



# kvm-tec Gateway2go Windows App User Manual

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## INTRODUCTION

## INTENDED USE

### the flexible connection to the kvm-tec switching system

#### Innovative user application in real time for all Laptop or Desktop – devices with Windows 10

	<p><b>flexible customized</b></p> <p>the ProductLife Flexile, media4Kconnect and 4K Ultrafine are compatible in the Matrix Switching system and with the kvm-tec Gateway and Gateway2go access to virtual machines or Live pics from the Switching System are possible</p>
	<p><b>future proofed</b></p> <p>The Matrix Switching System can be extended at any time by upgrade packages for endpoints and guarantees a super fast switching up to 2000 endpoints</p>
	<p><b>secure engineered</b></p> <p>redundant for secure critical operations and uncompressed transmission without artefacts, non hackable – based on a unique and proprietary protocol – KVM system runs on a VLAN or a separate switch. This means a dedicated Network management</p>
	<p><b>Hardware optimized</b></p> <p>Software features Mouse glide &amp; Switch , 4 K Multiview Commander flexible &amp; scalable USB, Video and Sound Channel managing , 4 single or 4 dual Flexile Extender in 1 RU – saves space in the rack</p>

## HOW GATEWAY2GO WORKS

kvm-tec Gateway2 go – the Windows App is an innovative software solution that allows users to connect to the kvm-tec switching network at any time and display a live image of a specific local unit.

The administration app replaces the remote unit of a Matiline or MA flex and with the Gateway2go access the mobility of the user becomes very flexible and thus the control and operation of the extenders in the switching network is simplified. Gateway2go can also be installed in addition to a remote unit and supports Full HD video transmission.

Mouse and keyboard data is authenticated in real time and transmitted live to the local part to ensure real-time security. compatible with Windows 10.

No additional hardware required

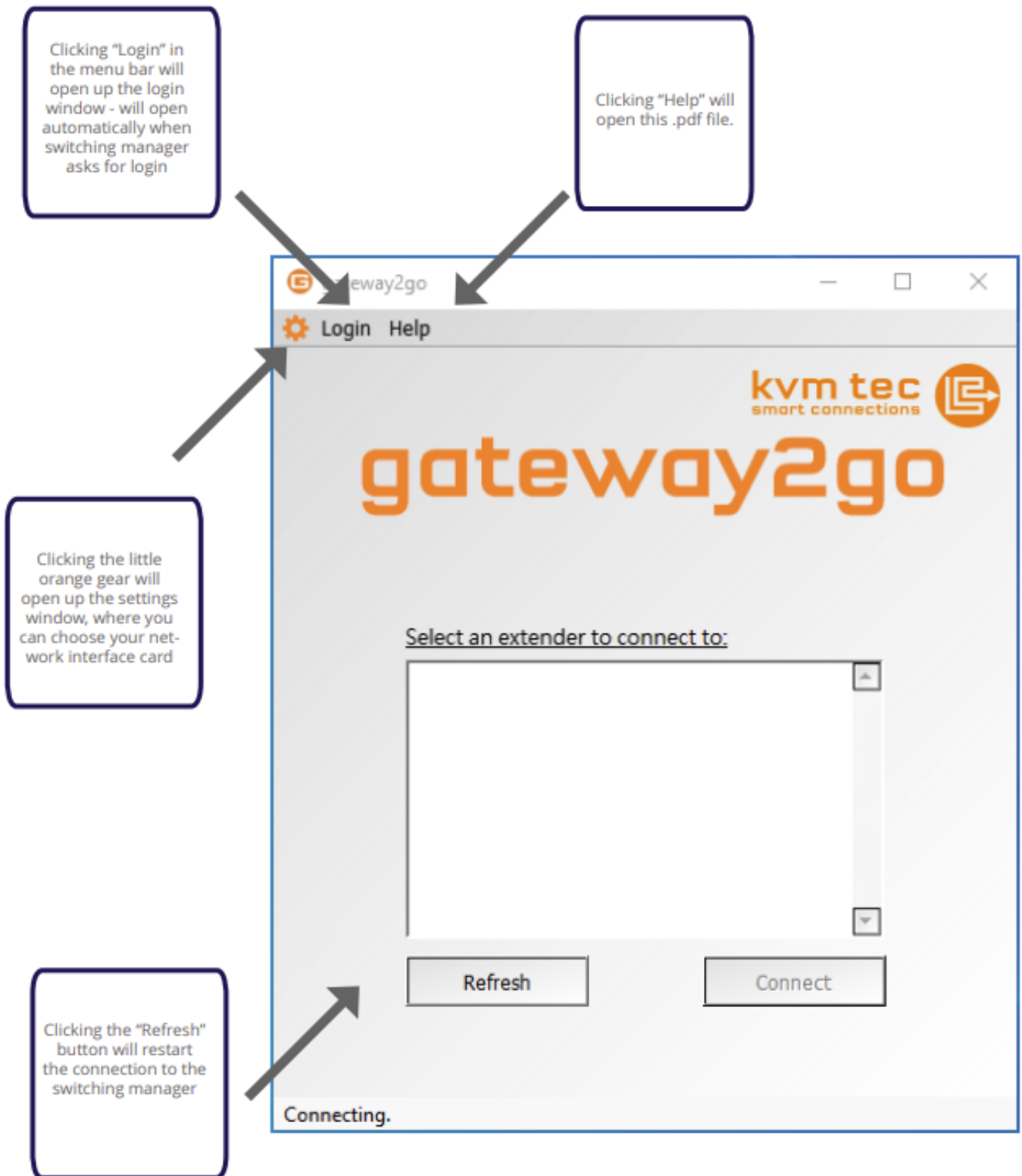
**Minimal system specifications :**

- **CPU:** 2 cores, 2 threads or 4 core @ 2,4 GHz
- **RAM:** 4 GB Disk Space 100 MB
- **Operating system:** Windows 10

Part nr	order nr	short description
4005	kvmGW2	Windows App -1 licensce
4007	kvmGW2/3	windows app – 3 licences
4008	kvmGW2/5	windows app – 5 licenses
4009	kvmGW2/1	windows app – 10 licenses

**MAIN WINDOW**

After starting the application by double clicking the .exe file “gateway2go.exe” the main window will appear:



When the connection with the switching manager was successful, the list of available extenders will be displayed in the scrollable white box:

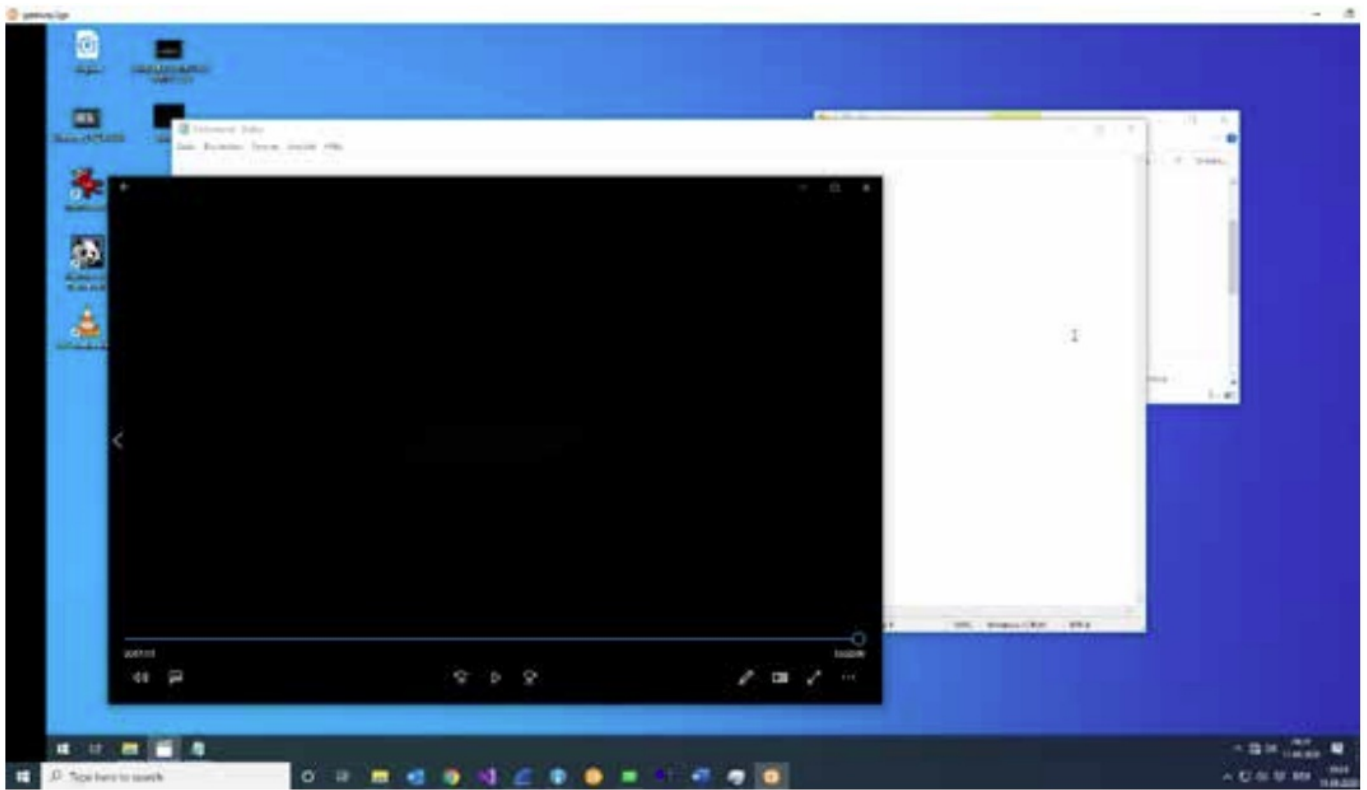
By clicking on an extender in the list, you select it. The "Connect" button will now be enabled.



Clicking the „Connect“ button will start the stream of the selected Extenders PC

## STREAM WINDOW

After clicking the "Connect" button the window with the stream will appear (look at the taskbar if it is not displayed). You can now interact with the selected extenders PC.



Closing the stream window will return you to the main window

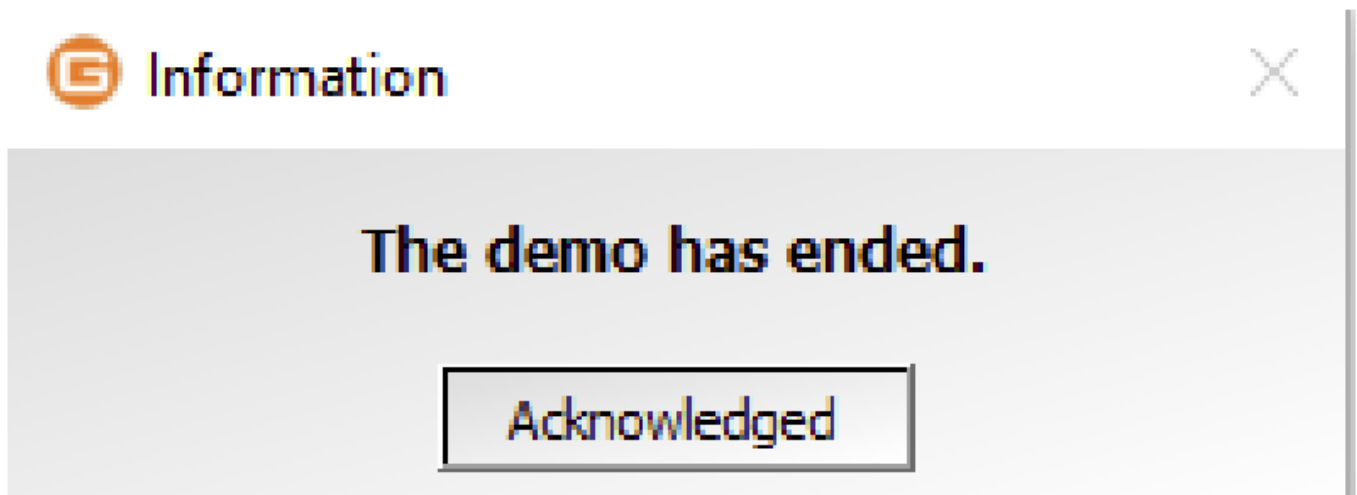
## SETTINGS

After clicking the little orange gear at the top left of the main window the settings window will appear:

**BUTTON „register your product“**

Clicking this button will open the windows explorer. There you have to choose the .logfile we sent you.

Gateway2go will close after you have chosen the correct file and the license key was approved. Please restart the application again, you will see it is not a demo anymore.



**DEMOVERSION** the app closes after 10 minutes (demo)

**You successfully registered your product!**

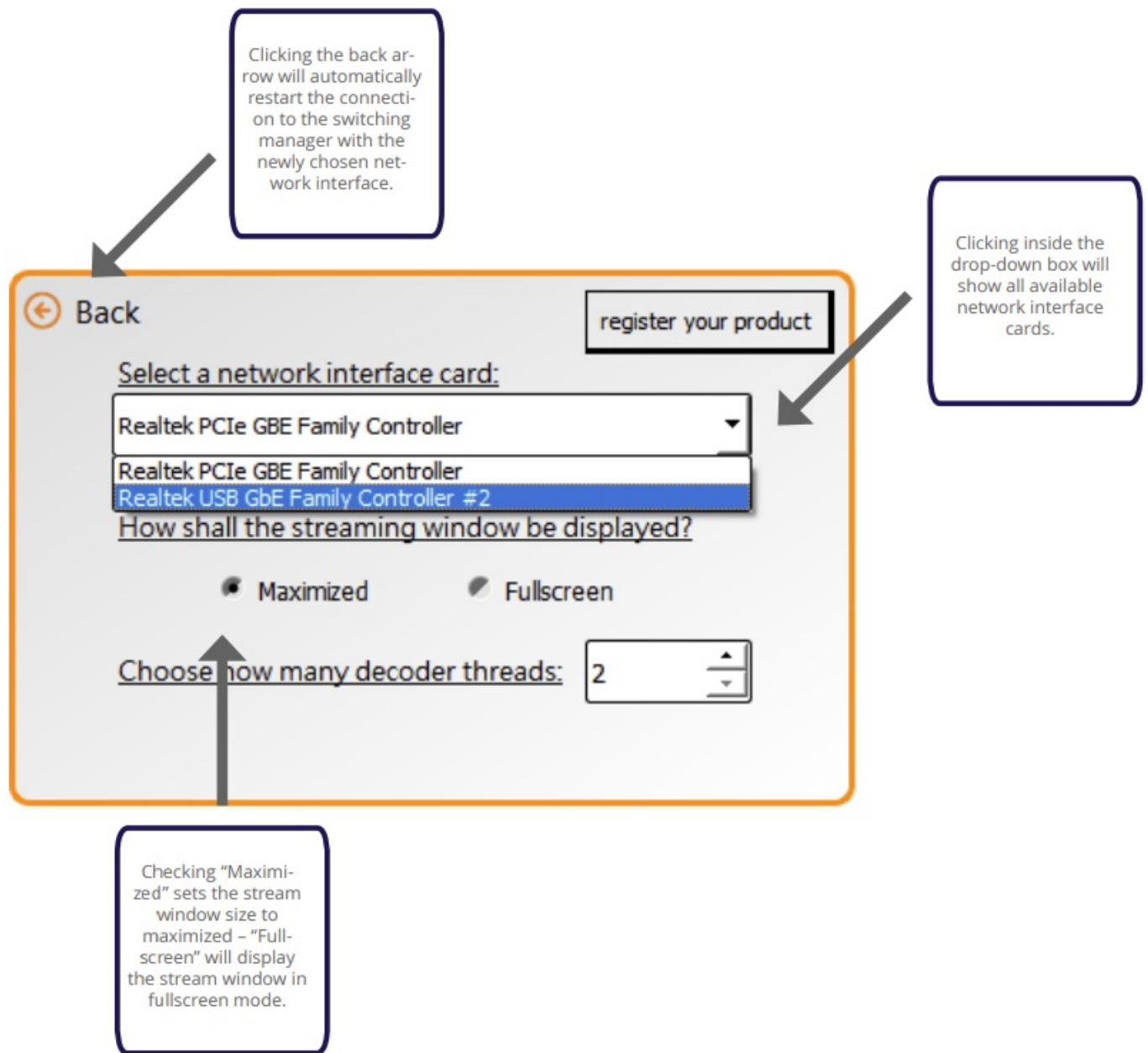
Acknowledged

## REGISTER YOUR PRODUCT

1. After you have chosen your license file (licfile.lic) the app will close, to inform you that your product key was approved an info box will appear.
2. When the license key provided was approved, next time you start the application you will notice that the “register your product” button disappeared – your product is now a full version.
3. The info text has 3 states it can be in. When the user system is not activated in the switching manager it reads “no login required” in grey letters, when it is activated and the user hasn’t logged in yet it reads “login required” in red letters and when the login was successful it reads “logged in” in green letters

## COUNTER “number of decoder threads”-

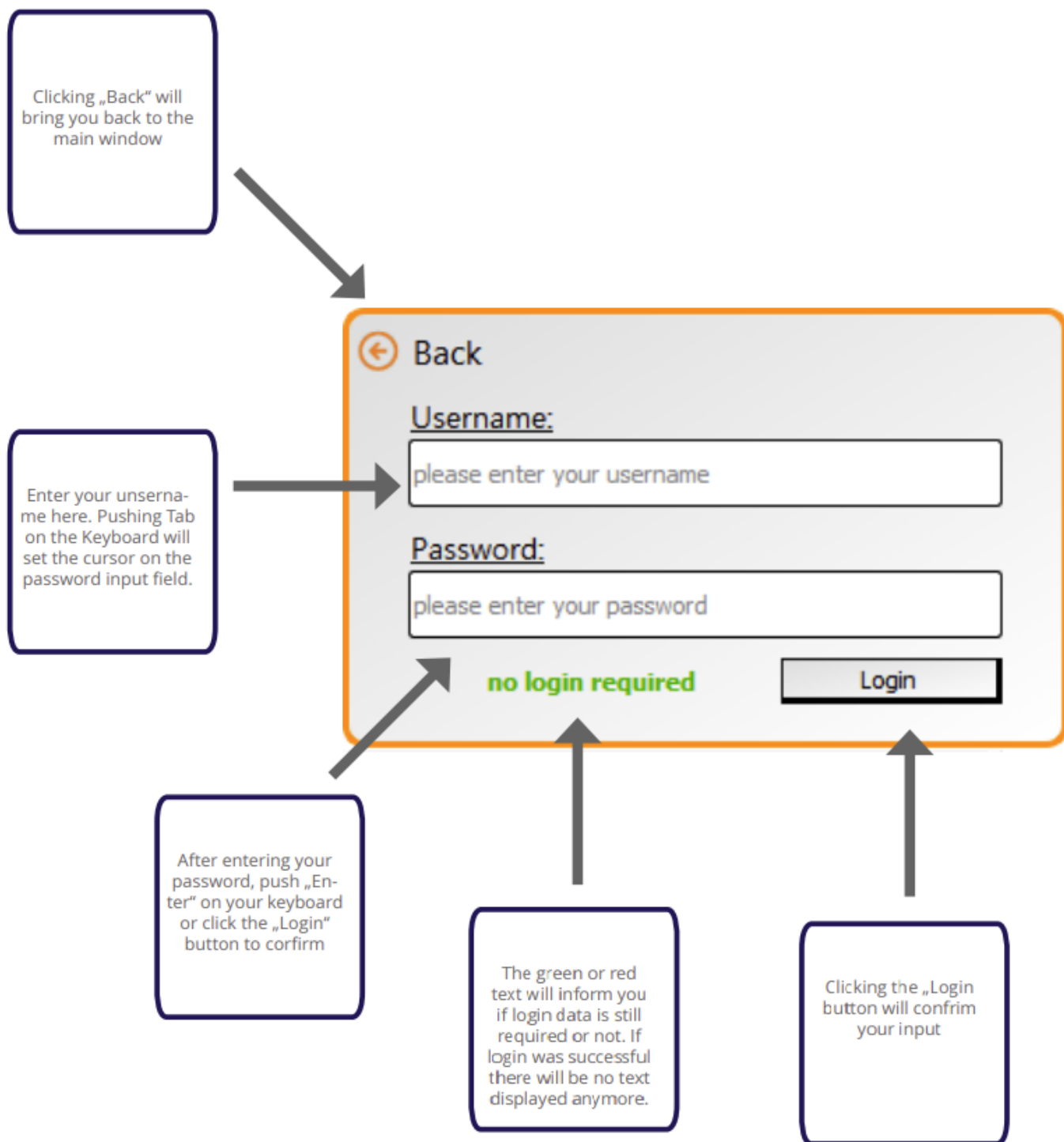
Clicking the up arrow of the box will add more threads that decode for the stream (at least 2).  
After starting the stream this box will be disabled until restart of the application



## LOGIN

The login window will appear automatically when the switching manager asks for the login data





## FIRST AID

Common Solutions for connection issues

**USB HID** should be enabled in the switching manager so gateway2go is able to interact with the chosen extender.

Your **Firewall** may interfere with the connection, if so, you may want to turn it off during use of the application.

Click “Refresh” if you want to connect to a **different extender** after streaming to another.

## FAQ – QUESTIONS AND ANSWERS

**Why won't the streaming window appear after selecting the desired extender and clicking the connect button?**

There are 4 possibilities to consider why the stream won't show up:

1. In the "List" section of the switching manager, there usually are a couple of checkboxes along with the name of the device. To make sure Gateway2go actually receives the information it needs, check the boxes "USB HID" and "Video" for both Gateway2go and the device you want to connect to.
2. In the "List" section of the switching manager, be sure to check if the device you are trying to connect to is still connected to the switching manager.
3. Your firewall may interfere with the connection, if so, you may want to turn it off during use of the application. To turn it off you have to open up "Windows Defender Firewall" (press the windows button on your keyboard and type "firewall" into the search bar) and click on "Turn Windows Defender Firewall on or off", there you are able to turn your firewall off or on. We highly recommend you turn the firewall on again after you finished your work with Gateway2go.
4. You may want to click "Refresh" if you want to connect to a different extender after streaming to another, though this should not be necessary

### **Why won't my product key be approved by the application?**

If the registration of your product was successful, the application will close. Upon restarting Gateway2go, it will now be registered. If you already tried to register your product and the registration key does not match, first check if the MAC address you provided your sales partner fits the PC you trying to register Gateway2go on. If it does, please contact your sales partner, there may be an issue regarding key generation.

### **What is a decoder thread?**

A decoder thread decodes the video packages received from the extender, without them there won't be a picture in the streaming window. The number of decoder threads correlates to how fast the stream updates the picture i.e. how smooth the streaming quality is. Set the number of decoder threads to at least the amount of physical cores of the CPU you run Gateway2go on.

You could also check in the Task Manager if there is still room for one or two more threads until CPU performance reaches the ceiling, proceed at your discretion.

Remember to set the number of decoder threads before connecting to a extender, the box will be disabled after clicking "Connect", until you restart the application.

### **Why does Gateway2go suddenly close after a while?**

Gateway2go runs as a demo if it is not registered, which means it closes after 10 minutes of use. Register your product in the settings window. If you already tried to register and the product key does not match go back to the question "Why won't my product key be approved by the application?".

### **Why does the login window appear after I entered my user name and password?**

The login window will appear every time a user name and password are required to connect to the switching manager. If the wrong user name and password were sent to the switching manager, it will reappear as long as the login data is incorrect. Make sure you are entering the correct user name and password.

## **CONTACTS & PHONE / EMAILS**

### **ADDRESS & PHONE/EMAIL**

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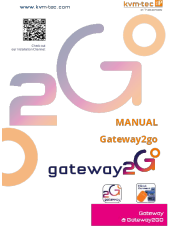
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## Documents / Resources

 The logo for Gateway2go Windows App. It features a large stylized 'G' in orange and purple, with '2go' in orange. Below it, the text 'MANUAL Gateway2go' is written in orange. At the bottom, there is a small icon of a smartphone and the text 'gateway2go' in orange.	<p><a href="#">kvm-tec Gateway2go Windows App</a> [pdf] User Manual Gateway2go Windows App, Gateway2go, Windows App, App</p>
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## References

- [TEC - Residential and Business Internet, Voice, and Security](#)
- [Kvm-tec.com: KVM Extender over IP - Matrix Switching Systeme](#)