Manuals+ — User Manuals Simplified.

TESmart KVM Switch 2 Monitors 2 Computers User Guide

Contents

TESmart

TESmart KVM Switch 2 Monitors 2 Computers

Product Information

The TESmart product is a KVM (Keyboard, Video, Mouse) switch that allows you to control multiple computers with a single set of peripherals. It supports hotkey switching and offers two different modes: Extended Desktop mode and Split Desktop mode. The product also provides troubleshooting tips and technical support options.

Troubleshooting

The troubleshooting section of the user manual provides generic tips and steps for common AV (Audio/Video) problems.

Technical Support

To get technical support for your TESmart product, you have the following options:

- Visit the TESmart support website at **https://support.tesmart.com** for knowledge base articles and troubleshooting guides. You can also scan the QR code directly using apps like Twitter.
- Consult the TESmart support team by emailing **support@tesmart.com**.
- Most issues can be resolved using the troubleshooting steps provided below.

Contents

The user manual contains information on hotkey switching issues and keyboard/mouse issues. It also lists applicable product models for hotkeys and provides basic information about the product.

HotKey Switching Issues

This section addresses various hotkey switching issues, including hotkeys not working, hotkey issues, the absence of Scroll Lock on the keyboard, and loud beeping.

Hotkeys for Dual Monitor KVM

This subsection specifically covers hotkey commands for dua lmonitor KVM setups, hotkey setup issues, unresponsive hotkey commands, the absence of Scroll Lock button on the keyboard, and Passthrough Mode.

Applicable product models for hotkeys HKS0402A1U

This subsection provides information on the specific product model that supports hotkey functionality.

Hotkey commands

- Switch inputs (mode 1): PC1 left monitor, PC2 right monitor
- Switch inputs (mode 2): PC2 left monitor, PC1 right monitor
- Change PC that controls Mouse/Keyboard
- Enable or disable beep (Silent mode)
- Change hotkey trigger between Scroll Lock to Right-Ctrl

Tro bleshooting / FAQ

This section addresses the issue of hotkey commands not working or stopping to work. It provides steps to resolve the issue, such as ensuring the keyboard is plugged into dedicated mouse/keyboar dports and trying alternative hotkey triggers like Scroll Lock or Right-Ctrl.

Keyboard/Mouse Issues

This section covers various issues related to keyboards and ice, including jumpy mouse behavior, erratic mouse behavior, repeating keys, multimedia keys not working, and the absence of a mouse or keyboard.

The section also provides solutions for these issues:

- Solution 1: Uninstalling Logitech or keyboard/mouse software installed on the computer to avoid conflicts with hotkey software.
- Solution 2: Addressing IR interference for wireless keyboards/mice by using a USB extender to bring the USB dongle closer to the devices.
- If the above solutions don't work, using the USB 2.0 port with a powered USB hub as a workaround.

Product Usage Instructions

Follow the steps below to use the TESmart product:

Hotkey Switching

1. Ensure that your keyboard is plugged into the dedicated Keyboard/Mouse port for hotkeys to be recognized.
2. Select the desired KVM mode: Extended Desktop or Split Desktop.
3. Use the following hotkey commands to perform actions:
    - Switch inputs (mode 1): Press the hotkey command to display PC1 on the left monitor and PC2 on the right monitor.
    - Switch inputs (mode 2): Press the hotkey command to display PC2 on the left monitor and PC1 on the right monitor.

- Change PC that controls Mouse/Keyboard.
- Enable or disable beep (Silent mode).
- Change hotkey trigger between Scroll Lock and Right-Ctrl.

Troubleshooting Hotkey Issues

If your hotkey commands don't work or have stopped working, follow these steps:

1. Ensure that your keyboard is plugged into the dedicated mouse/keyboard ports.
2. Try using Scroll Lock as the hotkey trigger. If that doesn't work, try using Right-Ctrl.
3. If your keyboard does not have a Scroll Lock button, try pressing and holding the yellow switch button for 15 seconds. If the KVM beeps, turn it off and then back on. The hotkey trigger will now be set to Right-Ctrl.

Keyboard/Mouse Setup

1. Establish a USB connection between your keyboard/mouse and the TESmart product.
2. Check if the Online Light is on, indicating an active connection between the peripherals (mouse, keyboard, USB devices) and the computers.

Troubleshooting Keyboard/Mouse Issues

If you experience jumpy mouse behavior, erratic mouse behavior, repeating keys, multimedia keys not working, or no mouse/keyboard response when connected to the dedicated mouse/keyboard ports, try the following solutions:

1. Solution 1: Uninstall any Logitech or keyboard/mouse software installed on your computer to avoid conflicts with the hotkey software. You can search for these software in your Apps & Features and uninstall them.
2. Solution 2: If you're using a wireless keyboard/mouse, consider using a USB extender to bring the USB dongle closer to the devices and reduce IR interference caused by distance and cables.
3. If the above solutions don't work, use the USB 2.0 port with a powered USB hub as a workaround. Note that this option does not support hotkey functionality.

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.

HotKey Switching Issues

Hotkeys not working | Hotkey Issues | No Scroll Lock on keyboard | Loud Beep
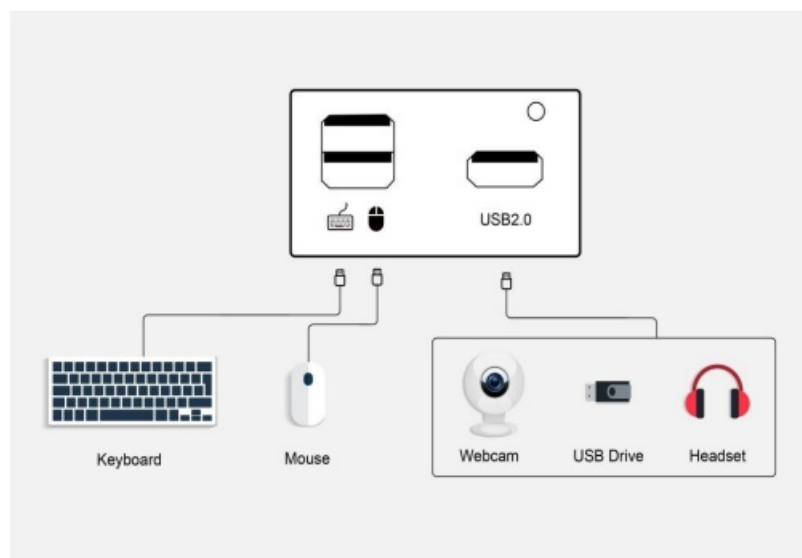
Hotkeys for Dual Monitor KVM
hotkey commands | hotkey setup | hotkey commands don't work | my keyboard have no Scroll Lock button | Passthrough Mode

Applicable product models for hotkeys
HKS0402A1U

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

KVM Mode 1: Extended Desktop

KVM Mode 2: Split Desktop

Hotkey commands:

Hotkey	Action
Scroll Lock + Scroll Lock + 1 ~ 2	Switch inputs (mode 1)
Scroll Lock + Scroll Lock + 3	PC1 left monitor, PC2 right monitor (Mode 2)
Scroll Lock + Scroll Lock + 4	PC2 left monitor, PC1 right monitor (Mode 2)
Alt + Alt	Change PC that controls Mouse/Keyboard
Scroll Lock + Scroll Lock + F11	Enable or disable beep (Silent mode)
Scroll Lock + Scroll Lock + F1	Change hotkey trigger between Scroll Lock to Right-Ctrl

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 switch button for 15 seconds . If KVM beeps, turn off and back on. Hotkey trigger will now be set to Right-Ctrl.

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.

My Mouse & Keyboard Are Not Working?
First of all make sure you have the USB connection established
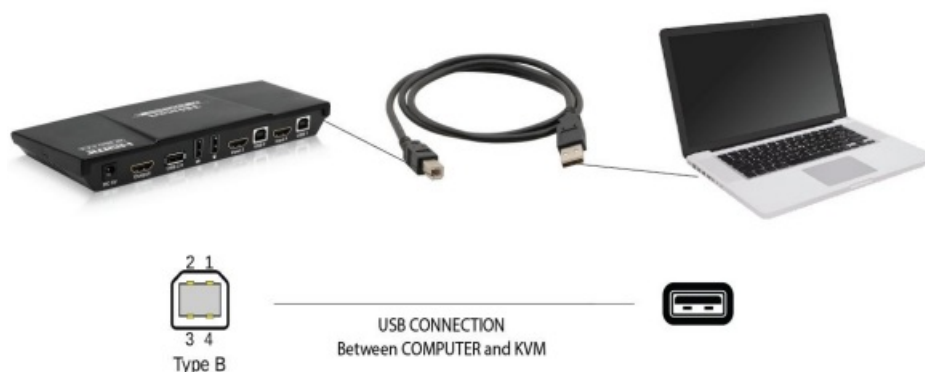
Once the connection is established you should have the "Online Light" on this indicates the connection is active this is what makes the communication between the peripherals(Mouse, keyboard, USB devices) and the computers.

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 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 |

Only One Display Is Working
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, it is likely either you're missing the second video connection or the dock/adapter 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.

**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.
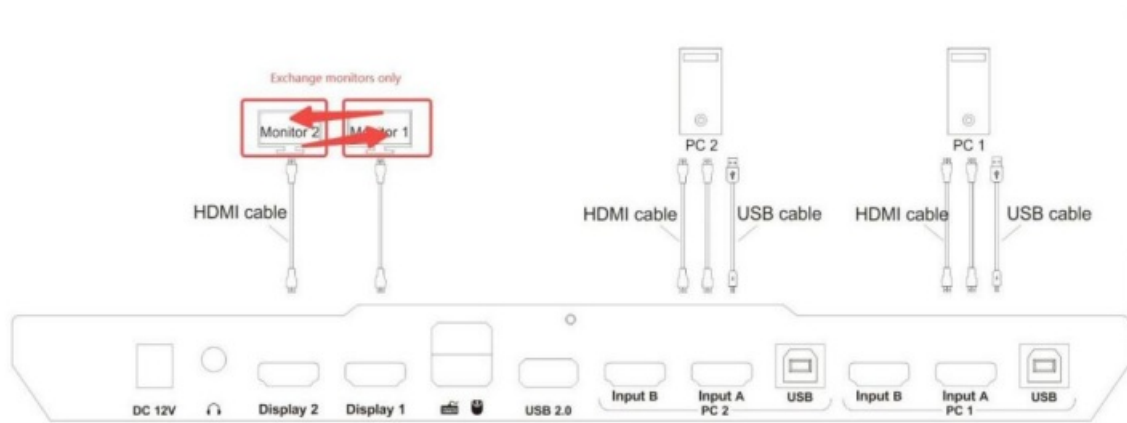
1. The monitor that work properly before ——> still works properly
   The monitor that cannot work before ——> still cannot work.
   That means this monitor is malfunctioning.
2. The monitor that works properly before ——> cannot work anymore.
   Go to STEP 2.

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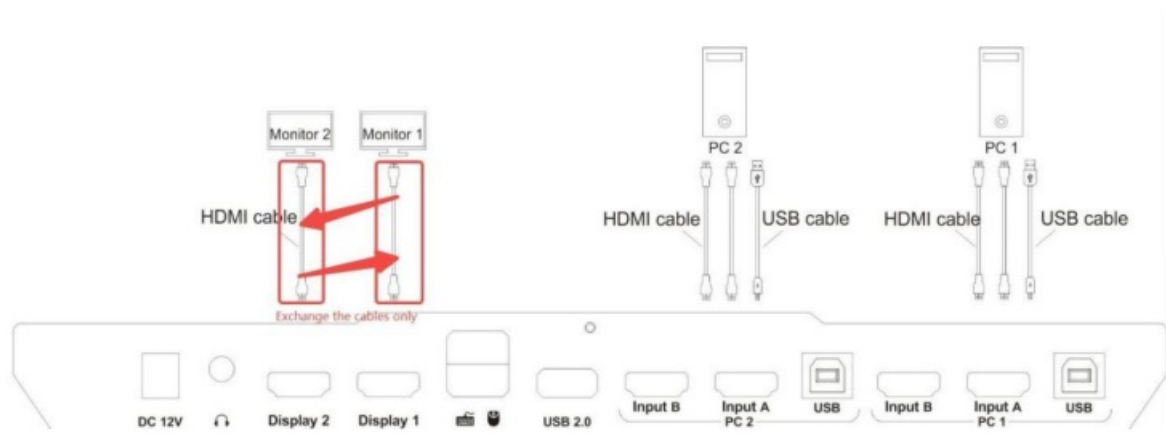
1. The monitor that cannot work before ——> work properly

   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.

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. It 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 Ultraslim Dock 2013
- **Monitor-** Make sure the monitor is set to the right input source.

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/adapter 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.

Audio Issues

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

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.

Documents / Resources

TESmart KVM Switch 2 Monitors 2 Computers [pdf] User Guide
KVM Switch 2 Monitors 2 Computers, KVM, Switch 2 Monitors 2 Computers, 2 Monitors 2 Computers, Computers

References

- **User Manual**