kvm-tec Switching
upgrade for Classicline 48
Part Nr 6233
FLEXline, media4Kconnect, Ultraline, Scalable line, KVM Ecosmart, KVM Multiview Commander (Scalable line, 4K Multiview Commander)
Switching up to 2000 end-points included
1. Switching System up to 48 endpoints for kvm-tec productline

Smartline - SVX1 & SVX2
Masterline - MVX1 & MVX2
Industryline - MVX1i
LVDS Solution - LVDS

2. Is your upgrade for Switching System 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

3. Than check your installation....

1) Connect all devices to the network switch

2) Now you can open the “Connection Overview” by pressing “Ctrl+Alt+F9” (all units visible)
or the simple “Switching List”, by pressing “Ctrl+Alt+F12” (only local units visible)

3) For a better overview you can change the name of each device in the “Master View” menu.
Enter the “Master View” by opening the OSD, press “W” to enter the “Network Settings”, enter your username and password (default: admin/admin), now press “V”.

Here you can change the name of each Remote/Con by pressing “C” or Local/PC by pressing “P”. With the arrows you can choose a device and by pressing “I” you can change the name (The device’s LED will start flashing so you can easily identify it).

(You can also change the names with the separately available „Switching Manager“ software.)
3. **Switching System up to 2000 endpoints for kvm-tec productline**

FLEXline, KVM ecosmart, media4Kconnect, Ultraline, Scalable line, 4K Multiview Commander (you need for 4K a 10 Gb switch)

4. **Than check your installation....**

---

**Quick Installation  4K Switching upgrade**  local / CPU – remote / CON

1. Connect the UVX CON/Remote and the CPU/Local Unit with the supplied connector cable. Connect the MX CON/Remote and MX Local Unit to the supplied 12V 1A power supply. Optionally you can also use the UVX devices with a 12V 3A power supply.
2. Now connect the USB cables to a USB jack on your PCs and connect the other ends of the USB cables to the CPU/Local Units. Connect the Keyboards and mouse to the CON/Remote Units.
3. Connect the UVX and MX CPU/Local and the UVX and MX CON/Remote Unit with several network cables to the switch. Connect a PC or Tablet with the „Switching manager“ program to the switch.
4. Connect the DP cable to the DP socket of the PC in the DP socket DP/in of the local device of the UVX and connect the screen on the remote side of the UVX with the DP cable. Connect the DVI cables from the PCs to the DVI/in jacks of the MX Local devices and connect the MX Remote devices to the DVI cables of the monitors.
5. Then connect to the PCs audio/in/out with multiple audio cables to Local audio/in. Then connect the speaker via the audio cables Remote audio/out.
6. Almost done! Now use multiple audio cables to connect Local audio/in/out to PC´s audio/in and Remote audio/in/out with the audio cables to the microphones.

---

**MUCH FUN - with your Switching Upgrade**
5. Check your Switch Configuration ....

**General Switch Configuration**

- Port configuration
  - Fibre (SFP Module) or Copper
  - 1Gbit or 10Gbit/Full Duplex
- Loopback Detection
  - Disable
- Multicast Settings
  - **IGMP Snooping**
    - Fast Leave (or Immediate Leave) = Enabled
    - Global State = Enabled
    - Create VLAN, edit settings:
  - **Multicast Filtering**
    - Change from „Forward“ to „Filter“
    - unregistered groups

The IGMP Snooping Multicast function is necessary for sharing. This is required when more than one switch is connected so that the switches can exchange each other correctly. If this is not enabled, the switching system will work, but the moment video sharing is enabled, all connections will break down.

- Disable Physical Stacking
- Link Aggregation (for multiple Uplink Ports)
  - Load Balance Algorithm = Source/Destination MAC
  - LACP protocol = Link aggregation control
6. Recommended Switches from kvm-tec ....

kvm-tec extenders are compatible with Standard network components

Please have a look at the newest list on our website

www.kvm-tec.com

Can be used in a dedicated network via Gigabit switch. 1 Gigabit bandwidth is required from each port to any other port. IGMP Snooping

ULTRALINE 4K requires 10 Gigabit bandwidth: IGMP Snooping

Max number of ports: 2000
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)
- check if the switch in configured for 1Gb and in case of fiber auto negotiation is off

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 patch cable 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
8. **kvm-tec Switching Manager Software**

A Windows PC or Tablet with network interface is required for commissioning and operating the software

- check your Software version
- make sure that all installation steps are done
  - accept licence agreement, install redistributable, winPcap
- select the correct network connection on your PC
- use the switching manager to check the firmware version of the extender
- Login default: admin/admin
- check if all units are displayed in the grid view

9. **System requirements**

Windows 7 (32bit/64bit) or higher
1 GB RAM
50 MB free storage
1 Gbit dedicated network interface for MX 2000
10 Gbit dedicated Network interface for UVX 4K
For mixed systems a 10 Gbit interface is recommended for all routes with UVX
A Windows PC or Tablet with network interface is required for commissioning and operating the software
10. 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 (SVX /MVX)
2. automatic update (SVX / MVX)
3. network update (SVX /MVX)
4. update from the USB stick (all kvm-tec extenders)
5. update with Switching Manager (all kvm-tec extenders)

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.
Support Form

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

**Support - request**

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

**Contact information**
- Company
- Contact person
- Email
- Phone number
- Customer from

**Device type**
- Fiber
- Copper
- Single
- Dual

**Switching Manager**

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

**Problem description**

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.

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**
- **Mouse/Keyboard doesn’t work**

**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!
First Aid

SWITCHING SYSTEM
smart connection

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

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

Contact Information
Company
Contact person
email
phone number
customer from

RMA Number

Product

copper
fiber
single
dual

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
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 glowing orange green
flashing

LED Status remote/CON
red glowing orange green
flashing

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