



TESmart RS232 HDMI KVM Switch 16 Port 4K USB Hub User Manual

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Hotkey Switching Issues

Hotkeys not working | Hotkey Issues | Loud Beep

Hotkeys for 16 Ports KVM

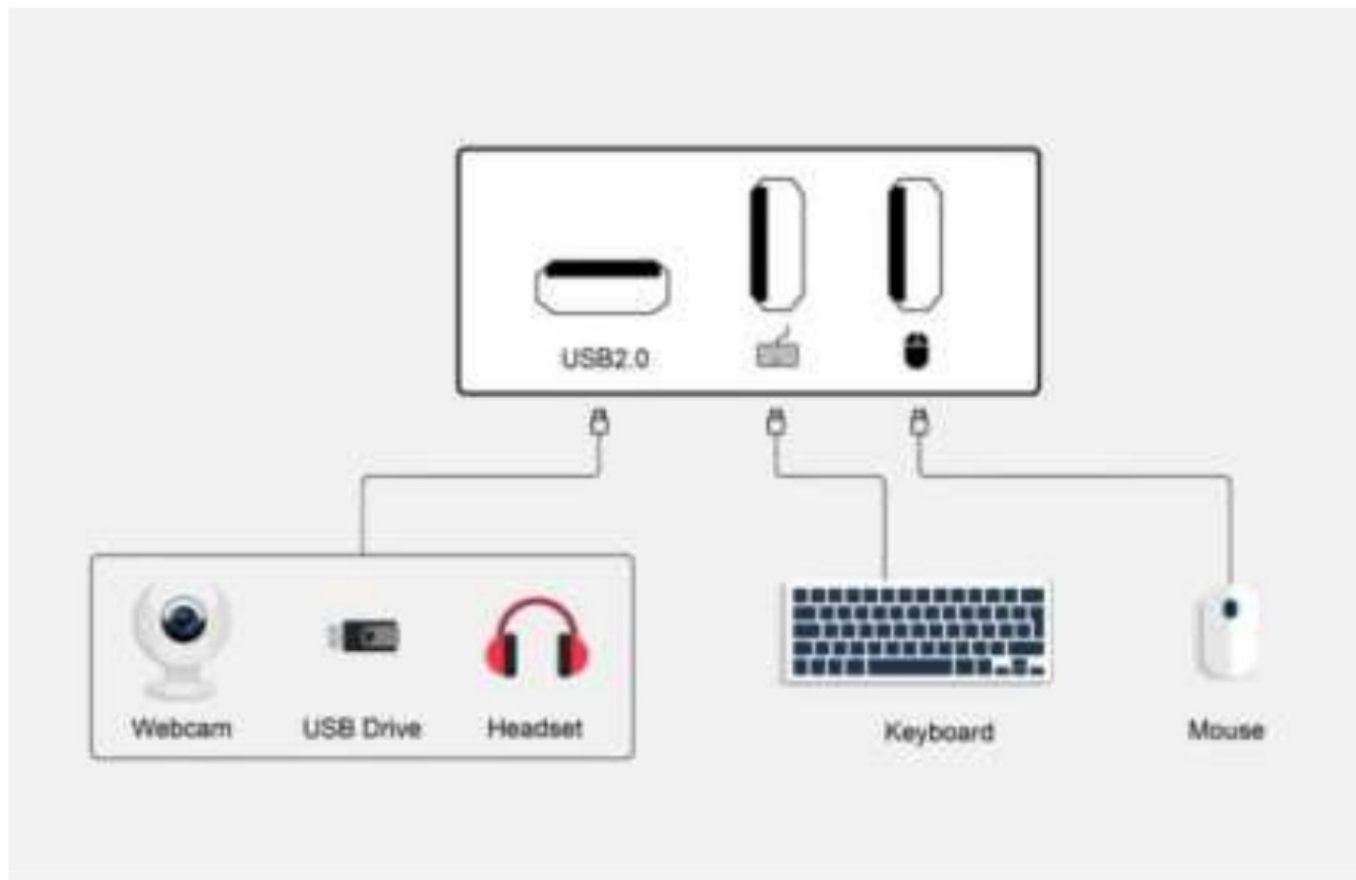
hotkey commands | hotkey setup | hotkey commands don't work

Applicable product models for hotkeys

HKS1601A10

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.
- Please confirm that the keyboard and mouse you use is the basic keyboard and mouse. This KVM only supports basic keyboard mouse, does not support advanced keyboard and mouse including mechanical, multimedia, gaming, wireless Bluetooth keyboard and mouse and so on.

How can I turn on /off the buzzer?

- You can use IR remote control to mute or unmute buzzer.
- Press keyboard hotkeys Scroll Lock + Scroll Lock + F11 to mute or unmute buzzer

Keyboard/Mouse Issues

Jumpy mouse | erratic behavior | repeating keys | multimedia keys not working | No mouse | No keyboard 2.1

My Mouse & Keyboard Are Not Working?

First of all make sure you have the USB connection established



Please confirm that the keyboard and mouse you use is the basic keyboard and mouse.

This KVM only supports basic keyboard mouse, does not support advanced keyboard and mouse including mechanical, multimedia, gaming, wireless Bluetooth keyboard and mouse and so on.

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 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 /

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.

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.

Troubleshooting

Generic troubleshooting tips and steps for common AV problems.

Technical Support

Thank you for choosing TE Smart

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.**

Documents / Resources

	<p>TESmart RS232 HDMI KVM Switch 16 Port 4K USB Hub [pdf] User Manual RS232 HDMI KVM Switch 16 Port 4K USB Hub, RS232, HDMI KVM Switch 16 Port 4K USB Hub, KVM Switch 16 Port 4K USB Hub, Switch 16 Port 4K USB Hub, 4K USB Hub, USB Hub</p>
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References

- [User Manual](#)