

4-Port Dual HDMI KVM Switch | 4K 30Hz



Actual product may vary from photos

User Manual

SKU#: SV431DHD4KU

Compliance Statements

FCC Compliance Statement

This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the FCC rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense.

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Changes or modifications not expressly approved by StarTech.com could void the user's authority to operate the equipment.

Industry Canada Statement

This Class A digital apparatus complies with Canadian ICES-003.

CAN ICES-3 (A)/NMB-3(A)

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Safety Statements

Safety Measures

- Wiring terminations should not be made with the product and/or electric lines under power.
- Product installation and/or mounting should be completed by a certified professional as per the local safety and building code guidelines.
- Cables (including power and charging cables) should be placed and routed to avoid creating electric, tripping or safety hazards.

Mesures de sécurité

- Les terminaisons de câblage ne doivent pas être effectuées lorsque le produit et/ou les câbles électriques sont sous tension.
- L'installation et/ou le montage du produit doit être réalisé par un professionnel certifié et dans le respect des normes locales et du code de construction local.
- Les câbles (y compris les câbles d'alimentation et de chargement) doivent être placés et acheminés de façon à éviter tout risque électrique, de chute ou de sécurité

安全対策

- 電源が入っている状態の製品または電線の終端処理を行わないでください。
- 製品の設置やマウントは、使用地域の安全ガイドラインおよび建築基準に従い、有資格の専門業者が行うようにしてください。
- ケーブル(電源ケーブルと充電ケーブルを含む)は、適切な配置と引き回しを行い、電気障害やつまづきの危険性など、安全上のリスクを回避するようにしてください。

Misure di sicurezza

- I terminali dei fili elettrici non devono essere realizzate con il prodotto e/o le linee elettriche sotto tensione.
- L'installazione e/o il montaggio dei prodotti devono essere eseguiti da un tecnico professionale certificato che conosca le linee guida locali sulle norme edilizie e sulla sicurezza.
- I cavi (inclusi i cavi di alimentazione e di ricarica) devono essere posizionati e stesi in modo da evitare pericoli di inciampo, rischi di scosse elettriche o pericoli per la sicurezza.

Säkerhetsåtgärder

- Montering av kabelavslutningar får inte göras när produkten och/eller elledningarna är strömförda.
- Installation och/eller montering får endast göras av behöriga yrkespersoner och enligt gällande lokala förordningar för säkerhet och byggnormer.
- Kablar (inklusive elkablar och laddningskablar) ska dras och placeras på så sätt att risk för snubblingsolyckor och andra olyckor kan undvikas.

Warning Statements

- Make sure to assemble this product according to the instructions. Failure to do so might result in personal injury or property damage.
- Never use this product if parts are missing or damaged.

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Product Diagram

Actual product may vary from photos.

Front View



1	<i>USB HID Port</i>
2	<i>Port LEDs</i>
3	<i>USB 3.0 Hub Port</i>
4	<i>Port Selection Buttons</i>
5	<i>Power LED</i>

Rear View



1	<i>Power Adapter Port</i>
2	<i>Console HDMI Ports (2)</i>
3	<i>EDID Copy Buttons (2)</i>
4	<i>PC HDMI Ports (8)</i>
5	<i>USB HID Ports (3)</i>
6	<i>Console Audio Port</i>
7	<i>PC USB Ports (4)</i>
8	<i>PC Audio Port (4)</i>
9	<i>USB 3.0 Hub Port</i>

Product Information

Package Contents

- KVM Switch x 1
- Universal Power Adapter (NA/JP, EU, UK, ANZ) x 1
- Rubber Feet x 4
- Quick-Start Guide x 1

Requirements

Requirements are subject to change. For the latest requirements, please visit www.StarTech.com/SV431DHD4KU.

- HDMI cables
- USB-A to USB-B or USB-C to USB-B cables
- 3.5 mm audio cables
- Computer system or video card enabled with HDMI
- Computer system enabled with USB
- Display device (e.g. monitor, projector, TV, and so on) enabled with HDMI
- Standard USB keyboard and mouse (wired or wireless)

Installation

Connect the Console to the KVM Switch

1. Turn off your **Computer** and any connected devices or peripherals (e.g. printers, external hard drives, etc.).
2. Connect an **HDMI Cable** to the **Console HDMI Port** on the **KVM Switch** and to a **Display Device**.

Note: Repeat step 2 to connect additional **Display Devices**.

3. Connect a **Keyboard's USB Connector** to a **USB HID Port** on the **KVM Switch**.
4. Connect a **Mouse's USB Connector** to a **USB HID Port** on the **KVM Switch**.
5. The following are optional connections:
 - Connect a **Speaker's 3.5 mm Connector** to the **Console Audio Port** on the **KVM Switch**.
 - Connect a **USB peripheral's Connector** to the **USB Hub Port** on the **KVM Switch**.
 - Connect additional **HID Devices** (touch pads, touchscreens, number pads, etc.) to an available **HID Port** on the **KVM Switch**.

Connect a Computer to the KVM Switch

Notes: No software or driver installation is required when connecting a **Computer** to the **KVM Switch**.

The cables for each individual **Computer** must be connected to the same port set on the **KVM Switch**.

1. Turn off the **Computers** that you want to connect to the **KVM Switch** and any connected devices or peripherals (e.g. printers, external hard drives, etc.).
2. Connect an **HDMI Cable** to the **PC HDMI Port** on the **KVM Switch** and to an HDMI port on a **Computer**.
3. Connect a **USB Cable** to the **PC USB Port** on the **KVM Switch** and to a USB port on the **Computer**.
4. (Optional): Connect an **3.5 mm Audio Cable** to the **PC Audio Port** on the **KVM Switch** and to an **Audio Output Port** on the **Computer**.

Note: Repeat step 1 - 4, to connect additional **Computers**.

5. Connect the **Universal Power Adapter** to the **Power Adapter Port** on the **KVM Switch** and to an **AC Electrical Outlet**. The **Power LED** will illuminate indicating that the **KVM Switch** is receiving power.
6. Turn on any devices or peripherals that are connected to the **KVM Switch**.
7. Turn on the connected **Computer(s)** and wait for the **Computer(s)** to finish loading. Test the functionality of the **Keyboard** and **Mouse** connected to the **Computer**.

8. If additional **Computers** are connected to the **KVM Switch**, select a different port and repeat step 7 until you have tested the functionality of all of the connected **Computers**.

Installing the Feet

1. Remove the **Adhesive Backing** from the **Foot Pads**.
2. Align each of the **Foot Pads** with the four impressions on the bottom of the **KVM Switch**.
3. While applying pressure, affix the **Feet** to the bottom of the **KVM Switch**.

Operation

Hotkey Commands

You can use keyboard key combinations, called hotkeys, to operate the **KVM Switch**.

Notes: *Your **Keyboard** must be connected to one of the **HID Ports** on the **KVM Switch** to use hotkey commands.*

*The **Scroll Lock** key can be used as an alternative to the **Left Ctrl** key.*

Basic Hotkey Commands	
Hotkeys	Function
Left Ctrl, Left Ctrl, 1, 2, 3 or 4	Switch between the computers connected to ports 1 - 4.
Left Ctrl, Left Ctrl, F1	Start auto scan.
Left Ctrl, Left Ctrl, F2	Start manual scan.
Left Ctrl, Left Ctrl, F3	Adjust scan rate (The KVM Switch will beep each time you enter the hotkey up to 4 beeps indicating the duration of the scan rate, 1 beep = 3 seconds, 2 beeps = 8 seconds, 3 beeps = 15 seconds, and 4 beeps = 30 seconds.
Left Ctrl, Left Ctrl, F5	Turns the Audio Stick function On/Off. When Audio Stick is on, audio is synced to the computer connected to the current port selection. Press Left Ctrl, Left Ctrl, A to move the audio function to the selected port. The audio will remain on the selected port until Audio Stick is disabled or the audio is moved to another port.

Push Button Control

Selecting a Connected Computer

- Press the **Port Select Button 1 - 4** to toggle between the ports.

Activating Auto Scan

The **Auto Scan** function allows you to scan through the computers connected to the **KVM Switch** in sequence.

- Press and hold **Port Selection Buttons** 3 and 4 simultaneously.

Note: *When a computer is being scan the corresponding **Port LED** will flash.*

Deactivating Auto Scan

To deactivate **Auto Scan** in the middle of a scan:

- Press one of the **Port Selection Buttons** to stop the auto scan.

Setting Scan Time

You can set the scan time duration used within the **Auto Scan** function from 3 seconds to 30 seconds.

- Press and hold **Port Selection Buttons** 1 and 2 simultaneously.

Note: *The **KVM Switch** will beep each time you enter the hotkey up to 4 beeps indicating the duration of the scan rate 1 beep = 3 seconds, 2 beeps = 8 seconds, 3 beeps = 15 seconds, and 4 beeps = 30 seconds.*

EDID Copy

Copying EDID Settings

In some cases display problems may occur due to incorrect EDID communication between the display and the KVM switch. The **EDID Copy** function allows you to copy and store EDID details from an EDID compliant Display Device to reduces the risk of the display being incorrectly detected or using the wrong resolution or refresh rate.

1. Press and hold the **EDID Copy Button** that is next to the **Console HDMI Port** the **Display Device** you want to copy EDID settings from, for 6 seconds.
2. Release the **EDID Copy Button** once the **HDMI LED** starts to flash.

Note: *The **HDMI LED** will flash twice indicating that it has successfully copied the EDID settings from the connected **Display Device**.*

Auto Learning EDID Settings

Auto Learning allows the **KVM** to copy EDID details without storing the EDID settings in non-volatile memory. Once **Auto Learning** is activated the **KVM Switch** will automatically copy and emulate the EDID details, until a new display is connected and/or the KVM switch is power cycled.

1. Press and hold the **EDID Copy Button** that is next to the **Console HDMI Port** for the **Display Device** you want to use to copy EDID settings from, for 12 seconds.
2. Release the **EDID Copy Button** once the **HDMI LED** starts to

slowly flash.

Note: *The **HDMI LED** will flash 3 times indicating that it has successfully copied the EDID settings from the connected Display Device.*

Resetting EDID Settings

In order to reset the **KVM Switch's** EDID setting back to factory settings:

1. Press and hold the **EDID Copy Button** that is next to the **Console HDMI Port** for the **Display Device** you want to use to copy EDID settings from, for 18 seconds.
2. Release the **EDID Copy Button** once the **HDMI LED** starts to flash quickly.

Note: *The **HDMI LED** will flash 3 times indicating that it has successfully reset the EDID settings.*

About the LED indicators

The **KVM Switch** features a Port selection/link LED for each port, as well as a power LED. For more information about the LEDs, consult the table below:

LED	Behavior	Scenario
Power LED	Illuminated	KVM Switch is receiving power
Port LEDs	Illuminated green	Connected Computer is turned on
	Illuminated red	Connected Computer is currently selected
	Blinking	Auto Scan process is in progress

Troubleshooting

PC BIOS Change

The following changes may be required for a PC.

1. From on the **Standard CMOS Features** screen, change the **Halt On/Halt on Error** field to **All But Keyboard**. The **Halt On/Halt on Error** field, prompts the user when errors occur during the boot process. Switching this field to **All But Keyboard**, ignores all keyboard errors during the boot process (e.g. no keyboard detected).
2. From on the **PNP and PCI Setup** screen, change the **PNP OS Installed** field to **Yes**. By setting the **PNP OS Installed** field to **Yes**, only critical devices required for the system boot process are configured during boot up.
3. Change the **USB IRQ** field to **Enabled**.

EDID

If you are unable to achieve maximum resolution on your connected **Display Devices** or a connected **Display Device** is not detected.

1. Press and hold the **EDID Copy Button** next to the **Console HDMI Port** for the **Display Device** you want to use to copy EDID settings from, for 18 seconds.
2. Release the **EDID Copy Button** once the **Power LED** starts to flash quickly. The **Power LED** will flash 3 times indicating that it has successfully reset the EDID settings.
3. Power cycle the **KVM Switch**. Disconnect all USB cables from the **KVM Switch**. Disconnect the **Universal Power Adapter** from the **KVM Switch**, wait 60 seconds and Reconnect the **Universal Power Adapter** to the **KVM Switch**.

If the **KVM Switch** loses EDID settings when switching ports and cannot detect the **Display Device**.

1. Press and hold the **EDID Copy Button** next to the **Console HDMI Port** for the **Display Device** you want to use to copy EDID settings from, for 6 seconds.
2. Release the **EDID Copy Button** once the **Power LED** starts to flash. The **Power LED** will flash twice indicating that it has successfully copied the EDID settings from the connected **Display Device**.

Keyboard and Mouse

If the **Keyboard** and **Mouse** does not work once connected to the **KVM Switch**.

1. Press the corresponding **Port Selection Button** for the computer that is having the **Keyboard** and **Mouse** issue.
2. With the **Keyboard** and **Mouse** connect directly to the **Host Computer**, remove all unnecessary keyboard and mouse drivers.
3. Power off the **Computer**.
4. Connect the **Keyboard** and **Mouse** back to the **KVM Switch**.
5. With the same **Computer** selected on the **KVM Switch** power on the **Computer**.

Connected USB Device

If you have recently connected a USB device that is not responding, try one of the following solutions:

1. Re-install the USB device driver.
2. Add a power adapter to the USB device if the device can be self powered.
3. Double check USB cable connecting the device to the **KVM Switch**.
4. Disconnect the USB device and move it to an available USB port.
5. Disconnect all USB devices and cables and power cycle the **KVM Switch**.

6. Restart the **Computer**.

Note: Some HID devices may perform better connected to a USB HUB port.

Functionality

Port Switching

Note: Some systems may take longer to detect the connected hardware when switching from one port to another.

If the connected computer hangs up while switching to another connect computer.

- Wait a minimum of 5 seconds before switching **Computers** to ensure proper USB connection.

Note: You may need to unmount or power off connected USB devices before switching **Computers**.

Auto Scan

When performing an **Auto Scan** the **KVM Switch** does not automatically switch to the next computer and beeps.

1. Disable **Auto Scan**.
2. Ensure that all connected systems are powered up and accessible.

Note: There must be at least two connected and powered systems for the **Auto Scan** feature to work.

3. Power up or reboot any systems which are currently powered off or not detected correctly.
4. Re-enable **Auto Scan**.

Display Device

If there is no video signal when connecting a **Display Device** to the **Console HDMI Port** or when switching ports.

- Make sure that you have plugged a **Display Device** to the **Console HDMI Port** and reboot the **Computer** while the **KVM Switch** is on.

Warranty Information

This product is backed by a two-year warranty.

For further information on product warranty terms and conditions, please refer to www.startech.com/warranty.

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