

ACS2009A-R2-xx, ACS2028A-R2-xx ACS2209A-R2-xx, ACS2228A-R2-xx ACS4001A-R2-xx, ACS4022A-R2-xx ACS4201A-R2-xx, ACS4222A-R2-xx

DVI-D-Fiber-KVM-Extender Single and DualHead

Manual

http://www.blackbox.com

Welcome to the DVI-D Fiber KVM-Extender Family!

Thank you for purchasing an DVI-D Fiber KVM-Extender! We appreciate your business, and we think you'll appreciate the many ways that your enhanced RGB Graphic system will save you money, time, and effort.

That's because our DVI-D Fiber KVM-Extender is all about breaking away from the traditional model of attaching a new display to DVI graphic source. Using the DVI-D Fiber KVM-Extender, you can remotely locate monitor, keyboard and mouse up to 140m away from your CPU.

Wherever long distances are required, e.g. airports, industrial plants, call- centres or in distributed computer centres, the DVI-D Fiber KVM-Extender is the best way, to solve all problems in remotely locating your console. 4 different types are available: Singlehead and Dualhead devices for PS2 keyboard/mouse and Singlehead and Dualhead devices for USB keyboard/mouse.

This manual will tell you all about your new DVI-D Fiber KVM-Extender, including how to install, operate, and troubleshoot it. For an introduction to the Converter, see **Chapter 2**. The Converter product codes covered in this manual are:

The –xx- in the following P/N's represents MM = Multimode and SM = Singlemode

ACS2009A-R2-xx:	KVM-Extender Singlehead DVI-D, PS2-Keyboard/Mouse
ACS2209A-R2-xx:	KVM-Extender Dualhead DVI-D, PS2-Keyboard/Mouse
ACS4001A-R2-xx:	KVM-Extender Singlehead DVI-D, USB-Keyboard/Mouse
ACS4201A-R2-xx:	KVM-Extender Dualhead DVI-D, USB-Keyboard/Mouse
ACS2028A-R2-xx:	KVM-Extender Singlehead DVI-D, PS2-Keyboard/Mouse + serial/Audio
ACS2228A-R2-xx:	KVM-Extender Dualhead DVI-D, PS2-Keyboard/Mouse + serial/Audio Audio
ACS4022A-R2-xx:	KVM-Extender Singlehead DVI-D, USB-Keyboard/Mouse + serial/Audio Audio
ACS4222A-R2-xx:	KVM-Extender Dualhead DVI-D, USB-Keyboard/Mouse + serial/Audio Audio

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Cautions and Notes

The following symbols are used in this guide:



CAUTION. This indicates an important operating instruction that should be followed to avoid any potential damage to hardware or property, loss of data, or personal injury.



NOTE. This indicates important information to help you make the best use of this product.

DECLARATION OF CONFORMITY

EUROPEAN UNION DECLARATION OF CONFORMITY

This is to certify that, when installed and used according to the instructions in this manual, together with the specified cables and the maximum cable length <3m, the Units:

ACS2009A-R2-MM, ACS2009A-R2-SM, ACS2209A-R2-MM, ACS2209A-R2-SM ACS4001A-R2-MM, ACS4001A-R2-SM, ACS4201A-R2-MM, ACS4201A-R2-SM ACS2028A-R2-MM, ACS2028A-R2-SM, ACS2228A-R2-MM, ACS2228A-R2-SM ACS4022A-R2-MM, ACS4022A-R2-SM, ACS4222A-R2-MM, ACS4222A-R2-SM

are shielded against the generation of radio interferences in accordance with the application of Council Directive 89/336/EEC as well as these standards:

EN 55022:	1999	Class A
EN 55024:	1999	
IEC 61000-4-2:	2001	
IEC 61000-4-3:	2001	
IEC 61000-4-4:	2001	
EN 61000-3-2	2001	
EN 61000-3-3	2002	

The device was tested in a typical configuration with PC.

(6

This equipment has been found to comply with the limits for a Class A digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense.

Safety Precautions and Installation Guidelines

To ensure reliable and safe long-term operation, please note the following installation guidelines:

- Only use in dry, indoor environments.
- If the building has 3-phase AC power, try to ensure that equipment connected to the Local and Remote units is on the same phase.
- The Remote unit, Local unit and any power supplies can get warm. Do not locate them in an enclosed space without any airflow.
- Do not place a power supply directly on top of a unit.
- Do not obstruct a unit's ventilation existing holes.



To safeguard against personal injury and avoid possible damage to equipment or property, please observe the following:

- Only use power supplies originally supplied with the product or manufacturer-approved replacements. Do not attempt to dismantle or repair any power supply. Do not use a power supply if it appears to be defective or has a damaged case.
- Connect all power supplies to grounded outlets. In each case, ensure that the ground connection is maintained from the outlet socket through to the power supply's AC power input.
- Do not attempt to modify or repair this product, or make a connection from the Fiber link interface (RJ45) to any other products, especially telecommunications or network equipment.

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1. Quick Setup

This section briefly describes how to install your KVM extender system. Unless you are an experienced user, we recommend that you follow the full procedures described in the rest of this manual.



2. Overview

2.1 Introduction

A Fiber KVM Extender is mainly used, to extend the maximum distance between a CPU and his Keyboard / Monitor / Mouse considerably. In addition they are beneficial in installations in electromagnetic hazardous environments (EMI). Normal Keyboard-/ Monitor-/ Mouse extender cables (and Extender using traditional cables) cannot go so far and EMI interferences may reduce the maximum distance and/or reliability. Using a DVI-D Fiber Extender system, these limitations are past. Retain your CPU in a secure rack cabinet or data center while accessing from a 140m remotely located place.

A basic KVM extension system comprises a *Local* unit (transmitter) and a *Remote* unit (receiver). The Local unit connects directly to the computer (or a KVM switch system) using the supplied cable(s). The user *console* (keyboard, mouse and monitor) attaches to the Remote unit. The Remote and Local units communicate video and data information along the interconnecting cable. Local units offer dual access, allowing the connection of a second user console close to the computer.

2.2 Glossary

Fiber	Singlemode or Multimode fiber cable.		
Singlemode	9μ Singlemode-fiber cable		
Mulitmode	62,5μ Multimode- or 50μ Multimode-fiber cable		
KVM	Keyboard, Video and Mouse.		
Console	Keyboard, Mouse and Monitor		
Dual Access	A system allowing connection of Local and Remote user consoles.		
Singlehead	An extender system that supports one monitor + Keyboard/Mouse		
Dualhead	An extender system that supports two monitors + Keyboard/Mouse		
DVI	Digital Video standard, installed by <i>Digital Display Working Group</i> (<i>www.ddwg.org</i>) R, G, B, CLOCK in a data stream with up to 3x 1,6 Gbit/sec. Signals are TMDS Level.		
PSU	The desktop power supply connected to the Local/Remote unit.		
HID	Human Interface Devices are units, which are used for human access to the CPU. They are a USB-device class of its own (e.g. Memory Devices etc.). Besides of keyboard and mouse also touchscreen, light pen, fingerprint sensor, graphic tablets etc. are HID devices		

The following terms are used in this guide:



DVI-D Fiber – KVM Extender system (example)

2.3 Features

All members of the DVI-D Fiber - DVI KVM Extender Series offer the following features:

- Support for DVI-D Graphic cards (all devices)
- Support for PS2-Keyboard and PS2-Mouse (ACS2028A-R2-xx and ACS2228A-xx)
- Support for USB-Keyboard and USB-Mouse (ACS4022A-R2-xx and ACS4222A-xx)



Devices with USB- connectors support ONLY Keyboard and Mouse. It's possible, that other HID devices (Human Interface Device) like touchscreens, graphics tablets, barcode readers or similar are supported – but there is no guarantee for this! The DVI-D Fiber KVM-Extender is NOT suitable for use with other USB devices like Scanner, WEB- Cams, data sticks etc.



The device never supports more than two devices – Keyboard and Mouse or Keyboard and Touch screen, etc. but not e.g. Keyboard, Mouse and Touch screen simultaneously. A Hub is allowed but does not raise the number of supported devices

- Maximum resolution: DVI-D: 1920x1200@60Hz over all allowed distances all resolutions below of 1600x1200 with refresh rates of at least 75Hz
- Supporting 16 Bit/24 Bit auto switching or fixed 24 Bit color depth (user selectable)
- Optional: On Single head devices, transparent serial port enables any serial device to be extended (up to 19.2K Baud). The serial port may be used to extend one device (requiring handshaking lines) or up to three simple serial devices (no handshaking). Dualhead Units support Tx/Rx only (XON/XOFF)
- Bi-directional stereo audio (16-bit digitized) support enables high-quality, low-noise, audio extension.
- Status indicator LEDs on each device.
- Small footprint chassis.
- Rack mount options available.
- CPU cables + Adapters included.

2.4 Product Range

DVI-D Fiber – E.	xtender			
Where: xx is MM		is Multimode Device		
xx is	SM	is Singlemode Device		
ACS2009A-R2-x:	x	KVM-Extender 1x DVI, PS2-Keyboard, PS2-Mouse (Singlehead)		
ACS2028A-R2-x	X	KVM-Extender 1x DVI, PS2-Keyboard, PS2-Mouse (Singlehead) + serial/audio		
ACS2209A-R2-x	X	KVM-Extender 2x DVI, PS2-Keyboard, PS2-Mouse (Dualhead)		
ACS2228A-R2-x	X	KVM-Extender 2x DVI, PS2-Keyboard, PS2-Mouse (Dualhead) + serial/audio		
ACS4001A-R2-x:	X	KVM-Extender 1x DVI, USB-Keyboard, USB-Mouse (Singlehead)		
ACS4022A-R2-x	X	KVM-Extender 1x DVI, USB-Keyboard, USB-Mouse (Singlehead) + serial/audio		
ACS4201A-R2-x	X	KVM-Extender 2x DVI, USB-Keyboard, USB-Mouse (Dualhead)		
ACS4222A-R2-x	X	KVM-Extender 2x DVI, USB-Keyboard, USB-Mouse (Dualhead) + serial/audio		
Upgrade Kits				
ACS1009A-RMK		19"/1U Rack mount- Kit to mount up to 4 devices (lower profile = Singlehead w/o serial/audio)		
ACS2209A-RMK	-	19"/1U Rack mount- Kit to mount up to 4 devices		
ACS2209A-PS		19"/1U rack mountable P.S.U. Input: 100240VAC/0.5A; Output 5VDC/7A to source up to 3 units. Requires one unit space in RMK (ACS2228A-RMK)		

There are sixteen products in the range and various upgrade kits:

2.5 Compatibility

Interface Compatibility

- **Digital Video (DVI-D):** Digital Video standard, installed by Digital Display Working Group (<u>www.ddwg.org</u>) R, G, B, CLOCK in a data stream with up to 3x 1,6 GBit/sec. Signals are TMDS Level.
- **PS/2 Keyboard:** Compatible with all standard keyboards. Certain keyboards with enhanced features may also be supported with custom firmware.
- **PS/2 Mouse:** Compatible with all standard 2-button, 3-button and wheel mice.
- **USB Keyboard:** Compatible with all standard keyboards. Certain keyboards with enhanced features may also be supported with custom firmware. Keyboards with built-in hub are also supported but there are never more than two HDI devices supported.
- USB Mouse: Compatible with all standard 2-button, 3-button and wheel mice.



Devices with USB- connectors support ONLY Keyboard and Mouse. It's possible, that other HID devices (Human Interface Device) like touchscreens, graphics tablets, barcode readers or similar are supported – but there is no guarantee for this! The DVI-D Fiber KVM-Extender is NOT suitable for use with other USB devices like Scanner, WEB- Cams, data sticks etc.



The device never supports more than two devices – Keyboard and Mouse or Keyboard and Touch screen, etc. but not e.g. Keyboard, Mouse and Touch screen simultaneously. A Hub is allowed but does not rais the number of supported devices

2.6 How to Use This Guide

This guide describes the installation and configuration of the DVI-D Fiber – Extender Series. Although the connection and operation of the system is relatively straightforward, you should consider the following before getting started:

Connection & Compatibility

If you have purchased an *Extender Kit*, this will contain all the cables required to connect the Local unit to your PC or KVM switch. Please see also: **Package Contents** (page 15)

For information about connection and installation, see **Interconnection Cable Requirements**, page 17.

DDC Information

Normally it is not necessary to make any adjustments to the DVI-D Fiber KVM-Extender. However, in some circumstances, it may be necessary to redefine the source of DDC Information for the CPU. By default, the DVI-D Fiber KVM-Extender uses its own internal DDC table. If this setting does not satisfy your requirements, the DDC table can either be switched to the locally attached screen or could be downloaded from remotely located screen and stored in the internal DDC table.

To modify the DDC-Setup, see Service Setup (page 31).

Selecting the moment of switching to the next frame

The transmission of screen data in not synchronous to the screen change of the graphic card. Normally, the transmission is terminated during displaying a frame on the screen. If the device switches to the new frame during the displaying period of the old frame (somewhere on the screen), it's possible, that you can see horizontal screen breaks in the moment of switching (default). On the other hand the device must idle, until the actual frame is displayed completely (until VSYNC) -> the number of frames per second transmitted sinks.

To modify the switching behaviour, see Service Setup (page 31).

Selection of Color reduction for transfer acceleration

You can select, whether always 24 Bit colors (=full color depth) are transmitted or whether the compression algorithm automatically switches between 16 and 24 Bit colors to accelerate the data transfer (default). Normally the difference between 24 Bit and 16 Bit is not recognizable but under some special circumstances e.g. in photo processing installations. However, the automatic color switching enhances the count of frames, transmitted per second, fixed 24 Bit color depth gives smooth color grades under all circumstances. Please select to you choice the better mode.

To modify the color depth, see Service Setup (page 31).

Compatibility

Devices with PS2 connectors are NOT compatible to devices with USB connectors.

3. Installation

For first-time users, we recommend that you carry out a test placement, confined to a single room, before commencing full installation. This will allow you to identify and solve any cabling problems, and experiment with the KVM extender system more conveniently.

3.1 Package Contents

You should receive the following items in your extender package (all types):

- DVI-D Fiber KVM-Extender- pair (Local Unit + Remote Unit)
- 2x 5V DC universal power supply for the DVI-D Fiber Extender
- 2x US type power cord
- User manual (Quick Setup)

ACS2009A-R2-xx, ACS2028A-R2-xx, ACS2209A-R2-xx and ACS2228A-R2-xx (additionally):

• KVM CPU cable set (1.8m) with one side: PS/2 (6-pin mini-DIN male) keyboard and mouse connector and DVI-D video (DVI-D dual link male) connector – other side: DVI-D video (DVI-D dual link male) connector



• PS2-Keyboard-/ Mouse adapter to connect K/M to the Local Unit (keyboard can be plugged in directly, without using an adapter)



ACS4001A-R2-xx, ACS4022A-R2-xx, ACS4201A-R2-xx and ACS4222A-R2-xx (additionally):

• DVI-D (1,8m) video cable (DVI-D dual link male-to-male)



• USB (1,8m) cable (USB type A to type B)



ACS2209A-R2-xx, ACS2228A-R2-xx, ACS4201A-R2-xx and ACS4222A-R2-xx (additionally):

• DVI-D (1,8m) video cable (DVI-D dual link male-to-male)



ACS2028A-R2-xx, ACS4022A-R2-xx (additionally):

• Serial link cable (1.8m) with one side DSUB9pin male connector – other side DSUB9pin female connector – 1:1



• 2x audio cable (1.8m, 3.5mm stereo plugs)



ACS2228A-R2-xx and ACS4222A-R2-xx (additionally):

• 1x Serial link/ audio ZIP-type cable (1.8m) with one side DSUB9pin female connector + 2x 3.5mm stereo plugs – other side miniDIN8pin male connector – 1:1



If anything is missing, please contact Technical Support (see **Appendix D – Calling Technical Support**).

3.2 Interconnection Cable Requirements

To connect the Local and Remote units you will need:

- **DVI, PS2-Keyboard, PS2-Mouse:** Connect the supplied KVM CPU cable set to your CPU (KVM.- Switch, etc.). Please ensure that the connection is tension-free! Devices ACS2028A + ACS2228A
- **DVI, USB-Keyboard, USB-Mouse:** Connect the supplied KVM CPU cable set to your CPU (KVM.- Switch, etc.). Please ensure that the connection is tension-free! Devices ACS4022A + ACS4222A
- **DVI:** Connect the supplied DVI CPU cable set to your CPU (KVM.- Switch, etc.). Please ensure that the connection is tension-free! Devices ACS2228A + ACS4222A
- **Fiber Cable:** Two strands of fiber are required for singlehead devices, four strands for Dualhead devices.



Please note, that the allowed distance will depend on device type AND on used fiber type.

 Recommended cables: ACSxxxA-MM: Multimode type 50/125µ ACSxxxA-MM: Multimode type 62.5/125µ ACSxxxA-SM: Singlemode type 9/125µ

allowed distance app. 400m (1,300ft) allowed distance app. 200m (650ft) allowed distance app. 10km (32,750ft)



A point to point connection is required. Having one or more patch panels in the line is possible and allowed. Not allowed is a connection from the Fiber link interface (LC) to any other products, especially telecommunications or network equipment.



Our experiences show, that Singlemode devices regularly work well on Multimode Fibers where vice versa it will never do. In addition we found, that Singlemode devices on Multimode fibers may extend the allowed distance on Multimode fibers to twice the regular length. Anyway this cannot be guaranteed and must be evaluated by the end-user at his own expense.

• Power Supply

Connect the supplied 5V/DC power supplies to the *Plug* terminal on the rear of both Local and Remote units.

3.3 System Setup

To install your DVI-D Fiber – Extender system:

- 1. Switch off all devices.
- 2. Connect your keyboard, monitor(s) and mouse to the Remote unit (depending on device type). Please ensure, to not swap Mouse- and Keyboard connector. The Keyboard connector is purple and the Mouse connector is green.
- 3. Using the supplied CPU KVM cable(s), connect the keyboard, monitor(s) and mouse connectors on the computer (or KVM switch). Please ensure, to not swap Mouse- and Keyboard connector. The Keyboard connector is purple and the Mouse connector is green.
- 4. Connect the interconnect cable to the INTERCONNECT socket(s)
- 5. Connect the 5V power supply to power the unit.



Only use the power supply originally supplied with this equipment or a manufacturer-approved replacement.

6. For a dual access system, connect the monitor for the Local console to the appropriate port on the Local unit. The port may also be used to feed into a KVM switch.

To the local (PS2-) Keyboard-/ Mouse port you can attach a Keyboard directly or Mouse/ Keyboard together, using the delivered adapter.

To attach a local (USB-) Keyboard/Mouse, please use additional USB port(s) at your CPU or use a USB Hub in-between CPU and local unit's USB connector.

7. Power up the system.

INSTALLATION



DVI-D Fiber KVM-Extender Type ACS2009A-R2-xx Local Unit



DVI-D Fiber KVM-Extender Type ACS2009A-R2-xx Remote Unit



DVI-D Fiber KVM-Extender Type ACS2009A-R2-xx Local/ Remote Unit



DVI-D Fiber KVM-Extender Type ACS2209A-R2-xx Local Unit



DVI-D Fiber KVM-Extender Type ACS2209A-R2-xx Remote Unit



INSTALLATION



DVI-D Fiber KVM-Extender Type ACS2028A-R2-xx Local Unit



DVI-D Fiber KVM-Extender Type ACS2028A-R2-xx Remote Unit



DVI-D Fiber KVM-Extender Type ACS2228A-R2-xx Local Unit



DVI-D Fiber KVM-Extender Type ACS2228A-R2-xx Remote Unit



Connect to 5V Power supply INTERCONNECT – carries video and data signals – connect to Local/ remote unit with Fiber cable Fiber-Plug type: LC

DVI-D Fiber KVM-Extender Type ACS2028A-R2-xx Local/ Remote Unit



DVI-D Fiber KVM-Extender Type ACS2228A-R2-xx Local/ Remote Unit



DVI-D Fiber KVM-Extender Type ACS4001A-R2-xx Local Unit



DVI-D Fiber KVM-Extender Type ACS4001A-R2-xx Remote Unit



DVI-D Fiber KVM-Extender Type ACS4001A-R2-xx Local/ Remote Unit

INSTALLATION



DVI-D Fiber KVM-Extender Type ACS4201A-R2-xx Local Unit



DVI-D Fiber KVM-Extender Type ACS4201A-R2-xx Remote Unit



DVI-D Fiber KVM-Extender Type ACS4022A-R2-xx Local Unit



DVI-D Fiber KVM-Extender Type ACS4022A-R2-xx Remote Unit

INSTALLATION



DVI-D Fiber KVM-Extender Type ACS4222A-R2-xx Local Unit



DVI-D Fiber KVM-Extender Type ACS4222A-R2-xx Remote Unit



DVI-D Fiber KVM-Extender Type ACS4022A-R2-xx Local/ Remote Unit



DVI-D Fiber KVM-Extender Type ACS4222A-R2-xx Local/ Remote Unit

INSTALLATION

3.4 Diagnostic LEDs

Each DVI-D Fiber KVM-Extender is fitted with four indicator LEDs: *Power, Video OK, Data Error, Link Status*: The *Power* LEDs are next to the Power socket.

The location of the LEDs is shown below:



Diagnostic - LEDs at DVI-D Fiber - Extender

LED	Appearance	Diagnostics
Power LED	Off	Device not ready
(Red LED)	On	Device ready
Video Okay	Off	No or invalid video signal detected
(Green LED)	On	Device ready
Link Status	blinking	No FIBER connection
(Green LED)	On	Device ready
Data Error (Green LED)	Off blinking / On	Device ready Errors through data transmission over FIBER Cable (Cable too long, too high attenuation or too much EMI interferences)

4. Service Setup

For most applications, you shouldn't need not to make any adjustments to set up your DVI-D Fiber KVM-KVM-Extender. Under some special circumstances it could be necessary to setup configuration specials.

For some applications, you may need to open the Local Unit and/or the Remote Unit. Unscrew the Philips-type screws at both sides at the bottom of the device. Carefully displace the lower and upper shells of the case.



The diagnostic LED 'Video OK' is located at the local unit between the both DVI connectors



The diagnostic LED 'Link Status' is located near to the Fiber-connectors



4.1 Setup at the Local Unit

After unscrewing and opening the upper shell, please place the device in this orientation: with the Fiber connectors to the right and the electrical connectors to the left.



Use the diagram to locate jumpers.

DDC

You can select, whether the DDC is taken from internal DDC table or from local monitor or the DDC information could be downloaded from remote monitor and stored into internal table.

DDC	JP1	JP2
From internal Table		0
From local Monitor		
Loading the DDC Information from the Remote Monitor into the internal DDC Table (see also below: Loading the DDC Information from the Remote Monitor into the internal DDC Table) (default)		

Loading the DDC Information from the Remote Monitor into the internal DDC Table

To load the DDC Information from the Remote Monitor into the internal DDC Table, please proceed the following steps:

- Power up the CPU, the Local Unit, the Remote (cables to the CPU connected) and the Monitor
- Pull the Monitor Cable(s) from the Remote Unit (Dualhead devices: BOTH Monitors!)
- Switch ON the Monitor(s) (if switched OFF, Dualhead devices: BOTH Monitors!)
- Plug the Video-Cable of the Remote Monitor(s) into the remote unit (Remote and Local Unit powered! Dualhead devices: BOTH Monitors!)
- The DDC Information of the Remote Monitor(s) is read automatically, transferred to the Local Unit and stored into the DDC-EPROM
- After a successful programming of the DDC EPROM, the ,Video-OK' LED at the Local Unit is blinking rapidly for approx. 1 second
- Done

Selection of Color depth

You can select, whether 16/24Bit AUTOSELECT colors (=64K/16M colors) are transmitted (default) or 24Bit colors (=16M colors). AUTOSELECT means, that as far as the screen content allows high data compression, 24Bits are transmitted. When the video data do not allow to reduce data enough, the colors are automatically reduced to 16Bit. This is autoselected in each line of the screen picture at any time. This mode makes the best compromise between speed and color depth.

Please select 24Bit, if you want to have under all circumstances highest colours (but perhaps with reduced frame rates).

Color depth	JP3
16Bit/24Bit AUTOSELECT, depending on actual screen content (default)	
24Bit	

4.2 Setup at the Remote Unit

After unscrewing and opening the upper shell, please place the device in this orientation: with the Fiber connectors to the right and the electrical connectors to the left.



Use the diagram to locate jumpers.

Selecting the moment of switching to the next frame

The transmission of screen data in not synchronous to the screen change of the graphic card. Normally, the transmission is terminated during displaying a frame on the screen. If the device switches to the new frame during the displaying period of the old frame (somewhere on the screen), it's possible, that you can see horizontal screen breaks in the moment of switching. On the other hand the device must idle, until the actual frame is displayed completely (until VSYNC) -> the number of frames per second transmitted sinks.

Moment to switch	JP3	behaviour
Switching during HSYNC (default)		Higher framerate but (possibly) horizontal breaks detectable
Switching during VSYNC		Lower framerate no horizontal breaks detectable but (possibly) stepping pictures

5. Troubleshooting

Monitor

There isn't a picture.

Check the power supply connection at the local and remote unit. Is the *Power* (Red LED) at the Local unit illuminated (see page 29)? If not, the internal power-supply may be damaged or there may be an internal error.

Check that the Interconnection cable is connected at the Local Unit and the Remote Unit. Is the *Link Status* LED illuminated (see page 29)? If not, there may be a problem with the Interconnection cable:

Are there Errors through data transmission over CATX Cable (Cable too long, too high attenuation or too much EMI interference)? Is the *Data Error* LED illuminated or blinking (see page 29)? If yes, check cable length and environment.

Video Okay LED is dark: CPU does not provide a video signal – Check settings of the graphic card. Try out, connecting a monitor to the local output, to see, whether there is a signal or not.

'Stepping' pictures on displaying movies

On high resolutions, the amount of data transmitted each second expires the capability of the data link. Therefore the data have to be reduced before transmitting. This is done in a first step by a so called RLE (=Run Length Encoding) algorithm. If this (loss less) compression does not reach the required amount, frames are dropped: The frame actually transmitted is transmitted completely even if the graphic card generates a new frame. This new frame is discarded. Because of this behaviour, the count of frames per second (fps) may be reduced to a value, where 'stepping' pictures are seen.

How to solve the problem: Please use a lower resolution, which is slightly higher than the resolution of the recorded movie. Please see, that most (actual) movies do have only a low resolution of approx. 720x480 (NTSC) or 704x576 (PAL) or even 320x256 (VHS). If the monitor provides a higher resolution, it may provide the scaling of the pictures. The picture quality is the same, if the monitor or the CPU does the scaling.

How to solve the problem: Set the color depth to 16/24Bit AUTOSELECT. On moving pictures, the human eye is not able, to see differences between so many colors. A reduction to 16Bit reduces the amount of data without (visible) effects.

PS2-Keyboard

The PC boots fine with no error messages but the keyboard does not work at all

Wrong cable plugged in, keyboard and mouse cables reversed.

Try a different model of keyboard. If the new keyboard works then original one may be incompatible

Check that the Interconnection cable is connected at the Local Unit and the Remote Unit. Is the *Link Status* LED illuminated (see page 29)?

The other console is active. Claim control by any keyboard action or by pressing left and right mouse buttons simultaneously.

PS2-Mouse

A mouse cursor appears on the screen, but the mouse does not work

Wrong cable plugged in, keyboard and mouse cables reversed.

Try a different model of mouse

You have connected the Local unit while the CPU was running. Therefore you have connected first the keyboard cable and then the mouse cable. Disconnect the keyboard cable and connect it again. Please reboot you CPU if the mouse is still not running.

The other console is active. Claim control by any keyboard action or by pressing left and right mouse buttons simultaneously.

The system does not detect a PS/2 mouse, or the application cannot find the mouse.

Wrong cable plugged in, keyboard and mouse cables reversed.

Ensure that the Local Unit is connected to the PC keyboard port to provide power.

You have plugged keyboard and mouse cable to the CPU ports while the CPU was powered. There you first have plugged the Keybord cable, then the Mouse cable. Please unplug and replug the keyboard cable. If the mouse still does not work, please reboot the CPU: The K/M sub electronics are powered by the CPU keyboard port. If you first plug in the keyboard cable, the circuit tries to find a mouse port. If it fails, it disables the mouse functionality.

USB-Keyboard/USB-Mouse

Your USB-keyboard/USB-mouse does not work

Although we tried to design the devices as transparent as possible, we can't ensure that all devices are running. Please ask Technical Support for a list of tested devices.

Your mouse is 'stepping' on your screen

On high resolutions, the amount of data transmitted each second expires the capability of the data link. Therefore the data have to be reduced before transmitting. This is done in a first step by a so called RLE (=Run Length Encoding) algorithm. If this (loss less) compression does not reach the required amount, frames are dropped: Because of this, 'stepping' mouse movements are seen.

How to solve the problem: Please use a lower resolution or use a desktop background which is better suitable for compression: Avoid photos for background
TROUBLESHOOTING

or horizontally graduated colors – better use monochrome backgrounds. They allow higher compression -> higher frame rates.

Your mouse is moving like 'hanging on a rubber band'

This problem derives from different single problems, which accumulate to a delay between the true mouse movement and displaying the movement of the mouse pointer on the screen. Depending to our measurements, a delay of approx. 100-150msec are recognized as disturbing.

The total delay comes from (time values are approx. values):

- 5 to 15msec for mouse movement and data transmission to CPU
- 50 to 70msec data processing time in the CPU until the changed data reach the graphic card output connector
- 15 to 45mcec getting the graphic data into the local unit of the extender system and transmitting to the remote unit (60 to 20fps)
- 10 to 100msec data processing time in the display until the data are displayed on the screen (where 15msec normally are only reacht by CRT tubes)

In total there are delay times between 85 and up to 230msec possible, where most of this delay is NOT caused by the extender system (Extender based delay is 5 to 15msec data transfer to the CPU and 15 to 45msec frame transfer to the remote unit – in total 20 to 60mesec. Depending to our experiences, even a step from 100msec delay to 140msec (i.e. by inserting an extender system to a CPU-monitor link) may cause visible effects.

Please note, that even a monitor directly connected to a CPU has a delay of 70 to 175msec. So (under special conditions) even the bare CPU/monitor link shows this 'rubber band behaviour'. If you now insert an extender system, the problem may occur and is (in false) dedicated to the extender system, where it only gives a small part to the total problem

How to solve the problem: Use a display with a low delay time (NOTE: This is NOT the reaction time indicated by the manufacturer. This reaction time is only the time the display needs, to switch a black pixel to get white or vice versa, but not how long it takes from receiving the data on the connector until they are displayed on the screen.) Please use a lower resolution or use a desktop background which is better suitable for compression: Avoid photos for background or horizontally graduated colors – better use monochrome backgrounds. They allow higher compression -> higher frame rates. If – and only if the link has frame dropping, a reduction from 30fps to 60fps saves 17msec and from 20fps to 60fps saves 34msec.

USB-HID device

Your USB-HID device does not work

Although our interface supports HID devices, we can't ensure that every connected device is running. In case of a malfunction please contact our technical support.

Other USB-devices

Your USB- device does not work

You have connected a non-HID device. There are supported HID devices only. All other devices are dismissed

APPENDIX A: EXAMPLE APPLICATIONS

Appendix A: Example Applications

This section illustrates some specific applications using the DVI-D Fiber - Extenders:

• DVI-D Fiber KVM-Extender with optional, secondary screen.



DVI-D Fiber KVM-Extender with optional, secondary screen

• 4 CPU's – local outputs managed through a KVM- Switch and a single console. Remote Consoles up to 140m away.



DVI-D Fiber KVM-Extender – local Consoles through a KVM- Switch

Appendix B: Rack Mount Options

DVI-D Cat X KVM- Extender units can be mounted in a 19" rack using the mounting kit: **DVI-D Cat X- Rackmount Kit**. Two different versions are available – one each for Singlehead and for Dualhead devices.

Mounting Instruction Rackmount-Kit ACS1009A-RMK

Using the Rackmount-Kit ACS1009A-RMK, up to 4 devices of the device size 103x143x29mm (Singlehead Devices) can be mounted into a 19"-Server Rack. The Rackmount Kit requires 1U Rackspace. Blindplates (in the list of parts delivered) allow to cover unused device positions.



Mounting instruction:

- Align the holes on the base plate with the vacant screw holes on the base of the device.
- Fasten the base of the unit to the plate of the mounting kit



Only use the supplied, short screws, to prevent damages on the PCB's

• Close the remaining gaps with blanking plates.

The Rackmount-Kit ACS1009A-RMK allows, to mount a different count of devices (1...4 pieces):



In the leftmost position, you can install a rack mountable p.s.u. type ACS2228A-PS instead of an extender device. This p.s.u. allows, to power up to 3 devices (singlehead or dualhead)





Please note:'

Use the back moved mounting holes to fix the p.s.u.
After mounting the p.s.u., the circuit break switch is not longer easily accessible – it is covered by the cover strip.

APPENDIX B: RACK MOUNT OPTIONS

Mounting Instruction Rackmount-Kit ACS2228A-RMK

Using the Rackmount-Kit ACS2228A-RMK, up to 4 devices of the device size 103x143x42mm (Dualhead Devices) can be mounted into a 19"-Server Rack. The Rackmount Kit requires 1U Rackspace. Blindplates (in the list of parts delivered) allow to cover unused device positions.



Mounting instruction:

- Align the holes on the base plate with the vacant screw holes on the base of the device.
- Fasten the base of the unit to the plate of the mounting kit



Only use the supplied, short screws, to prevent damages on the PCB's

• Close the remaining gaps with blanking plates.

The Rackmount-Kit ACS2228A-RMK allows, to mount a different count of devices (1...4 pieces):



up to 3 devices (singlehead or dualhead)





Only use the supplied, short screws, to prevent damages on the PCB's

Appendix C: Audio/Serial Support

Single head KVM devices:

The Audio/Serial allows bi-directional stereo audio and a full-duplex serial data link to be sent across the regular interconnection cable in addition to keyboard, mouse and DVI video.

Dual head KVM devices and Media devices (no USB):

The Audio/Serial allows bi-directional stereo audio and a 3 wire (Tx/Rx - XON/XOFF) serial data link to be sent across the regular interconnection cable in addition to keyboard, mouse and DVI video.

To set up the extender's audio and serial link, please follow all of the instructions detailed in this appendix. If you have any questions, contact Technical Support.

Serial Interface - Set Up and Operation

No setting up or user adjustments are required. Please note that the serial link is always active.

Please bear in mind that the Remote Unit's serial port is wired as DTE (i.e. the same as that on a PC). To connect a serial printer (or other DTE rather than DCE device) to the Remote Unit, you will need a Null-Modem (crossover) cable between the Remote Unit and the printer.

A serial touch screen may be plugged directly into the Remote Unit.

Please note, that media- and Dual head KVM Extender support a 3-wire- connection only (Tx/Rx/GND). Attached devices must support software handshake (XON(XOFF).

Serial Interface - Handling Multiple Serial Devices (Singlehead KVM devices only!)

The extender's serial interface transmits/receives six signals (3 signals in each direction). Normally four of these signals are used for hardware handshaking (in addition to TX & RX). However, because each handshaking line can support signals up to 19,200 Baud it is possible to configure the serial interface to handle up to three simple 2-wire (Tx/Rx only) serial links. Select XON/XOFF software flow control on the remote device and PC.

To do this you will need to construct a custom breakout cable. Please contact technical support for further information.

Audio Interface - Set Up and Operation

The audio interface is line-level and is designed to take the output from a sound card (or other line-level) source and be connected to a set of powered speakers at the other end of the link. Stereo audio may be transmitted either way across the link (simultaneously). No set up is required unless a microphone is connected to the remote unit.

Connect up the extender as follows:

Take the line-level output from your sound card (green connector) and connect to 'Line In' on the extender.

A set of powered speakers may be connected directly to 'Line Out' at the opposite end of the link.

Audio Interface - Using a Microphone

A microphone may be plugged into the 'Line In' connector on the Remote Unit.

There are two ways of setting up a microphone:

- The Local Unit's 'Line Out' connection should normally be wired to the microphone input (Red) on your sound card. The sound card should then be set up to provide additional amplification (+20dB). This is the preferred connection method.
- Alternatively, the Remote Unit itself can provide microphone amplification. To set this, open up the Remote Unit and locate the jumper labeled 'MIC' on the daughter board. Connect this jumper across the pins. The Local Unit's 'Line Out' connection should then be wired to 'Line In' (Blue) on your sound card.

If your microphone is already amplified, follow the second method but DO NOT install the amplification jumper in the Remote Unit.

Appendix D: Calling Technical Support

If you determine that your DVI-D –Fiber KVM Extender is malfunctioning, *do not attempt to alter or repair it*. It contains no user-serviceable parts. Contact Technical Support at Black Box!

Before you do, make a record of the history of the problem. We will be able to provide more efficient and accurate assistance if you have a complete description, including:

• The firmware-revision level printed on the bottom of the Extender (very important, especially for keyboard and mouse problems); The DVI-D FIBER - KVM extender's firmware revision level:

Version Number For	rmat:
Board:	xxLO/RE Myyy Pzzz Auuu Gvvvvv
Transceiver:	C/M/S xx Pyy Mzz
Keyboard/Mouse:	P/U xx Vyyy

- The nature and duration of the problem.
- When the problem occurs.
- The components involved in the problem—that is, what type of computers, what type of keyboard, brand of mouse, make and model of monitor, type and make of cable, etc.
- Any particular application that, when used, appears to create the problem or make it worse.
- The results of any testing you've already done.

To solve some problems, it might be necessary to upgrade the Extender's firmware. If this turns out to be the case for your difficulty, our Technical Support technicians will arrange for you to receive the new firmware and will tell you how to install it.

Shipping and Packaging

If you need to transport or ship your DVI-D FIBER - KVM Extender:

- Package it carefully. We recommend that you use the original container.
- If you are shipping it for repair, please include the Unit's external power supplies. If you are returning it, please include everything you received with it. Before you ship the Extender back to your dealer for repair or return, contact him to get a Return Authorization (RA) number.

Black Box Technical Support

Country	Web Site/E-Mail	Phone	Fax
US	www.blackbox.com info@blackbox.com	724-746-5500	724-746-0746
Austria	www.black-box.at support@black-box.at	+43 1 256 98 56	+43 1 256 98 56
Belgium	www.blackbox.be support.english@blackbox.be support.french@blackbox.be support.nederlands@blackbox.be	+32 2 725 85 50	+32 2 725 92 12
Denmark	<u>www.blackbox.dk</u> blackbox@blackbox.dk	+45 56 63 30 10	+45 56 65 08 05
Finland	<u>www.blackbox.fi</u> tuki@blackbox.fi	+358 201 888 800	+358 201 888 808
France	www.blackbox.fr tech@blackbox.fr	+33 820 07 09 11	+33 820 05 07 09
Germany	<u>www.black-box.de</u> techsupp@black-box.de	+49 811 5541 110	+49 811 5541 499
Ireland	www.blackbox.co.uk techhelp@blackbox.co.uk	+353 1 662 2466	+353 1 662 2477
Italy	www.blackbox.it supporto.tecnico@blackbox.it	+39 02 27 404 700	+39 02 27 400 219
Netherlands	<u>www.blackbox.nl</u> techsupport@blackbox.nl	+31 30 241 7799	+31 30 241 4746
Norway	www.blackboxnorge.no support@blackboxnorge.no	+47 55 300 710	+47 55 300 701
Spain	www.blackbox.es tecnico@blackbox.es	+34 916590732	+34 916239784
Sweden	www.blackboxab.se support@blackboxab.se	+46 8 44 55 890	+46 08 38 04 30
Switzerland	www.black-box.ch support@black-box.ch	+41 55 451 70 71	+41 55 451 70 75
UK	www.blackbox.co.uk techhelp@blackbox.co.uk	+44 118 965 6000	+44 118 965 6001

Appendix E: Specifications

Power Supply

Voltage	100-240VAC-0.5A-47-63Hz/5VDC-2000 mA
Power required	Local Unit : max. 5V/750mA Remote Unit : max. 5V/750mA

Interface

(Depending on type of device)

Video source/Monitor	DVI-D up to 1920x1200@60Hz
Keyboard	PS2 or USB (depending on model)
Mouse	PS2 or USB (depending on model) 2-/3-button and wheel mouse
RJ45	1000 MBit high speed transmission. Wiring according to EIA/TIA 568B Gigabit Ethernet.

Audio Interface

Description	Bi-directional stereo audio link
Transmission Method	Digitized virtually CD quality audio (16-bit, 38.4KHz)
Signal Levels	Line-Level (5 Volts Pk-Pk maximum)
Input Impedance	47K
Local Unit Connectors	2 x 3.5mm stereo jack socket (Line In & Line Out)
Remote Unit Connectors	2 x 3.5mm stereo jack socket (Line/Mic In & Line Out)
Microphone Support	A microphone may be connected to the Remote Unit. Pullup resistor provides bias for condenser microphone. Option to set microphone amplification to +17dB.

Serial Interface

Serial Speed	Up to a maximum of 19,200 Baud
Serial Data Format	Format Independent
Flow Control	
Singlehead Devices	RTS, CTS, DTR, DSR are sent across link
Dualhead Devices	NO flow control (XON/XOFF)

Maximum Length of Interconnection Cable (LC Connectors)

Singlemode 9 µm	10.000m (32.750ft)
Multimode 50µm	400m (1.300ft)
Multimode 62.5µm	200m (650ft)

Size and Shipping Weight

DVI-D Fiber	
Singlehead w/o audio/serial	103 x 143 x 29mm (4"x5.6"x1.1") (2 devices)
Dualhead and Singlehead w/	103 x 143 x 43mm (4"x5.6"x1.7") (2 devices)
	Weight: 0,6kg (1.3lb) each
Shipping box	Weight: 1,6 kg (3.5lb)

Environmental

Operating Temperature	41 to 113°F (5 to 45 °C)
Storage Temperature	-13 to 140°F (-25 to 60 °C)
Relative Humidity	max. 80% non-condensing

Appendix F: Connectors

DVI-D Fiber KVM-Extender Connector Pinouts

DVI-I female connector (Input/ Output connector for ALL devices besides of PS2 Singlehead local unit and PS2 Dualhead local unit 1^{st} Monitor)



Pin	Signal	Pin	Signal	Pin	Signal
1	T.M.D.S data 2-	9	T.M.D.S data 1-	17	T.M.D.S data 0-
2	T.M.D.S data 2+	10	T.M.D.S data 1+	18	T.M.D.S data 0+
3	T.M.D.S data 2 GND	11	T.M.D.S data 1 GND	19	T.M.D.S data 0 GND
4	n.c.	12	n.c.	20	n.c.
5	n.c.	13	n.c.	21	n.c.
6	DDC Input (SCL)	14	+5V high impedance	22	T.M.D.S clock GND
7	DDC Output(SDA)	15	GND	23	T.M.D.S clock +
8	Internal use.	16	Hot Plug recognition	24	T.M.D.S clock -
C1	Internal use.			C3	Internal use.
C2	n.c.	C5	GND	C4	Internal use.

DVI-I female connector (Input connector for ALL PS2 Singlehead devices and Input connector PS2 Dualhead devices 1st Monitor)



Pin	Signal	Pin	Signal	Pin	Signal
1	T.M.D.S data 2-	9	T.M.D.S data 1-	17	T.M.D.S data 0-
2	T.M.D.S data 2+	10	T.M.D.S data 1+	18	T.M.D.S data 0+
3	T.M.D.S data 2 GND	11	T.M.D.S data 1 GND	19	T.M.D.S data 0 GND
4	PS2-KBD CLK	12	PS2-MOUSE CLK	20	PS2-MOUSE VCC-IN +5V (not required)
5	PS2-KBD DATA	13	PS"-MOUSE-DATA	21	PS2-KBD VCC-IN +5V (always required)
6	DDC Input (SCL)	14	+5V In for DDC	22	T.M.D.S clock GND
7	DDC Output(SDA)	15	GND	23	T.M.D.S clock +
8	Analog VSYNC	16	Hot Plug recognition	24	T.M.D.S clock -
C1	n.c.			C3	n.c.
C2	n.c.	C5	GND	C4	n.c.

APPENDIX F: CONNECTORS

Pin					
1	KBD-DATA				
2	MOUSE-DATA				
3	KBD/MOUSE-GND				
4	VCC (+5V)				
5	KBD-CLK				
6	MOUSE-CLK				

Combined Keyboard/Mouse connector (output connector Local Unit)

Keyboard/Mouse connector (output connector Remote Unit)

6—	-5
2—	-1

Pin	Keyboard	Pin	Mouse
1	KBD-DATA	1	MOUSE-DATA
2		2	
3	KBD-GND	3	MOUSE-GND
4	VCC (+5V)	4	VCC (+5V)
5	KBD-CLK	5	MOUSE-CLK
6		6	

Keyboard/Mouse Connector, USB Typ B

(connector at Local Unit)



Pin	Signal	
1	VCC (+5V)	Red
2	Data -	White
3	Data +	Green
4	GND	Black

Keyboard/Mouse Connector, USB Typ A

(connector at Remote Unit)

Pin	Signal	
1	VCC (+5V)	Red
2	Data -	White
3	Data +	Green
4	GND	Black

Pin	Connector (device)	Pin	Keyboard	Pin	Mouse
1	KBD-DATA	1	KBD-DATA	2	
2	MOUSE-DATA	2		1	MOUSE-DATA
3	KBD-GND	3	KBD -GND	3	MOUSE-GND
4	VCC (+5V)	4	VCC (+5V)	4	VCC (+5V)
5	KBD-CLK	5	KBD -CLK	6	
6	MOUSE-CLK	6		5	MOUSE-CLK

Audio/serial Adapter to connect audio/RS232 to Local Unit (Dualhead Devices only)

	$ \begin{array}{c} 7 \\ - 4 \\ 6 \\ 5 \\ 2 \\ - 1 \\ 1 \end{array} $
Pin	
1	AUDIO GND
2	RS232 GND
3	AUDIO OUT RIGHT CHANEL
4	AUDIO OUT LEFT CHANEL
5	RS232 RxD

- AUDIO IN RIGHT CHANEL
 - AUDIO IN LEFT CHANEL
- RS232 TxD

Keyboard/Mouse Adapter to connect Keyboard/Mouse to Local Unit

RS232 (Singlehead Devices only)





9 pin DSUB female (Local Unit)

9 pin DSUB male (Remote Unit)

Pin	Signal
1	Not connected
2	RxD
3	TxD
4	DTR
5	GND
6	DSR
7	RTS
8	CTS
9	Not connected

Power



APPENDIX F: CONNECTORS

CATx- Interface

Pin out according to EIA/TIA 568A (1000BaseT).



Pin		Pin	
1	D1+	5	D3-
2	D1-	6	D2-
3	D2+	7	D4+
4	D3+	8	D4-

NOTES