

3. Technical Support

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

3.1 Support Checklist

To efficiently handle your request it is necessary that you complete a support request checklist.

ihse.com/checklist

Please ensure that you have 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
- Components included in the system (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

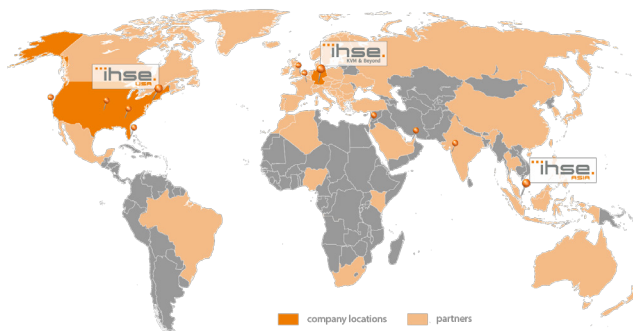
1. To return your device, contact your dealer to obtain a RMA number (Return-Material-Authorization).
2. Package your devices carefully, preferably using the original box. Add all pieces which you received originally.
3. Note your RMA number visibly on your shipment.

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

Manual

We continue to develop and improve our KVM 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:

ihse.com/m492



QUICK SETUP

Draco vario ultra Dual-Head/Dual Link Extenders (Series 492)



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Support hours: Monday - Thursday
 Friday
CET 8.00 am to 6.00 pm
 8.00 am to 5.00 pm

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

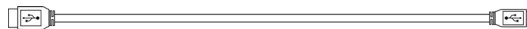
2.1 Package Contents

Your extender package contains the following items:

Basic module:

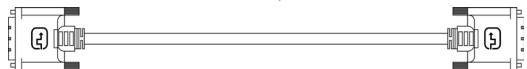
- KVM Extender pair (CPU Unit and CON Unit) in the Draco vario chassis
- 1x (redundancy 2x) 5VDC international power supply unit per KVM Extender unit
- 1x (redundancy 2x) country-specific power cord

- USB cable (1.8 m, USB type A to type B)



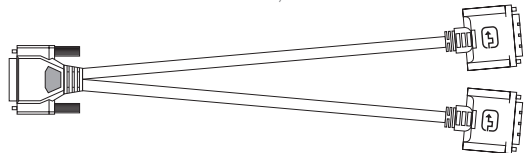
Additional content for KVM Extender module Dual Link (replaces DVI-D cable):

- 2x DVI to DMS-59 video cable 1.8 m (DVI-D Dual Link connector to DMS-59 connector)



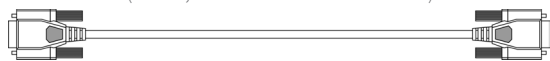
Additional content for KVM Extender module Dual Head (replaces DVI-D cable):

- 2x DVI to DMS-59 video cable 0.3 m (DVI-D Dual Link connector to DMS-59 connector)



Additional content for upgrade module Analog Audio / Serial:

- Serial cable (1.8 m, D-Sub 9 male connector)



- Stereo jack cable (1.6 m, 3.5 mm male connector)



Additional content for upgrade module Digital Audio:

- RCA cable (2.5 m, Cinch male connector)



- TOSLINK cable (1.8 m, F05, male to male)



Additional content for upgrade module PS/2:

- 2x PS/2 cable (1.8 m, 6-pole connector)

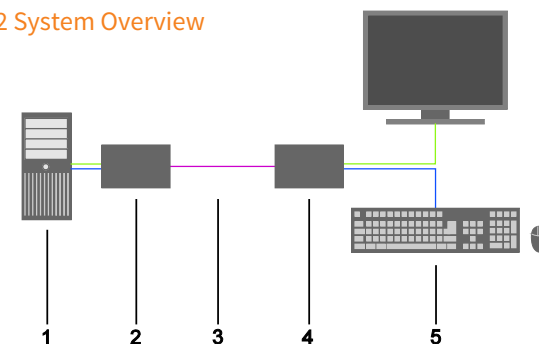
Upgrade modul USB-HID, USB 2.0 and USB 2.0 embedded module:

- USB cable (1.8 m, USB type A to type B)



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 DDC Settings

By default, the device transmits the factory preset DDC information to the CPU. This information is suitable in most cases. Downloading of the DDC information of the console monitor can be performed during normal operation. For special requirements, DDC information can be retrieved and uploaded as a binary file to both the CPU Unit and the CON Unit. Connect your computer with a USB mini cable to the service port of the CPU Unit or CON Unit. The data area of the unit is now accessible as a flash drive „Extender“.

Uploading DDC Information

Copy the binary file containing your specific DDC information to the flash drive of the CPU Unit or CON Unit. The current DDC information is replaced.

Retrieving DDC Information

Copy the file „DDC-EDID.bin“ on the flash drive of the CPU Unit to your computer. To open the binary file, you have to install a suitable software, e.g. WinDDCwrite, on your computer. Contact your dealer for this purpose.

Reset to Factory DDC Information

Delete the file called „DDC-EDID.bin“ on the flash drive of the CPU Unit. By deleting this file, the factory DDC Information is restored.