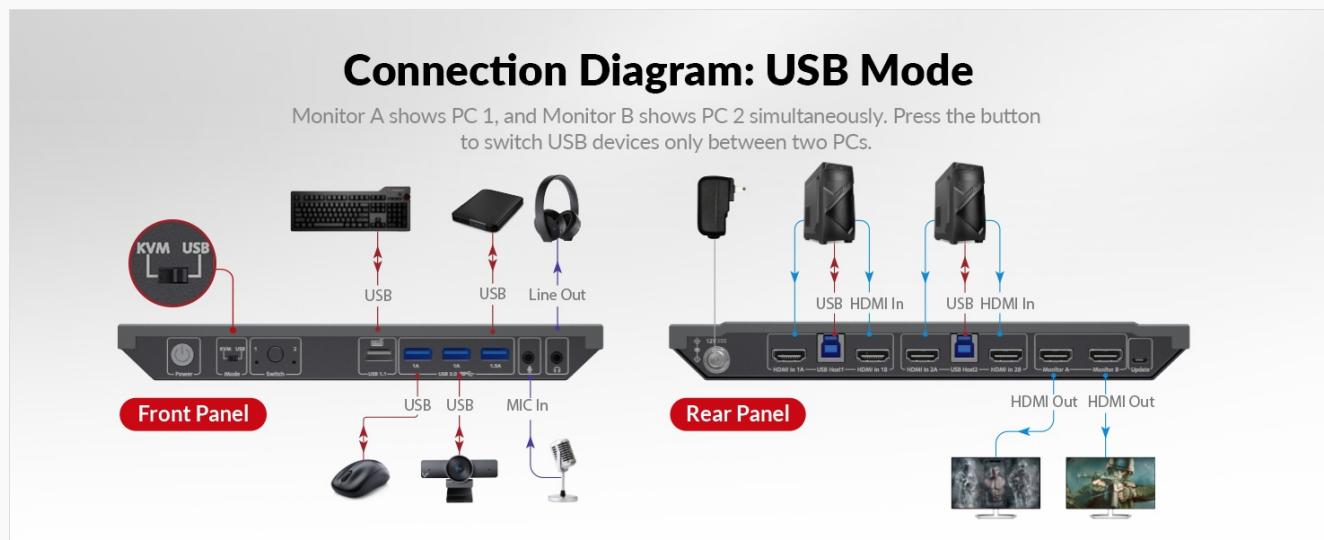


Image: A detailed diagram showing how to connect two PCs to the KVM switch for USB mode. Similar to KVM mode, but Monitor A can display PC 1 and Monitor B can display PC 2 simultaneously. The KVM switch then only switches the USB devices between the two PCs.

In USB Mode, Monitor A can display PC 1 and Monitor B can display PC 2 simultaneously. The KVM switch will only switch the connected USB devices (keyboard, mouse, etc.) between the two PCs.

5.3. Common PC Source Connection Methods

4 Common Ways to Connect Your PC Source



Notes:

1. Here are the 4 ways our clients usually choose to connect their desktop or laptop. No matter what way you choose, please ensure each PC connects both HDMI input ports (e.g. 1A & 1B) and USB host port of the KVM switch for dual monitor setup. Otherwise, one of the monitors may not display any image.
2. It is recommended to use high-quality converter cables/docking stations produced by a professional manufacturer. Otherwise, the monitors may not display any image.

Image: This diagram illustrates four different connection scenarios for desktops and laptops, including using DisplayPort to HDMI cables, USB-C to HDMI adapters, and docking stations. It emphasizes that each PC must connect both HDMI input ports (e.g., 1A & 1B) and the USB host port of the KVM switch for dual monitor setup.

Important Notes:

- Ensure each PC connects both HDMI input ports (e.g., 1A & 1B) and the USB host port of the KVM switch for dual monitor setup. Otherwise, one of the monitors may not display any image.
- It is recommended to use high-quality converter cables/docking stations produced by a professional manufacturer. Otherwise, the monitors may not display any image.

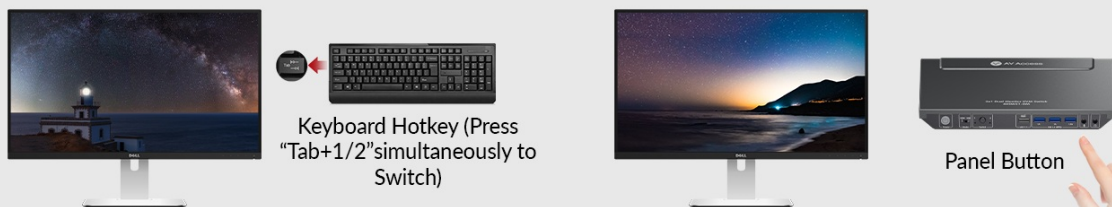
6. OPERATION

6.1. Switching Between Computers

You can switch between connected computers using two methods:

- **Front Panel Button:** Press the "Switch" button on the front panel of the KVM switch to cycle between PC 1 and PC 2.
- **Keyboard Hotkey:** Press "Tab" + "1" (for PC 1) or "Tab" + "2" (for PC 2) simultaneously on your connected keyboard.

2 Ways to Switch, As You Like



Notes:

1. The hotkey function is enabled by default. It can also be disabled by pressing the combined 4 keys ("Left Ctrl" + "Alt" + "Shift" + "J") if you don't need the function.
2. You can also change the hotkey from "Tab" to "Caps Lock" if you need. Please refer to the "Hotkey Function" part in the user manual to learn more.

Image: Visual representation of switching methods, showing a keyboard with the hotkey combination and a hand pressing the panel button on the KVM switch.

Hotkey Notes:

- The hotkey function is enabled by default. It can be disabled by pressing the combined keys (Left Ctrl + Alt +

Shift + J) if you don't need the function.

- You can also change the hotkey from "Tab" to "Caps Lock" if needed. Refer to the "Hotkey Function" part in the user manual for more details.

6.2. Display Modes

The KVM switch supports two primary display modes:

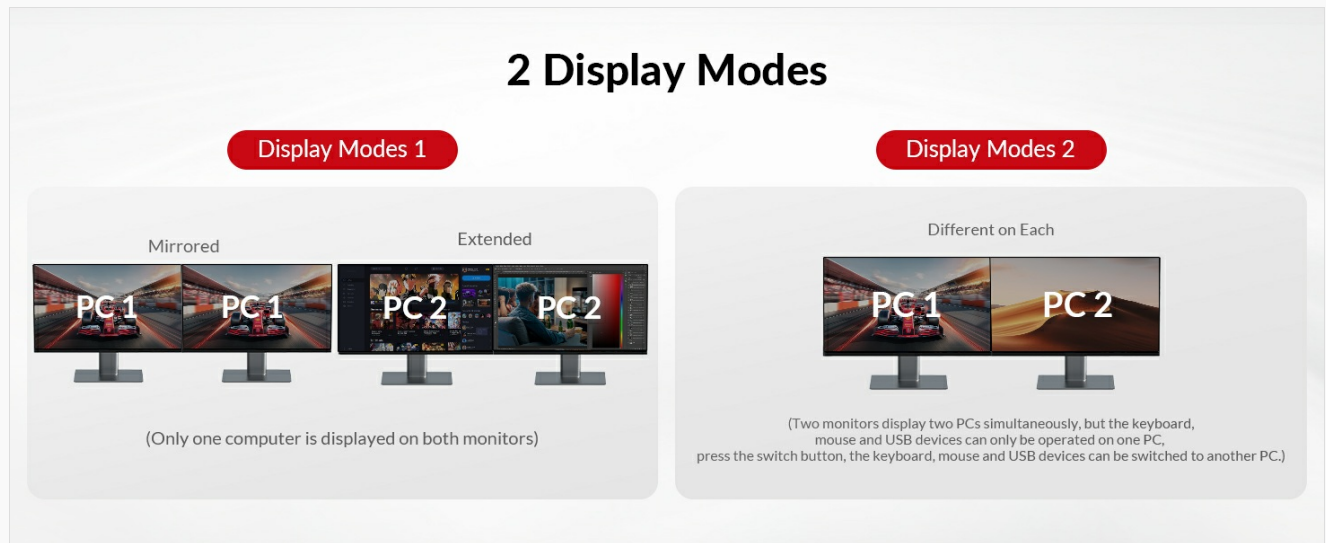


Image: A diagram showing two display modes. Display Mode 1 illustrates mirrored or extended display from a single PC across two monitors. Display Mode 2 shows two different PCs displayed simultaneously on two separate monitors, with USB devices switchable between them.

- **Display Mode 1 (KVM Mode):** Both monitors display the same PC (mirrored) or an extended desktop from a single PC.
- **Display Mode 2 (USB Mode):** Monitor A displays PC 1, and Monitor B displays PC 2 simultaneously. The keyboard, mouse, and USB devices can be switched between the two PCs.

6.3. Advanced EDID Emulation Function

The KVM switch incorporates EDID emulation to prevent common display issues when switching between computers.

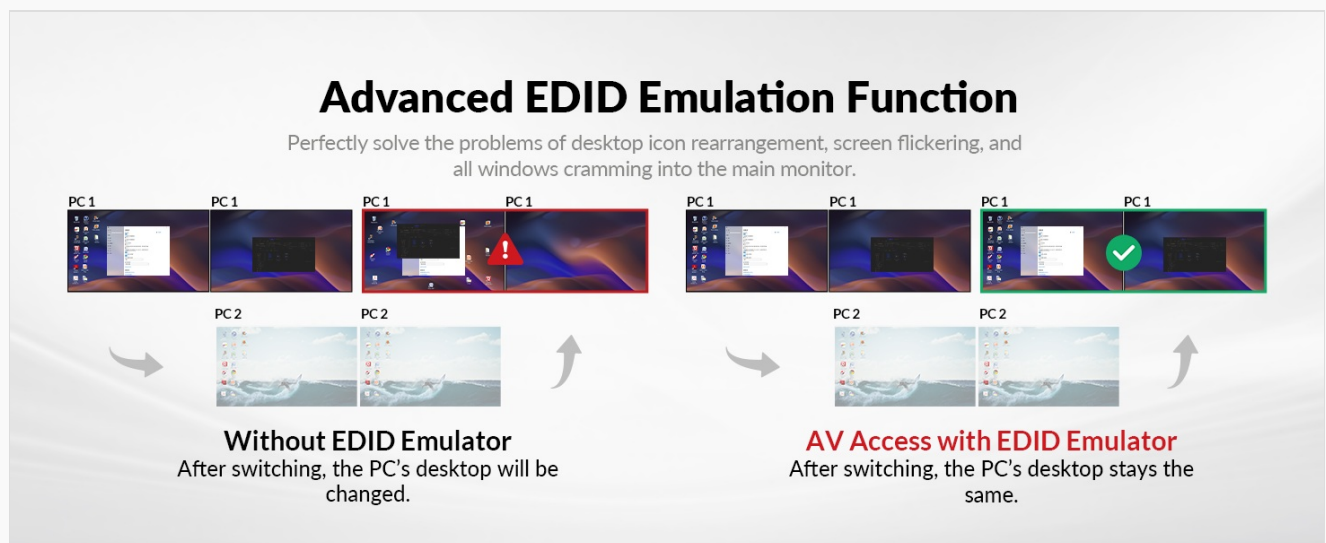


Image: A comparison showing issues like desktop icon rearrangement, screen flickering, and windows cramming to the main monitor without EDID emulation. With AV Access KVM's EDID emulator, these problems are resolved, and the PC's desktop stays the same after switching.

With EDID emulation, your desktop icons and window arrangements remain consistent after switching, eliminating

issues like icon rearrangement, screen flickering, or windows being compressed onto a single monitor.

6.4. Automatic PC Wake-up

The KVM switch is designed to automatically wake up a sleeping PC when you switch to it, eliminating the need to manually move the mouse or type on the keyboard.



Wake up Your “Sleeping” PC Automatically

When switching to a PC which is in sleeping mode, you don't have to move your mouse or type on the keyboard to wake it up.

Image: A desktop setup with a monitor and a laptop, illustrating the automatic PC wake-up feature when switching to a PC in sleeping mode.

6.5. Keyboard and Mouse Compatibility

The KVM switch supports a wide range of keyboards and mice, including those with dedicated software, thanks to its pass-through mode and upgraded hotkey algorithm.

Works Perfectly with Various Keyboards & Mouses

With the fully pass-through mode and newly upgraded hotkey algorithm, this KVM switch can work with various keyboard hotkeys.



Basic keyboard and mouse



Wireless keyboard and mouse



Gaming keyboard and mouse



Mechanical keyboard and mouse



Others

Image: Examples of compatible input devices, including basic, wireless, gaming, and mechanical keyboards and mice.

7. TROUBLESHOOTING

This section addresses common issues you might encounter with the KVM switch.

- **No Display on Monitor:**
 - Ensure all HDMI and USB cables are securely connected between the KVM, computers, and monitors.
 - Verify that each PC has both HDMI input ports (e.g., 1A & 1B) and the USB host port connected to the KVM.

- Check if the KVM switch is powered on.
- Try using different, high-quality HDMI and USB cables.
- Ensure your monitors are set to the correct HDMI input source.

- **Keyboard/Mouse Not Responding:**

- Ensure the keyboard and mouse are connected to the designated USB ports on the KVM switch. The USB 1.1 port is specifically for hotkey functionality.
- Try reconnecting the USB cables.
- Switch to the other PC and then back to the desired PC using the front panel button.
- If using a gaming or specialized keyboard/mouse, ensure it is compatible with KVM switches or try connecting it to a USB 3.0 port.

- **Monitors Not Entering Sleep Mode:**

- This can sometimes occur with KVM switches. Ensure your PC's power settings are configured correctly for display sleep.
- Check for firmware updates for the KVM switch on the AV Access official website.

- **Desktop Icons Rearrange or Screen Flickers:**

- The KVM switch features EDID emulation to prevent these issues. Ensure your system drivers are up to date.
- If the issue persists, try restarting the KVM switch and connected computers.

- **Only Mirror Mode in macOS:**

- Note that the KVM switch only supports Mirror Mode in macOS environments. This is a limitation specific to macOS.

8. SPECIFICATIONS

Specification	Value
Model Number	4KSW21-DM
Product Dimensions	5.61 x 0.91 x 1.03 inches
Weight	3.62 Pounds
Operation Mode	KVM Switch
Connector Type	HDMI
Contact Type	HDMI Type-A 19-pin
Operating Voltage	12 Volts (DC)
Current Rating	3 Amps
Circuit Type	2-way
Actuator Type	Push Button

9. MAINTENANCE

To ensure the longevity and optimal performance of your KVM switch, follow these maintenance guidelines:

- Keep the device in a cool, dry place, away from direct sunlight and heat sources.
- Avoid exposing the device to moisture or liquids.
- Clean the exterior of the device with a soft, dry cloth. Do not use harsh chemicals or abrasive cleaners.
- Ensure proper ventilation around the device to prevent overheating.
- Periodically check cable connections to ensure they are secure.

10. WARRANTY AND SUPPORT

For warranty information, technical support, or to download the latest firmware updates, please visit the official AV Access website:

www.avaccess.com

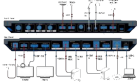










Image: A QR code that can be scanned to get updates from the AV Access website.

You may also contact AV Access support via email at info@avaccess.com.

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Related Documents - 4KSW21-DM

	<p>AV Access KVM Switch Dock: Connectivity Diagram and Setup Guide</p> <p>Detailed diagram and explanation of the AV Access KVM Switch Dock (Model 4KSW31C-DM), illustrating connections for 3 computers, 2 monitors, laptops, and peripherals.</p>
	<p>AV Access 4KSW21-DM KVM Switch Troubleshooting Guide</p> <p>Find solutions to common issues with the AV Access 4KSW21-DM KVM Switch, covering video output, USB connection, hotkey problems, and audio issues.</p>

<p>8K HDMI KVM Switch 2x1</p>  <p>User Manual</p> 	<p>AV Access 8K HDMI KVM Switch 2x1 User Manual</p> <p>User manual for the AV Access 8KSW21-KVM 2x1 8K HDMI 2.1 KVM Switch. Features include support for 8K@60Hz, 4K@120Hz, HDR formats, multiple USB 3.0 ports, and hotkey functionality. Includes specifications, installation, and warranty information.</p>
<p>KVM Switch Docking with Dual Monitor</p>  <p>User Manual</p> 	<p>AV Access 4KSW21-DK KVM Switch Docking Station User Manual</p> <p>User manual for the AV Access 4KSW21-DK KVM Switch Docking Station, detailing package contents, features, panel layout, application diagram, specifications, and troubleshooting for dual monitor KVM setups.</p>
<p>4K HDMI USB 2.0 KVM Extender</p>  <p>User Manual</p> 	<p>AV Access 4KEX120-KVM User Manual: 4K HDMI USB 2.0 KVM Extender Guide</p> <p>Download the AV Access 4KEX120-KVM user manual. Learn about this 4K HDMI USB 2.0 KVM Extender's features, specifications, installation, and warranty for extending video and USB signals up to 120m with zero latency.</p>
<p>8K 2x1 Dual-Monitor KVM Dock Switcher</p>  <p>User Manual</p> 	<p>AV Access iDock B10 8K 2x1 Dual-Monitor KVM Dock Switcher User Manual</p> <p>User manual for the AV Access iDock B10, a 2x1 8K KVM Dock Switcher. Details features, specifications, connections, and warranty for seamless dual-monitor setups.</p>



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4KSW21-DM 2 x 1 Dual-Monitor KVM Switcher User Manual <https://manual-hub.com/>

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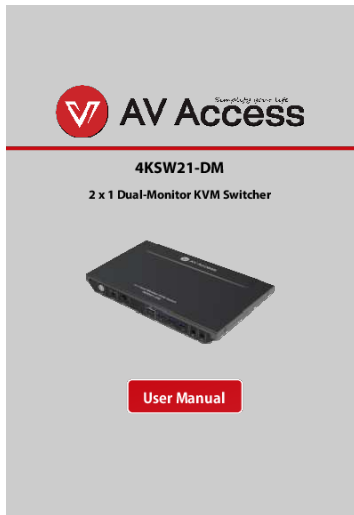
[pdf] Troubleshooting Guide Guide

20240425 4KSW21 DM AV Access DM KVM Switch Troubleshooting Guide avaccess 2024 04 |||

www.avaccess.com Troubleshooting **4KSW21-DM** The device does not turn on

1.After the device is connected to the power supply, the power indicator light and switch bu on indicator light do not light up. What should I do It may be that the device is not turned on, the power adapter is loose or faulty...

lang:en score:43 filesize: 637.01 K page_count: 2 document date: 2024-04-26



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Model No 3 4KSW21 DM 2 x 1 Dual Monitor KVM Switcher AV Access Supports button switch and hotkey Keyboard must be connected to USB port Supports CEC trigger on HDMI outputs driver required plug and v1avaccess eu 2022 10 UM V1 srsItd

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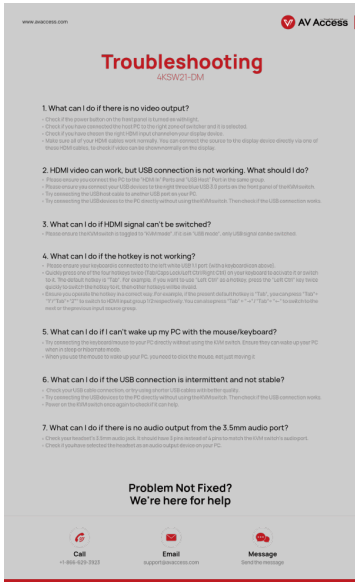


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Model No 3 AV Access KVM Switch Dual Monitor 2 Port 4K@60Hz 2K@144Hz HDMI USB 0 Extended Display Monitors Computers PC Screen Keyboard Mouse Switcher Hotkey HDCP with Cables for 4KSW21 DM User Manual V ACCESS B0BKQBSX2M B0B72P2DBG B01EV33R8S 81fFB52MTpL m media amazon images | |||

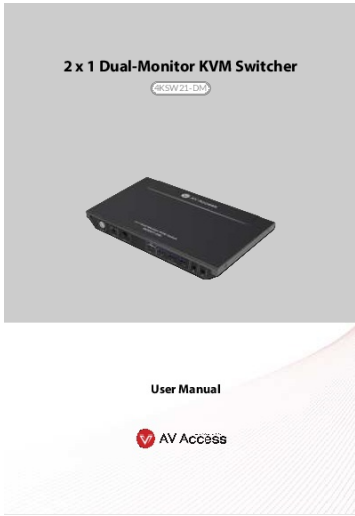
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[AV Access 4KSW21-DM KVM Switch Troubleshooting Guide](#)

Find solutions to common issues with the AV Access 4KSW21-DM KVM Switch, covering video output, USB connection, hotkey problems, and audio issues.
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Model No 4 AV Access UM 4KSW21 DM 2x1 4K Dual Monitor HDMI KVM Switch V1 0 3 EN avaccess
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2 x 1 Dual-Monitor KVM Switcher**4KSW21-DM** User Manual Table of Contents
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Overview
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Model No 4 2 x 1 Dual Monitor KVM Switcher AV AccessOff The corresponding HDMI Inputs are not selected USB type A In this mode when switch input source to group or The UM Access 4KSW21 DM 2x1 4K Switch V1 3 ENavaccess eu 2023 08 UM EN srsItid AfmBOooFSVJ1 qicP

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AfmBOoppjA1 JfapaLZDVAp2Hvnr3Qo8GRU6Jj2SayEvcz9uk zCEkK KVM The switcher two application modes It be set through DIP on front panel By default the is in modeUM AfmBOOpJolc0LuM49

Aqc2JfwtYP jS1Cfh3n6omxojXcY foAF3z0heavaccess ||| ||| 2 x 1 Dual-Monitor KVM Switcher 4KSW21-

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Overview

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