3. Technical Support

Prior to contacting support please ensure you have read the quick setup and manual, and then installed and set up your device as recommended.

3.1 Support Checklist

To efficiently handle your request it is necessary that you complete a support request checklist.

ihse.com/checklist

Please ensure that you have the following information available before you call:

- Company, name, phone number and email
- Type and serial number of the device (see bottom of device)
- Date and number of sales receipt, name of dealer if necessary
- Issue date of the existing manual
- Nature, circumstances and duration of the problem
- Components included in the system (such as graphic source/CPU, OS, graphic card, monitor, USB-HID/USB 2.0 devices, interconnect cable) including manufacturer and model number
- Results from any testing you have done
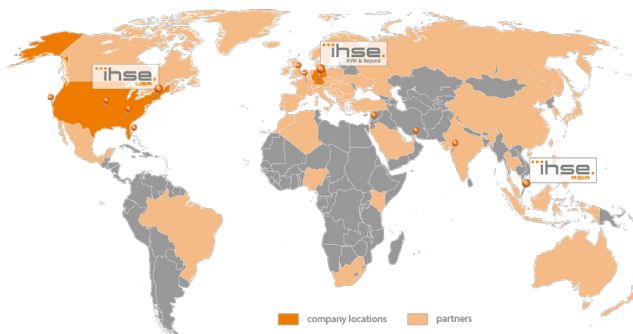
3.2 Shipping Checklist

1. To return your device, contact your dealer to obtain a RMA number (Return-Material-Authorization).
2. Package your devices carefully, preferably using the original box. Add all pieces which you received originally.
3. Note your RMA number visibly on your shipment.

> **i** Devices that are sent in without a RMA number cannot be accepted. The shipment will be sent back without being opened, postage unpaid.

Manual

We continue to develop and improve our KVM products, adding new functions and features on a regular basis, so we want you to always have the latest manual. For this reason, we do not include a manual in an electronic or printed form but kindly ask you to download the latest manual using the following link:

ihse.com/m484

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Support hours:	CET
Monday - Thursday	8.00 am to 6.00 pm
Friday	8.00 am to 5.00 pm

QUICK SETUP

Draco CPU Switch (Series 484)

1. System Setup

ℹ First time users are recommended to setup the device in the same room as a test setup. This will allow you to identify and solve any cabling problems, and experiment with your system more conveniently.

Please verify that interconnect cables, interfaces and handling of the devices comply with the requirements (see manual chapter 7, page 40).
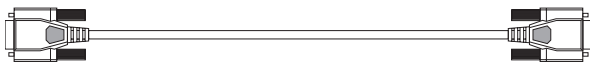
1. Switch off all devices.

2. Connect the CPU Switch to either a KVM extender CON Unit or a KVM matrix via the interconnect cable(s).

3. Connect the sources (computer, CPU) to the CPU Switch using the provided cables. Please ensure the cables are not strained.

4. Connect at least one provided power cord to the CPU Switch.
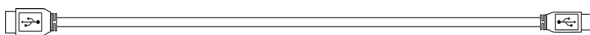
5. Power up the system.

2. Specifications

2.1 Package Contents

Your CPU Switch package contains the following items:

- ■ CPU Switch device

- ■ 2x Country specific power cord

- ■ Quick Setup

- ■ 1x VGA cable (2.0 m, VGA connector to VGA connector)
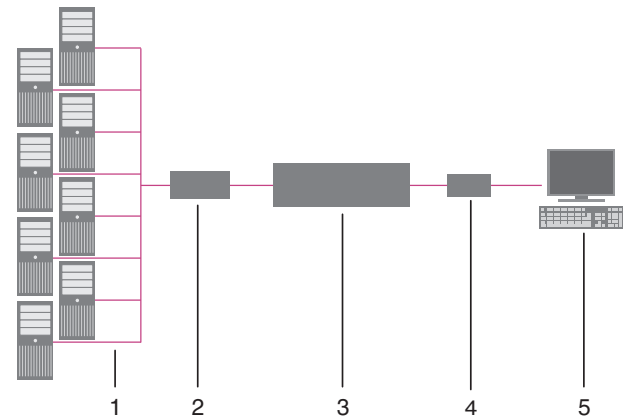
- ■ 1x USB cable (1.8 m, type A to type B)

- ■ 2x Stereo jack cable (1.6 m, 3.5 mm male connector)

ℹ If anything is missing, please contact your dealer.

2.2 System Overview

This section illustrates typical installations of CPU Switches:

1   2   3   4   5

CPU Switch

1. VGA sources (Computer, CPU)
2. CPU Switch (as CPU Unit)
3. KVM matrix (optional)
4. KVM extender CON Unit
5. Console (monitor, keyboard, mouse)

2.3 Control via Keyboard

The CPU Switch connected to a KVM extender KVM extender CON Unit offers the possibility for control via keyboard.

For this purpose the CPU Switch is equipped with its own Command Mode that can be used to activate various functions by keyboard commands and to control the integrated On-screen Display (OSD).

The **Command Mode** is entered by a keyboard sequence ('Hot Key') and can be closed using the key <Esc>. When Command Mode is activated, the keyboard LEDs **Shift** and **Scroll** are flashing.

Direct Control

Function	Keyboard Command
Open Command Mode (default)	2x <Left Shift> (or 'Hot Key'), <v>
Exit Command Mode	<Left Shift> + <Esc>
Configure video settings	2x <Left Shift>, <v>, <a>
automatically (only with VGA / RGB / EGA input)	2x <Left Shift>, <v>, <a>
Switch to port 1	2x <Left Shift>, <v>, <1>, <Enter>
Switch to port 2	2x <Left Shift>, <v>, <2>, <Enter>
Switch to port 3	2x <Left Shift>, <v>, <3>, <Enter>
Switch to port 4	2x <Left Shift>, <v>, <4>, <Enter>
Switch to port 5	2x <Left Shift>, <v>, <5>, <Enter>
Switch to port 6	2x <Left Shift>, <v>, <6>, <Enter>
Switch to port 7	2x <Left Shift>, <v>, <7>, <Enter>
Switch to port 8	2x <Left Shift>, <v>, <8>, <Enter>

OSD Control

Function	Keyboard Command
Enter OSD	2x <Left Shift>, <v>, <o>
Exit OSD	<Esc>
Navigation down in the menu	<Cursor down>
Navigation up in the menu	<Cursor up>
Menu selection	<Enter>
Leave sub menu	<Backspace>
Change of settings in sub menus or selection of parameter values	<Cursor right> or <Cursor left>