1 Quick Setup

This section briefly describes how to install your KVM extender system. Unless you are an experienced user, we recommend that you follow one of the procedures described in the rest of this manual. You can download the manual on www.ihseusa.com.

Install system
1. Connect Remote unit to KVM.
2. Connect Local unit to CPU or switch.
3. Connect Local and Remote units with matching interconnection cable (fibre cables).
4. Power up the system.

2 Installation

For first-time users, we recommend that you carry out a test placement, confined to a single room, before commencing full installation. This will allow you to identify and solve any cabling problems, and experiment with the KVM extender system more conveniently.

2.1 Package Contents

You should receive the following items in your extender package (all types):
- DVXi/ET KVM-Extender- pair (Local Unit + Remote Unit)
- 2x 5V DC universal power supply for the DVXi/ET - Extender
- 2x German type power cord
- User manual (Quick Setup), K462-1W, K462-2W, K463-1W und K463-2W (additionally):
  - DVI combi-connecting cable 1,8m (DVI-I male to DVI-I male, 2x PS2 male)
  - PS2-keyboard/mouse adapter for the connection to the local unit K462-1U, K462-2U, K463-1U and K463-2U (additionally):  
  - DVI-I (1,38m) video cable (DVI-I dual link male-to-male)
  - USB (1,8m cable USB type A to type B)
  - DVI-I (1,38m) video cable (DVI-I dual link male-to-male)

If anything is missing, please contact our Technical Support.

2.2 System Setup

To install your DVXi/ET – Extender system:

1. Switch off all devices.
2. Connect your keyboard, monitor(s) and mouse to the Remote unit (depending on device type).
3. Using the supplied CPU KVM cable(s), connect the keyboard, monitor(s) and mouse connectors on the computer (or KVM switch). Please ensure, to not swap Mouse- and Keyboard connector. The Keyboard connector is purple and the Mouse connector is green.
4. Connect the 5V power supply to power the unit.
5. For a dual access system, connect the keyboard, mouse and monitor for the Local console to the second CPU port (KVM-Switch, etc.). Please ensure that the connection is tension-free! Devices K462-1U, K462-2U, K463-1U + K463-2U
6. Connect the video cable(s) as follows:

A point to point connection is required. Having one or more patch panels in the line is possible and allowed. Not allowed is a connection from the fibre link interface to any other products, especially telecommunications or network equipment.

Power Supply
Connect the supplied 5V/DC power supplies to the power outlet before commencing full installation. This will allow you to identify and solve any cabling problems, and experiment with the KVM extender system more conveniently.

2.3 Interconnection Cable Requirements

To connect the Local and Remote units you will need:
- DVI, keyboard, mouse: Connect the supplied KVM CPU cable set to your CPU (KVM-Switch, etc.). Please ensure that the connection is tension-free! Devices K462-1W, K462-2W, K463-1W + K463-2W
- DVI USB-Keyboard, USB-Mouse: Connect the supplied DVI-I cable (DVI-I to DVI-I) and the USB-cable (USB-A to USB-B) to your CPU. Please ensure that the connection is tension-free! Devices K462-1U, K462-2U, K463-1U + K463-2U
- DVI Connect the supplied DVI CPU cable set to your CPU (KVM-Switch, etc.). Please ensure that the connection is tension-free! Devices K462-2W, K462-2U, K463-2W and K463-2U
- Fibre Cables:
  - Multimode: Two fibres 50μm or 62.5μm. E.g. I-V(ZN)H 2G50 (In house patch cable) or I-AI(ZH)H 4G50 (in house OR outdoor Breakout cable, stress resistant) or AD/D(ZH)R2 4G62,5 (outdoor cable, stress resistant with protection against animal biting) All notations acc. VDE specification.
  - Singlemode: Two fibres 9μm. E.g. I-V(ZH)H 2E9 (In house Breakout cable) or AD/D(ZH)H 4E9 (in house OR outdoor cable, stress resistant with protection against animal biting) All notations acc. VDE specification.

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3 Device view (depending on device type)

Please see the manual for audio device views.
4 Audio/serial option

No setting up or user adjustments are required. Please note that on the dual access model, the serial link is always active. Please bear in mind that the Remote Unit’s serial port is wired as DTE (i.e., the same as that on a PC). To connect a serial printer (or other DTE rather than DCE device) to the Remote Unit, you will need a Null-Modem (crossover) cable between the Remote Unit and the printer. Select Xon/Xoff software flow control on the printer and PC. A serial touchscreen may be plugged directly into the Remote Unit.

5 Troubleshooting

Monitor

There isn’t a picture.

Check the power supply connection at the Local and Remote unit. Is the Power (Red LED) at the Local and Remote unit illuminated? If not, the internal power-supply may be damaged or there may be an internal error.

Check that the Interconnection cable is connected at the Local Unit and the Remote Unit. Is the Link Status LED illuminated? If not, there may be a problem with the Interconnection cable:

Are there Errors through data transmission over fibre cable? (Cable too long, too high attenuation or too much EMI interferences?) Is the Data Error LED illuminated or blinking? If yes, check cable length and environment.

Video Okay LED is dark: CPU does not provide a video signal – Check settings of the graphic card. Try out, connecting a monitor to the local output, to see, whether there is a signal or not.

Keyboard

The PC boots fine with no error messages but the keyboard does not work at all

Wrong cable plugged in, keyboard and mouse cables reversed.

Try a different model of keyboard. If the new keyboard works then original one may be incompatible.

Check that the Interconnection cable is connected at the Local Unit and the Remote Unit. Is the Link Status LED illuminated?

The other console is active. Gain control by any keyboard action or by pressing left and right mouse buttons simultaneously.

PS2 Mouse

A mouse cursor appears on the screen, but the mouse does not work

Wrong cable plugged in, keyboard and mouse cables reversed.

Try a different model of mouse

You have connected the Local unit while the CPU was running. Therefore you have connected first the keyboard cable and then the mouse cable. Disconnect the keyboard cable and connect it again. Please reboot your CPU if the mouse is still not running.

The system does not detect a PS/2 mouse, or the application cannot find the mouse.

Wrong cable plugged in, keyboard and mouse cables reversed.

Ensure that the Local Unit is connected to the PC keyboard port to provide power.

USB-Keyboard/USB-Mouse

Your USB-keyboard/USB-mouse does not work

Although we tried to design the devices as transparent as possible, we can’t ensure that all devices are running. Please check in the manual the list of the tested devices.

USB-HID devices

Your USB-HID device does not work

Although our interface supports HID devices, we can’t ensure that every connected device is running. In case of a malfunction please contact your technical support.

Other USB-devices

Your USB device does not work

You have connected a non-HID device. There are supported HID devices only. All other devices are dismissed.