

KVM can be so *simple*  
*Let's connect!*  
kvm-tec

ultra line

kvm-tec

First  
Aid

4K Ultraline DP 1.2  
UVX  
6901 SET COPPER  
6901L CPU/LOCAL  
6901R CON/REMOTE  
4K Ultraline DP1.2 FIBER  
UVX - F  
6902 SET FIBER  
6902L CPU/LOCAL  
6902R CON/REMOTE



Check out  
our Installation Channel:

[www.kvm-tec.com](http://www.kvm-tec.com)



4K  
over IP

# 1. 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

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

USB Memory

Sound analog in both directions as CD quality

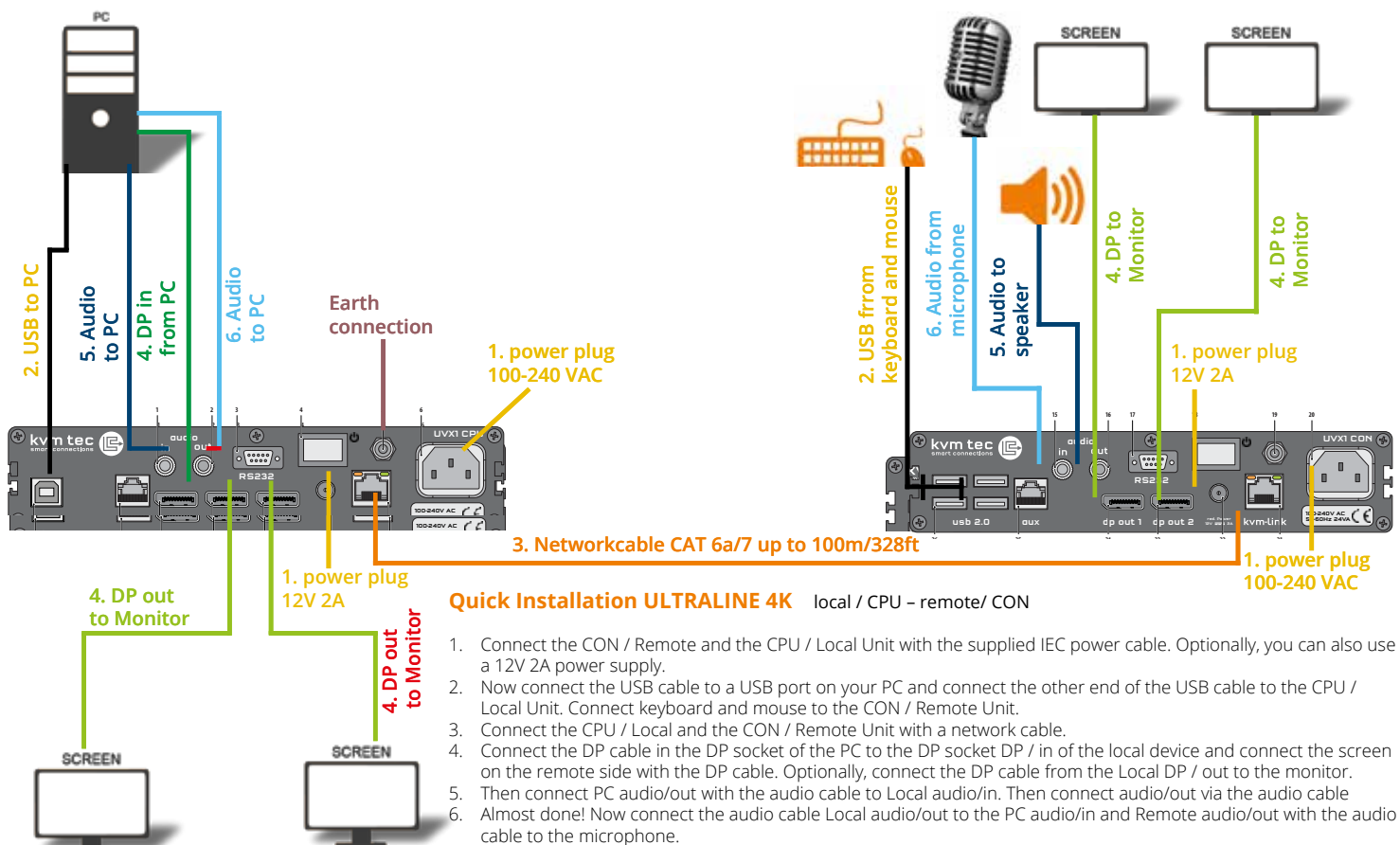
RS232

Matrix Switching System up to 2000 endpoints

Switching Manager software  
is included

1 x Switching Manager Software (Stick) or download

# 3. Than check your installation....



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

# 1. First check your delivery content....

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

Switching 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

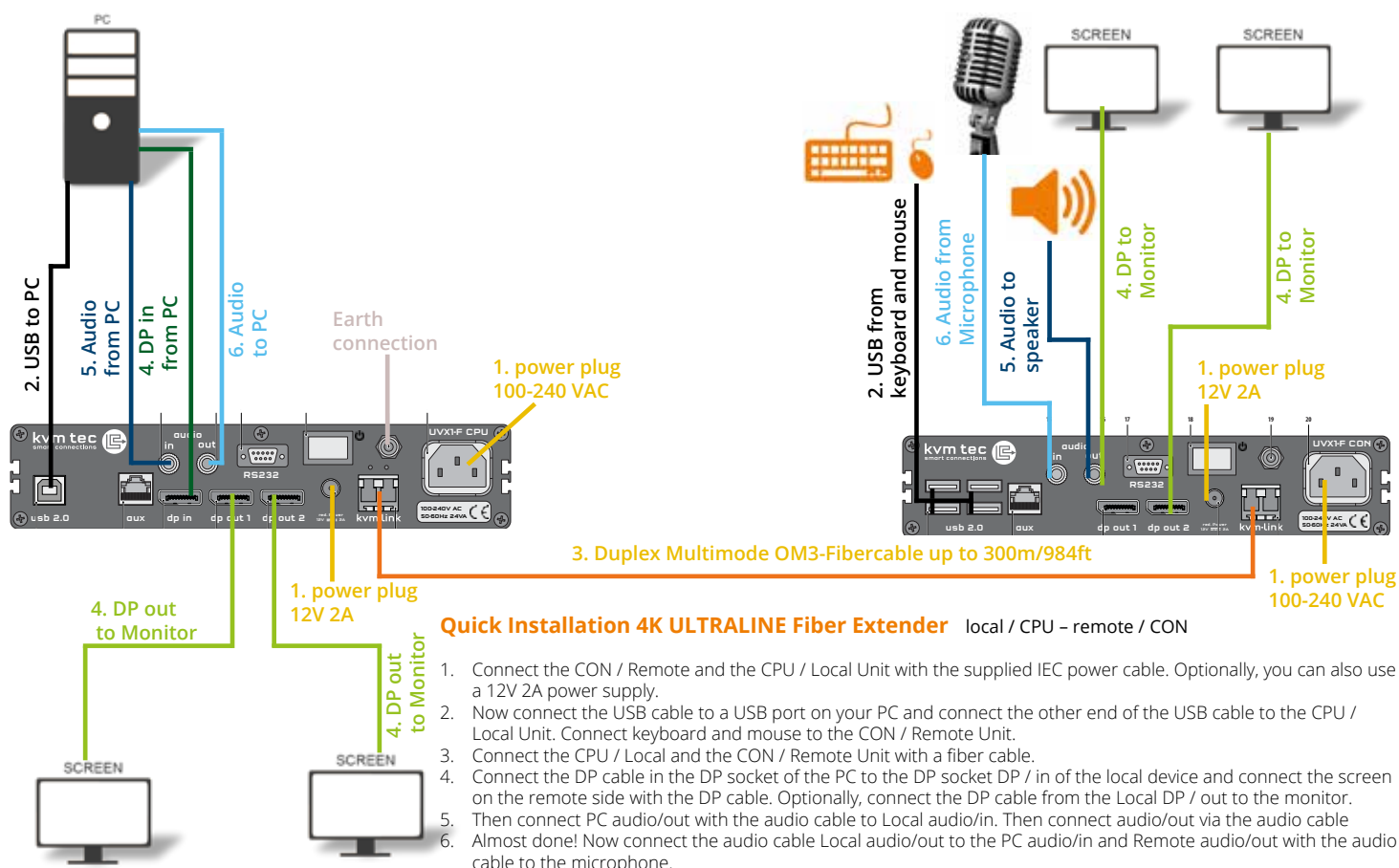
stand alone or in combination with Switching Manager

## 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

# 3. Than check your installation....

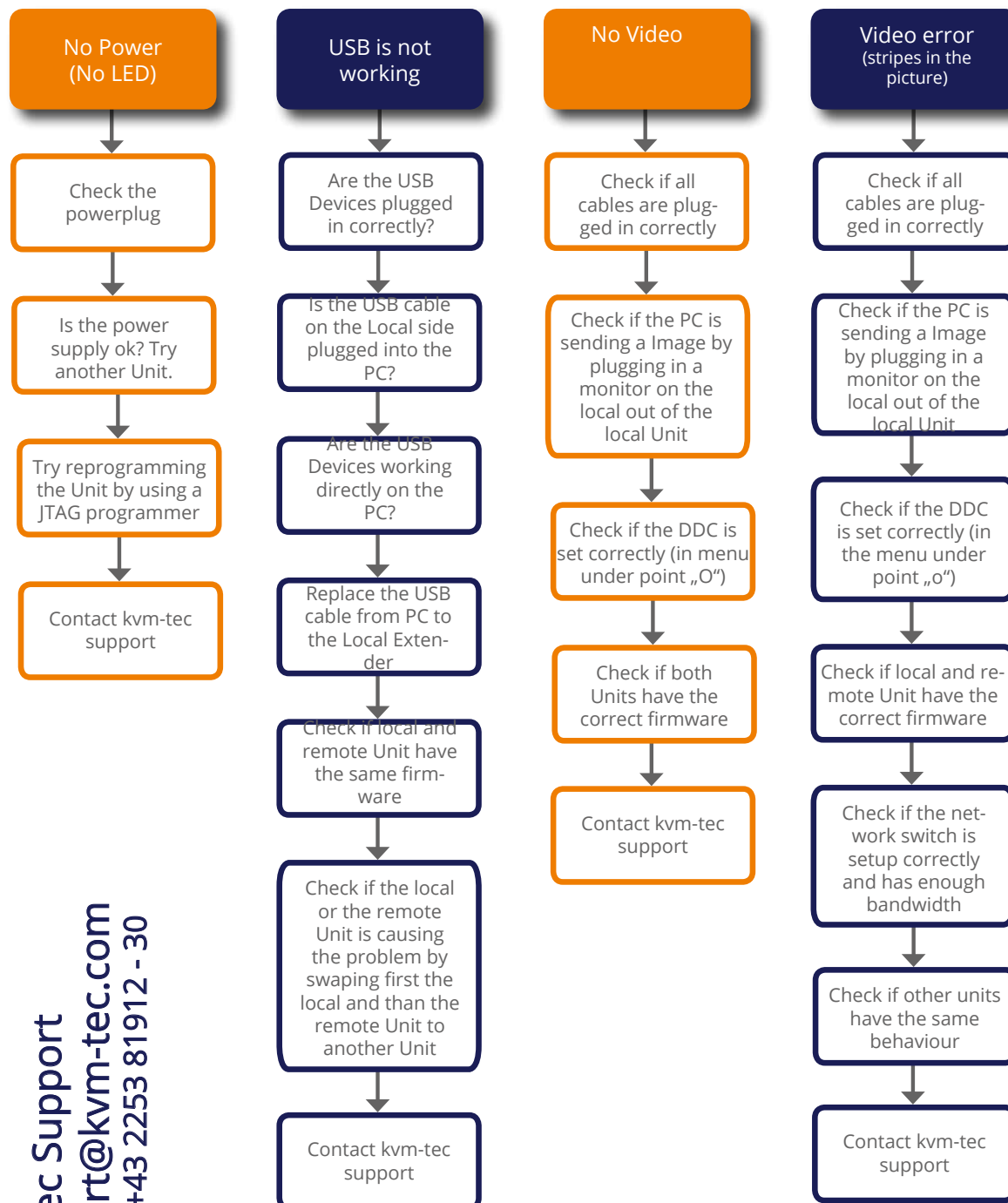


## 4. Check the LEDS to get more information....

Error	Cause	Solution
<b>LED is not lighting</b>	<i>The devices get no power</i>	Is the power supply connected? (white box)
<b>LED is lighting in red</b>	<i>No connection between Loc and Rem</i>	Check if the RJ45/network cable is connected well. (Clicking noise when plugging in) Control both, if it does not work please send an e-mail to <a href="mailto:support@kvm-tec.com">support@kvm-tec.com</a>
<b>LED is lighting in orange</b>	<i>No picture on the monitor</i>	Check if the local/CPU (PC) cable is connected well. 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 <b>O</b> key and choose the resolution of the monitor. Then press the assigned number on your keyboard.
<b>LED is lighting green</b>	<i>Screen occurs but the keyboard is not working</i>	Plug out/in USB of keyboard and wait until driver is installed (after few seconds). Check all USB connections on both sides (Local and Remote) If it is still not working, plug out/in DC once more
<b>LED is lighting green</b>	<i>No audio</i>	<b>Establish audio connection:</b> plug stereo-jack to the audio output of the PC (green) connection with local: IN remote: headset OUT <b>Establish microphone connection:</b> plug stereo-jack to the microphone input of the PC (pink) connection with local OUT
<b>LED is lighting green</b>	<i>The screen flickers, has an incorrect display</i>	Install current firmware from our homepage <a href="http://www.kvm-tec.com/support/firmware-download">www.kvm-tec.com/support/firmware-download</a>
<b>LED is blinking green</b>	<i>Different firmware or USB is not compatible</i>	<b>e-mail to</b> <a href="mailto:support@kvm-tec.com">support@kvm-tec.com</a>
<b>LED are lighting differently</b>	<i>Different firmware</i>	<b>To enter on screen menu/check firmware version:</b> To enter the On screen menu, press the <b>Scroll Lock</b> 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 <b>e-mail to</b> <a href="mailto:support@kvm-tec.com">support@kvm-tec.com</a>



## 5. Your Extender....



kvm-tec Support  
support@kvm-tec.com  
Phone: +43 2253 81912 - 30

**We are here for you to answer  
your questions about installation?**

Manual download [www.kvm-tec.com](http://www.kvm-tec.com)  
or  
kvm-tec Installationchannel on our homepage  
personally +43 2253 81912



## 6. 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:

USB stick update

### how to update the firmware

To perform a firmware update

Make sure that the main menu is open.

Press U to update the USB flash drive.

### Update Service with kvm-tec Switching Manager Demoverision ....

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.

## 7. Checklist ....

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

**if everything is working fine - perfect**

### Tips 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 tips 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 Form

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

## Support - request

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

*Let's connect!*  
kvm-tec

**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, Touch-screens, Webcams,....)

**Problem description**

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

No power	<input checked="" type="checkbox"/>	Stripy screen	<input checked="" type="checkbox"/>
No Link	<input checked="" type="checkbox"/>	No Video	<input checked="" type="checkbox"/>
VGA problem	<input checked="" type="checkbox"/>	No USB	<input checked="" type="checkbox"/>
No connection	<input checked="" type="checkbox"/>	Mouse/ Keyboard doesn't work	<input checked="" type="checkbox"/>
DOA (dead on arrival)	<input checked="" type="checkbox"/>		

<b>LED Status local/CPU</b>			
red	<input checked="" type="checkbox"/>	orange	<input checked="" type="checkbox"/>
glowing	<input checked="" type="checkbox"/>	flashing	<input checked="" type="checkbox"/>
<b>LED Status remote/CON</b>			
red	<input checked="" type="checkbox"/>	orange	<input checked="" type="checkbox"/>
glowing	<input checked="" type="checkbox"/>	flashing	<input checked="" type="checkbox"/>

Resolution:

Fix ☒

Please send the form to support@kvm-tec.com.



## RMA Form

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

### RMA - request

*Let's connect!*  
KVM can be so simple!

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

<b>Contact Information</b> Company <input type="text"/> Contact person <input type="text"/> email <input type="text"/> phone number <input type="text"/> customer from <input type="text"/>		<b>RMA Number</b> <input type="text"/>
<b>Product</b> <input type="text"/> copper <input checked="" type="checkbox"/> fiber <input checked="" type="checkbox"/> single <input checked="" type="checkbox"/> dual <input checked="" type="checkbox"/> SWITCHING MANAGER <input checked="" type="checkbox"/>		<b>Firmware &amp; Upgrade</b> Firmware Nr.: <input type="text"/> Memory Option <input checked="" type="checkbox"/> RS232 <input checked="" type="checkbox"/> VGA <input checked="" type="checkbox"/> Sound <input checked="" type="checkbox"/> Switching <input checked="" type="checkbox"/>
<b>Other connected devices</b> (Switches, HUBs, Touch-screens, Webcams,.....) <input type="text"/>	<b>Problem description</b> <input type="text"/>	
<b>Almost done! If you want to be even faster on the phone, the following data would be helpful:</b>		
No power <input checked="" type="checkbox"/> Stripy screen <input checked="" type="checkbox"/> No Link <input checked="" type="checkbox"/> No Video <input checked="" type="checkbox"/> VGA problem <input checked="" type="checkbox"/> No USB <input checked="" type="checkbox"/> No connection <input checked="" type="checkbox"/> Mouse/ Key-board doesn't work <input checked="" type="checkbox"/> DOA (dead on arrival) <input checked="" type="checkbox"/>		<b>LED Status local/CPU</b> red <input checked="" type="checkbox"/> orange <input checked="" type="checkbox"/> green <input checked="" type="checkbox"/> glowing <input checked="" type="checkbox"/> flashing <input checked="" type="checkbox"/> <b>LED Status remote/CON</b> red <input checked="" type="checkbox"/> orange <input checked="" type="checkbox"/> green <input checked="" type="checkbox"/> glowing <input checked="" type="checkbox"/> flashing <input checked="" type="checkbox"/>
Resolution: <input type="text"/> Fix <input checked="" type="checkbox"/>		