4K Ultraline DP 1.2
UVX
6901 SET COPPER
6901L CPU/LOCAL
6901R CON/REMOTE
4K Ultraline DP1.2 FIBER
UVX - F
6902 SET FIBER
6902L CPU/LOCAL
6902R CON/REMOTE

Check out our Installation Channel:
www.kvm-tec.com
First Aid

1. First check your delivery content....

Delivery content

LOCAL/CPU Unit UVX Copper
1 x UVX1 Local (CPU)
1 x power cord IEC C13
1 x DP - DP cable 1,8m/5.9ft
1 x USB A-B cable 1,8m/5.9ft
4 x rubber feet

REMOTE/CON Unit
1 x UVX1 Remote (CON)
1 x power cable IEC C13
4 x rubber feet

2. All your upgrades for 4K Ultraline DP1.2 are unlocked

USB Memory
Sound analog in both directions as CD quality
RS232
Matrix Switching System up to 2000 endpoints

Switching Manager software is included
1 x Switching Manager Software (Stick) or download

3. Than check your installation....

Quick Installation ULTRALINE 4K local / CPU – remote/ CON

1. Connect the CON / Remote and the CPU / Local Unit with the supplied IEC power cable. Optionally, you can also use a 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. Connect the DP cable in the DP socket of the PC to the DP socket DP / in of the local device and connect the screen on the remote side with the DP cable. Optionally, connect the DP cable from the Local DP / out to the monitor.
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
First check your delivery content....

**Delivery content**

**LOCAL/CPU Unit UVX Fiber**
- 1 x UVX1-F Local (CPU)
- 1 x power cord IEC C13
- 1 x DP – DP cable 1, 8m/5.9ft
- 1 x USB A-B cable 1, 8m/5.9ft
- 1 x SFP+ Module-Multimode up to 300m/984ft
- alternativ Single mode module up to 10km/6.2mi ItemNr 6912
- 4 x rubber feet

**REMOTE/CON Unit**
- 1 x UVX1-F Remote (CON)
- 1 x power cord IEC C13
- 1 x SFP+ Module-Multimode up to 300m/984ft
- alternativ Single mode modul up to 10km/6.2mi ItemNr 6912
- 4 x rubber feet

3. Than check your installation....

**Mouse Glide &Switch**

additional Software feature for 4K Ultraline
in combination with
Switthing Manager Software or stand alone

**4K Multiview Commander**

4 different PCs can be operated and controlled on one 4K monitor

1 x UVX + 4x MX Local units
stand alone or in combination with Switching Manager

**Built In MST-HUB Splitter**

allows the transmission of two different image contents via one cable up to a max. resolution of 2560 x 1440

With a 4k resolution one screen content is transmitted which is available on both outputs at the same time

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Quick Installation 4K ULTRALINE Fiber Extender local / CPU – remote / CON

1. Connect the CON / Remote and the CPU / Local Unit with the supplied IEC power cable. Optionally, you can also use a 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. Connect the DP cable in the DP socket of the PC to the DP socket DP / in of the local device and connect the screen on the remote side with the DP cable. Optionally, connect the DP cable from the Local DP / out to the monitor.
5. Then connect PC audio / out with the audio cable to Local audio / in. Then connect audio / out via the audio cable to the microphone.
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.

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Misprints, errors and technical changes reserved
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) 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. 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>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) 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 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>
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

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**Manual download**
- www.kvm-tec.com

**kvm-tec Installation channel**
- on our homepage
- personally +43 2253 81912 - 30

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We are here for you to answer your questions about installation?

Phone: +43 2253 81912 - 30

support@kvm-tec.com

support@kvm-tec.com

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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:

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.
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)
- does the type of you fiber cable (single or multimode) match with the type of your SFP module and check the maximum distance from your SFP module
- for multimode SFP module s- 300m/ 984 ft and for single mode 10km /6.2mi
- If you have larger distances - contact us for special SFP modules

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
Support Form

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

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 support process is handled as efficient and faster way.

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

- **LED Status local/CPU**
  - Red
  - Orange
  - Green
  - LED Status remote/CON
  - Red
  - Orange
  - Green

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

### Product

- Copper
- Fiber
- Single
- Dual

### Switching Manager

### RMA Number

#### Firmware & Upgrade

- 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:

<table>
<thead>
<tr>
<th>Issue</th>
<th>Result</th>
</tr>
</thead>
<tbody>
<tr>
<td>No power</td>
<td>✓</td>
</tr>
<tr>
<td>No Link</td>
<td>✓</td>
</tr>
<tr>
<td>VGA problem</td>
<td>✓</td>
</tr>
<tr>
<td>No connection</td>
<td>✓</td>
</tr>
<tr>
<td>No LED (slot on arrival)</td>
<td>✓</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>LED Status local/CPU</th>
<th>Result</th>
</tr>
</thead>
<tbody>
<tr>
<td>red</td>
<td>✓</td>
</tr>
<tr>
<td>orange</td>
<td>✓</td>
</tr>
<tr>
<td>green</td>
<td>✓</td>
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<table>
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<th>LED Status remote/CON</th>
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<td>red</td>
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<tr>
<td>orange</td>
<td>✓</td>
</tr>
<tr>
<td>green</td>
<td>✓</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Resolution</th>
<th>Result</th>
</tr>
</thead>
<tbody>
<tr>
<td>fix</td>
<td>✓</td>
</tr>
</tbody>
</table>