AX3000-G10 Thin Client Servers

AXEL AX3000-G10 Thin Client Servers Installation Guide

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Product Specifications

- **Model:** AX3000 G10
- **Manufacturer:** Axel
- **Connections:** Two monitors, keyboard/mouse, Ethernet network, USB devices
- **Power Input:** 100-240 V~, 47-63 Hz

Product Usage Instructions

Installation

Description

- The AXEL AX3000 Thin Client is a modular device designed and manufactured by Axel.
- It features a slim base unit that provides connections for two monitors, keyboard/mouse, Ethernet network, and various USB devices.

Installation

Follow the steps below to install the Axel Thin Client:

Mounting the Terminal on a Flat Screen (optional)

1. **Attaching the VESA bracket:** Securely attach the VESA bracket to the flat screen.
2. **Attaching the Terminal:** Mount the terminal onto the VESA bracket.
3. **Using the Terminal:** Connect the necessary peripherals like monitors, keyboard/mouse, and USB devices to the terminal.

Power On

- Once the terminal is securely mounted and connected to the peripherals, power on the Axel Thin Client.

Quick Set-Up

- Complete the quick set-up process to configure basic settings for the thin client.

FAQ

- **Q:** Can I open the AX3000 case to fix component failures?
    - **A:** No, in case of hardware failure, contact your service representative for assistance. Opening the case may void warranty.
- **Q:** What should I check before connecting the thin client?
    - **A:** Ensure that AC voltage from the wall outlet matches the thin client's power requirements (100-240 V~, 47-63 Hz). Make sure all devices are powered off before connecting or disconnecting.

INTRODUCTION

The AXEL AX3000 Thin Client is based on a modular concept.

The AX3000 is designed and manufactured by Axel. The thin client's electronics are contained within a slim base unit which provides connections for two monitors, keyboard/mouse, Ethernet network and various USB devices.

NOTICES

SAFETY NOTICES

- Do not attempt to fix an AX3000 component failure by opening the thin client case. In case of hardware failure, contact your service representative.
- Check AC voltage from the wall outlet is compatible with the AX3000 external power (100-240 V~, 47-63 Hz).
- The power socket must be within easy reach and as near as possible to the AX3000 thin client.
- Make sure all devices are powered off before connecting or disconnecting.
- In order to ensure compliance with European electromagnetic regulations, shielded cables must be used when interfacing with other devices.
- Refer to the respective supplier's installation manual for instructions on connecting the keyboard and monitor.

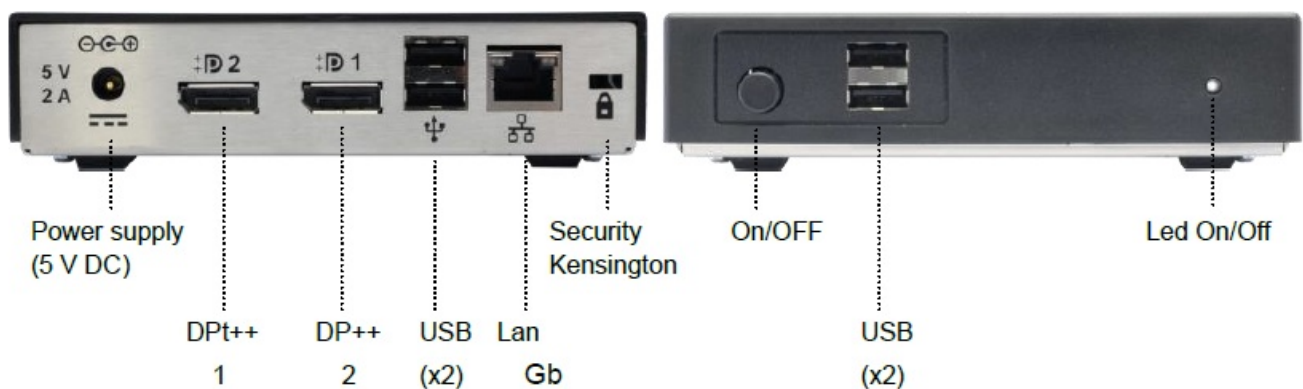### *PHYSICAL SPECIFICATIONS*

- **Operating temperature:** 5 to 35 °C
- **Humidity:** 80° non condensing
- **Consumption:** 5 W
- **Power supply:** 5 V (DC), 3 A max.
- **Dimensions:** 135 x 105 x 30 mm
- **Weight:** 380 g

INSTALLATION

This chapter provides information and instructions to install the Axel Thin Client.

DESCRIPTION

Rear Panel:

- 1 x Power connector 5V DC
- 2 x DisplayPort

- 2 x USB 2
- 1 x 1Gb RJ45
- 1 x Kensington lock.

Front Panel:

- 1 x Power switch (with a blue LED)
- 2 x USB 2.0,
- 1 x Led on/off

INSTALLATION

Mounting the Terminal on a Flat Screen (optional)

The terminal has been designed to be mounted on a flat screen: this requires the monitor to have available the 4 VESA mounting screw holes.

Attaching the VESA bracket

- With the 4 screws provided attach the bracket to the VESA mounting points on the monitor.

Attaching the Terminal

- Hook terminal to bracket. Front panel can be to the right or the left. Rubber feet should be pointing inwards. (Against bracket, for proper ventilation.):

Using the Terminal

- The terminal is now ready to be used. The cables can be connected to the rear panel. And the power switch is on the front panel:

USB cables On/Off

USB cables, DP1, DP2 and Lan

Connecting Cables

- For safety reasons and to prevent component damage please connect all cables before applying the power cord.
- Make sure the AX3000 and monitor power switches are in the OFF (0) position before connecting cables to the back panel.

The Monitor(s)

Two video ports are available on the rear panel:

- DisplayPort++ 1, dual mode ( ).
- DisplayPort++ 2, dual mode ( ).

Single or dual monitor is supported – When only one monitor is used, it can be connected to either the DP 1 or DP 2 port.
DisplayPort can easily be converted to DVI, VGA or HDMI.

Note: only the DisplayPort/VGA adaptor should be an 'active' adaptor. Displayport to DVI or HDMI should be 'passive'.

The Keyboard and Mouse

- Connect the USB keyboard and mouse via any two of the USB ports.
- **Note:** Wireless Keyboard/Mouse are supported.

The Network

Plug the network cable into the network socket ( ) on the rear panel.
The network operating mode is indicated by two LEDs located on each side of the network socket:

- The green LED on the left indicates a good connection to the Ethernet network (good link). The LED blinks to indicate network traffic. If the LED does not light, check that the Ethernet connector and cable.
- **Note:** this LED blinks also when the thin client is powered off and the 'Wake On Lan' capability is enabled.
- The LED on the right indicates the actual network speed:
    - 10Mb when the light is off.
    - 100Mb when the light is green.
    - 1Gb when the light is orange.

USB Devices

- AX3000 Model G10 has four USB ports. These ports are located on the front and rear of the thin client case.
- The USB cables must be shielded and cable length must not exceed 5 meters.

IMPORTANT:

- The power consumption of USB devices connected to each port must not exceed 500 mA

External Power Supply

- Power is provided by the external power supply supplied with the Axel thin client.
- **IMPORTANT:** Only use the Axel external power supply provided with your AX3000 Model G10. Use of any other external power supply may cause permanent damage to the AX3000.
- Attached the PSU to the terminal ( ) before plugging into main power.

Power On

- The power switch is located on the front panel.
- Power-up and proper operation of the thin client are indicated by the white indicator light located on its front panel and by the emission of an audible 'beep'.
- The green LED on the left side of the RJ45 connector on the back panel indicates a satisfactory Ethernet connection.
- If the thin client does not function as described above (for example if it emits a continuous tone sound, or two beeps, or if an error message is displayed on the screen) refer to chapter 4. If the thin client still does not

operate properly, call your service representative.

INITIAL POWER-ON

This chapter describes the initial power-on procedure for the G10 thin client.
When the thin client is switched on up for the very first time two configuration methods are available:

- **Quick Set-Up:** a wizard allows the thin client to be set-up in few seconds for typical use.
- **Auto-Configuration:** used in conjunction with the AxRM software, this function allows the thin client to automatically receive new firmware and/or a configuration

At any time pressing <Ctrl><Alt><Esc> will enter Thin Client Set-Up.
For more information about set-up, please read the AX3000 User's Manual.

QUICK SET-UP

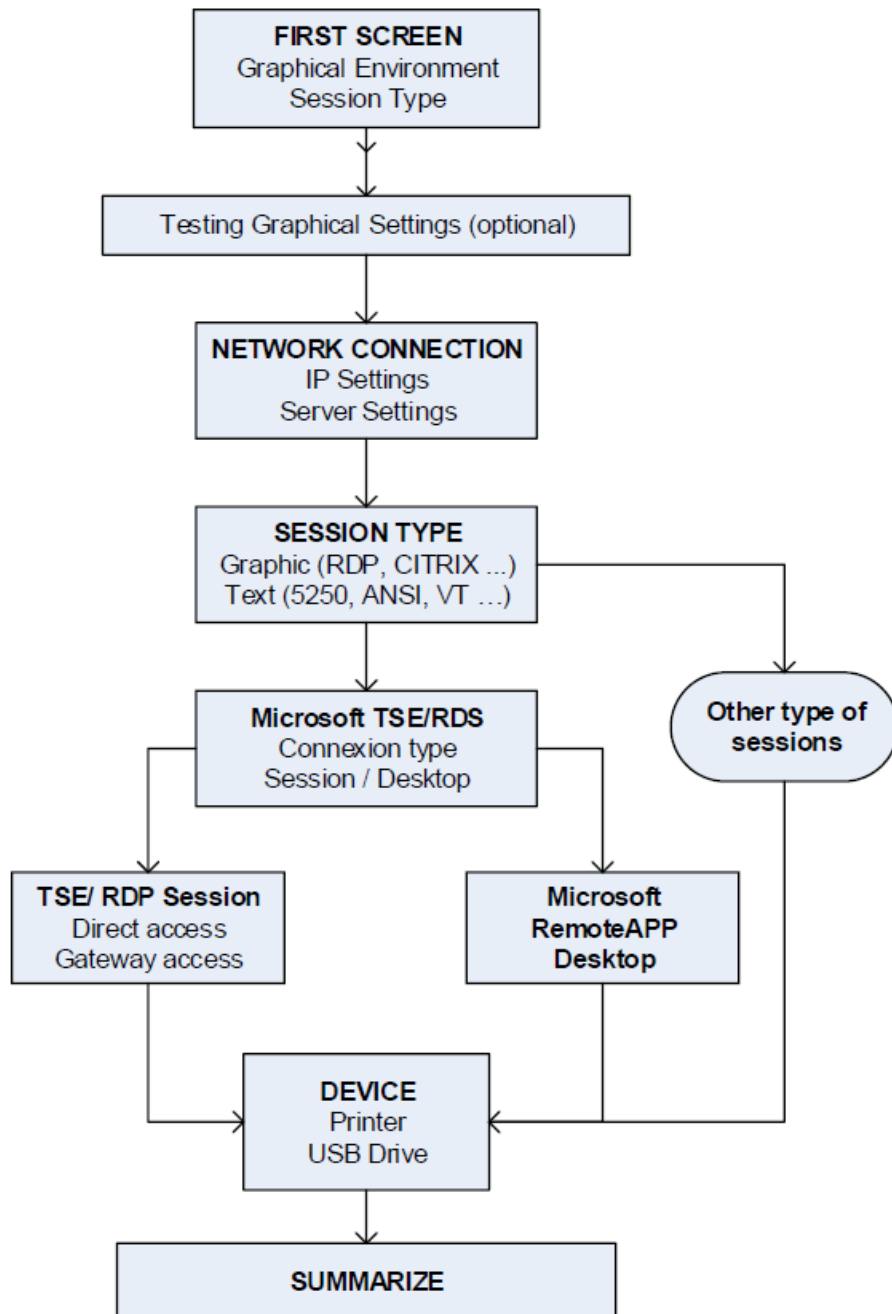The quick set-up is designed for a typical simple environment of:

- One server
- An optional router
- All sessions set identically
- An optional printer.

☺**:** This typical configuration may be modified at the end of the Quick Set-Up procedure.
The 'quick set-up' wizard guides the user through a setup menu in an intuitive manner.

The dialog box structure (referred to as a Wizard) is shown below:

```
                    ┌─────────────────────────┐
                    │      FIRST SCREEN       │
                    │  Graphical Environment  │
                    │       Session Type      │
                    └─────────────────────────┘
                                 │
                                 ▼
                ┌──────────────────────────────────┐
                │ Testing Graphical Settings (optional) │
                └──────────────────────────────────┘
                                 │
                                 ▼
                    ┌─────────────────────────┐
                    │   NETWORK CONNECTION    │
                    │       IP Settings       │
                    │     Server Settings     │
                    └─────────────────────────┘
                                 │
                                 ▼
                    ┌─────────────────────────┐
                    │      SESSION TYPE       │──────────────────┐
                    │  Graphic (RDP, CITRIX...)│                  │
                    │  Text (5250, ANSI, VT...)│                  │
                    └─────────────────────────┘                  │
                                 │                                ▼
                                 ▼                         ╭──────────────╮
                    ┌─────────────────────────┐            │ Other type of │
               ┌────│    Microsoft TSE/RDS    │───┐        │   sessions    │
               │    │     Connexion type      │   │        ╰──────────────╯
               │    │    Session / Desktop    │   │                │
               │    └─────────────────────────┘   │                │
               ▼                                   ▼                │
    ┌─────────────────────┐          ┌─────────────────────┐       │
    │   TSE/ RDP Session  │          │      Microsoft      │       │
    │    Direct access    │          │      RemoteAPP      │       │
    │    Gateway access   │          │       Desktop       │       │
    └─────────────────────┘          └─────────────────────┘       │
               │                                │                   │
               │        ┌─────────────────────┐ │                   │
               └───────▶│        DEVICE       │◀┘───────────────────┘
                        │        Printer      │
                        │       USB Drive     │
                        └─────────────────────┘
                                   │
                                   ▼
                    ┌─────────────────────────────┐
                    │         SUMMARIZE           │
                    └─────────────────────────────┘
```

After exiting the set-up, the thin client is automatically restarted and ready to be used.

AUTO-CONFIGURATION

- The Auto-Configuration feature allows a brand new 'out of the box' thin client to be sent a specific firmware and/or configuration file without any human intervention. There are also options to specify various thin client specific parameters, for example an IP address and thin client name etc.
- For more information on AxRM's action in the auto-configuration process, see the manual "Axel Remote Management".
- The auto-configuration process is automatically initiated when power is applied to a new thin client or if the thin client is reset to factory defaults. This process may be aborted by pressing any key.

Note: the auto-configuration may also be started at each thin client boot time.

The stages are:

- Checking the network (link),
- DHCP request sent to obtain an IP address and other parameters (optional),
- Thin client contacts the AxRM server,
- Firmware file sent (if required), followed by a reboot,
- Configuration file sent, followed by a reboot.

PROBLEM SOLVING

- **BLUE FRONT INDICATOR DOESN'T LIGHT, OR NO BEEP WHEN YOU PRESS POWER SWITCH**
  - Check there is power at the wall outlet and power cord connections. Try a different mains cable and PSU if possible. If the problem remains, report it to your service representative
- **CONTINUOUS TONE SOUNDS AFTER THE THIN CLIENT HAS BEEN SWITCHED ON**
  - This alarm indicates a hardware failure. Report the problem to your service representative.
- **THE THIN CLIENT REMAINS FROZEN AFTER THE AXEL LOGO IS DISPLAYED**
  - This indicates a hardware failure. Report the problem to your service representative.
- **NO DISPLAY ON THE MONITORS**
  - Monitors must be connected before the thin client is powered on.
  - Check monitor power cables and video cables are correctly connected. Power cycle G10 by holding the power button in for 6 seconds.
  - Then turn on terminal
  - If the problem remains, report it to your service representative
- **ETHERNET CONNECTION GREEN INDICATOR DOES NOT LIGHT**

  This indicator is the green LED located on the left side of the network connector on the thin client back panel.

  Failure to light when the thin client is switched on may be due to any of the following:
  - The Ethernet cable is disconnected at the far end,
  - The device (host, hub, switch…), to which the network cable is connected, is not switched on,
  - There is a fault on the Ethernet cable or the cable is wired with incorrect pin assignments.

If the problem remains, report it to your service representative

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Documents / Resources

AXEL AX3000-G10 Thin Client Servers [pdf] Installation Guide
AX3000-G10, AX3000-G10 Thin Client Servers, Thin Client Servers, Client Servers, Servers

References

- ⊿ **AXEL Thin Client**
- ⊿ **AXEL Thin Client**
- **User Manual**