



# Smart-AVI SM-MST SERIES MST DP KVM with MULTIPLE 4K HDMI Out User Manual

[Home](#) » [Smart-AVI](#) » Smart-AVI SM-MST SERIES MST DP KVM with MULTIPLE 4K HDMI Out User Manual 

## Contents

- 1 Smart-AVI SM-MST SERIES MST DP KVM with MULTIPLE 4K HDMI Out User Manual
- 2 USER MANUAL
- 3 Technical Specifications
- 4 What's in the box?
- 5 FRONT AND BACK
- 6 INSTALLATION
- 7 Installation (continued)
- 8 System operation
- 9 front panel control
- 10 hotkey and rs232 serial control
- 11 Custom hotkey triggers
- 12 TO VIEW HOTKEY TRIGGER SETTING
- 13 TO CHANGE THE HOTKEY TRIGGER SETTING
- 14 Led's behavior
- 15 Troubleshooting
- 16 No Power
- 17 No Video
- 18 Keyboard is not working
- 19 Mouse is not working
- 20 No Audio
- 21 Technical support
- 22 Limited warranty statement
- 23 A. Extent of limited warranty
- 24 B. Limitations of warranty
- 25 C. Limitations of liability
- 26 D. Local law
- 27 NOTICE
- 28 Read More About This Manual & Download PDF:
- 29 Documents / Resources
  - 29.1 References
- 30 Related Posts

Smart-AVI SM-MST SERIES MST DP KVM with MULTIPLE 4K HDMI Out User Manual



USER MANUAL

SM-MST-2D	2-Port KVM MST with Dual 4K HDMI Out
SM-MST-2Q	2-Port KVM MST with Quad 4K HDMI Out
SM-MST-4D	4-Port KVM MST with Dual 4K HDMI Out
SM-MST-4Q	4-Port KVM MST with Quad 4K HDMI Out

Technical Specifications

VIDEO		
Format	DisplayPort1.2a	
Input Interface	SM-MST-2S	(2) DisplayPort1.2a
	SM-MST-2D / SM-MST-4S	(4) DisplayPort1.2a
	SM-MST-2S	(8) DisplayPort1.2a
	SM-MST-2S / SM-MST-4S	(2) HDMI

Output Interface	SM-MST-2D / SM-MST-4D	(4) HDMI
Resolution	Up to 4K (3840 x 2160 @ 30 Hz)	
DDC	5 volts p-p (TTL)	
Input Equalization	Automatic	
Input Cable Length	Up to 20 ft	
Output Cable Length	Up to 20 ft	
<b>AUDIO</b>		
Input Interface	(2) 3.5 mm Stereo Audio	
Output Interface	(1) 3.5 mm Stereo Audio	
Impedance	600 Ohm	
Frequency Response	20 Hz to 20 kHz	
Nominal Level	0-1.0 V	
Common Mode	Rejection at 60 dB	
<b>USB</b>		

Input interface (TX)	(2) USB type B
Output interface (RX)	(2) USB 1.1 Type A for KM Devices (2) USB 2.0 Type A Transparent
Emulation	USB 1.1 and USB 2.0 Compatible
<b>CONTROL</b>	
Front Panel	Push Buttons with LED Indicators
RS-232	DB9 Female – 115200 N,8,1, No flow control
Hot Keys	Via Keyboard
<b>OTHER</b>	
Power Adapter	External 100-240 VAC/ 12VDC2A @ 24 W
Approvals	UL, CE, ROHS Compliant
Operating Temperature	+32 to +104°F (0 to +40°C)
Storage Temperature	-4 to 140°F (-20 to +60°C)
Humidity	Up to 80% (No Condensation)

### What's in the box?

PART NO.	Q-TY	DESCRIPTION
SM-MST Unit	1	2/4 Port KVM MST with Dual or Quad 4K HDMI Out
CC35DB9	1	3.5mm to DB9 Cable (for SM-DVN-2S / SM-DVN-2D)
PS12V2A	1	12V DC, 2A (minimum) power adapter with center-pin positive polarity.
	1	User Manual

FRONT AND BACK



SM-MST-2D Back

SM-MST-2Q Back



SM-MST-2D Front

SM-MST-2Q Front



SM-MST-2D Back



***SM-MST-2D Front***



***SM-MST-2Q Back***



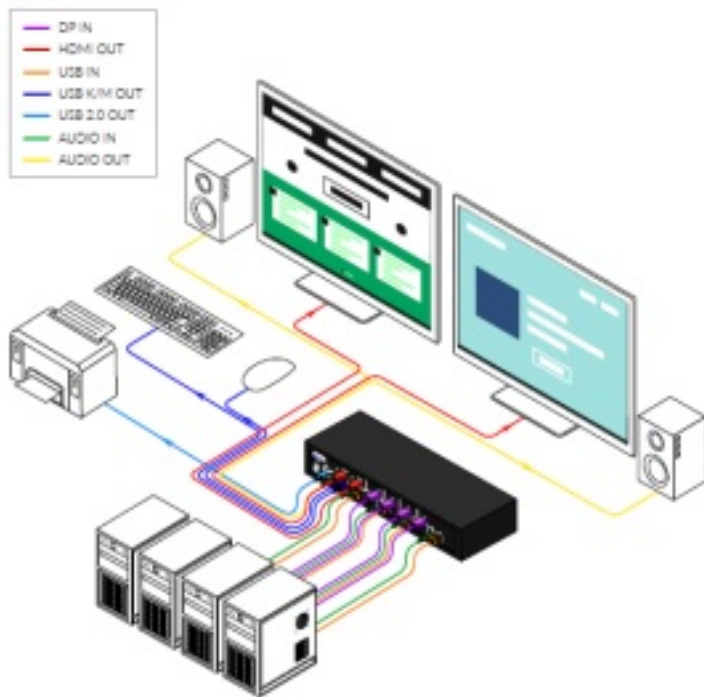
***SM-MST-2Q Front***

2/4 Port KVM MST with Dual or Quad 4K HDMI Out

## INSTALLATION

1. Ensure that power is turned off or disconnected from the unit and the computers.
2. Use a DisplayPort cable to connect the DisplayPort output port from each computer to the corresponding DP IN ports of the unit.
3. Use a USB cable (Type-A to Type-B) to connect a USB port on each computer to the respective USB ports of the unit.
4. Optionally connect a stereo audio cable (3.5mm to 3.5mm) to connect the audio output of the computers to the AUDIO IN ports of the unit.
5. Connect a monitor to the HDMI OUT console port of the unit using a HDMI cable.
6. Connect a USB keyboard and mouse in the two USB console ports.
7. Optionally connect stereo speakers to the AUDIO OUT port of the unit.
8. Optionally use included 3.5mm to DB9 Cable and connect with a standard RS-232 Cable (not included) to connect to a PC for Serial Control (only for 2 port units)
9. Finally, power on the KVM by connecting a 12VDC power supply to the power connector, and then turn on all the computers.

Note: You can connect up to 2 computers to the 2 port KVM and connect up to 4 computers to the 4 port KVM.



## Installation (continued)

### EDID LEARN

The KVM is designed to learn the connected monitor's EDID upon power up. In the event of connecting a new monitor to the KVM, a power recycle is required.

The KVM will indicate to the user the EDID learn process by flashing the front panel's LEDs. Port one green and push button blue LEDs will both begin to flash for about 10 seconds. When the LEDs stop flashing, the EDID learn process is done. If the KVM has more than one video board (such as dual-head and quad-head models), then the unit will continue to learn the EDIDs of the connected monitors and indicate the progress of the process by flashing the next port selection green and push button blue LEDs respectively. The monitor must be connected to the video output connector located in the console space at the back of the KVM during the EDID learn process.

If the read EDID from the connected monitor is identical to the current stored EDID in the KVM then the EDID learn function will be skipped.

## System operation

There are three ways to control the SM-MST: Keyboard Hotkeys, RS-232 Serial Commands, and Front Panel Buttons. All modes of control will allow the user to set their desired configurations.

### front panel control

To switch to an input port, simply push the button on the front-panel of the KVM. If an input port is selected, the LED of that port will turn on.

Hold down the button of Front Panel for 3 seconds to force learn EDID.

### hotkey and rs232 serial control

The SM-MST may also be controlled via RS-232 commands. To use these commands, you must use HyperTerminal or an alternate terminal application. The settings for the connection are as follows: Baudrate 115200; Data Bits 8; Parity None; Stop Bits 1; Flow Control None. Once you have connected to the SM-MST via Serial, you will see the SM-MST information when the device starts up.

The following commands can be used for RS-232 with available keyboard hotkeys:

COMMAND DESCRIPTION	HOTKEY	RS-232 COMMAND
Switch all USB devices and Main video	[CTRL][CTRL] <b>m</b> [port #] [ENTER]	// <b>m</b> [port #] [ENTER]
Switch Audio Only	[CTRL][CTRL] <b>a</b> [port #] [ENTER]	// <b>a</b> [port #] [ENTER]
Switch KM Only	[CTRL][CTRL] <b>c</b> [port #] [ENTER]	// <b>c</b> [port #] [ENTER]
Switch USB Only	[CTRL][CTRL] <b>u</b> [port #] [ENTER]	// <b>u</b> [port #] [ENTER]
Hotplug	[CTRL][CTRL] <b>h</b> [ENTER]	// <b>h</b> [ENTER]
Restore Factory Defaults	[CTRL][CTRL] <b>f</b> [ENTER]	// <b>f</b> [ENTER]
Reset Software	[CTRL][CTRL] <b>r</b> [ENTER]	// <b>r</b> [ENTER]
Status Query	N/A	//?? [ENTER]

## Custom hotkey triggers

Users are able to customize the keys that trigger Hotkeys. The default trigger for hot key function on the keyboard is **Ctrl + Ctrl**. The trigger function can be used to change to the following keys:

**Ctrl** (Left / Right), **Alt**, **Shift** (Left / Right), **Caps Lock**, **Scroll Lock**, **F1-F12**

## TO VIEW HOTKEY TRIGGER SETTING

Use the RS-232 command: / + / + ? + ? + **Enter** to view the current HotKey Trigger To reset the Hotkey Trigger use the “Factory Defaults” command.

## TO CHANGE THE HOTKEY TRIGGER SETTING

**HotKey** + **HotKey** + **x** + [desired hotkey]

Example: If users current Hotkey trigger is **Shift** and want to change to **Scroll Lock**, user would type **Shift + Shift**



#	STATUS	DESCRIPTION
1	Off	Monitor is not connected
2	On	Monitor is connected
3	Flashing	EDID problem – Learn EDID to fix the problem

### **Led's behavior**

User Console Interface – Display LED:

#	STATUS	DESCRIPTION
1	Off	Non-selected port
2	On	Selected port
3	Flashing	EDID learn in process

Front Panel – Port Selection LED's:

EDID Learn – Front Panel LED's:

All LED's are turned on for 1 second. Then:

- Port 1 LED's will flash until the end of the process.
- Port 2 LED's will flash until the end of the process if a second video board exists (Dual-head KVM)

### **Troubleshooting**

## **No Power**

- Make sure that the power adapter is securely connected to the power connector of the unit.
- Check the output voltage of the power supply and make sure that the voltage value is around 12VDC.
- Replace the power supply.

## **No Video**

- Check if all the video cables are connected properly.
- Connect the computer directly to the monitor to verify that your monitor and computer are functioning properly.
- Restart the computers.

## **Keyboard is not working**

- Check if the keyboard is properly connected to the unit.
- Check if the USB cables connecting the unit and the computers are properly connected.
- Try connecting the USB on the computer to a different port.
- Make sure that the keyboard works when directly connected to the computer.
- Replace the keyboard.

## **Mouse is not working**

- Check if the mouse is properly connected to the unit.
- Try connecting the USB on the computer to a different port.
- Make sure that the mouse works when directly connected to the computer.
- Replace the mouse.

## **No Audio**

- Check if all the audio cables are connected properly.
- Connect the speakers directly to the computer to verify that the speakers and the computer audio are functioning properly.
- Check the audio settings of the computer and verify that the audio output is through the speakers.

## **Technical support**

For product inquiries, warranty questions, or technical questions, please contact [info@smartavi.com](mailto:info@smartavi.com).

## **Limited warranty statement**

### **A. Extent of limited warranty**

SmartAVI, Inc. warrants to the end-user customers that the SmartAVI product specified above will be free from defects in materials and workmanship for the duration of 1 year, which duration begins on the date of purchase by the customer. Customer is responsible for maintaining proof of date of purchase.

SmartAVI limited warranty covers only those defects which arise as a result of normal use of the product, and do not apply to any:

1. Improper or inadequate maintenance or modifications
2. Operations outside product specifications
3. Mechanical abuse and exposure to severe conditions

If SmartAVI receives, during applicable warranty period, a notice of defect, SmartAVI will at its discretion replace or repair defective product. If SmartAVI is unable to replace or repair defective product covered by the SmartAVI warranty within reasonable period of time, SmartAVI shall refund the cost of the product.

SmartAVI shall have no obligation to repair, replace or refund unit until customer returns defective product to SmartAVI.

Any replacement product could be new or like new, provided that it has functionality at least equal to that of the product being replaced.

SmartAVI limited warranty is valid in any country where the covered product is distributed by SmartAVI.

## **B. Limitations of warranty**

To the extent allowed by local law, neither SmartAVI nor its third party suppliers make any other warranty or condition of any kind whether expressed or implied with respect to the SmartAVI product, and specifically disclaim implied warranties or conditions of merchantability, satisfactory quality, and fitness for a particular purpose.

## **C. Limitations of liability**

To the extent allowed by local law the remedies provided in this warranty statement are the customers sole and exclusive remedies.

To the extent allowed by local law, except for the obligations specifically set forth in this warranty statement, in no event will SmartAVI or its third party suppliers be liable for direct, indirect, special, incidental, or consequential damages whether based on contract, tort or any other legal theory and whether advised of the possibility of such damages.

## **D. Local law**


To the extent that this warranty statement is inconsistent with local law, this warranty statement shall be considered modified to be consistent with such law.

## **NOTICE**

The information contained in this document is subject to change without notice. SmartAVI makes no warranty of any kind with regard to this material, including but not limited to, implied warranties of merchantability and fitness for particular purpose. SmartAVI will not be liable for errors contained herein or for incidental or consequential damages in connection with the furnishing, performance or use of this material. No part of this document may be photocopied, reproduced, or translated into another language without prior written consent from SmartAVI, Inc.

*Read More About This Manual & Download PDF:*

**Documents / Resources**

	<p><a href="#">Smart-AVI SM-MST SERIES MST DP KVM with MULTIPLE 4K HDMI Out</a> [pdf] User Manual SM-MST SERIES, MST DP KVM with MULTIPLE 4K HDMI Out, MULTIPLE 4K HDMI Out, MST DP KVM</p>
---	---

**References**

-  [SmartAVI](#)