



syscomtec SCT-SW21UCKVM 2×1 USB 10G Switcher User Manual

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Preface

Read this user manual carefully before using the product. Pictures shown in this manual are for reference only. Different models and specifications are subject to real product.

This manual is only for operation instruction, please contact the local distributor for maintenance assistance. The functions described in this version were updated till March 30, 2023. In the constant effort to improve the product, we reserve the right to make functions or parameters changes without notice or obligation. Please refer to the dealers for the latest details.

FCC Statement

This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. It has been tested and found to comply with the limits for a Class A digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a commercial installation.

Operation of this equipment in a residential area is likely to cause interference, in which case the user at their own expense will be required to take whatever measures may be necessary to correct the interference.

Any changes or modifications not expressly approved by the manufacture would void the user's authority to

operate the equipment.



SAFETY PRECAUTIONS

To ensure the best from the product, please read all instructions carefully before using the device. Save this manual for further reference.

- Unpack the equipment carefully and save the original box and packing material for possible future shipment
- Follow basic safety precautions to reduce the risk of fire, electrical shock and injury to persons.
- Do not dismantle the housing or modify the module. It may result in electrical shock or burn.
- Using supplies or parts not meeting the products' specifications may cause damage, deterioration or malfunction.
- Refer all servicing to qualified service personnel.
- To prevent fire or shock hazard, do not expose the unit to rain, moisture or install this product near water.
- Do not put any heavy items on the extension cable in case of extrusion.
- Do not remove the housing of the device as opening or removing housing may expose you to dangerous voltage or other hazards.
- Install the device in a place with fine ventilation to avoid damage caused by overheat.
- Keep the module away from liquids.
- Spillage into the housing may result in fire, electrical shock, or equipment damage. If an object or liquid falls or spills on to the housing, unplug the module immediately.
- Do not twist or pull by force ends of the cable. It can cause malfunction.
- Do not use liquid or aerosol cleaners to clean this unit. Always unplug the power to the device before cleaning.
- Unplug the power cord when left unused for a long period of time.
- Information on disposal for scrapped devices: do not burn or mix with general household waste, please treat them as normal electrical wastes.

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Product Introduction

Thanks for choosing the SCT-SW21UCKVM 10G hub, which is designed to switch the host and connect KVM

devices to control the host. The hub can be controlled by button in front panel and GUI.

Feature

- 2×1 USB 3.2 switcher, 10G;
- Supports auto switching;
- Sufficient power(4.5A) for latest camera;
- Support button and GUI control.

Package List

- 1 x SCT-SW21UCKVM
- 2 x Mounting ears with 2 x screws
- 4 x Rubber feet
- 1 x DC12V2A power adaptor
- 1 x User manual

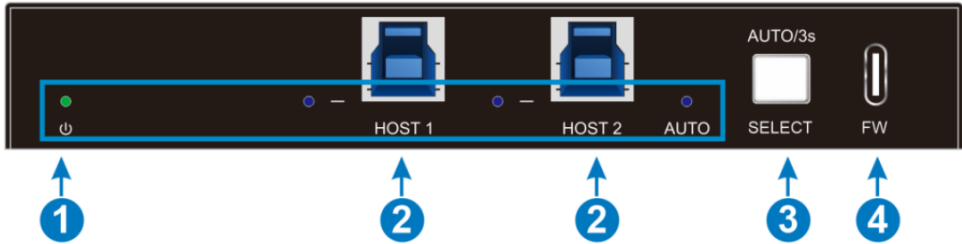
Note: Please confirm if the product and the accessories are all included, if not, please contact with the dealers.

Specification

HOST	
Host	(2) USB-B
Host Connector	(2) USB-B
Bandwidth	Up to 10Gbps
DEVICES	
Devices	(3) USB-A (1) USB-C
Device Connector	(3) USB-A (1) USB-C
Current	Three USB-A and one USB-C share 2A total current
Control	
Control Ports	(1) Button, (1) RJ45
Control Connector	(1) White non-luminous button, (1) RJ45
Power	
Power Ports	(1) 12V 2A DC IN
Power Connector	(1) Locking block
General	
Bandwidth	10Gbps
USB Version	USB3.2 gen2
Maximum Power Consumption	13W
Operation Temperature	-5~ +55°C
Storage Temperature	-25 ~ +70°C
Relative Humidity	10% ~ 90%
Dimension (W*H*D)	142mm x 21.7mm x 90mm
Net Weight	305g

Panel Description

Front Panel



LED light:

- Power LED: The indicator illuminates green when powering on and flashes when the devices current is overloaded.

- **HOST LED:** When switching to the current host, the indicator illuminates blue, otherwise it turns off.
- **AUTO LED:**
 - Illuminates blue: auto mode
 - Flashing: Priority mode
 - Light off: Manual mode

Note: when in priority mode, the device can't switch the host via button.

HOST: 2x USB-B 3.2 gen2, connect to the PC host.

SELECT BUTTON: 1x white non-luminous button, click to switch host, long press for 3s to enter/exit automatic mode; long press for 10s to factory default the machine.

Firmware: 1x USB-C, use for firmware upgrade.

Rear Panel



DEVICES:

3x USB-A 3.2 gen2 for connecting KVM devices;

1x USB-C 3.2 gen2 for connecting camera device;

Four USB devices port share 4.5A total current.

TCP/IP: RJ45 to connect central control device (e.g. PC).

DC IN: 1x locking block port to connect 12V2A DC power adapter.

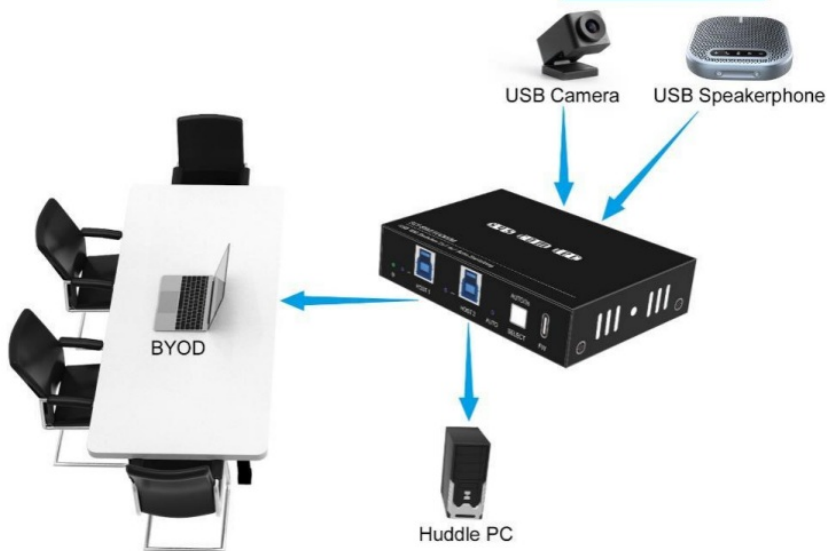
System Connection

Usage Precautions

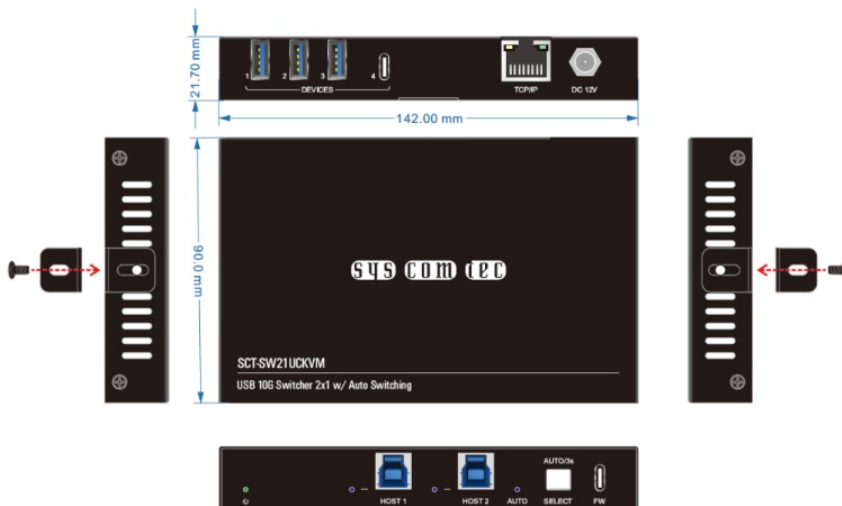
- Make sure all components and accessories included before installation.
- System should be installed in a clean environment with proper temperature and humidity.
- All of the power switches, plugs, sockets, and power cords should be insulated and safe.
- All devices should be connected before power on.

The following diagram illustrates typical input and output connection that can be utilized with the transmitter.

Huddle Devices



Panel Drawing



GUI Control

The switcher can be controlled via TCP/IP. The default IP settings are:
IP Address: 192.168.0.178 Telnet Port: 4001 Subnet Mask: 255.255.255.0
Type 192.168.0.178 in the internet browser, it will enter the below Operation page:

SYS COM TEC

User Name

Please Enter

Password

Please Enter

Login

Version: V1.0.0

The default user name and password is:

User Name: Admin

Password: admin

The username and password can be modify in GUI setting.

Switch



- Select which host to be controlled by devices: HOST 1 or HOST 2.
- Select the switch mode: Manual/Auto/Priority HOST1/Priority HOST 2
- Display follow: After setting in configuration tab, the display will switch source when the host was changed.
- Display ON/OFF: Turn on/off the display.

Configuration

Devices Power



Power mode: Choose the devices power mode.

- Follow Host: When there is no source connected, the devices port will close the power to the connecting devices.
- Always On: The devices port always supply the power to the connecting devices.
- Device 1-4: Turn on/off the device port power.

Display Control

Switch	Configuration	TCP/IP	Network Setting	Security
<div> <input type="radio"/> Devices Power <input checked="" type="radio"/> Display Control </div> <div> IP Address: <input type="text"/> Telnet Port: <input type="text"/> Format: <input type="text" value="ASCII"/> Command Ending: <input type="text" value="NULL"/> Display Switch Follow HOST 1: <input type="text"/> Display Switch Follow HOST 2: <input type="text"/> Display ON: <input type="text"/> Display OFF: <input type="text"/> <div>Save</div> </div>				

When there is a display (such as touch panel) connecting with two host sources and under the same network with the SCT-SW21UCKVM, we can control the display via the TCP/IP command setting.

TCP/IP

Switch	Configuration	TCP/IP	Network Setting	Security
<div> IP Address: <input type="text"/> Telnet Port: <input type="text"/> Format: <input type="text" value="ASCII"/> Command Ending: <input type="text" value="NULL"/> Command: <input type="text" value="xxxxxx"/> <div> <div>Confirm</div> <div>Cancel</div> </div> </div>				

Send the TCP/IP command to other devices which is under the same network as SCTSW21UCKVM.

Network setting

Switch	Configuration	TCP/IP	Network Setting	Security
<div> MAC Address: 44-33-4C-C9-35-12 <div> <div>DHCP</div> <div>Static IP</div> </div> <div> IP Address: <input type="text" value="192.168.0.178"/> Subnet Mask: <input type="text" value="255.255.255.0"/> Gateway: <input type="text" value="192.168.0.1"/> <div>Confirm</div> </div> </div>				

Choose the GUI login address: DHCP or Static IP.

Security

Switch	Configuration	TCP/IP	Network Setting	Security
<div>Host Name</div> <div>Device Name</div> <div>Host 1</div> <div>Device 1</div> <div>Device 2</div> <div>Host 2</div> <div>Device 3</div> <div>Device 4</div> <div>Save</div> <div>Credentials</div> <div>User Name: admin</div> <div>New Password: admin</div> <div>Confirm</div> <div>Firmware Upgrade</div> <div>C:\</div> <div>Browse</div> <div>Upgrade</div> <div>Factory Default</div>				

Name: Setting the host name and devices name.

Credentials: Setting the login user name and password.

Firmware Upgrade: Upgrade the MCU firmware.

Factory Default: Click to factory reset the machine.

Control Commands

Commands to SCT-SW21UCKVM

This part of commands is used to control the SCT-SW21UCKVM, you can connect the TCP/IP port to a center controller directly, then send commands to control the SCTSW21UCKVM via the center controller.

Command	Description	Example & Feedback
>Help	Print All Commands	>Help
	
>GetStatus	Print Status	>GetStatus
		<SCT-SW21UCKVM<V1.0.0a<HOST 01<AutoSwitch On<HostLink Host 1 2Link Y Y<DevicePowerM ode: Follow Host<DevicePower Device 1 2 3 4Power 1 1 1 1<DisplayFollow On
>Reboot	System Reboot	>Reboot
		<Reboot
>Reset	Reset System to Default Setting	>Reset
		<Reset
>SetUSB [param1]	Set USB Device Switch to Host [param1]param1 = 01~02: USB Host 1~2	>SetUSB 1
		<SetUSB 01
>SetAutoSwitch	Set AutoSwitch Mode On or	>SetAutoSwitch On

[param1]	Offparam1 = On, Off	<SetAutoSwitch On
>SetDevicePowerMode [param1]	Set Device Power Mode param1 = 00~0100: Follow Host01: Always On	>SetDevicePowerMode 01
		<SetDevicePowerMode: Always On
>SetDevicePower [param1] [param2]	Set Device [param1] Power On Or Offparam1 = 00~04 00: All Device 01~04: Device 1~4param2 = On, Off	>SetDevicePower 00 Off
		<SetDevicePower Device 1 2 3 4Power 0 0 0 0
>setdisplayfollow [param1]	Set Display Follow On Or Offparam1 = On, Off	>SetDisplayFollow On
		<SetDisplayFollow On

Commands to Third-party Device

This part of commands is used to control the third-party device, you need to connect the SCT-SW21UCKVM, the third-party and the center controller in a same local area network.

>Display [param1]	Control Display On Or Offparam1 = On, Off	>Display On
		<Display On
keypress:x	x= 0, 1, 2, 3,they correspond to the 4 commands on theGUI page 0=Switch to Host 1, 1=Switch to Host 2, 2=Display On,3=Display Off.	keypress:1
		No feedback

When you use the command keypress:x, you also need to set the parameters on the GUI Page.
For example: If you set the parameters as below and you save the command key press:2 in the center controller.

IP Address:	192.168.0.111
Telnet Port:	4010
Format:	ASCII ▼
Command Ending:	CR+LF ▼
Display Switch Follow HOST 1:	moni1switch
Display Switch Follow HOST 2:	moni2switch
Display ON:	moni-on
Display OFF:	moni-off

The SCT-SW21UCKVM will send the command moni-on to the TV when you send the command keypress:2 to the SW21UCKVM via the Crestron Controller.

Troubleshooting & Maintenance

Problems	Potential Causes	Solutions
Color losing or no video signal output in HDMI display.	The connecting cables may not be connected correctly or it may be broken.	Check whether the cables are connected correctly and in working condition.
No HDMI signal output in the device while local HDMI input is in normal working state.		
Output image with white noise.		
POWER indicator doesn't work or not respond to any operation.	Loose or failed power cord connection.	Ensure the power cord connection is good.

Note: If your problem still remaining after following the above troubleshooting steps, please contact your local dealer or distributor for further assistance.

Customer Service

The return of a product to our Customer Service implies the full agreement of the terms and conditions hereinafter. These terms and conditions may be changed without prior notice.

Warranty

The limited warranty period of the product is fixed three years.

Scope

These terms and conditions of Customer Service apply to the customer service provided for the products or any other items sold by authorized distributor only.

Warranty Exclusion

- Warranty expiration.
- Factory applied serial number has been altered or removed from the product.
- Damage, deterioration or malfunction caused by:
 - Normal wear and tear.
 - Use of supplies or parts not meeting our specifications.
 - No certificate or invoice as the proof of warranty.
 - The product model showed on the warranty card does not match with the model of the product for repairing or had been altered.
 - Damage caused by force majeure.
 - Servicing not authorized by distributor.
 - Any other causes which does not relate to a product defect.
- Shipping fees, installation or labor charges for installation or setup of the product.

Documentation:

Customer Service will accept defective product(s) in the scope of warranty coverage at the sole condition that the defect has been clearly defined, and upon reception of the documents or copy of invoice, indicating the date of

purchase, the type of product, the serial number, and the name of distributor.

Remarks: Please contact your local distributor for further assistance or solutions.



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Documents / Resources

 <p>The image shows a black, rectangular network switch with two ports on the front. Above the switch is the syscomtec logo and the model name SCT-SW21UCKVM. Below the switch is a small icon of a document labeled 'User Manual'.</p>	<p>syscomtec SCT-SW21UCKVM 2x1 USB 10G Switcher [pdf] User Manual SCT-SW21UCKVM, SCT-SW21UCKVM 2x1 USB 10G Switcher, 2x1 USB 10G Switcher, USB 10G Switcher, 10G Switcher, Switcher</p>
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References

- [Digital Signage Lösungen | Signalmanagement und Signalübertragung](#)
- [Digital Signage Lösungen | Signalmanagement und Signalübertragung](#)
- [User Manual](#)