



TESmart TES-HDK0402A1U-CABK Dual Monitor KVM Switch Receiver User Guide

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TESmart

TESmart TES-HDK0402A1U-CABK Dual Monitor KVM Switch Receiver



Product Information

- TESmart is a brand that offers AV solutions, including KVM switches. The product in question is a Dual Monitor KVM switch with hotkey functionality. It allows users to switch between multiple computers using hotkeys and supports two different modes: Extended Desktop and Split Desktop. The switch also features Passthrough Mode, which can be enabled or disabled, and the option to control the beep sound.
- The hotkey commands can be customized, and the switch supports hotkeys triggered by the Scroll Lock or Right-Ctrl keys. The product is compatible with certain models (HDK0402A1U) and requires the keyboard to be connected to dedicated Keyboard/Mouse ports for hotkeys to work properly.
- If users encounter any issues or require technical support, they can visit the TESmart support website or contact support@tesmart.com for assistance.
- Product Usage Instructions

HotKey Switching Issues

- **Hotkeys not working:** Ensure the keyboard is plugged into the dedicated Keyboard/Mouse port.
- **Hotkey Issues:** Try using Scroll Lock as the hotkey trigger. If not, use Right-Ctrl.
- **No Scroll Lock on the keyboard:** Use Right-Ctrl as the hotkey trigger instead.
- **Loud Beep:** Enable or disable the beep sound (Silent mode).

Hotkeys for Dual Monitor KVM

- **Hotkey commands:** Customize the hotkey commands according to personal preference.

- **Hotkey setup:** Set up the desired hotkey commands.
- **Hotkey commands don't work:** Ensure the keyboard is connected to the dedicated Keyboard/Mouse port. Try using Scroll Lock as the hotkey trigger, if not, use Right-Ctrl.
- **My keyboard has no Scroll Lock button:** Use Right-Ctrl twice (Right-Ctrl, Right-Ctrl) to confirm the trigger isn't already set to Scroll Lock. If necessary, press and hold the yellow switch button for 15 seconds, then turn off and back on the KVM. The hotkey trigger will now be set to Right-Ctrl.
- **Passthrough Mode:** Enable or disable Passthrough Mode. Use a basic 104-key keyboard to turn on Passthrough Mode if accidentally turned off. It is recommended to keep Passthrough Mode on unless using Linux.
- **Applicable product models for hotkeys:** The hotkey functionality is applicable to the HDK0402A1U model.

Keyboard/Mouse Issues:

- **Jumpy mouse / erratic behavior / repeating**
keys: Check if the USB connection is established properly. If connected to the dedicated mouse/keyboard ports and experiencing issues, it could be due to EDID programming. Uninstall any Logitech or keyboard/mouse software (e.g., Corsair, Razer) installed on the computer to resolve conflicts between hotkey software and keyboard/mouse software.
- **Multimedia keys not working:** Ensure the keyboard is connected properly and check if any software conflicts exist.
- **No mouse / No keyboard:** Verify that the USB connection is established correctly.

Note: If using a wireless keyboard/mouse, interference may occur due to distance. To strengthen the connection, use a USB extender to bring the USB dongle closer to the devices.

HotKey Switching Issues

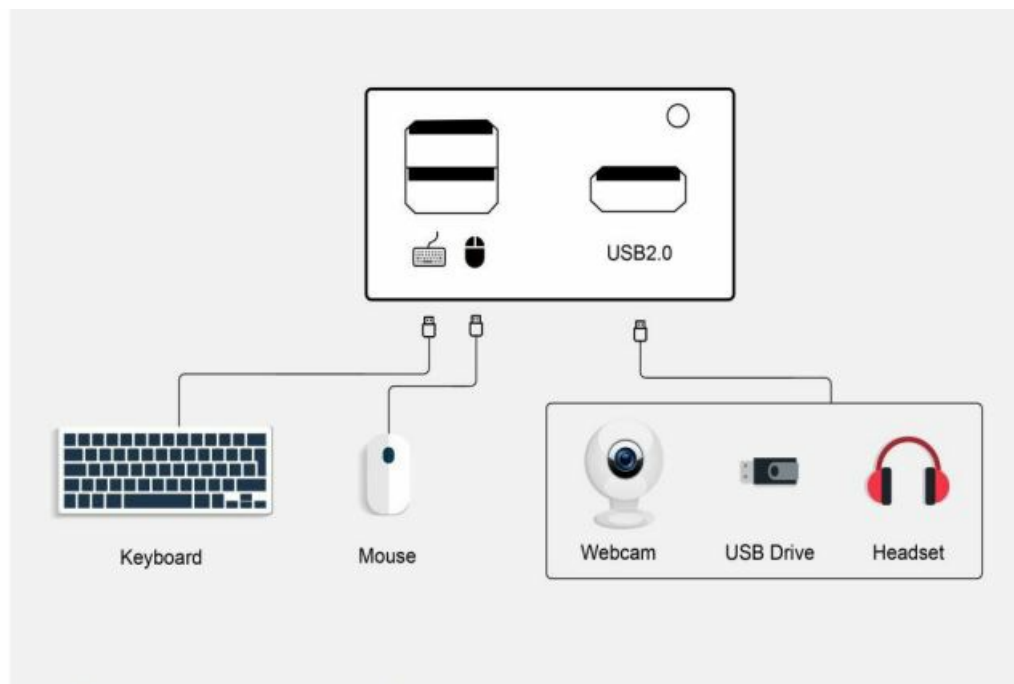
- Hotkeys not working
- Hotkey Issues
- No Scroll Lock on the keyboard
- Loud Beep

Hotkeys for Dual Monitor KVM

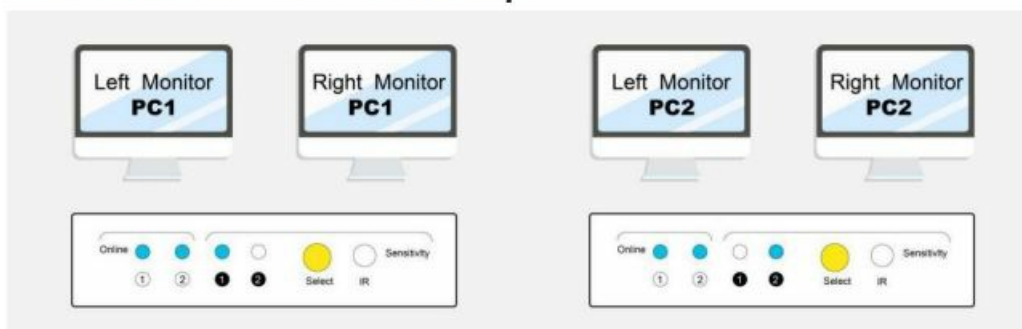
- hotkey commands
- hotkey setup
- hotkey commands don't work
- my keyboard has no Scroll Lock button
- Passthrough Mode
- **Applicable product models for hotkeys:** HDK0402A1U

Basic info:

- The keyboard must be plugged into a dedicated Keyboard/Mouse port for hotkeys to be recognized.



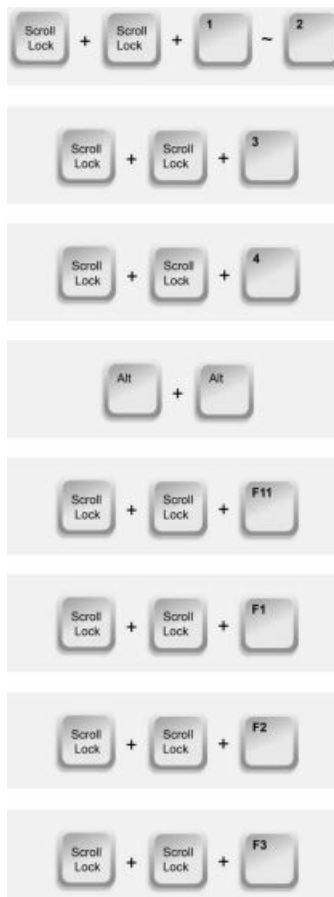
KVM Mode 1: Extended Desktop



KVM Mode 2: Split Desktop



Hotkey commands



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

Troubleshooting / FAQ

My hotkey commands don't work or stopped working

- Make sure the keyboard is plugged into dedicated mouse/keyboard ports
- Try using Scroll Lock as a 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 the trigger isn't already set to Scroll Lock.
- Press and hold the yellow switch button for 15 seconds. If KVM beeps, turn it off and back on. The hotkey trigger will now be set to Right-Ctrl.

I accidentally turned Passthrough Mode off and the keyboard no longer functions

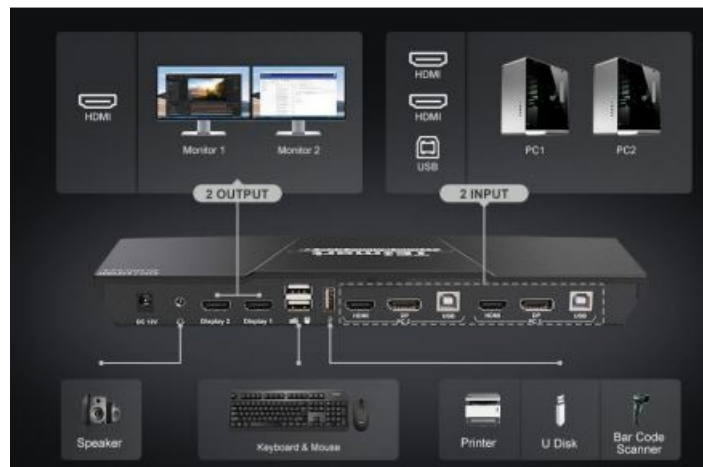
- Use a basic 104-key keyboard to turn Passthrough Mode back on.
- We recommend keeping Passthrough Mode on at all times unless using Linux

Keyboard/Mouse Issues

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

My Mouse and keyboard Are Not Working.

- First of all, make sure you have the USB connection established



- 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

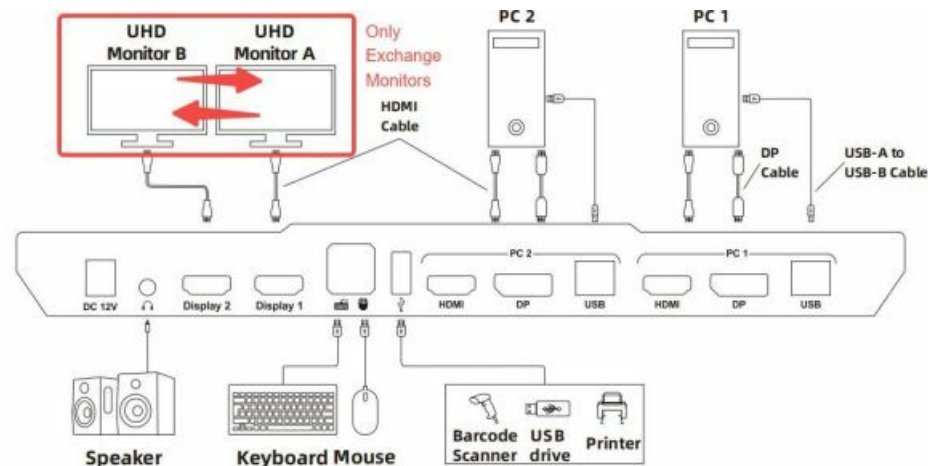
- Monitor not working
- Flashing/Blinking
- Only one computer displays
- Port # not working

Only One Display Is Working

- Only One display is working
- Display not working
- One monitor working only
- 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.
- If you have only one monitor working, it is likely that 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.

Some Suggestions for Troubleshooting

- All input devices need to plug 2 video cables into the 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 connected to Display 1 with that to Display 2, and check the working status of after the exchange.



- The monitor that work properly before —> still works properly
- The monitor that cannot work before —> still cannot work.

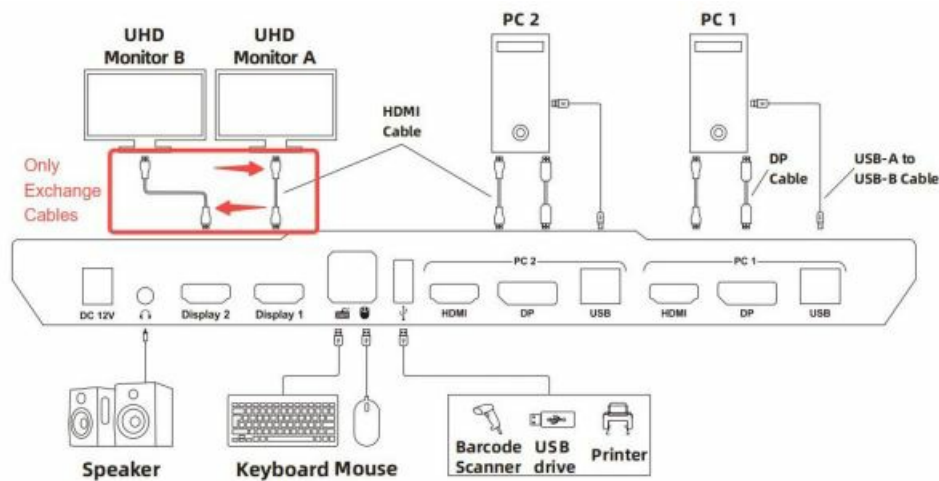
That means this monitor is malfunctioning

- 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 worked properly before —> cannot work anymore That means the cable of this monitor is malfunctioning.
2. The monitor that worked 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. 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 Ultrastim 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/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 the 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 a DVI output, normally 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 the 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 transmitted 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. It is 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 a 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 TESmart.

- We are here to help you set up your product.
- Please make sure you:
- Visit <https://support.tesmart.com> for a 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 TES-HDK0402A1U-CABK Dual Monitor KVM Switch Receiver [pdf] User Guide TES-HDK0402A1U-CABK Dual Monitor KVM Switch Receiver, TES-HDK0402A1U-CABK, Dual Monitor KVM Switch Receiver, Monitor KVM Switch Receiver, KVM Switch Receiver, Switch Receiver, Receiver</p>
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References

- [User Manual](#)