Manuals+ — User Manuals Simplified.

kvm-tec ultra line First Aid User Manual

Contents [**hide**]

kvm-tec ultra line First Aid

First check your delivery content

Delivery content

LOCAL/CPU Unit UVX Copper

- 1 x UVX1 Local (CPU)
- 1 x power cord IEC C13
- 1 x DP – DP cable 1,8m/5.9ft 1 x USB A-B cable 1,8m/5.9ft 4 x rubber feet

REMOTE/CON Unit

- 1 x UVX1 Remote (CON)
- 1 x power cable IEC C13
- 4 x rubber feet

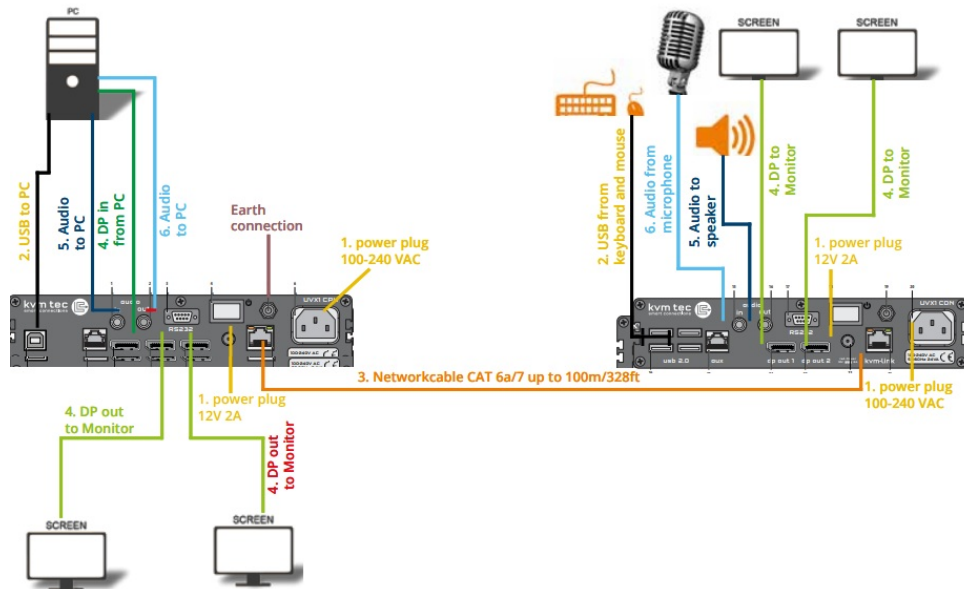## All your upgrades for 4K Ultraline DP1.2 are unlocked

USB Memory
Sound analog in both directions as CD quality RS232
Matrix Switching System up to 2000 endpoints

Switching Manager software is included

- 1 x Switching Manager Software (Stick) or download

Than check your installation

Quick Installation ULTRALINE 4K local / CPU – remote/ CON

1. Connect the CON / Remote and the CPU / Local Unit with the supplied IEC power cable. Optionally, you can also use a 12V 2A power supply.
2. Now connect the USB cable to a USB port on your PC and connect the other end of the USB cable to the CPU / Local Unit. Connect keyboard and mouse to the CON / Remote Unit.
3. Connect the CPU / Local and the CON / Remote Unit with a network cable.
4. Connect the DP cable in the DP socket of the PC to the DP socket DP / in of the local device and connect the screen on the remote side with the DP cable. Optionally, connect the DP cable from the Local DP / out to the monitor.
5. Then connect PC audio/out with the audio cable to Local audio/in. Then connect audio/out via the audio cable
6. Almost done! Now connect the audio cable Local audio/out to the PC audio/in and Remote audio/out with the audio cable to the microphone.

HAVE FUN – your kvm-tec Extender is now in use for many years (MTBF approx 10 years)

Delivery content

LOCAL/CPU Unit UVX Fiber

- 1 x UVX1-F Local (CPU)
- 1 x power cord IEC C13
- 1 x DP – DP cable 1, 8m/5.9ft
- 1 x USB A-B cable 1, 8m/5.9ft
- 1 x SFP+ Module-Multimode up to 300m/984ft alternativ Single mode module up to 10km/6.2mi ItemNr 6912 4 x rubber feet

REMOTE/CON Unit

- 1 x UVX1-F Remote (CON)
- 1 x power cord IEC C13
- 1 x SFP+ Module-Multimode up to 300m/984ft alternativ Single mode modul up to 10km/6,2mi ItemNr 6912 4 x rubber feet
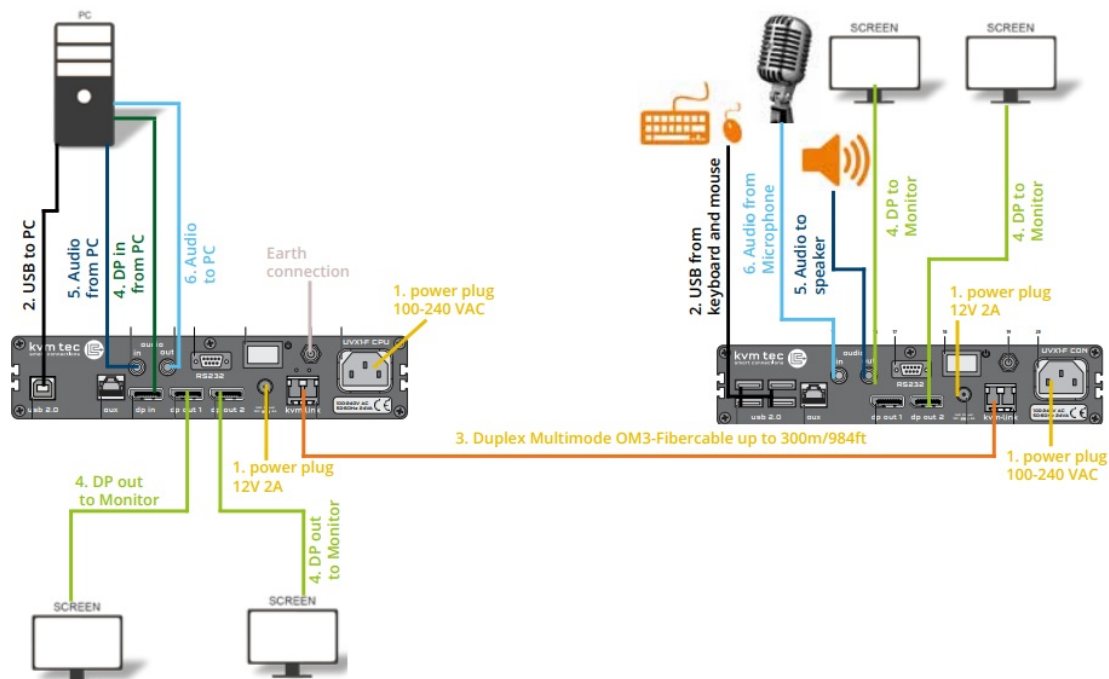
Mouse Glide &Switch

additional Software feature for 4K Ultraline in combination with Swithing Manager Software or stand alone

4K Multiview Commander

4 different PCs can be operated and controlled on one 4K monitor 1 x UVX + 4x MX Local units stand alone or in in combination with Switching Manager

Built In MST-HUB Splitter

allows the transmission of two different image contents via one cable up to a max. resolution of 2560 x 1440 With a 4k resolution one screen content is transmitted which is available on both outputs at the same time

Quick Installation 4K ULTRALINE Fiber Extender local / CPU – remote / CON

1. Connect the CON / Remote and the CPU / Local Unit with the supplied IEC power cable. Optionally, you can also use a 12V 2A power supply.
2. Now connect the USB cable to a USB port on your PC and connect the other end of the USB cable to the CPU / Local Unit. Connect keyboard and mouse to the CON / Remote Unit.
3. Connect the CPU / Local and the CON / Remote Unit with a fiber cable.
4. Connect the DP cable in the DP socket of the PC to the DP socket DP / in of the local device and connect the screen on the remote side with the DP cable. Optionally, connect the DP cable from the Local DP / out to the monitor.
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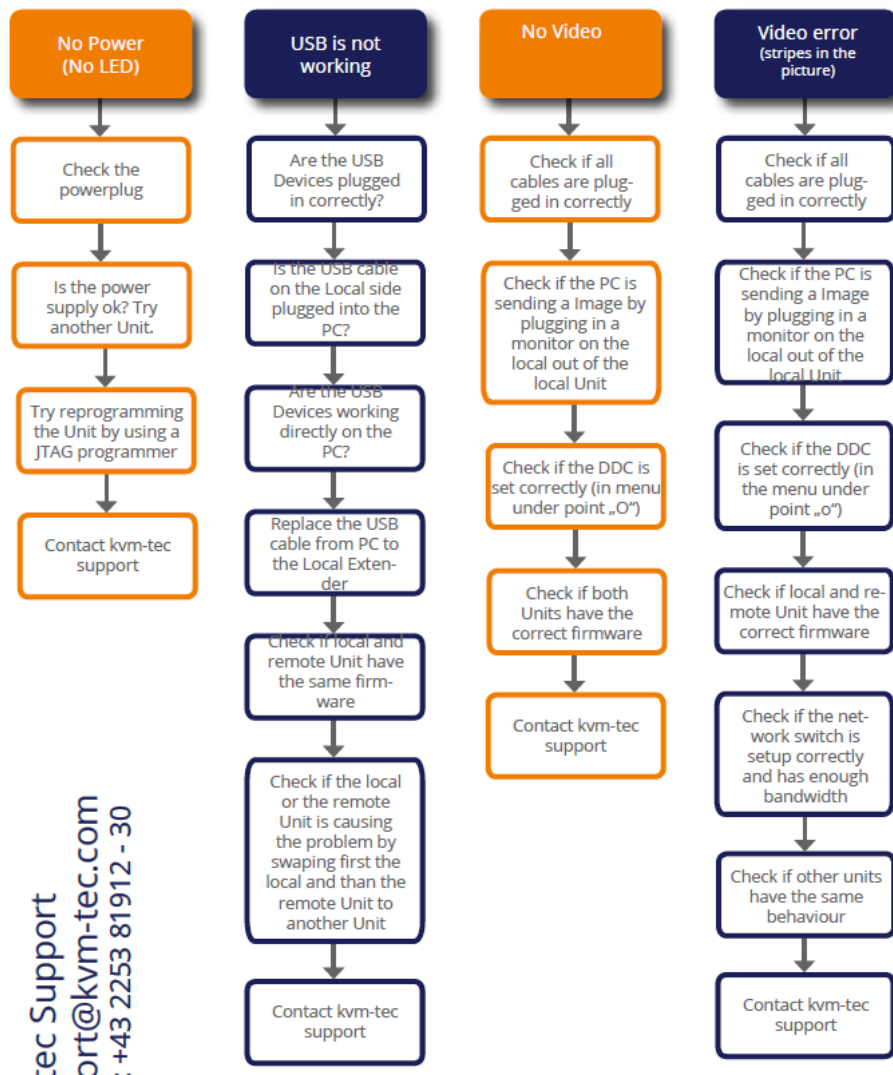
HAVE FUN – your kvm-tec Extender is now in use for many years (MTBF approx 10 years)

Check the LEDS to get more information

Error	Cause	Solution
LED is not	*The devices get no power*	Is the power supply connected? (white box)
lighting		
LED is lighting	*No connection between*	Check if the RJ45/network cable is connected well. (Clicking noise when
in red	*Loc and Rem*	plugging in)
		Control both, if it does not work please send an e-mail to support@kvm-
		tec.com
LED is lighting	*No picture on the monitor*	Check if the local/CPU (PC) cable is connected well.
in orange		Check if the remote/CON (monitor) cable is connected well.
		If everything is connected well but no function appears, reconnect
		power supply again.
		If the menu is visible, press the **O** key and choose the resolution of the
		monitor. Then press the assigned number on your keyboard.
LED is lighting	*Screen occurs but the*	Plug out/in USB of keyboard and wait until driver is installed (after few
green	*keyboard is not working*	seconds).
		Check all USB connections on both sides (Local and Remote)
		If it is still not working, plug out/in DC once more
LED is lighting	*No audio*	**Establish audio connection:**
green		plug stereo-jack to the audio output of the PC (green) connection with
		local: IN
		remote: headset OUT
		Establish microphone connection:
		plug stereo-jack to the microphone input of the PC (pink)
		connection with local OUT

LED is lighting green	*The screen flickers, has an incorrect display*	Install current firmware from our homepage www.kvm-tec.com/support/firmware-download
LED is blinking green	*Different firmware or USB is not compatible*	**e-mail to** support@kvm-tec.com
LED are lighting differently	*Different firmware*	**To enter on screen menu/check firmware version:** To enter the On screen menu, press the **Scroll Lock** key five times in quick succession. The currently installed firmware version is displayed below the menu If firmware update does not work, please send an **e-mail to** support@ kvm-tec.com

Your Extender

No Power (No LED)
- Check the powerplug
- Is the power supply ok? Try another Unit.
- Try reprogramming the Unit by using a JTAG programmer
- Contact kvm-tec support

USB is not working
- Are the USB Devices plugged in correctly?
- Is the USB cable on the Local side plugged into the PC?
- Are the USB Devices working directly on the PC?
- Replace the USB cable from PC to the Local Extender
- Check if local and remote Unit have the same firmware
- Check if the local or the remote Unit is causing the problem by swaping first the local and than the remote Unit to another Unit
- Contact kvm-tec support

No Video
- Check if all cables are plugged in correctly
- Check if the PC is sending a Image by plugging in a monitor on the local out of the local Unit
- Check if the DDC is set correctly (in menu under point „O")
- Check if both Units have the correct firmware
- Contact kvm-tec support

Video error (stripes in the picture)
- Check if all cables are plugged in correctly
- Check if the PC is sending a Image by plugging in a monitor on the local out of the local Unit
- Check if the DDC is set correctly (in the menu under point „o")
- Check if local and remote Unit have the correct firmware
- Check if the network switch is setup correctly and has enough bandwidth
- Check if other units have the same behaviour
- Contact kvm-tec support

tec Support
ort@kvm-tec.com
+43 2253 81912 - 30

Check the firmware version

To view the firmware version
Make sure the main menu is open. The currently installed firmware version of the remote and local units are displayed (e.g. '4267') and check that you have the same firmware on both units.

Ways to update the firmware version ….

There are four ways to perform an update:
UBS stick update
how to update the firmware

- To perform a firmware updateTo perform a firmware update
- Make sure that the main menu is open.Make sure that the main menu is open.
- Press U to update the USB flash drive.Press U to update the USB flash drive.

Update Service with kvm-tec Switching Manager Demoversion ….

This is a comfortable update management for your switching system.
You can update all extenders at the same time. The update is performed in the background and in a second step the units are rebooting with the new firmware.
Only a short time is needed for the second step.
ATTENTION ! Only when the bar is grey, the update is finished.

Checklist

- identify your extender
- first check your delivery content
- are all needed upgrades are unlocked
- all cables are connected and all units are switched on
- check the LED status
- Video – check if the DDC is set correctly (in menu under point „O")
- USB – are all cables connected
- in case of issues check the firmware version (download for the newest firmware kvm-tec.com/support)
- does the type of you fiber cable (single or multimode) match with the type of your SFP module and check the maximum distance from xour SFP module
- for multmode SFP module s- 300m/ 984 ft and for single mode 10km /6.2mi
- If you have larger distances – contact us for special SFP modules

if everything is working fine – perfect

Tipps from our engineers for engineers

- reduce the setting of your system and set up only one local and one remote at the same place
- connect the monitor directly to the PC – does the monitor display an image? (follow the mentioned steps from above)
- LED status is red or blinking – this can be a cable problem – try to get a short patchcable and to connect the units and be sure that it´s not a cross – over cable
- USB problems with mouse and keyboard – please try a different type of mouse and keyboard

Further expert tipps for issues

- Adapter – our units are transmitting DVI signals. If you are using adapters try a PC with DVI signal
- PC – please try another machine
- If you have more sets please make a cross check and change of the units

Further steps
Please, fill out the support form and contact our support team +43 2253 81912 – 30

Support FormSupport Form

If the shoe pinches, then we are there for you!

Contact Information

Company

Contact person

email

phone number

customer from

To support your case as quickly as possible and to be able to process and track your data, we ask you to provide us with the following information.

After we have received your mail, a support ticket is automatically created in our ticket system, where all information about your support case is stored. and are traceable at any time.

This way the support team has all the information about your system in a direct conversation and your advantage is that the questions can be answered in a targeted and faster way.

device type

Fiber	☑	copper	☑
single	☑	dual	☑

Switching Manager ☑

Firmware & Upgrade

Firmware Nr.:

Memory Option	☑
RS232	☑
VGA	☑
Sound	☑
Switching	☑

Other connected devices (Switches, HUBs, Touchscreens, Webcams,....)

Problem description

Almost done! If you want to be even faster on the phone, the following data would be helpful:

No power	☑	Stripy screen	☑
No Link	☑	No Video	☑
VGA problem	☑	No USB	☑
No connection	☑	Mouse/ Keyboard doesn't work	☑
DOA (dead on arrival)	☑		

LED Status local/CPU

red	☑	orange	☑	green	☑
glowing	☑			flashing	☑

LED Status remote/CON

red	☑	orange	☑	green	☑
glowing	☑			flashing	☑

Resolution:	
Fix	☑

RMA Form

If the shoe pinches, then we are there for you!

Contact Information

Company	
Contact person	
email	
phone number	
customer from	

RMA Number

Product

copper	☑	fiber	☑
single	☑	dual	☑
SWTICHING MANAGER			☑

Firmware & Upgrade

Firmware Nr.:

Memory Option	☑
RS232	☑
VGA	☑
Sound	☑
Switching	☑

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LED Status remote/CON

red	☑	orange	☑	green	☑
glowing	☑			flashing	☑

Resolution:	
Fix	☑

Documents / Resources

	kvm-tec ultra line First Aid [pdf] User Manual ultra line First Aid, ultra line, ultra First Aid, Aid, First Aid

References

- ☽ **TEC - Residential and Business Internet, Voice, and Security**
- 🌐 **Kvm-tec.com: KVM Extender over IP - Matrix Switching Systeme**