Check your extender

6940 SET
media4Kconnect 12G SDI
6940L CPU/LOCAL

6960 SET
media4Kconnect 12G SDI
redundante Version
6960L CPU/LOCAL

6980 SET
media4Kconnect 12G SDI
uncompressed Version
6980L CPU/LOCAL

Check out our Installation Channel:

www.kvm-tec.com
1. First check your delivery content 12G SDI ...

LOCAL/CPU Unit
- 1 x Media4Kconnect - 12G SDI local (CPU)
- 1 x 12VDC 2 A power supply
- 1 x SFP+ Multimode Modul up to 500m/1640ft
  - alt. Single Mode Modul up to 10km/6.2mi
- 1 x BNC-BNC cable 2m/6.56ft
- 1 x USB A-cable 1.8m/5.9ft
- 4 x rubber feet

2. Check your Installation 12G SDI ....

HAVE FUN - Your kvm-tec Extender is now in use for many years (MTBF approx. 10 years)!

1. Connect the CON/Remote and the CPU/Local Unit with the supplied 12V 2A power supply.
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. Connect the keyboard and mouse to the Remote Unit.
3. Connect the Local and the Remote Unit with a network fiber cable.
4. Connect the DP cable to the DP socket of the PC to the DP socket SDI/in of the Local device and connect the screen on the remote side with the DP cable.

Please also use an OM4 cable to have enough bandwidth.
1. First check your delivery content 12G SDI redundant ...

**LOCAL/CPU Unit**
- 1 x Media4Kconnect - 12G SDI redundant local (CPU)
- 1 x 12VDC 2 A power supply
- 2 x SFP+ Multimode Modul up to 500m/1640ft
  - alt. Single Mode Modul up to 10km/6.2mi
- 1 x BNC-BNC cable 2m/6.56ft
- 1 x USB A-cable 1.8m/5.9ft
- 4 x rubber feet

2. Check your Installation 12G SDI redundant....

HAVE FUN - Your kvm-tec Extender is now in use for many years (MTBF approx. 10 years)!
### 1. First check your delivery content 12G SDI uncompressed...

**LOCAL/CPU Unit**
- 1 x Media4Kconnect - 12G SDI uncompressed local (CPU)
- 1 x 12VDC 2 A power supply
- 2 x SFP+ Multimode Modul up to 500m/1640ft
  - alt. Single Mode Modul up to 10km/6.2mi
- 1 x BNC-BNC cable 2m/6.56ft
- 1 x USB A-cable 1.8m/5.9ft
- 4 x rubber feet

### 2. Check your Installation 12G SDI uncompressed....

1. Connect the CON/Remote and the CPU/Local Unit with the supplied 12V 2A power supply.
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. Connect the keyboard and mouse to the Remote Unit.
3. Connect the Local and the Remote Unit with a network fiber cable.
4. Connect the DP cable to the DP socket of the PC to the DP socket SDI/in of the Local device and connect the screen on the remote side with the DP cable.

**FIBERCABLE**
Please also use an OM4 cable to have enough bandwidth

**Duplex multimode OM4-fiber cable (LC) up to 300m/984 ft main link 1**
**Duplex multimode OM4-fiber cable (LC) up to 300m/984 ft main link 2**

HAVE FUN - Your kvm-tec Extender is now in use for many years (MTBF approx. 10 years)!
### 3. 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. 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 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>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 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>
4. 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 an 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 an 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 both Units have the correct firmware
- 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 Installation channel on our homepage
personally: +43 2253 81912

Misprints, errors and technical changes reserved
5. 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.
6. 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

Misprints, errors and technical changes reserved
Support Form
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.

Problem description

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

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

Contact Information
- Company
- Contact person
- Email
- Phone number
- Customer from

Product
- Copper
- Fiber
- Single
- Dual

SWITCHING MANAGER

RMA Number

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

Other connected devices (Switches, HUBs, Touch-screens, Webcams,.....)

Problem description

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

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

Resolution:
- Fix

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

kvm-tec electronic gmbh
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+43 2253 81912-30 - support@kvm-tec.com

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