FULL HD - KVM EXTENDER OVER IP
Tune in the easy KVM World

masterEASY
Single in copper
Dual in copper

www.kvm-tec.com

kvm-tec
FIRST AID

Check out our Installation Channel:

Misprints, errors and technical changes reserved
First Aid

1. First check your delivery content masterEASY.

**LOCAL/CPU Unit**
- 1 x ME 1 local (CPU)
- 1 x wall power supply 12V 2A
- EU-plug or INT Plug
- 1 x DVI - DVI cable 1,8m/5,9ft
- 1 x USB cable 1,8m/ 5,9 ft
- 1 x VGA-DVI cable 1,8m/5,9ft
- 2 x Audio cable (opt.)
- 4 x rubber feet

**REMOTE/CON Unit**
- 1 x ME1 remote (CON)
- 1 x wall power supply 12V 2A (EUplug) or INT plug
- 4 x rubber feet

2. Are your upgrades for masterEASY unlocked to unlock upgrades, please send an email or give us a call. Please have your ID code ready. You find your ID in the OSD menu by pressing the button „M“ - Device ID You´ll get a code from our support team. Please, enter the code

**possible upgrades for masterEASY single**
- USB Memory
- Sound analogue

3. Than check your installation....

**Quick Installation masterEASY Single** local / CPU – remote / CON

1. Connect the CON / Remote and the CPU / Local Unit to the included 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.
3. Connect keyboard and mouse to the CON / Remote Unit.
4. Connect the CPU / Local and the CON / Remote Unit with a network cable.
5. Opt: Connect PC audio/out with the audio cable to local audio/in. Connect audio/out via the audio cable
6. Almost done! Opt: Connect the audio cable local audio/out to the PC audio/in and remote audio/out with audio cable to the microphone
7. If you are using a switch: Connect all endpoints to the switch. Ensure that all connections have a bandwidth of 1Gbit/sec. For video sharing the network has to support IGMP snooping.

HAVE FUN - your kvm-tec Extender is now in use for many years (MTBF approx 10 years)
1. First check your delivery content masterEASY dual....

**LOCAL/CPU Unit**
- 1 x ME2 local (CPU)
- 1 x wall power supply 12V 2A
- EU-plug or INT Plug
- 2 x DVI - DVI cable 1,8m/5,9ft
- 1 x USB cable 1,8m/ 5,9 ft
- 1 x VGA-DVI cable 1,8m/5,9ft (opt)
- 2 x Audio cable (opt)
- 4 x rubber feet

**REMOTE/CON Unit**
- 1 x ME2 remote (CON)
- 1 x wall power supply12V 2A (EUplug) or INT plug
- 4 x rubber feet

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2. Are your upgrades for masterESAY-dual unlocked

To unlock upgrades, please send an email or give us a call. Please have your ID code ready. You find your ID in the OSD menu by pressing the button „M“ - Device ID. You’ll get a code from our support team. Please, enter the code.

Possible upgrades for masterEASY single
- USB Memory
- Sound analogue

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3. Than check your installation....

**Quick Installation masterEASY Dual**

1. Connect the CON / Remote and the CPU / Local Unit to the included 12V 2A power supply. Connect keyboard and mouse to the CON / Remote Unit.
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.
3. Connect the PC Audio out with the audio cable to local audio/in. Connect audio/out via the audio cable to the microphone.
4. If you are using a switch: Connect all endpoints to the switch. Ensure that all connections have a bandwidth of 1 Gbit/sec. For video sharing the network has to support IGMP snooping.

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

Make sure that the main menu is open.

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.
5. Checklist ....

- identify your extender
- first check your delivery content
- are all needed upgrades 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)

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
6. Check the LEDS to get more information....

<table>
<thead>
<tr>
<th>Error</th>
<th>Cause</th>
<th>Solution</th>
</tr>
</thead>
<tbody>
<tr>
<td>LED is not lighting</td>
<td>The devices get no power</td>
<td>Is the power supply connected? (white box)</td>
</tr>
<tr>
<td>LED is lighting in red</td>
<td>No connection between Loc and Rem</td>
<td>Check if the RJ45/network cable is connected well. (Clicking noise when plugging in)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>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></td>
</tr>
<tr>
<td>LED is lighting in orange</td>
<td>No picture on the monitor</td>
<td>Check if the local/CPU (PC) cable is connected well.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Check if the remote/CON (monitor) cable is connected well.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>If everything is connected well but no function appears, reconnect power supply again.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>If the menu is visible, press the <strong>O</strong> key and choose the resolution of the monitor. Then press the assigned number on your keyboard.</td>
</tr>
<tr>
<td>LED is lighting green</td>
<td>Screen occurs but the keyboard is not working</td>
<td>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)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>If it is still not working, plug out/in DC once more</td>
</tr>
<tr>
<td>LED is lighting green</td>
<td>No audio</td>
<td>Establish audio connection: plug stereo-jack to the audio output of the PC (green) connection with local: IN remote: headset OUT</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Establish microphone connection: plug stereo-jack to the microphone input of the PC (pink) connection with local OUT</td>
</tr>
<tr>
<td>LED is lighting green</td>
<td>The screen flickers, has an incorrect display</td>
<td>Install current firmware from our homepage <a href="http://www.kvm-tec.com/support/firmware-download">www.kvm-tec.com/support/firmware-download</a></td>
</tr>
<tr>
<td>LED is blinking green</td>
<td>Different firmware or USB is not compatible</td>
<td>e-mail to <a href="mailto:support@kvm-tec.com">support@kvm-tec.com</a></td>
</tr>
<tr>
<td>LED are lighting differently</td>
<td>Different firmware</td>
<td>To enter on screen menu/check firmware version: To enter the On screen menu, press the <strong>Scroll Lock</strong> key five times in quick succession. The currently installed firmware version is displayed below the menu</td>
</tr>
<tr>
<td></td>
<td></td>
<td>If firmware update does not work, please send an e-mail to <a href="mailto:support@kvm-tec.com">support@kvm-tec.com</a></td>
</tr>
</tbody>
</table>
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 swapping 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

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We are here for you to answer your questions about installation?
Manual download www.kvm-tec.com or kvm-tec Installationchannel on our homepage personally +43 2253 81912 - 30

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

Misprints, errors and technical changes reserved
Support - request
If the shoe pinches, then we are there for you!

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.

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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.

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

- No power
- Stripy screen
- LED Status local/CPU
  - red
  - orange
  - green
  - glowing
  - flashing
- No Link
- No Video
- LED Status remote/CON
  - red
  - orange
  - green
  - glowing
  - flashing
- VGA problem
- No USB
- No connection
- Mouse/ Keyboard doesn’t work
- DOA (dead on arrival)
- LED Status remote/CON
  - red
  - orange
  - green
  - glowing
  - flashing

Resolution:
Fix

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

Contact Information
Company
Contact person
email
phone number
customer from

Product

copper
fiber

copper
fiber

SWITCHING MANAGER

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

LED Status remote/CON
red  orange  green
glowing

Resolution:
Fix

Please send your RMA to Heidi Brosig  email heidi@kvm-tec.com