User Manual
2 & 4 Port Dual Monitor KVM Switches

I. Applicable Models:

Dual Monitor HDMI KVM Switch (2 & 4 Port)

Dual Monitor VGA KVM Switch (2 & 4 Port)

Dual Monitor DVI Switch (2 & 4 Port)

Dual Monitor HDMI + VGA KVM Switch (2 & 4 Port)

Dual Monitor VGA + DVI KVM Switch (2 & 4 Port)

These models are designed to control up to 2 or 4 multi-graphics card dual-output computers, laptops and other applicable devices from one set of keyboard, mouse and 2 monitors for extended or duplicated display. Mouse and keyboard can be used alternately between two monitors, operating two interface files respectively. It is suitable for high resolution display and monitoring, multimedia design, multimedia post-production and video editing etc. It provides users with great convenience.

This user manual takes Dual Monitor HDMI KVM Switch and Dual Monitor VGA KVM Switch as example. Please follow the same principle for other models.
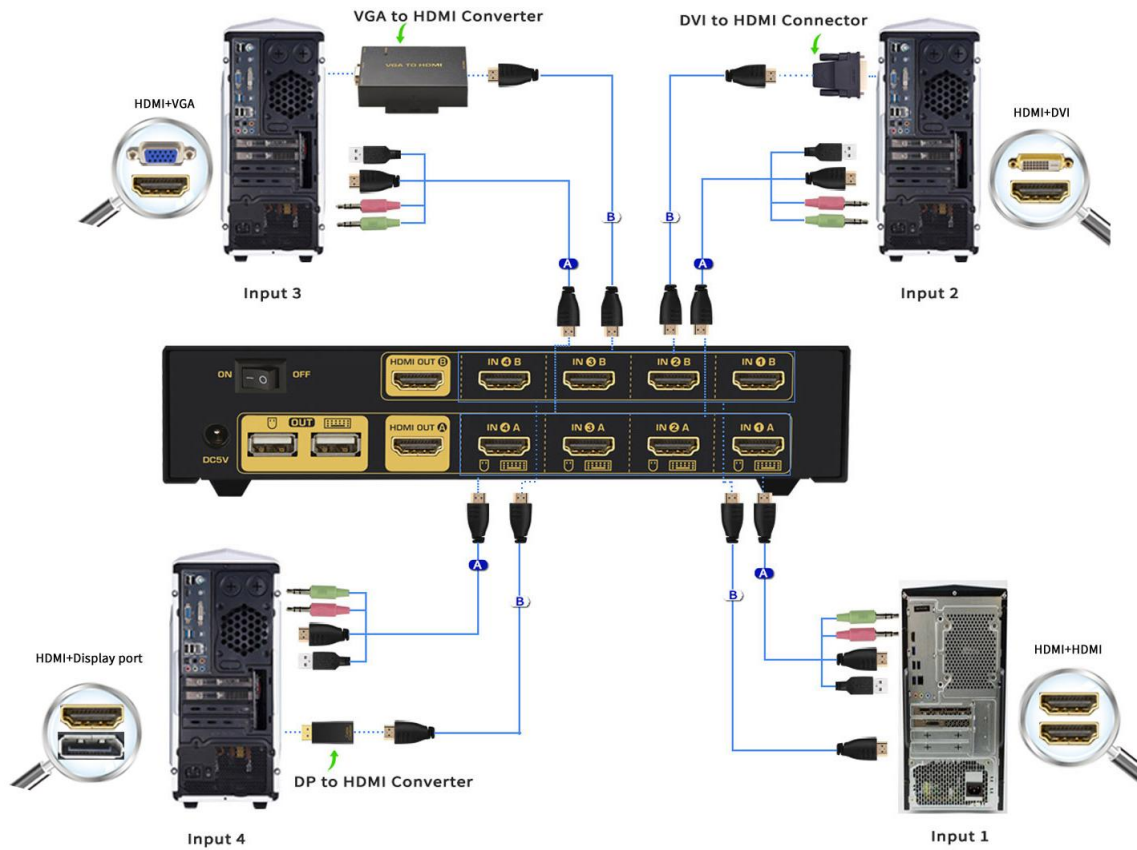
II. Product Features:

➢ One USB console controls 2/4 multi-graphics card dual-output computer and other devices.

➢ Support extended or duplicated display depending on computer setting.

➢ Support Resolution:
  • For Dual HDMI KVM Switch: 480i, 480p, 720p, 1080i, 1080p and 4K@30Hz.
  • For Dual VGA KVM Switch: 2048*1536@450MHz

➢ Multiplatform support: Windows 10/7/2000/XP/Vista、Linux and Mac;

➢ Support hot plug & play

➢ Support HDCP and auto EDID for Dual HDMI KVM Switch

➢ Support DDC2 for Dual VGA KVM Switch

➢ Support auto detection，if one computer is powered off, the switch will automatically switch to the next powered-on computer (default as inactive, please follow Hotkey operation for activation.).

➢ With memory function in case of power-down

➢ Support independent mouse keyboard switch, even without USB signal input, you can switch the input device easily by keyboard or mouse.

➢ Auto Scan Mode for monitoring all computers /DVR/NVR

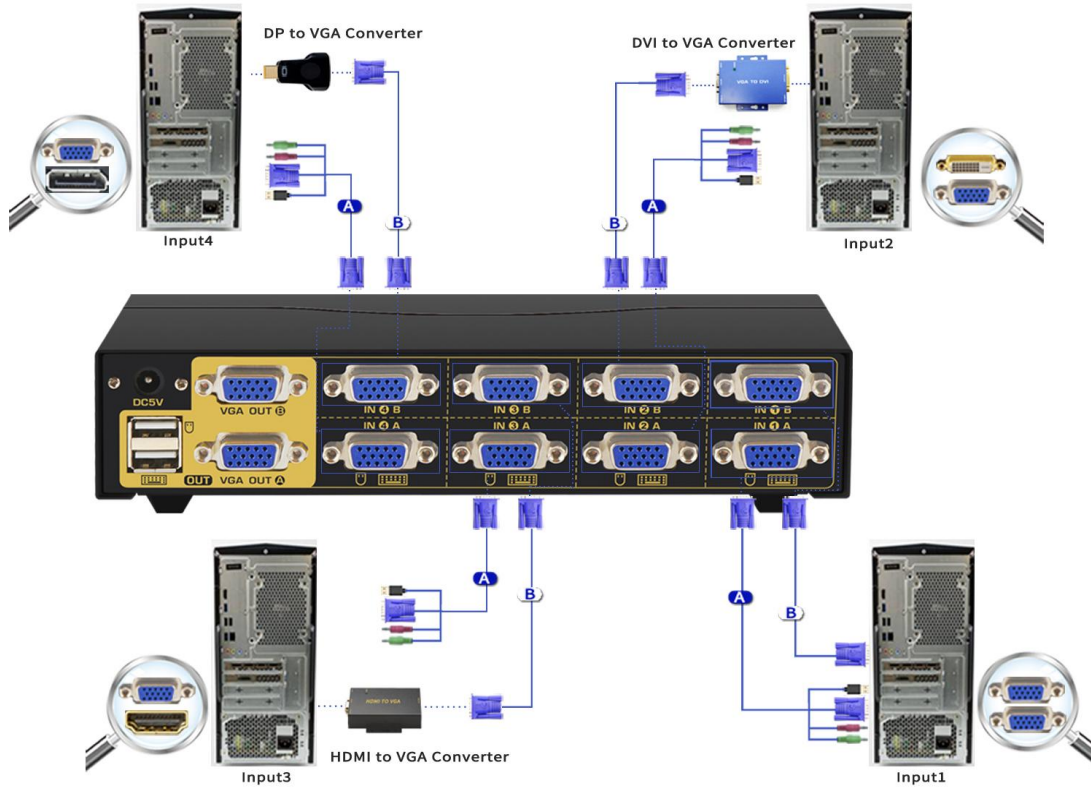➢ With USB2.0 Hub and separate audio & microphone output

III. Important Reminder before Set-up:

Dual monitor KVM Switches require dual video inputs. Most computers and laptops only have one HDMI output + VGA/DVI/DP/USB C output or other mixture, make sure you have right adapters ready before setup, you may need multiple adapters for multiple computers' connection. Here are some examples:

➢ Dual HDMI KVM Switches 4 Port:

➢ Dual VGA KVM Switches 4 Port:

➢ **USB-C (Type C) Laptops:**

USB C (Type C) Laptops

Add a USB C to HDMI adapter
for connecting cable B, or a
USB C to HDMI cable
to replace cable B

Add a USB C Hub with USB 2.0 and
HDMI Port for connecting Cable A

Note:
1. If VGA to HDMI adapter needed, make sure it has built-in chips and separate power supply. If a USB C Dock has dual video outputs, make sure it supports extended display (Most only support duplicated display).

2. Outsourced adapters or docks are beyond our control, make sure you get those that would work with our KVM switches.
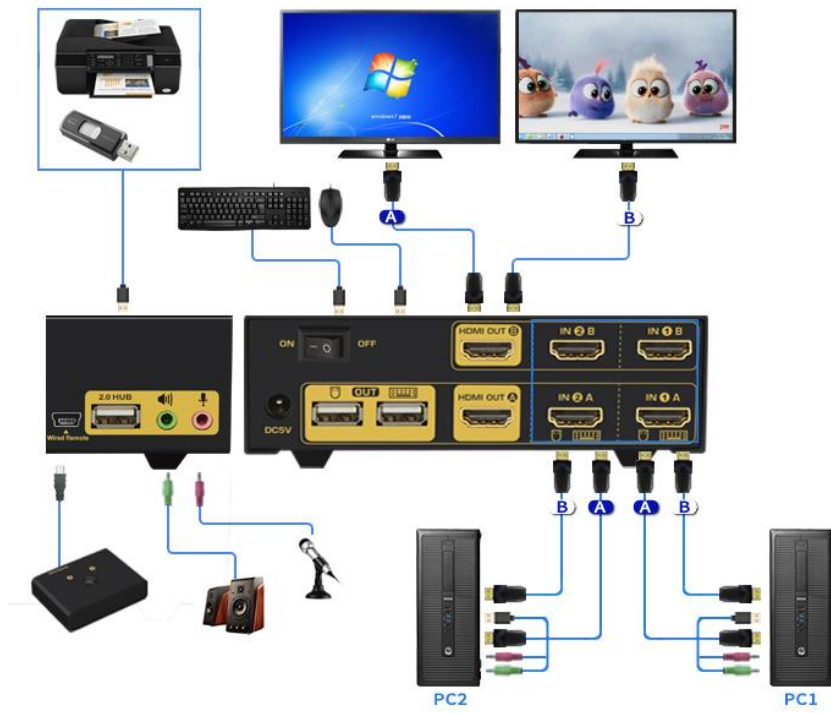
IV. How to Set Up:
1. Power off all devices;
2. Connect Cable A from your computer to IN 1A of the Switch. The end with USB, Audio and HDMI / VGA goes to computer side, the other end goes to kvm side.
3. Connect Cable B from your computer to IN 1B of the Switch (If an adapter is needed, please connect your adapter with Cable B);
4. Repeat step 2 & 3 to connect other input devices to correspondent KVM ports;
5. Plug your mouse and keyboard to correspondent USB mouse and keyboard port on back panel; for gaming or mechanical keyboard, please plug them into the USB 2.0 HUB on front panel if they did not work well on rear USB ports.
6. Connect your Monitors to HDMI OUT A & B; if your monitor has both HDMI2.0 input and HDMI1.4 Input (1080P/4K@30Hz), please plug in the HDMI1.4 Input.
7. Plug in your speaker or microphone if needed;
8. Power on the switch and boot all devices;
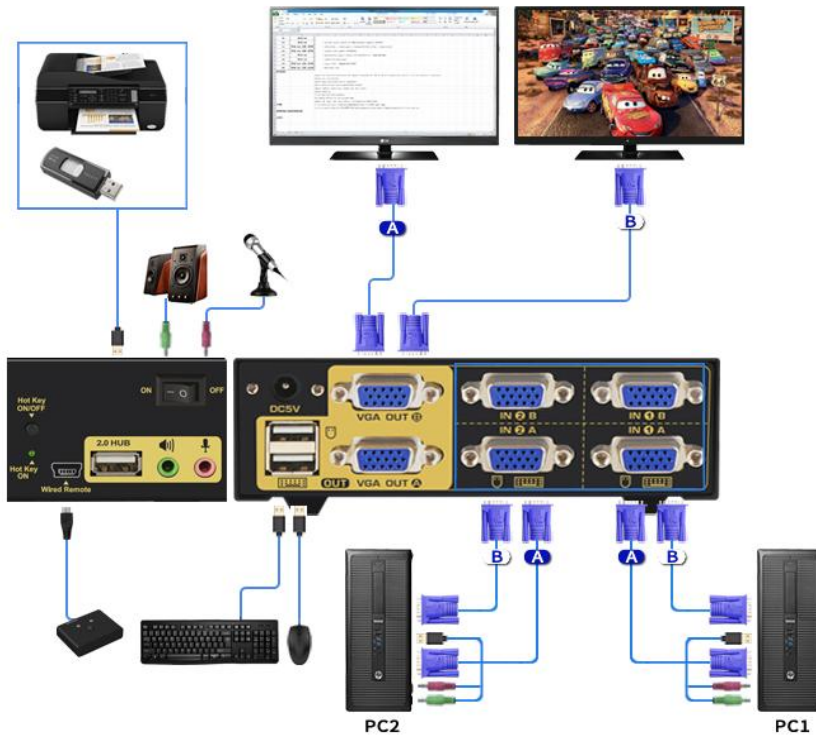9. Set computer display modes to extended display / duplicated display as needed.

Note: The monitors take around 20 seconds to display at first set-up, later on it only takes around 2-3 seconds to display upon switching.
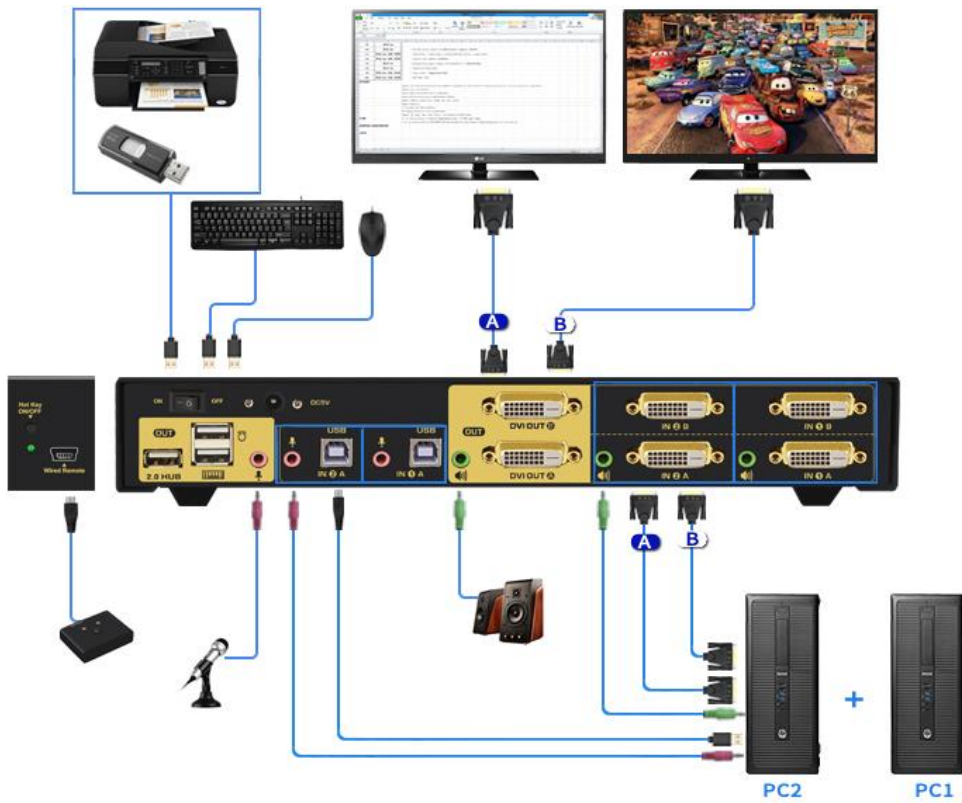

V. Connection Diagram:
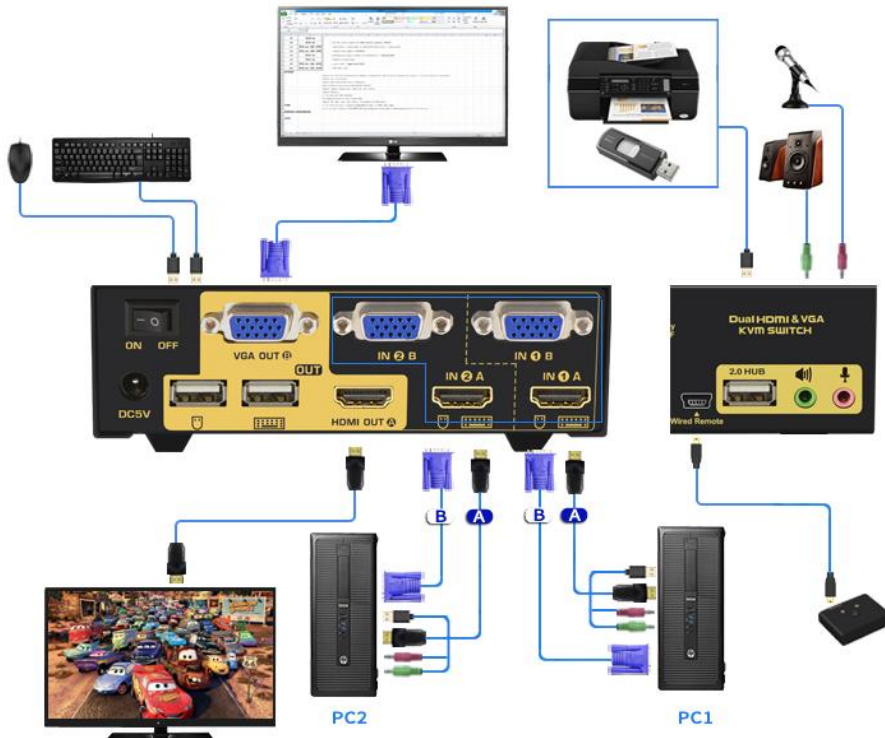
Dual Monitor HDMI KVM Switch (2 Port)

Dual Monitor VGA KVM Switch (2 Port)

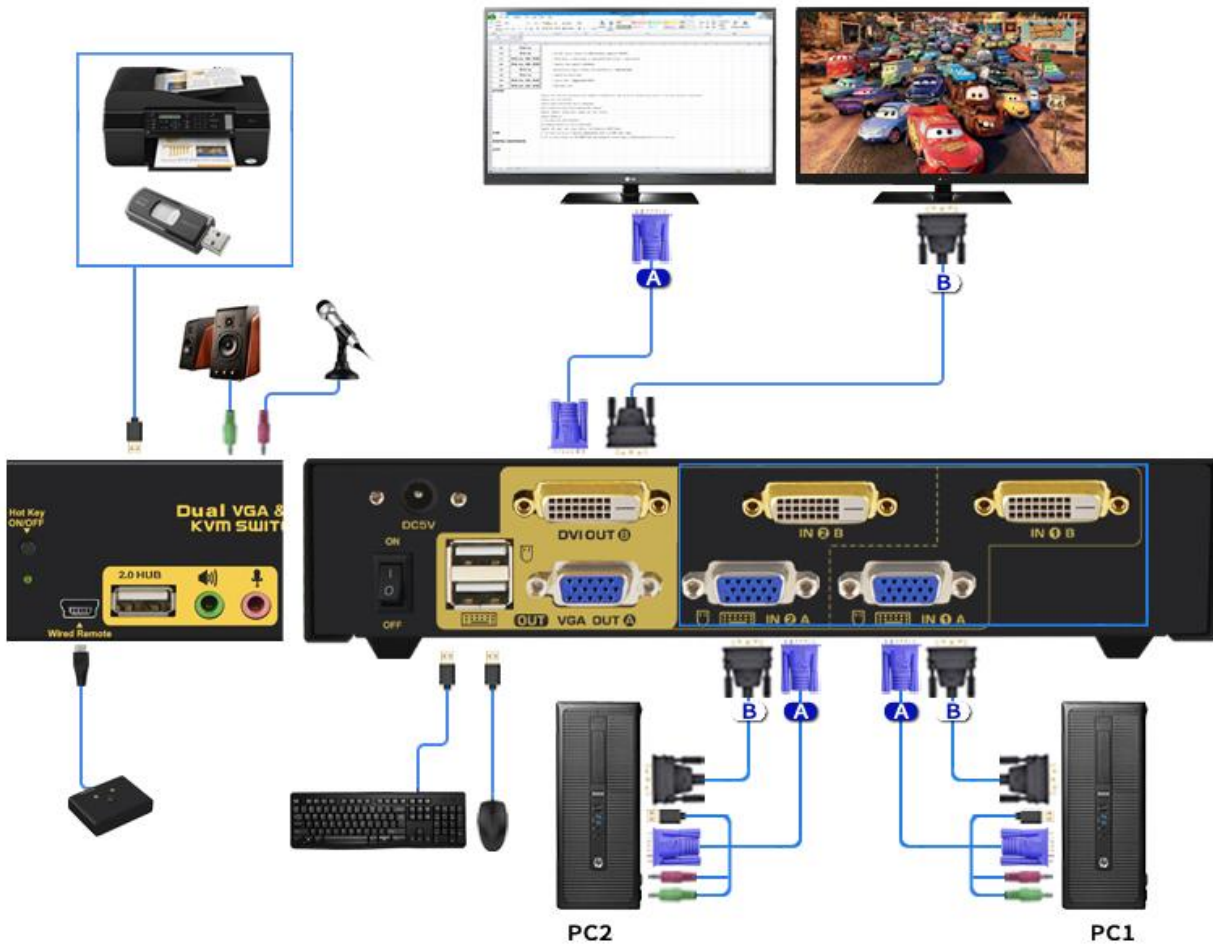
Dual Monitor DVI Switch (2 Port)

Dual Monitor HDMI + VGA KVM Switch (2 Port)

Dual Monitor VGA + DVI KVM Switch (2 & 4 Port)

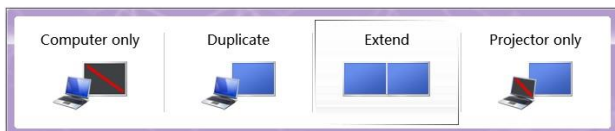
VI. Dual graphics card display settings

Take win7 as an example: hold down the keyboard windows key→P, as
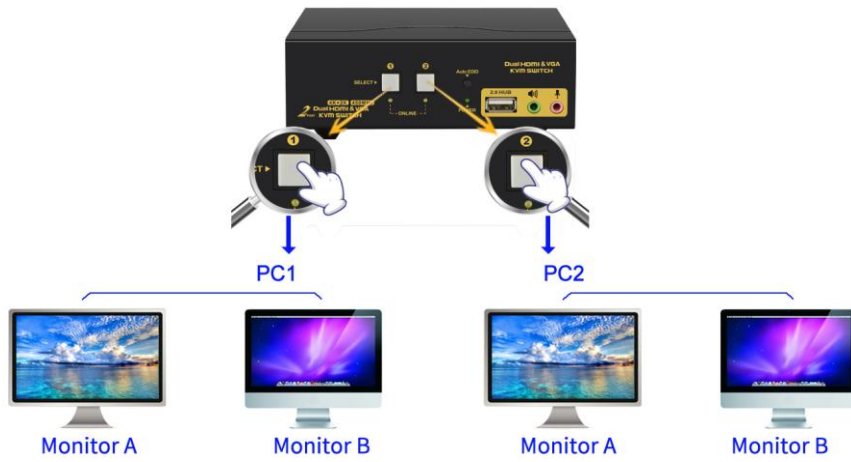

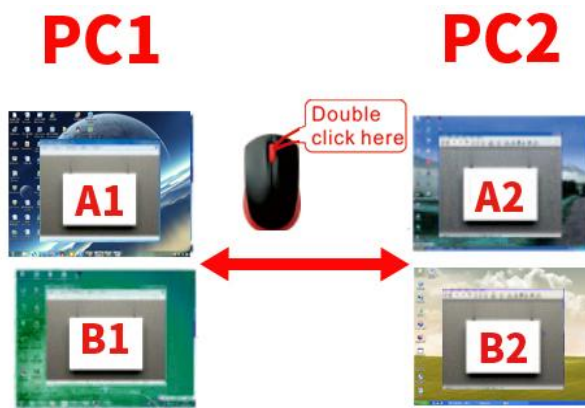shown in the figure   , a dialog will pop up as below.

Select Duplicate or Extend, then the two monitors can be displayed at the same time per selected display mode.

VII. Switch Modes：

➢ **Button Switch：Switch to any port by buttons on front panel. Orange LED under push button indicates which Input device you selected.**
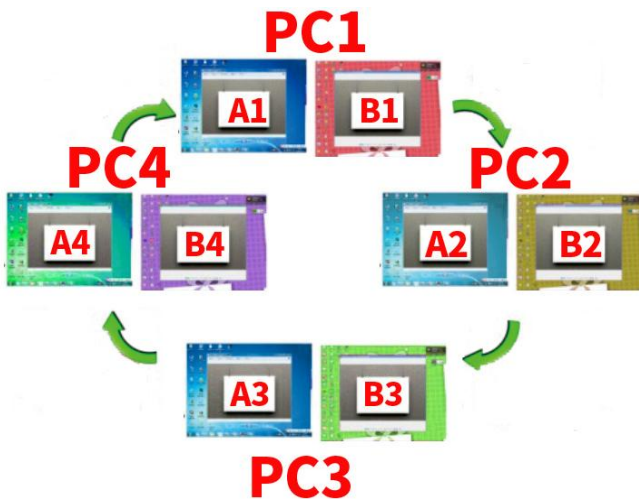
Monitor A   Monitor B   Monitor A   Monitor B

➢ **Click mouse Switch :**

2 port dual KVM switch: Double click the mouse middle roller (within 1 second) for back and forth switching
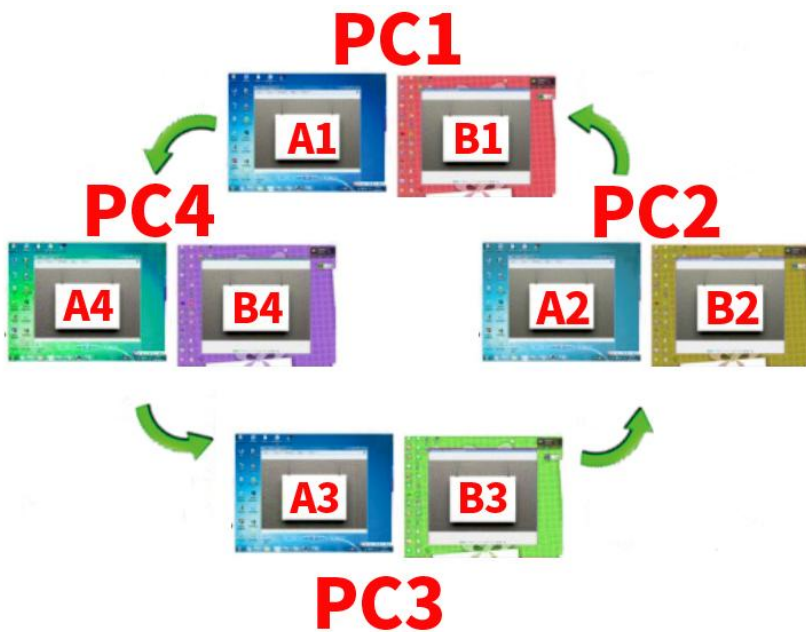

4 port dual KVM switch:

a. **Double click the middle roller of mouse, and then press the right mouse button to switch to the next port.**

b. **Double click the middle roller of mouse, then press the left mouse button to switch to the previous port.**

➢ **Keyboard Hot-key Switch : Double click the right【Ctrl】→ Port Number→【Enter】**

➢ **Wire Remote Push Button Switch: Switch to any port by remote button after you plug it to the KVM.**

NOTE: Front panel button switch and wired remote switch cannot be used simultaneou sly. When you plug the wired remote switch to the KVM, button switch on front KVM panel will be disabled.

VIII. Turn on/off mouse and Keyboard hotkey

1. **Turn off mouse switch:** When hotkey switch is on (default as on and 'Hotkey on' lights in green), double click right【Ctrl】→【M】→【Enter】, after 'beep' sound, mouse switch function is turned off, the USB mouse port will be changed to a Standard USB 2.0 HUB. The "Hotkey ON" light still shows green.

2. **Turn off Keyboard Hotkey:** When hotkey switch is on, click right【Ctrl】→【K】→【Enter】, after 'beep' sound, the keyboard hotkey switch is turned off, the USB keyboard port of KVM will be changed to a standard USB 2.0 HUB. The "Hotkey ON" light is off.

3. **Restore Hotkey Function:** When mouse switch and hotkey switch were turn off, you could press 'Hot key on/off' button to restore Hotkey function ('Hotkey On' light will be turned on in green).

Note: The Hotkey on/off function is optional for the following scenarios:

①. Mouse click switch function conflicts with your mouse click needs.

②.When your special gaming, multi-media or mechanical keyboard and mouse do not work well with rear USB ports, by turning off the hotkey function you will have 3 standard USB2.0 Hubs for connecting your keyboard, mouse and more USB devices, and use wired remote switch for convenient switch.

IX. Hotkey Setting：

Default hot-key is the right 【Ctrl】 (the Ctrl key on right side of keyboard). If use the right【Ctrl】conflicts with other hot-key, the hot-key can be set to【Num lock】or【Scroll Lock】.

For example：Double click the right【Ctrl】→【Num lock】→【Enter】，The hot-key changes to 【Num lock】；double click the right【Ctrl】→【Scroll Lock】→【Enter】，The hot-key changes to 【Scroll Lock】key.If the hot-key set as 【Scroll Lock】，and you want to set the hot-key as the left【Ctrl】 key，then double click the【Scroll Lock】→the left【Ctrl】→【Enter】，then the hot-key changes to the left 【Ctrl】.

Hotkey Change Setting:

Double click the right【Ctrl】→【Num lock】→【Enter】	Hotkey change to 【Num lock】
Double click the right 【Ctrl】→left 【Ctrl】→ 【Enter】	Hotkey change to the left 【Ctrl】
Double click the right【Ctrl】→【Scroll Lock】→【Enter】	Hotkey change to 【Scroll Lock】
If the hotkey is changed to 【Scroll Lock】，You want to change it to the left 【Ctrl】，Then double click 【Scroll Lock】→the left 【Ctrl】→【Enter】	

X. Keyboard Hot-key Operation：
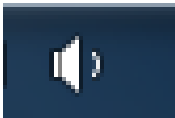
Double click the right【Ctrl】→ N → 【Enter】	The KVM can switch to the device you choose.
Double click the right【Ctrl】→【S】→ 【Enter】	Turn on/off the auto-scan function, or you can press the scan button on front panel
Double click the right【Ctrl】→【S】→ N → 【Enter】	Set the scan interval，Can set to 8-999 seconds （The system defaults to 8 seconds）
Double click the right【Ctrl】→【B】→ 【Enter】	Turn on/off the beeping sound
Double click the right【Ctrl】→【T】→ 【Enter】	Turn on/off the detection function (default is off)
Double click the right【Ctrl】→【R】→ 【Enter】	Reset the KVM System to solve the keyboard and mouse freeze.
Double click the right【Ctrl】→【F1】→ 【Enter】	Solve the problem that mouse cannot be used when HP notebooks enter BOIS
Double click the right【Ctrl】→【F2】→ 【Enter】	Solve the problem that mouse or keyboard cannot be used in Mac
Double click the right【Ctrl】→【Z】→ 【Enter】	Solve the problem that mouse cannot be used in Raspberry Pie system
Double click the right【Ctrl】→【TAB】→ 【Enter】	Restore the hotkey to the default --- right【Ctrl】
Double click the right【Ctrl】→【ESC】→ 【ESC】→【ESC】→【Enter】	Reset factory setting for KVM switch to solve the problem of keyboard and mouse

Notes:

1. The "N" stands for the computer's Port ID number (1, 2, 3, 4) or auto scan interval time of 8 to 999 seconds.
2. When the auto scan function is activated, you can press any key on the KVM front panel, the auto scan function turns off automatically.
3. Keyboard and mouse must be plug in the positions marked with keyboard and mouse icon, so keyboard hot keys and mouse click switching will be effective.
4. For wireless mouse and keyboard; Please plug the Bluetooth receiver into the USB keyboard port for better performance.
5. For some high speed, optical, multi-functional, gaming or mechanical keyboard or mouse, please plug into the USB 2.0 port on front panel, this connection does not support hotkey or mouse switching.

XI. Sound Settings
1. AMD HDMI Output Setting

Right click on the desktop taskbar to popup task box , click

'Playback devices', then a dialog jumps out as Figure A. Then right click the 'AMD HDMI Output' shown as Figure B. And then select the 'Set as Default Device'. It displayed tick status as Figure C, which indicates successful setup.
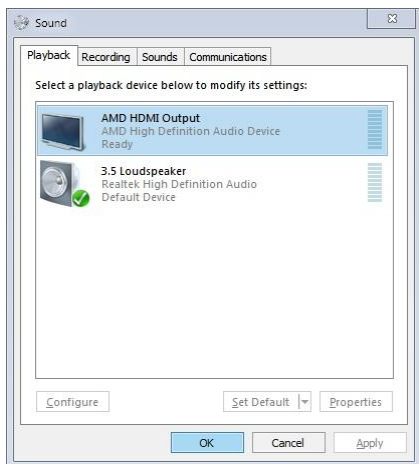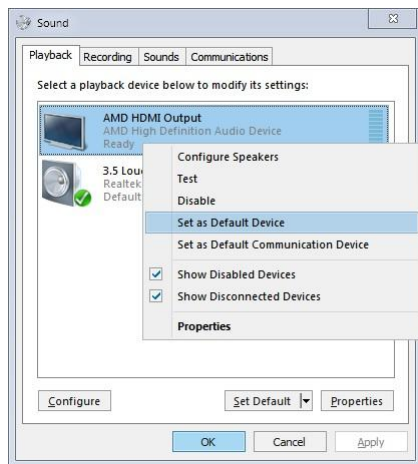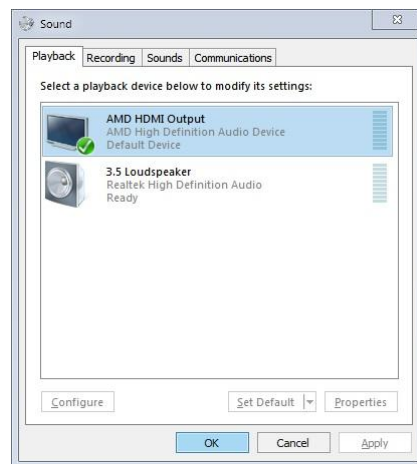

| Figure A | Figure B | Figure C |

2．3.5 Interface Sound Settings

Right click on the desktop taskbar to popup task box , click '3.5 Loudspeaker', then a dialog jumps out as Figure A. Then right click the '3.5 Loudspeaker' as Figure B. And then select the 'Set as Default Device'.

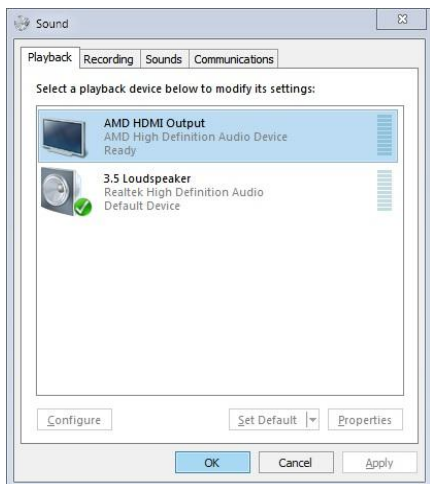It displayed tick status , which indicates successful setup as the Figure C.
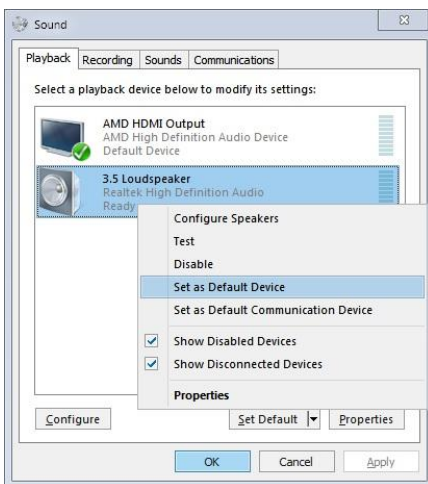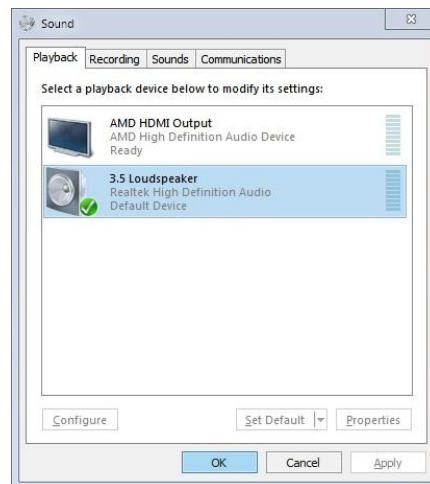

| Figure A | Figure B | Figure C |

XII. Box Contents:

1* 2 or 4 Port Dual KVM Switch
2 or 4* Cable A 4.92 Feet (1.5 Meters)
2 or 4* Cable B 4.92 Feet (1.5 Meters)
1* Wired remote switcher
1* power adapter
1* user manual in English

Note: DVI cables are not included for Dual Monitor VGA + DVI KVM switches.

XIII. FAQ & Trouble Shooting

Q1. Why I cannot get extended displays or only one monitor works?
1. Make sure your computer support dual display, verify this by connecting 2 monitors to your computers directly.
2. Make sure both cable A and cable B are connected from your computers to IN A and IN B port on KVM respectively.
3. Make sure you set your computer as extended display.
4. Make sure the adapter used (if any) are correct and work with our KVM switches).

Q2: Monitors do not display or images display improperly:
1. Check if the cables are connected well or swap the cables, see if it is cable problem.
2. If adapter used, make sure the adapter is correct and reliable, for VGA to HDMI adapter, it needs to support full VGA signals and separately powered.
3. For a same video chain, avoid using adapters on both computer and monitor side.
4. Check if the resolution settings are aligned to the supported resolution as described.
5. Remove power saving strip if any and power off the KVM and computers, then power on the KVM, and then power on computers.

Q3. I have a Dual HDMI KVM model, my computer only has one HDMI output, how can I connect both cable A and cable B?
If your computer has HDMI + VGA / DVI / DP / USB C interfaces, use reliable adapter to connect or replace cable B for non-HDMI video outputs. (Follow the same principles for other models)

Q4: Keyboard and/or mouse do not work.
1. Make sure the USB of cable A is already connected to the computer side, The other end with only HDMI of cable A are plugged into IN A port (not IN B port) on KVM side. And KVM is powered on.
2. If keyboard and mouse do not work on one of the input devices, try unplug the connector from IN A port for the input device which is not working, then power cycle the KVM, and then re-plug the cable connector to IN A port.
3. If 2 does not work, try double click the right Ctrl, then triple click ESC ,then Enter to restore the hotkey to default status.
4. Refer to Q5 for special keyboard and mouse like gaming, multi-media and mechanical type.

Q5. My gaming mouse or mechanical keyboard functions are not working. What shall I do?
Some special keyboard and mouse may not work properly from the designated rear USB ports, If so, please try the following:
1. Plug your keyboard or mouse into the front USB.
2. Or turn off the hotkey function by pressing the Hotkey on/off key on front panel, then the rear USB ports will be changed to standard USB2.0 ports, Plug the wired remote switcher into KVM and use it to switch between computers as Hotkey switch functions are turned off.

Q6. Mouse issue with Mac:
Double click the right Ctrl → F2 → Enter

Q7. Does it work with USB-C (Type C) Laptops?
Yes, but depends on the USB-C dock quality which is beyond what we can control.

Q8. How can I turn off the beep sound?
You can double click the right Ctrl → B → Enter to turn the beep on/off.

Q9. How Can I deactivate the mouse switching function?
1. Simply plug your mouse into the USB2.0 Port on front panel
2. Or turn off mouse hotkey by double clicking the right Ctrl then M then Enter.

Q10. I have other issues which are not listed above:
Please contact our Customer Care Team for support needed, we will reply within 24 hours during business days.

Revision Logs:

Aug. 9, 2019:
1. Add wired remote control -> P8
2. Add Hotkey On/Off -> P8, P9