



kvm-tec ultra line First Aid UVX Instruction Manual

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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 local and remote Unit have the correct firmware
- Check if other units have the same behaviour
- Contact kvm-tec support

VIDEOADAPTER

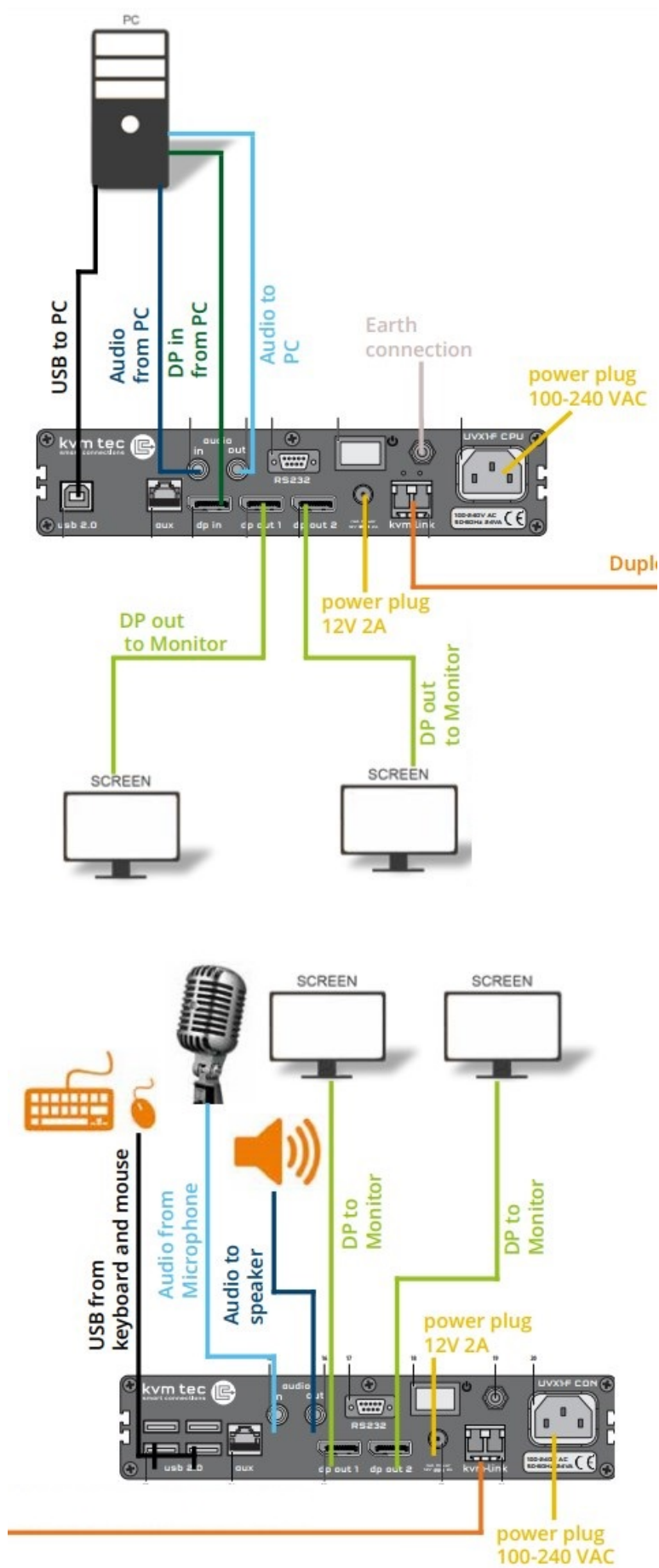
Please use a video adapter with 60 Hz (for video adapters with 30 Hz the screen will turn black and it would be a pity if you couldn't see the great 4K image.)

OUR RECOMMENDATION

Club 3D – Type CAC – 1070

FIBERCABLE

Please also use an OM3 cable to have enough bandwidth



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.
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)

Please note that the recommended length of the display port cable should be max. 1.8m,5.9 ft otherwise interference-free 4K transmission may not be guaranteed.

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References

- [Kvm-tec.com: KVM Extender over IP - Matrix Switching Systeme](https://www.kvm-tec.com/)