



TESmart HKV0402A10 Dual Monitor KVM Switch 2 Port User Guide

[Home](#) » [TESmart](#) » TESmart HKV0402A10 Dual Monitor KVM Switch 2 Port User Guide 

TESmart

Contents

- [1 HKV0402A10 Dual Monitor KVM Switch 2 Port](#)
- [2 Troubleshooting](#)
- [3 Hotkey Switching Issues](#)
- [4 Troubleshooting / FAQ](#)
- [5 Keyboard/Mouse Issues](#)
- [6 Video Signal Issues](#)
- [7 Audio Issues](#)
- [8 Refresh Rates/ Resolution Issues](#)
- [9 Documents / Resources](#)
 - [9.1 References](#)

HKV0402A10 Dual Monitor KVM Switch 2 Port



User Guide

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 KVM.

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.

Hotkey Switching Issues

- Hotkeys not working
- Hotkey Issue
- No Scroll Lock on keyboard
- Loud Beep

1.1 Hotkeys for 2 Ports KVM

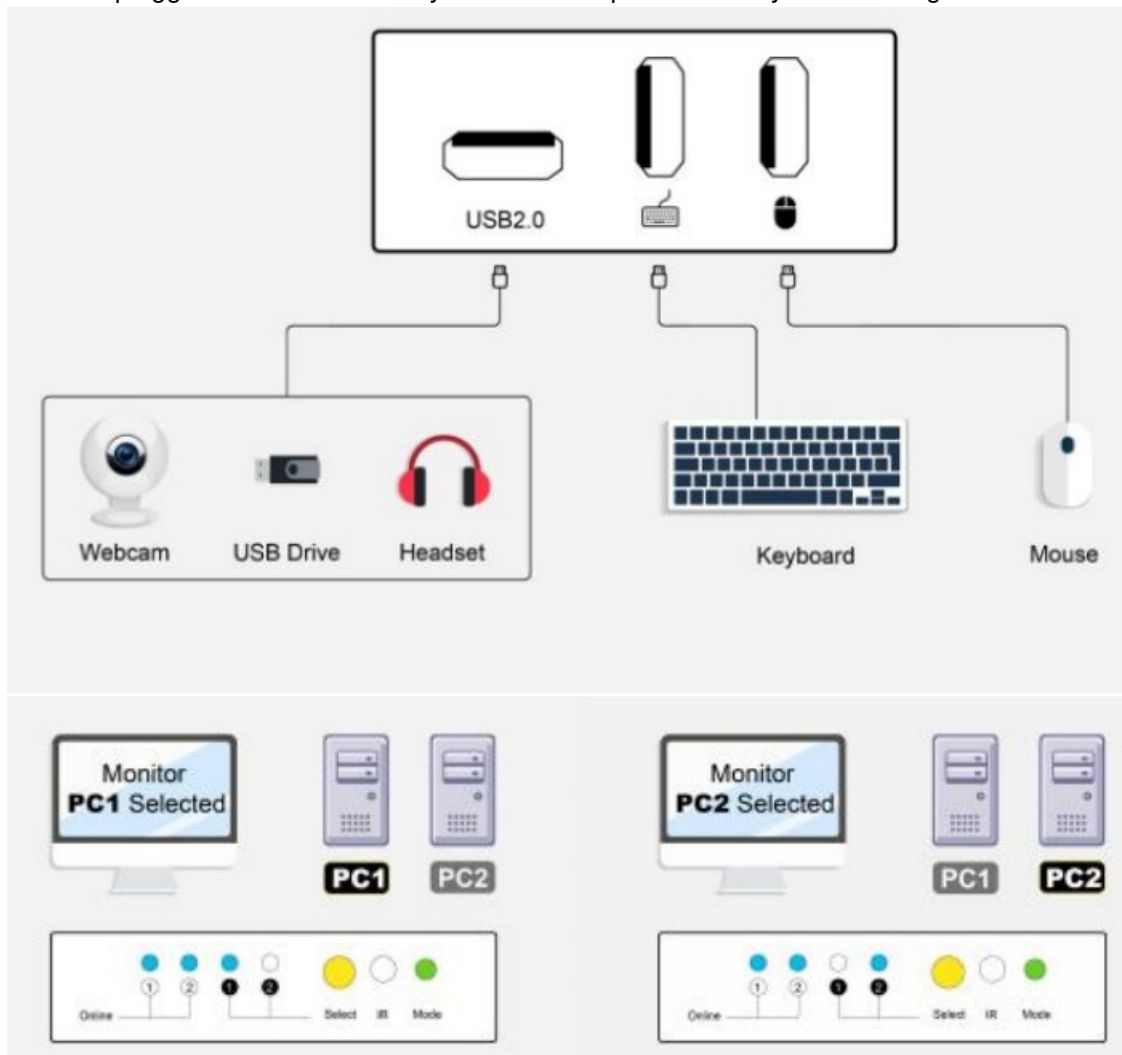
- hotkey commands
- hotkey setup
- hotkey commands don't work
- my keyboard have no Scroll Lock button
- Passthrough Mode

Applicable product models for hotkeys

HKS0201B2U

Basic info

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



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 as hotkey trigger, if not, then Right-Ctrl.

My keyboard does not have a Scroll Lock button

Use Right-Ctrl, Right-Ctrl, 1 or 2 to confirm trigger isn't already set to Scroll Lock . Press and hold yellow

I accidentally turned Passthrough Mode off and keyboard no longer functions

Keyboard/Mouse Issues

- ## 2.1 My Mouse & Keyboard Are Not Working?

Port Connection Reference

1 OUTPUT

- HDMI: Monitor
- DC 5V: Speaker
- Output: Printer

2 INPUT

- USB 2.0: U Disk
- Input 1, Input 2: Keyboard & Mouse
- Input 1, Input 2: Bar Code Scanner

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 confliction 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 2.0 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.

Video Signal Issues

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

3.1 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.

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.)

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.

TESmart

Documents / Resources

	<p>TESmart HKV0402A10 Dual Monitor KVM Switch 2 Port [pdf] User Guide HKV0402A10 Dual Monitor KVM Switch 2 Port, HKV0402A10, Dual Monitor KVM Switch 2 Port, Monitor KVM Switch 2 Port, KVM Switch 2 Port, Switch 2 Port</p>
---	--

References

- [User Manual](#)

Manuals+.