Troubleshooting

iDock C10

No video output or video is unstable

1. After connected to the KVM switch, my laptop source can't stream video onto the monitor, while my desktop source can. What should I do?

It may be a cable or laptop setup problem. Please check from the following aspects:

- Use the USB-C cable included in the package, and try connecting it to different USB-C ports on your laptop (some types of USB-C port don't support video output).
- Enter your laptop's display settings to check if the monitor can be detected. If so, try lowering the resolution and refresh rate.
- Enter the laptop's BIOS settings to check if you can disable the USB-C's high-resolution mode.
- Check the graphics card driver of your laptop and update it to the latest version.
- If you have also used other USB-C docking stations or conversion cables, test them to check if they work properly.

2. After connected to the KVM switch, my desktop source can only display on one monitor, but my laptop can display on both monitors. Or when only one monitor is connected, my desktop can't stream any video. What should I do?

It may be caused by incorrect wiring or wrong adapter cable. Please check from the following aspects:

- The "DP IN" port of the KVM switch only corresponds to HDMI Output 1, and the "HDMI IN" port only corresponds to HDMI Output 2, so both inputs need to be connected for dual-monitor displays. However, for single-monitor display, one of the inputs need to be connected accordingly.
- When connecting your desktop to the DP input port of the switch, please check if you have used an HDMI to DP conversion cable. Please note this kind of cable is always unidirectional, so make sure to use an HDMI to DP cable, rather than a DP to HDMI cable.
- Check the desktop's graphics card driver and update it to the latest version.
- Check if there is any video output by connecting the desktop directly to the monitor.

3. My monitor can output video initially, but it stops outputting after I switch to another video source. Or, the video becomes unstable after switching, and I need to re-plug the cables. What should I do?

It may be related to the quality of the cable or the use of an adapter. Please check the following aspects:

- Try using the cables included in the package. If you have used your own cables, check if there's any quality problem and then replace.
- Use straight-through cables if possible, and avoid adapter/conversion cables.
- Enter your computer's display settings and try lowering the resolution and refresh rate to check if stability can be improved.

4. For my laptop source, the connected monitor screen partially flickers, but my desktop source works fine. What should I do?

Please enter the advanced display settings of your laptop, and switch to other refresh rates such as 50Hz to see if the partial flickering problem can be solved.

Video specification doesn't meet the described

5. My MacBook only outputs mirrored dual screens, and can't output extended dual screens. What should I do?

- This is because the MacBook's USB-C port itself only supports single stream transport (SST), not multi stream transport (MST). Thus, the dual screens can only display in mirror copy mode.
- If you still need extended dual screen output with your Macbook, you can connect the Macbook to the KVM switch via both its "DP IN" and "HDMI IN" ports to get extended content (an extra USB-C docking station or adapter cables are required).

6. My laptop can't output the resolution supported by the monitor, or one of the 4K monitors can only output 1080P resolution. However, my desktop works fine. What should I do?

- This is usually due to the limitations of the video output capability of the laptop and the difference in the capability of the monitor port. Please check from the following aspects:
- Check the specification of the video output capability of your laptop. Determine the maximum resolution that your laptop can output (when outputting one channel of video and two channels of video simultaneously). Generally, the laptop with integrated graphics can only output 2x 1080P video, or 1x 1080P + 1x 4K videos.
- Check the supported video specification of the monitor. Generally speaking, the refresh rate specification of the DP port will be a bit higher than the HDMI port.

7. What can I do if I can't select HDR after connecting the KVM switch?

- Please note that the KVM switch's "DP IN" port does not support HDR. The "USB-C IN" and "HDMI IN" support HDR.

USB does not work or USB signal is unstable

8.When switching to the desktop, the connected USB devices can't work. However, the laptop works fine. What should I do?

This may be caused by the problem that the USB cable hasn't been connected, or USB interface differences. Please check from the following aspects:

- Check if a USB cable is connected between the host computer and the KVM switch. The USB cable (A-to-B) is included in the package.
- Try different USB ports on the host computer. Usually, the USB ports on its front and back are different.
  Connect the USB devices directly to the host computer to check if it works properly.

9.I used a docking station to connect my laptop to the KVM switch (via HDMI+DP input ports). HDMI video can work, but USB connection is not working. What should I do?

This may be caused by too many USB cascaded connections. Please check from the following aspects:

- Try not using the docking station. Connect your laptop to the KVM switch's USB host port (USB-B) directly. If your laptop doesn't have a USB-A port, you need to use a USB conversion cable.
- Connect the USB devices directly to the laptop via the docking station to check if it works properly.

10. What can I do if the USB connection is intermittent?

This may be caused by USB 3.0 interference with 2.4G wireless keyboard and mouse. Please check from the following aspects:

- Connect the wireless keyboard and mouse dongles to the KVM switch via its USB 2.0 ports on the front panel, and avoid connecting them to the USB 3.0 ports on the rear panel.
- If this problem only occurs on your laptop, try using other USB-C ports on the laptop.
- If this problem only occurs on your desktop, try using other USB ports on the desktop.

Audio does not work

11.What can I do if there is no sound from the 3.5mm jack?

Please check if the audio option of your computer has selected the corresponding USB audio device, and further check if the audio device is recognized in the device manager of your computer.

12.What should I do if there is no sound from the 3.5 mm jack while teleconferencing?

- Please check if the audio option of the conferencing software has selected the appropriate USB audio device.
- If this option is not available, check whether the computer recognizes the corresponding USB audio device and further check whether the audio device is recognized in the device manager of the computer.
- Restart the teleconferencing software and check if that helps.

13. What can I do if there is no sound from the S/PDIF port?

- Please note that the audio is split from the HDMI output, so the computer's audio option needs to be selected to the appropriate HDMI monitor audio.
- When only one monitor is connected to any HDMI output of the KVM switch, S/PDIF is separated from that HDMI OUT. When both HDMI outputs are connected to HDMI monitors, S/PDIF is separated from HDMI OUT 1 by default.

Scan the QR Code Below
for Installation Guide

Problem Not Fixed? We're here for help

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