



Camgeet KC-KVM212DH MST Displayport KVM Switch Installation Guide

[Home](#) » [Camgeet](#) » Camgeet KC-KVM212DH MST Displayport KVM Switch Installation Guide 

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Contents

1 Frequently asked questions and answers

2 Q1: Do I only need to use 1 DP cable + 1 USB3.0 cable to connect the computer and KVM?

3 Q2: After connecting the KVM correctly according to the instructions, why does the monitor flicker or the monitor does not work?

4 Q3: I just need to switch the video, is it possible without connecting the USB cable?

5 Q4: What cables are included in the package?

6 Q5: Does this KVM switch support hotkey switching?

7 Q6: Does this KVM switch support emulated EDID?

8 Q7: My desktop only has 2 HDMI ports, and my laptop only has one USB-C port, will it work for my computers?

9 Q8: The KVM outputs are DP+HDMI port and my monitor is a VGA port, is that applicable?

10 Q9: Can I connect hard drives?

11 Q10: How can I do if the wireless network is affected when using this dual monitor KVM switch?

12 Q11: Is this KVM switch plug and play?

13 Q12: What if my Macbook doesn't have a USB A port?

14 Q13: Can I use this KVM switch to wake up a sleeping computer?

15 Q14: Does this KVM switch have the led indicator?

16 Q15: Why is there a lagging issue sometimes when using the wireless mouse or keyboard?

16.1 Documents / Resources

16.2 Related Posts

Frequently asked questions and answers

Q1: Do I only need to use 1 DP cable + 1 USB3.0 cable to connect the computer and KVM?

A1: Yes, for dual-monitor KVM switches on the market, each computer needs 2 DP cable inputs to obtain 2 display outputs. but this MST Display port KVM only needs 1 DP cable for each computer, one DP input, DP+HDMI output to 2 monitors.

Q2: After connecting the KVM correctly according to the instructions, why does the monitor flicker or the monitor does not work?

A2: Dual monitors output simultaneously: the resolution up to 4K@100Hz; single monitor output: the resolution up to 8K@30Hz, 4K@144Hz. Note: the 2 DP cables in the package are used to connect the 2 computers and KVM. The specific resolution and refresh rate depends on your computers, monitors, cables and other hardware devices. You need to set the resolution and refresh rate of the computer and monitor to match parameters; if your DP cable version is too low or too long, the monitor will flicker or not work. It is recommended to use 8K DP 1.4 cables, the length of a single cable should not exceed 1.5 meters.

Q3: I just need to switch the video, is it possible without connecting the USB cable?

A3: No, the USB cables are used for data transfer and powering the KVM, without connecting the USB cable, you will not be able to use USB devices such as keyboard and mouse.

Q4: What cables are included in the package?

A4: There are two 8K DP 1.4 cables with a length of 1.5 meters, two USB 3.0 cables, wired remote control and USB power cable in the package.

Q5: Does this KVM switch support hotkey switching?

A5: No, but besides the switch button, there is also a wired remote control with a length of 1.5 meters, which is very convenient for you to manage the cables

Q6: Does this KVM switch support emulated EDID?

A6: NO, all DP KVM on the market does not support it, this is the DisplayPort specific issue and is why DisplayPort doesn't support EDID emulation, not just this product. So, after switching, the arrangement order of the originally opened windows will be slightly shifted. If you need a KVM that supports EDID emulation, recommend AS IN: B0BJCVX72Z.

Q7: My desktop only has 2 HDMI ports, and my laptop only has one USB-C port, will it work for my computers?

A7: If your laptop only has USB-C port, you can use USB C docking station to convert USB C to DP. (USB C docking station needs to support extended output). Input(PC): this KVM does not support HDMI to DP, because HDMI does not support MST.

Q8: The KVM outputs are DP+HDMI port and my monitor is a VGA port, is that applicable?

A8: You can use a DP/HDMI to VGA converter or cable, the KVM support HDMI to VGA, DP to HDMI, DP to VGA, HDMI to DP. Note :HDMI to DP converter with built-in chip is required these conversion converter or cables come with USB power.

Q9: Can I connect hard drives?

A9: Yes, but you need connect the USB power cable to provides sufficient power for the KVM.

Q10: How can I do if the wireless network is affected when using this dual monitor KVM switch?

A10: Please set your router from 2.4GHz to 5GHz for a try.

Q11: Is this KVM switch plug and play?

A11: Yes, it is plug and play, and no driver is needed.

Q12: What if my Macbook doesn't have a USB A port?

A12: Yes, you can use it with a Macbook, but you need to connect the Mac to the switch via a USB-C docking station and a USB A to A cable.

Q13: Can I use this KVM switch to wake up a sleeping computer?

A13: No, it can't wake up a sleeping computer. You need to push the power button of your computer to wake it up for work.

Q14: Does this KVM switch have the led indicator?

A14: Yes, it has two LED indicators and the wired remote control with digital 1/2 LED indicators. The corresponding led indicator will light according to the computer you switch to.

Q15: Why is there a lagging issue sometimes when using the wireless mouse or keyboard?

A15: The reason for the lagging issue might be as follows. 1. The broadband noise from USB 3.0 data spectrum is in the 2.4-2.5GHz range. If the antenna of a wireless device operating in this band such as 2.4GHz is placed close to any of the USB 3.0 radiation channels, it will pick up the broadband noise. Thus it will affect the SNR (signal-to-noise ratio) and limit the sensitivity of any wireless receiver. 2. All electronic products will have some radiation. The radiation is diverging in the form of electromagnetic waves. When the electromagnetic frequency of this radiation is just about the same as the operating frequency range of wireless devices--2.4GHz, it will interfere with wireless devices.

Thank you for purchasing the Camgeet KVM Switch.

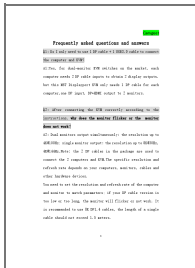
We are here to help you!

Do you need assistance setting up your product?

Email-Consult candy_us@163.com for technical support.

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Documents / Resources

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