3. Technical Support

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

3.1 Support Checklist

To efficiently handle your request it is necessary to complete our checklist for support and problem cases.

http://www.ihse.de/fileadmin/redakteur/pdf/support/checklist.pdf

Please keep 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
- Involved components (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.

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

Draco vario Repeater Series 485

Excellence in KVM and Video

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Office hours:
Monday - Thusday 8:00 am to 4:30 pm
Friday 8:00 am to 3:00 pm

Manual

We continue to develop and improve our 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:

http://www.ihse.de/fileadmin/redakteur/pdf/manuals/m485.pdf

Quick Setup

Draco vario Repeater Series 485

Draco vario Repeater

Quick Setup Series 485

Quick Setup

1. System Setup

First time users are recommended to setup the system 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 57).

Draco vario Repeater Setup

1. Switch off all devices.
2. Connect the Draco vario Repeater with the interconnect cable(s).
3. Connect the chassis of the Draco vario Repeater to the power supply.
4. Power up the system.

To power up the system, the following sequence is recommended:

Monitor – CON Unit – Draco vario Repeater – CPU Unit – source.

2. Specifications

2.1 Package Contents

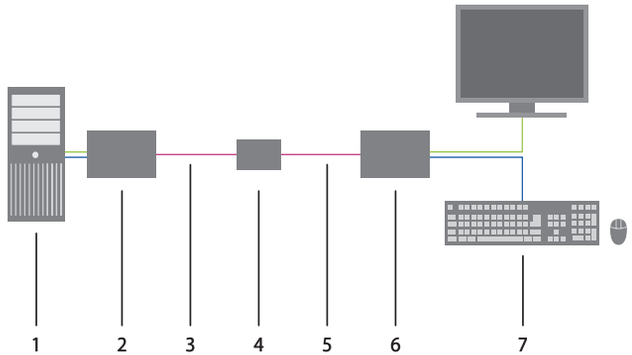
Your extender package contains the following items:

- Draco vario Repeater
- 1x (redundancy 2x) 5VDC international power supply unit per KVM Extender unit (depending on chassis)
- 1x (redundancy 2x) country-specific power cord (depending on chassis)
- Quick Setup

If anything is missing, please contact your dealer.

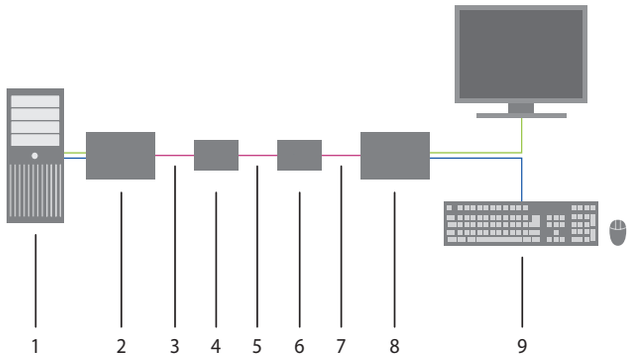
Draco vario Repeater Series 485

2.2 System Overview



Repeater Function (optional: Media Conversion)

1. Source (computer, CPU)
2. KVM Extender CPU Unit
3. Interconnect cable (Cat X)
4. Draco vario (Cross) Repeater
5. Interconnect cable (Cat X / fiber)
6. KVM Extender CON Unit
7. Console (monitor, keyboard, mouse)



Dual Media Conversion

1. Source (computer, CPU)
2. KVM Extender CPU Unit
3. Interconnect cable (Cat X)
4. Draco vario Cross Repeater #1
5. Interconnect cable (fiber)
6. Draco vario Cross Repeater #2
7. Interconnect cable (Cat X)
8. KVM Extender CON Unit
9. Console (monitor, keyboard, mouse)

Quick Setup

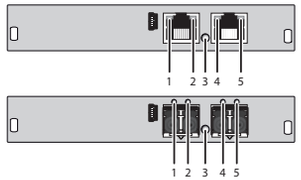
Draco vario Repeater Series 485

2.3 Status LEDs

Status Draco vario Repeater Module

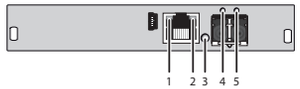
The Draco vario Repeater module is fitted with a multi color LED for overall status indication and with two further LEDs for indication of the connection status.

Module



Rear View

Module



Rear View

LED 1/2 and 4/5: Connection Status

Pos.	LED	Status	Description
1/4	**Failure LED** (green)	Off	Connection available
		On or Flashing	Connection failure (flashing for about 20 s following a connection failure)
2/5	**Status LED** (green)	Flashing	No connection via interconnect cable
		on	Connection available

LED 3: Device Status

LED color		Description
Red		Device ready
Blue		Link 1 (left connector) available, Link 2 (right connector) not detected
Green		Link 2 (right connector) available, Link 1 (left connector) not detected
Light Blue		Link 1 (left connector) and Link 2 (right connector) available

Quick Setup