

After Sales and Support

Our Technical Support Team is highly trained to provide expert technical assistance on all of IHSE products and will be happy to answer technical questions or provide troubleshooting support as needed.

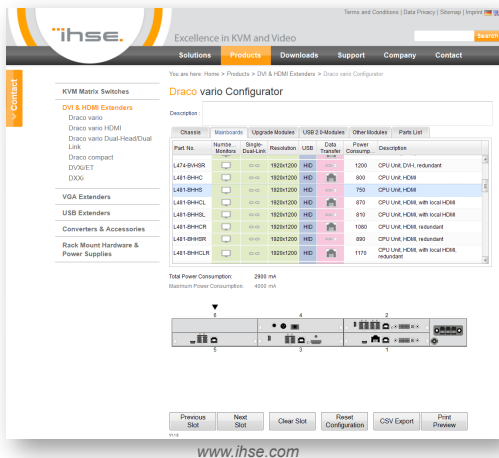
Online Support

At the support area on our website you will find up-to-date documents in PDF format like quick setup guides and detailed product descriptions, further updates & tools and much more. Take a look at www.ihse.com and benefit from our versatile online support and documentation.

Draco vario Online Configurator

IHSE provides a configurator for all Draco vario products. Check out our product site at www.ihse.com and select your preferred chassis. Equip it with your required boards and modules and simulate your fully loaded frame.

The configurator comes up with all regular Draco vario chassis, main boards, upgrade modules and USB 2.0 modules.



Rack Mount Kit Quick Setup

Draco vario KVM Extenders Series 474, 481, 482, 483

Draco Video Converters Series 238

IHSE GmbH
Maybachstrasse 11
88094 Oberteuringen
Germany



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

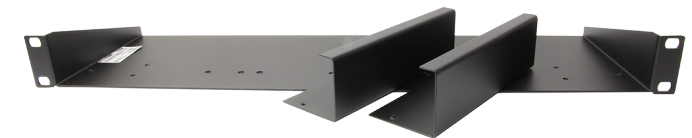
Web www.ihse.de
E-Mail techsupport@ihse.de
Skype [ihse.support](https://www.skype.com/partner/ihse.support)

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

Manual

Further information and operating instructions can be found in the PDF manual on our website:

<http://www.ihse.com/downloads/product-information.html>

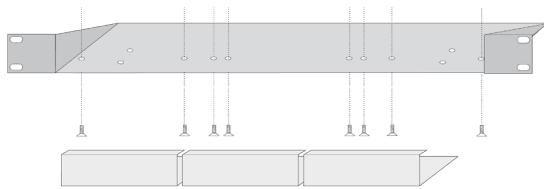


1. Installation



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

1. Place the extender(s) on the mounting angle.
2. Mount the extenders by using the provided mounting screws.



3. Mount the mounting angle into the 19" rack by using the appropriate mounting materials (not included in delivery).

2. Specifications

2.1 Package Contents

You should receive the following items in your KVM extender package:

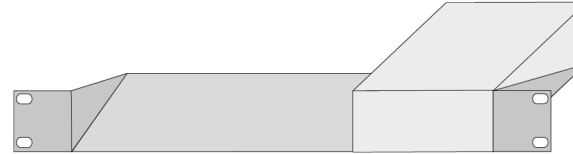
- 19" mounting angle / tray
- 6x mounting screws M3
- 4x mounting screws M2,5 (for 455-PS)
- 2x blind plates
- Quick Setup



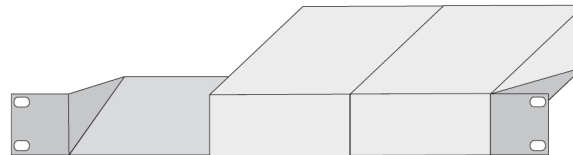
If anything is missing, please contact your dealer.

2.1 Layout Possibilities

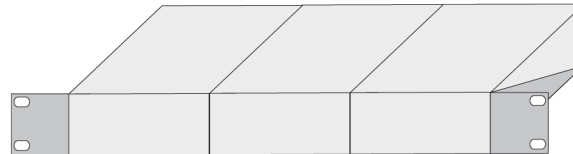
1. Layout 1x 2 bay chassis



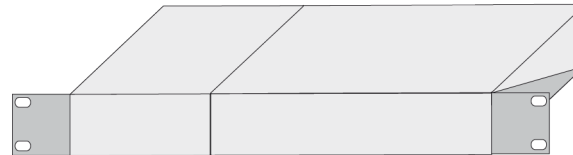
2. Layout 2x 2 bay chassis



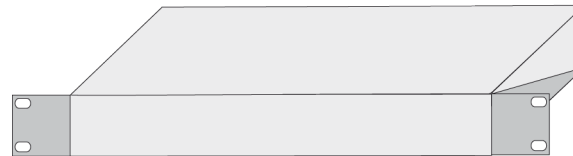
3. Layout 3x 2 bay chassis



4. Layout 1x 2 bay chassis and 1x 4 bay chassis



5. Layout 1x 6 bay chassis



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.