

3. Technical Support

Prior to contacting support please ensure you have read the quick setup and manual, and then installed and setup your device as recommended.

3.1 Support Checklist

To efficiently handle your request it is necessary to complete our checklist for support and problem cases.

<http://www.ihse.de/fileadmin/redakteur/pdf/support/checklist.pdf>

Please keep the following information available before you call:

- Company, name, phone number and email
- Type and serial number of the device (see bottom of device)
- Date and number of sales receipt, name of dealer if necessary
- Issue date of the existing manual
- Nature, circumstances and duration of the problem
- Involved components (such as graphic source/CPU, OS, graphic card, monitor, USB-HID/USB 2.0 devices, interconnect cable) including manufacturer and model number
- Results from any testing you have done

3.2 Shipping Checklist

1. To return your device, contact your dealer to obtain a RMA number (Return-Material-Authorization).
2. Package your devices carefully, preferably using the original box. Add all pieces which you received originally.
3. Note your RMA number visibly on your shipment.



Devices that are sent in without a RMA number cannot be accepted. The shipment will be sent back without being opened, postage unpaid.

ihse.
Excellence in KVM and Video

IHSE GmbH
Maybachstrasse 11
88094 Oberteuringen
Germany



Phone +49 7546 9248-43
Fax +49 7546 9248-48

Web www.ihse.de
E-Mail techsupport@ihse.de
Skype [ihse.support](https://www.skype.com/partner/ihse.support)

Office hours:
Monday - Thursday 8:00 am to 4:30 pm
Friday 8:00 am to 3:00 pm

Manual

We continue to develop and improve our products, adding new functions and features on a regular basis, so we want you to always have the latest manual. For this reason, we do not include a manual in an electronic or printed form but kindly ask you to download the latest manual using the following link:

<http://www.ihse.de/fileadmin/redakteur/pdf/manuals/m477.pdf>



Draco compact Extender

Quick Setup Series 477



1. System Setup



First time users are recommended to setup the system with the CPU Unit and the CON Unit in the same room as a test setup. This will allow you to identify and solve any cabling problems, and experiment with your system more conveniently.

1. Switch off all devices

CON Unit installation

2. Connect your monitor(s), keyboard and mouse to the CON Unit.
3. Connect the CON Unit with the interconnect cable(s).
4. Connect the 5VDC power supply to the CON Unit.

CPU Unit installation

5. Connect the source (computer, CPU) with the supplied cables to the CPU Unit. Please ensure the cables are not strained.
6. Connect the CPU Unit to the interconnect cable(s).
7. Connect the 5VDC power supply to the CPU Unit.
8. Power the system.



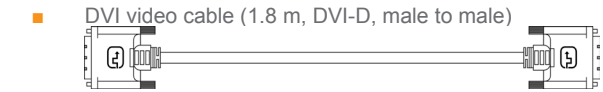
To power up the system, the following sequence is recommended: Monitor – CON Unit – CPU Unit – source.

2. Specifications

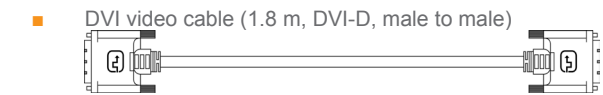
2.1 Package Contents

Your extender package contains the following items:

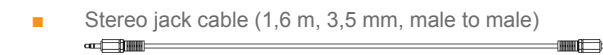
- KVM Extender pair (CPU Unit and CON Unit)
- 2x 5VDC international power supply unit (without redundancy)
- 2x country specific power cord
- Quick Setup



In addition with Dual Head devices:



In addition with analog audio / serial option:



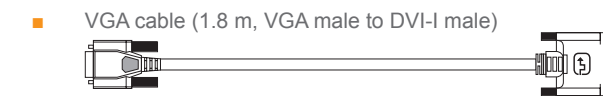
In addition with digital audio option:



In addition with USB-HID option and USB 2.0:

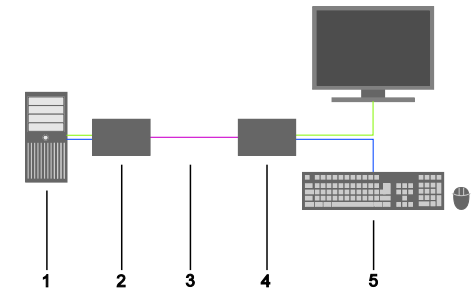


In addition with VGA option (replaces DVI-D video cable):



If anything is missing, please contact your dealer.

2.2 System Overview



1. Source (Computer, CPU)
2. CPU Unit
3. Interconnect cable
4. CON Unit
5. Console (monitor, keyboard, mouse)

2.3 Download of DDC Information

By default, data from the internal DDC list is reported to the source (computer, CPU). If these settings do not lead to a satisfying result, the DDC information of the console monitor can be downloaded and stored internally. The devices have to be configured accordingly.

On all KVM Extenders with USB-HID support, the user can load the DDC information of the console monitor via keyboard command under operating conditions

1. Enter Command Mode (Default: 2x <Left Shift>).
2. Press the key <a> to download the DDC information of the console.

The screen goes black for a short time.

At the same time Command Mode is closed and the keyboard LEDs return to previous status.

The video mode has been readjusted. Screen quality should be optimal. The CPU should now show the console monitor as the current screen, together with the available video resolutions.