



TESmart HDK0202A2U 2 Port Dual Monitor KVM Switch User Guide

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TESmart HDK0202A2U 2 Port Dual Monitor KVM Switch



Product Information

The TESmart product is a KVM (Keyboard, Video, Mouse) switch that allows users to control multiple computers using a single set of peripherals. It offers hotkey switching functionality, dual monitor support, and troubleshooting features to address common AV problems.

Troubleshooting

The troubleshooting section of the user manual provides generic tips and steps for resolving common AV problems.

Technical Support

If you require technical support, you can visit the TESmart support website at <https://support.tesmart.com> for knowledge base articles and troubleshooting information. Alternatively, you can scan the provided QR code using apps like Twitter to access the support website directly. For further assistance, you can consult support@tesmart.com.

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- Only one computer displays
- Port # not working

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- Steps to exchange monitors and check their working status

Product Usage Instructions

HotKey Switching Issues

If you are experiencing hotkey switching issues, such as hotkeys not working, hotkey issues, or the absence of a Scroll Lock button on your keyboard, follow these troubleshooting steps

1. Ensure that your keyboard is plugged into the dedicated Keyboard/Mouse port for the hotkeys to be recognized.
2. If the hotkey commands are not working or have stopped working, try using Scroll Lock, Right-ctrl, or Left-Ctrl to see if the hotkey can be triggered.

Hotkeys for Dual Monitor KVM

If you are using a dual monitor KVM setup and encountering issues with hotkey commands, hotkey setup, or the absence of a Scroll Lock button on your keyboard, follow these instructions

- Refer to the provided hotkey commands for your specific product model (HDK0202A2U).
- Ensure that your keyboard is connected to the dedicated Keyboard/Mouse port.
- If the hotkey commands do not work, try using Scroll Lock, Right-ctrl, or Left-Ctrl to trigger the hotkeys.
- If your keyboard does not have a Scroll Lock button, consider using the Passthrough Mode.

Keyboard/Mouse Issues

If you are experiencing issues with your keyboard or mouse, such as jumpy mouse behavior, repeating keys, multimedia keys not working, or no mouse/keyboard response, follow these steps

1. Ensure that the USB connection between the switch and the peripherals is properly established.
2. Check if the Online Light indicator is active, indicating an active connection between the peripherals and the computers.
3. If you are encountering erratic mouse behavior, dropouts, or repeating keys when connected to the dedicated mouse/keyboard ports, it could be due to conflicts with gaming peripherals and select mouse/keyboard brands. Try uninstalling any related software (e.g., Logitech or keyboard/mouse software like Corsair or Razer) from your computer.
4. If you are using a wireless keyboard/mouse and experiencing IR interference, consider using a USB extender to bring the USB dongle closer to the devices for a stronger connection.
5. If the above steps do not resolve the issue, try using the USB 3.0 port with a powered USB hub as a workaround. Note that this port does not support keyboard hotkeys and mouse gesture switching.

Video Signal Issues

If you are encountering video signal issues, such as a blank screen, no video output, a non-functional monitor, flashing/blinking display, only one computer displaying, or a specific port not working, follow these steps:

1. To determine if the issue lies with the monitors, keep the cables and KVM connection ports unchanged. Then, exchange the monitor connected to Display 1 with the one connected to Display 2. Check the working status of both monitors after the exchange.

Troubleshooting

Generic troubleshooting tips and steps for common AV problems.

Technical Support

Thank you for choosing TESmart.

We are here to help you set up your product.

Please make sure you: -Visit <https://support.tesmart.com> for knowledge base and troubleshooting or scan the QR code directly with apps like Twitter.



- Consult support@tesmart.com for technical support.
- Usually, you can resolve most issues with the troubleshooting below.

1. HotKey Switching Issues

Hotkeys not working | Hotkey Issues | No Scroll Lock on keyboard | Loud Beep

1.1 Hotkeys for Dual Monitor KVM

hotkey commands | hotkey setup | hotkey commands don't work | my keyboard have no Scroll Lock button | Passthrough Mode

Applicable product models for hotkeys

HDK0202A2U

Basic info

Keyboard must be plugged into dedicated Keyboard/Mouse port for hotkeys to be recognized.

KVM Mode



Troubleshooting / FAQ

My hotkey commands don't work or stopped working

Make sure keyboard is plugged into dedicated mouse/keyboard ports
Try using Scroll Lock, Right-ctrl or Left-Ctrl to see if the hotkey can be triggered.

My keyboard does not have a Right-ctrl button

There are three kinds of trigger hot keys in this product, the default is [Right-ctrl] key, and the alternative are the [Scroll Lock] and [Left-ctrl] key. If [Right-ctrl] Key has been used for other functions, you can switch the hot key to [Scroll Lock] or [Left-ctrl] by: Method 1: Change the hot key through the settings in the LCD menu, press the [Set/-] key and find the Hot key option to set.

Method 2: Press keyboard hot keys to cyclically switch the control hot key. Press Right-Ctrl→Right-Ctrl→F1, and you will switch the control hot key to Scroll Lock. Press Scroll Lock→Scroll Lock→F1, and you will switch the control hot key to Left-ctrl. For specific operations, please follow the guidance of the user manual.

2. Keyboard/Mouse Issues

Jumpy mouse | erratic behavior | repeating keys | multimedia keys not working | No mouse | No keyboard

We upgraded this KVM keyboard and mouse compatibility

The new generation passthrough mode is opened by default, which further expands the compatibility of keyboard and mouse and enhance user experience.

At this time, you can use more keyboard and mouse functions and special functions that are no supported by traditional KVM.

Simplifies user operations

1. There is no need to turn passthrough mode on/off, so there will be no compatibility issues caused by accidentally turn passthrough mode off.
2. You no longer need to use the hot key to determine whether the mode is turned on.

2.1 My Mouse & Keyboard Are Not Working?

First of all make sure you have the USB connection established

Once the connection is established you should have the "Online Light" on this indicates the connection is active this is what makes the communication between the peripherals(Mouse, keyboard, USB devices) and the computers.

If you're having erratic mouse behavior, dropouts, or repeating keys when connected to the dedicated mouse/keyboard ports, this could be because the dedicated mouse and keyboard ports have EDID programming. This emulation is what allows the switch to receive hotkeys and mouse gestures but conflicts with gaming peripherals and select mouse/keyboard brands.

Solution 1: We see issues occur sometimes when there is Logitech or keyboard/mouse software (corsair, razer or etc.) installed into the computer. You can search your "Apps & Features" and uninstall this software. This should stop the conflict between the hotkey software and keyboard/mouse software.

Solution 2: Another possible cause could be IR interference if you're using wireless keyboard/mouse, since the USB port is in the back of the KVM there could be interference due to distance and the cables. Using a USB extender to bring the USB dongle closer to the devices will strengthen the connection.

If that still doesn't work we recommend using the USB 3.0 port with a powered USB hub as a workaround. Because the USB port does not have EDID emulation, keyboard hotkeys and mouse gesture switching are not available to devices that use the USB input.

3. Video Signal Issues

Blank Screen | No video | Monitor not working | Flashing/Blinking | Only one computer displays | Port # not working |

3.1 Only One Display Is Working

Only One display is working | Display not working | One monitor working only

3.1.1 If you have at least 1 video connection from each computer then using the Mode 2 feature (each computer on each monitor) you can test the KVMs output to the monitors. Both displays should work when Mode 2 is active. This confirms the KVM output is working fine.

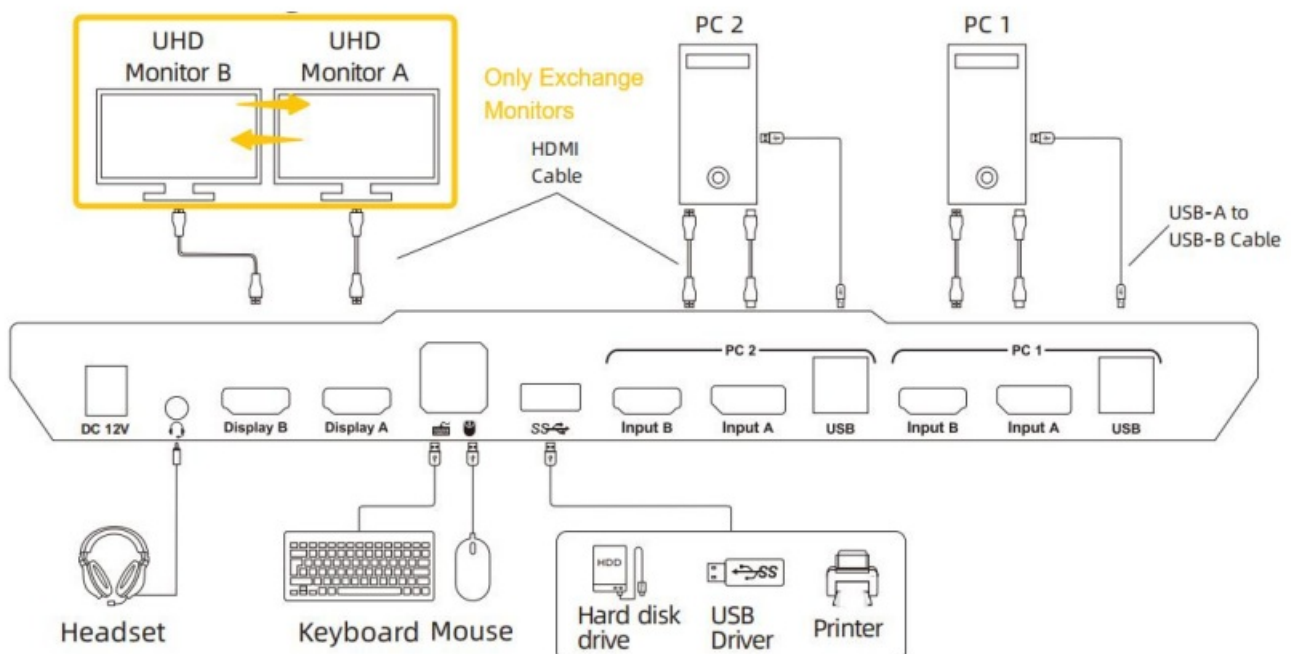
3.1.2 If you have only one monitor working, it is likely either you're missing the second video connection or the dock/adaptor you're using is incompatible.

Even if the adapter works when not connecting it to the KVM, it is possible that the adapter does not work well in the KVM environment.

3.1.3 Some Suggestions for Troubleshooting

All input devices need to plug 2 video cables into KVM. All "Display 1" and "Display 2" means the screen printing of KVM.

STEP1—Keep the cables and KVM connection ports unchanged, and then exchange the monitor connect to Display 1 with that to Display 2, and check the working status of them after the exchange.



1) The monitor that work properly before —> still works properly

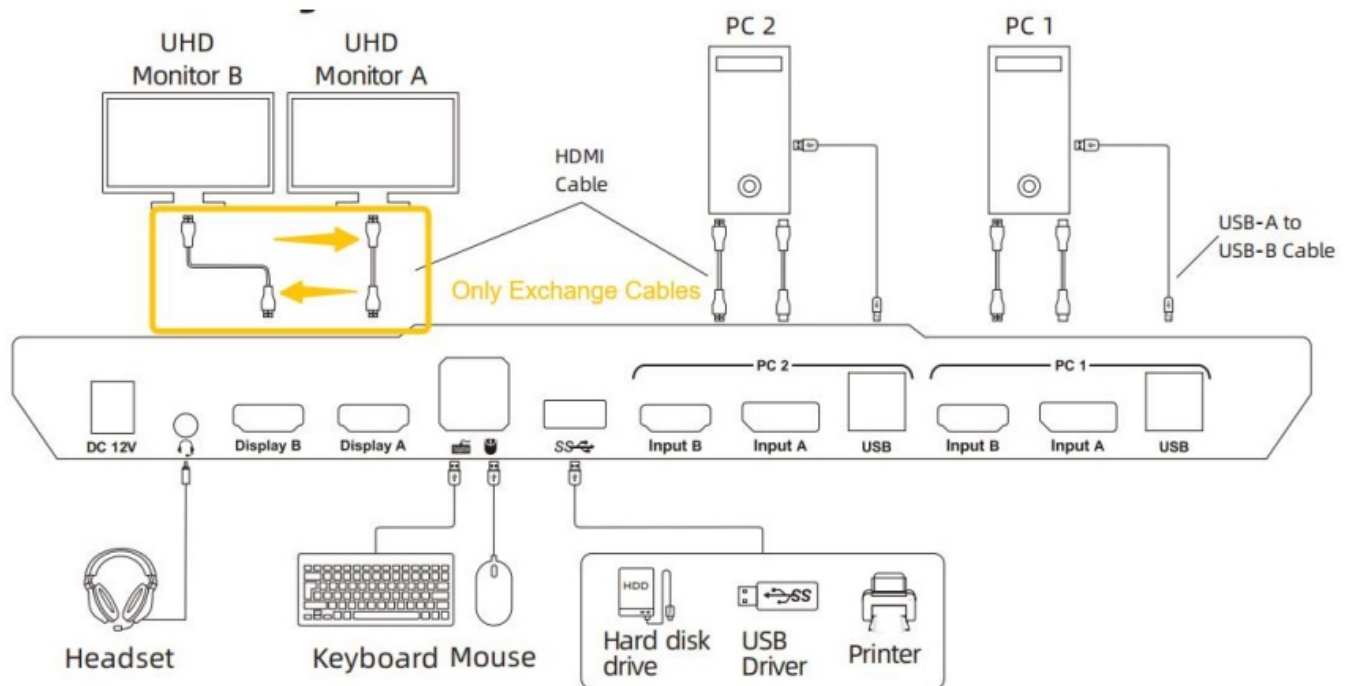
The monitor that cannot work before —> still cannot work.

That means this monitor is malfunctioning.

2) The monitor that works properly before —> cannot work anymore.

Go to STEP 2.

STEP2—Maintain the connection state completed in STEP 1 and do not change the position of the monitors and the ports. Exchange the connection cables(which connect the monitors and KVM), and observe the working status of the monitors now.



1) The monitor that cannot work before —> work properly

The monitor that works properly before —> cannot work anymore That means the cable of this monitor is malfunctioning.

2) The monitor that works properly before —> still works properly The monitor that cannot work before —> still cannot work

That means the KVM is malfunctioning.

Any other questions, please feel free to contact us.

3.2 Flashing Monitors/No Display

Flashing Monitor | Snow screen | Blank Monitor|

The following are some common reasons that cause this situation

Bad Cable- Its pretty rare but sometimes the video connection could fail. Try testing this connection directly to a monitor to confirm the connection works outside of the KVM.

Bad Port- Either on the KVM or computer side. On the computer side, swap it with another computer if available. On the KVM test the failing port with another computer that is known to be working with the KVM. If the issue is USB(keyboard/mouse) failure, make sure you have the Online Light on, this indicates that the USB connection is active.

Generic Adapter/Converters- If you are using adapters/converters is the connection stream this is often a point of failure.

Non-standard Resolution than the Other Working Monitor- Try to change resolution for the problematic monitor to the same as the other working monitor. Its possible that the selected resolution is not supported by the KVM therefore this will result in a blank screen or flickering.

Docking Station Issues-Its pretty rare to have incompatible docks but it does happen with some older docking stations for example the HP Ultralim Dock 2013

Monitor-Make sure the monitor is set to the right input source.

3.3 Dual Monitor Display Troubleshooting

Only One display is working | Display not working | One monitor working only

- 1. If you have at least 1 video connection from each computer then using the Mode 2 feature (each computer on each monitor) you can test the KVMs output to the monitors. Both displays should work when Mode 2 is active. This confirms the KVM output is working fine.
- 2. If you have only one monitor working, its likely either you're missing the second video connection or the dock/adaptor you're using is incompatible.
Even if the adapter works when not connecting it on the KVM, it is possible that the adapter does not work well in KVM environment.
- 3. If PC 1 works good with both monitors but PC 2 does not then you can swap PC 1 over PC 2 Inputs. If PC 1 works fine on both inputs this confirms the KVM is working fine and the issue is related to PC 2. Could be the port, adapter or dock being used.

4. Audio Issues

My audio isn't working | speakers are not working | no audio

4.1 How Do I Get the Audio to Work?

Your computer will transmit audio via the video connections, such as HDMI cables.

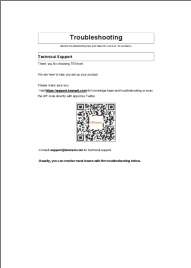
- 1. Please confirm what output interface is the computer equipped with? (DVI? HDMI?) If your computer is equipped with DVI output, normally that the DVI output does not carry audio signals, so the audio signal cannot be output to the speaker.
- 2. If you have an external device plugged into the audio mini-jack, the switch duplicates the audio signal from the HDMI input to the monitor and mini-jack out. After you connect the headset, you need to switch to the computer with the audio device turned on. Only the computer that controls the audio playback will output audio. Generally we just try all of the outputs one of them is correct.
- 3. If audio is not working, please go to your sound settings and choose the correct output device. This is typically listed as the monitor that is connected to the KVM because the audio is transmitting via the video connections. (Right-click the speaker, open the sound settings, select the correct HDMI output device, and set it as default.)

5. Refresh Rates/ Resolution Issues

Refresh Rate issues | Resolution is incorrect | Bad resolution

We see refresh rate/resolution issues all the time when using adapters to connect to the KVM. Its important to remember the connection flows FROM the computer TO the KVM. For example if you need to convert a USB C connection, it would be USB C to HDMI Adapter. we are aware that not all adapters work well in a KVM environment.
A common issue we hear about is monitors not displaying the correct high refresh rate. This can be checked on the manual of your monitor it will demonstrate what refresh rates are supported via HDMI or Display port.

Documents / Resources

	<p>TESmart HDK0202A2U 2 Port Dual Monitor KVM Switch [pdf] User Guide HDK0202A2U 2 Port Dual Monitor KVM Switch, HDK0202A2U, 2 Port Dual Monitor KVM Switch, Monitor KVM Switch, KVM Switch</p>
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References

- [User Manual](#)

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