CHECK YOUR EXTENDER

6711 SET MATRIXLINE
MX IN COPPER
6711L CPU/LOCAL
6711R CON/REMOTE
6811 SET MATRIXLINE  MX IN FIBER
6811L CPU/LOCAL
6811R CON/REMOTE

www.kvm-tec.com

Full HD over IP
1. First check your delivery content MX....

**Delivery content**

**LOCAL/CPU Unit MX 2000 Copper**
1 x MX2000 local (CPU)
1 x wall power supply unit I 12V 2A
(EU-plug or INT. plug)
1 x DVI - DVI cable 1, 8m/5.9ft
1 x USB cable 1, 8m/5.9ft
4 x rubber feet

**REMOTE/CON Unit**
1 x MX2000 remote (CON)
1 x wall power supply unit I 12V 2A
(EU-plug or INT. plug)
4 x rubber feet

2. All your upgrades for Matrixline MX are unlocked

**USB Memory**
Analog VGA- transmitted as DVI
RS232
Sound analog in both directions as CD quality
Matrix Switching System up to 2000 endpoints

3. Than check your installation....

**Quick Installation MX2000 MATRIXLINE** 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. Connect keyboard and mouse to the CON / Remote Unit.
3. Connect the CPU / Local and the CON / Remote Unit with a network cable.
4. Now connect the DVI cable to the DVI socket of the PC and the other end to the DVI socket of the CPU / Local Unit (PC-in). Then connect the monitor with the DVI cable to the CON / Remote Unit.
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)
first check your delivery content MX FIBER....

**Delivery content**

**LOCAL/CPU Unit MX 2000 Fiber**
- 1 x MX2000-F local (CPU)
- 1 x wall power supply unit l 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 SFP Module-Multimode up to 500m/1640ft
  alternativ with Single-Mode up to 20km/12mi
- 4 x rubber feet

**REMOTE/CON Unit**
- 1 x MX2000-F remote (CON)
- 1 x wall power supply unit l 12V 2A (EU-plug or INT. plug)
- 1 x SFP Module Multimode up to 500m/1640 ft.
  alternativ with Single-Mode up to 20km/12mi
- 4 x rubber feet

**Quick Installation MX2000 MATRIXLINE FIBER** 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. Connect keyboard and mouse to the CON / Remote Unit.
3. Connect the CPU / Local and the CON / Remote Unit with a fiber cable.
4. Now connect the DVI cable to the DVI socket of the PC and the other end to the DVI socket of the CPU / Local Unit (DVI-in). Then connect the monitor to the CON / Remote Unit with a DVI cable.
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)

Misprints, errors and technical changes reserved
4. 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><em>The devices get no power</em></td>
<td>Is the power supply connected? (white box)</td>
</tr>
<tr>
<td>LED is lighting in red</td>
<td><em>No connection between Loc and Rem</em></td>
<td>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></td>
</tr>
<tr>
<td>LED is lighting in orange</td>
<td><em>No picture on the monitor</em></td>
<td>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 O 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><em>Screen occurs but the keyboard is not working</em></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) If it is still not working, plug out/in DC once more</td>
</tr>
<tr>
<td>LED is lighting green</td>
<td><em>No audio</em></td>
<td><strong>Establish audio connection:</strong> plug stereo-jack to the audio output of the PC (green) connection with local: IN remote: headset OUT <strong>Establish microphone connection:</strong> 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><em>The screen flickers, has an incorrect display</em></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><em>Different firmware or USB is not compatible</em></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><em>Different firmware</em></td>
<td>To enter on screen menu/check firmware version: To enter the On screen menu, press the Scroll Lock 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 e-mail to <a href="mailto:support@kvm-tec.com">support@kvm-tec.com</a></td>
</tr>
</tbody>
</table>
5. 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

Misprints, errors and technical changes reserved
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:

1. update via a bitmap image
2. automatic update
3. network update

how to update the firmware version ....
To perform a firmware update:
1. Make sure the main menu is open.
2. Press the N key to do a network update.
3. Press the A key to do an automatic update.
4. Press the U key to do a direct update.
5. Press the S key to do a USB Update.

Update service with kvm-tec Switching Manager ....
For all our devices of the SVX and MVX series we deliver a free demo version of the kvm-tec Switching Manager Software (Item No. 4004) for a comfortable update of all units in the switching system. For our devices of the MX and UVX series the Switching Manager is included.

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 ....

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

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

<table>
<thead>
<tr>
<th>Contact Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Company</td>
</tr>
<tr>
<td>Contact person</td>
</tr>
<tr>
<td>email</td>
</tr>
<tr>
<td>phone number</td>
</tr>
<tr>
<td>customer from</td>
</tr>
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</table>

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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**device type**

- Fiber copper
- single dual

**Firmware & Upgrade**

- Firmware Nr.: 
- Memory Option: 
  - RS232
  - VGA
  - Sound

**Switching Manager**

**Problem description**

**Other connected devices (Switches, HUBs, Touchscreens, Webcams,.....)**

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

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<td>Mouse/ Keyboard doesn’t work</td>
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<td>DOA (dead on arrival)</td>
<td></td>
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</table>

**LED Status local/CPU**

- red glowing
- orange glowing
- green flashing

**LED Status remote/CON**

- red glowing
- orange glowing
- green flashing

**Resolution:**

- Fix

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

Thank you very much! As soon as we have received your mail, it will be tracked in our system as a support case and we will contact you immediately!

kvm-tec electronic gmbh
Gewerbepark Mitterfeld 1A, 2523 Tattendorf, Austria
+43 2253 81912-30 - support@kvm-tec.com

Misprints, errors and technical changes reserved
RMA - request

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

Contact Information
Company
Contact person
e-mail
phone number
customer from

Product

<table>
<thead>
<tr>
<th>copper</th>
<th>fiber</th>
</tr>
</thead>
<tbody>
<tr>
<td>single</td>
<td>dual</td>
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SWITCHING MANAGER

RMA Number

Firmware & Upgrade
Firmware Nr.: 
Memory Option
RS232
VGA
Sound
Switching

Other connected devices (Switches, HUBs, Touchscreens, Webcams,.....)

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<tr>
<td>DOA (dead on arrival)</td>
<td>glowing</td>
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Resolution:
Fix

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

kvm-tec electronic gmbh
Gewerbepark Mitterfeld 1A, 2523 Tattendorf, Austria
+43 2253 81912-30 - support@kvm-tec.com

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