Null 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?
- 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 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 DDC is set correctly (in menu under point “01”)
- 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 DDC is set correctly (in menu under point “01”)
- 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

Delivery Content

**LOCAL/CPU Unit**
- 1 x Media4Kconnect redundant local (CPU)
- 2 x 12VDC 2A power supply
- 1 x DP-DP cable 1,8m/5.9ft
- 1 x USB A-cable 1,8m/5.9ft
- 2 x SFP+Multimode up to 300m/984ft
- 4 x rubber feet

**REMOTE/CON Unit**
- 1 x Media4Kconnect redundant remote (CON)
- 2 x 12VDC 2A power supply
- 2 x SFP+Multimode up to 300m/1640ft
alt. 2 x SFP Single Mode up to 10km/6.2mi
- 4 x rubber feet

**KT - 6950 SET media4Kconnect redundant**
- KT - 6950L CPU/Local media4Kconnect redundant
- KT - 6950R CON/Remote media4Kconnect redundant

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

Check out our Installation Channel:

Misprints, errors and technical changes reserved
QUICK INSTALLATION

1. Connect the CON/Remote and the CPU/Local Unit each with the included 12V 2A power supplies.
2. Now connect the USB cable to a USB socket of your PC and connect the other end of the USB cable to the Local Unit.
3. Connect the keyboard and mouse to the Remote Unit.
4. Connect the Local Unit and the Remote Unit with a network fiber cable OM3.

MUCH FUN - Your kvm-tec Extender will now be in use for many years (MTBF approx. 10 years) for you!

Please note that the recommended length of the display port cable should be max. 1.8m, otherwise an interference-free 4K transmission may not be guaranteed.

If you have a monitor that has an HDMI input, please use a video adapter with 60 Hz (at 30 Hz the screen will remain black.

Our recommendation Please use OM3 cable to have enough bandwidth.

MEDIA4KCONNECT SIMULTANEOUS DOWNSCALING

4K sources can be displayed simultaneously in 4K and with downsampling in Full HD on the remote unit. The output of the stream is done with 4K over 10G bandwidth. The FHD video is transmitted over the second link with a bandwidth of up to 1 Gbit. The data streams can be routed and shared independently and one source can be split to any number of screens. J3 cable to have enough bandwidth.
USING ON SCREEN MENU

Use the monitor and keyboard to access the main menu. Access to the main menu
1. Make sure that the extenders, monitors and computer are turned on

2. Press the Alt gr five times one after the other. The main menu and the overview of the submenus are displayed.

3. To access a submenu, press the corresponding key or navigate with the arrow keys up and down to the corresponding line and then press Enter key.

SCREEN "OSD Menü"

In the main menu you can make the following settings by selecting the corresponding letters:

Press S System status
F Features Menu
L Switching List
P Sharing List
E Login
U Update
G Settings

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SYSTEM STATUS

By pressing the "S" key or selecting the arrow keys, you access the status menu, where you will find information about hardware and software versions, as well as the activated-updates. The menu displays information about the connection, the resolution of the video channel and the USB status. The current Firmware version is displayed in the upper left corner. The link status indicates whether a connection is possible. Video and USB display data transfer status.

SCREEN "System Status"

1. The current version of the firmware can be downloaded from http://www.kvm-tec.com/de/support. Each update file contains a detailed description of the update process. For further information please refer to the update chapter.

2. Connect the USB stick to the CON (REMOTE) Unit (wait a few seconds until the USB stick is connected to the CON Unit).

3. Then open the update menu with the "U" key.

4. Press the "U" key to start the update on the remote (CON) unit.

5. Call the file with "S"

6. The firmware is shown on the display under „Configuration found”,

7. Press the "U" key to start the update on the remote (CON) unit.

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**FEATURES**

**MENU FEATURES**

Pressing the "P" key or selecting the arrow keys, you will access the FEATURES menu, where you can select all the functions and the features.

- **P** Point to point Mode on/off
- **S** Matrix Switching Mode
- **E** USB Emulation Mode
- **U** USB Save Feature
- **V** Uncompressed mode
- **M** Unlock Features - redundant oder uncompressed im Switching System

With this link you can download the Switching Manager Software Manual:


**MATRIX SWITCHING SYSTEM**

Pressing "S" takes you to the Matrix Switching System configuration. If this function is active, the Multiview Commander and Mouse Glide functions are controlled via the Switching Manager software (see Switching Manager manual).

All functions of the switching system can be operated via the Switching Manager software.

**SCREEN “Menu Features”**

**POINT TO POINT**

Pressing "P" takes you to the point to point configuration. By default the Remote is directly connected to the Local.

**MATRIX SWITCHING SYSTEM**

Pressing "S" takes you to the Matrix Switching System configuration.

If this function is active, the Multiview Commander and Mouse Glide functions are controlled via the Switching Manager software (see Switching Manager manual).

All functions of the switching system can be operated via the Switching Manager software.

With this link you can download the Switching Manager Software Manual:


**UNCOMPRESSED MODE**

By pressing "V" you can enable and disable the Uncompressed Mode.

Once this function is enabled, the KVM Extender will transmit up to 4K resolution uncompressed and in 10bit color depth.

Please note that for this mode you need two 10G fiber lines between the remote and the local unit!

**UNLOCK FEATURES REDUNDANT UNCOMPRESSED FOR SWITCHING SYSTEMS**

In this menu you can also unlock the "Uncompressed" and "Redundant" feature after purchasing your 4k KVM Extender.

Order the unlock code for the desired feature from your supplier by providing the device ID and serial number of the 4k KVM Extender.

By typing in the unlock code you unlock the desired feature. After unlocking, activate the desired feature in the feature menu.

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**ADRESS & PHONE/EMAILS**

If you have any questions about our products, please contact kvm-tec or your dealer.

**kvm-tec electronic gmbh**

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Web: www.kvm-tec.com

You can find our latest updates and FAQs on our homepage:

https://www.kvm-tec.com/support/news-support/

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