

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:

ACS2028A-MM: KVM-Extender Singlehead DVI-D, PS2-Keyboard/Mouse + serial/Audio - Multimode Fibers

ACS2228A-MM: KVM-Extender Dualhead DVI-D, PS2-Keyboard/Mouse + serial/Audio Audio - Multimode Fibers

ACS4022A-MM: KVM-Extender Singlehead DVI-D, USB-Keyboard/Mouse + serial/Audio Audio - Multimode Fibers

ACS4222A-MM: KVM-Extender Dualhead DVI-D, USB-Keyboard/Mouse + serial/Audio Audio - Multimode Fibers

ACS2028A-SM: KVM-Extender Singlehead DVI-D, PS2-Keyboard/Mouse + serial/Audio - Singlemode Fibers

ACS2228A-SM: KVM-Extender Dualhead DVI-D, PS2-Keyboard/Mouse + serial/Audio Audio - Singlemode Fibers

ACS4022A-SM: KVM-Extender Singlehead DVI-D, USB-Keyboard/Mouse + serial/Audio Audio - Singlemode Fibers

ACS4222A-SM: KVM-Extender Dualhead DVI-D, USB-Keyboard/Mouse + serial/Audio Audio - Singlemode Fibers

Copyrights and Trademarks

©2007. All rights reserved. This information may not be reproduced in any manner without the prior written consent of the manufacturer.

Information in this document is subject to change without notice and the manufacturer shall not be liable for any direct, indirect, special, incidental or consequential damages in connection with the use of this material.

All trademark and trade names mentioned in this document are acknowledged to be the property of their respective owners.

Disclaimer

While every precaution has been taken in the preparation of this manual, the manufacturer assumes no responsibility for errors or omissions. Neither does the manufacturer assume any liability for damages resulting from the use of the information contained herein. The manufacturer reserves the right to change the specifications, functions, or circuitry of the product without notice.

The manufacturer cannot accept liability for damage due to misuse of the product or due to any other circumstances outside the manufacturer's control (whether environmental or installation related). The manufacturer shall not be responsible for any loss, damage, or injury arising directly, indirectly, or consequently from the use of this product.

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:

ACS2028A-MM, ACS2228A-MM

ACS4022A-MM, ACS4222A-MM

ACS2028A-SM, ACS2228A-SM

ACS4022A-SM, ACS4222A-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.



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:

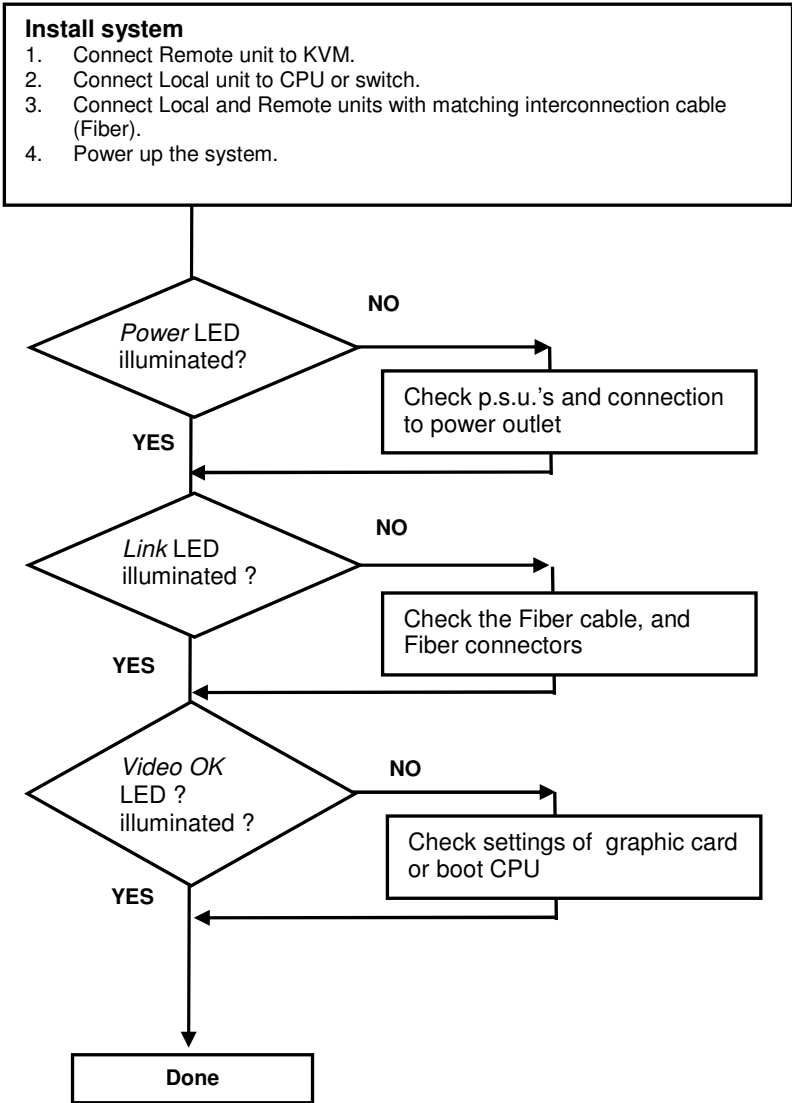
- **Only use power supplies originally supplied with the product or manufacturer-approved replacements. Do not attempt to dismantle or repair any power supply. Do not use a power supply if it appears to be defective or has a damaged case.**
- **Connect all power supplies to grounded outlets. In each 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.**

Contents

1. Quick Setup	8
2. Overview	9
2.1 Introduction	9
2.2 Glossary	9
2.3 Features	11
2.4 Product Range	12
2.5 Compatibility	13
2.6 How to Use This Guide	14
3. Installation	15
3.1 Package Contents	15
3.2 Interconnection Cable Requirements	16
3.3 System Setup	17
3.4 Diagnostic LEDs	24
4. Service Setup	26
4.1 Setup at the Local Unit	27
4.2 Setup at the Remote Unit	30
5. Troubleshooting	31
Appendix A: Example Applications	33
Appendix B: Rack Mount Options	35
Appendix C: Audio/Serial Support	37
Appendix D: Calling Technical Support	39
Appendix E: Specifications	41
Appendix F: Connectors	43

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

The following terms are used in this guide:

<i>Fiber</i>	Singlemode or Multimode fiber cable.
<i>Singlemode</i>	9 μ Singlemode-fiber cable
<i>Multimode</i>	62,5 μ Multimode- or 50 μ Multimode-fiber cable
<i>KVM</i>	Keyboard, Video and Mouse.
<i>Console</i>	Keyboard, Mouse and Monitor
<i>Dual Access</i>	A system allowing connection of Local and Remote user consoles.
<i>Singlehead</i>	An extender system that supports one monitor + Keyboard/Mouse
<i>Dualhead</i>	An extender system that supports two monitors + Keyboard/Mouse
<i>DVI</i>	Digital Video standard, installed by <i>Digital Display Working Group</i> (www.ddwg.org) R, G, B, CLOCK in a data stream with up to 3x 1,6 Gbit/sec. Signals are TMDS Level.
<i>PSU</i>	The desktop power supply connected to the Local/Remote unit.
<i>HID</i>	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

DVI-D FIBER KVM-EXTENDER

CPU with DVI-D
Graphic card

Local Console

Optional
2nd Monitor



DVI-D Fiber KVM-
Extender system



Serial /
Audio

Remote Console

Optional
2nd Monitor



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-xx and ACS2228A-xx)
- Support for USB-Keyboard and USB-Mouse (ACS4022A-xx and ACS4222A-xx)



Devices with USB- connectors support ONLY Keyboard and Mouse. It's possible, that other HID devices (Human Interface Device) like touch-screens, 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 Touchscreen, etc. but not e.g. Keyboard, Mouse and Touchscreen 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 18 Bit/21 Bit color depth (user selectable) = 256,000/2,048,000 colors
- 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).
- Bi-directional stereo audio (16-bit digitised) 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

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

DVI-D Fiber - Extender

ACS2028A-MM	KVM-Extender 1x DVI, PS2-Keyboard, PS2-Mouse (Singlehead) + serial/audio – Multimode-fibers
ACS2228A-MM	KVM-Extender 2x DVI, PS2-Keyboard, PS2-Mouse s (Dualhead) + serial/audio – Multimode-fibers
ACS4022A-MM	KVM-Extender 1x DVI, USB-Keyboard, USB-Mouse (Singlehead) + serial/audio – Multimode-fibers
ACS4222A-MM	KVM-Extender 2x DVI, USB-Keyboard, USB-Mouse (Dualhead) + serial/audio – Multimode-fibers
ACS2028A-SM	KVM-Extender 1x DVI, PS2-Keyboard, PS2-Mouse (Singlehead) + serial/audio – Singlemode-fibers
ACS2228A-SM	KVM-Extender 2x DVI, PS2-Keyboard, PS2-Mouse s (Dualhead) + serial/audio – Singlemode-fibers
ACS4022A-SM	KVM-Extender 1x DVI, USB-Keyboard, USB-Mouse (Singlehead) + serial/audio – Singlemode-fibers
ACS4222A-SM	KVM-Extender 2x DVI, USB-Keyboard, USB-Mouse (Dualhead) + serial/audio – Singlemode-fibers

Upgrade Kits

ACS2228A-RMK	19"/1U Rackmount- Kit to mount up to 4 devices
ACS2228A-PS	19"/1U rackmountable P.S.U. Input: 100..240VAC/0.5A; Output 5VDC/7A to source up to 3 units. Requires one unit space in RMK (ACS2228A-RMK)

2.5 Compatibility

Interface Compatibility

- **Digital Video (DVI-D):** Digital Video standard, installed by Digital Display Working Group (www.ddwg.org) 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 Touchscreen, etc. but not e.g. Keyboard, Mouse and Touchscreen simultaneously. A Hub is allowed but does not raise 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 16.

DDC Information

Normally it is not necessary to make any adjustments to the DVXi- 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 26).

Selecting the moment of switching to the next frame

The transmission of screen data is 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 26).

Selection of Color depth

You can select, whether 18Bit colors (=256K colors) are transmitted (default) or 21Bit colors (=2M colors). Low color depth enhances the count of frames, transmitted per second, high color depth gives smooth color grades. Please select to you choice the better mode.

To modify the color depth, see **Service Setup** (page 26).

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
- 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)
- User manual (Quick Setup)

ACS2028A-xx and ACS2228A-xx (additionally):

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

ACS4022A-xx and ACS4222A-xx (additionally):

- DVI-I (1,8m) video cable (DVI-I dual link male-to-male)
- USB (1,8m) cable (USB type A to type B)

ACS2228A-xx and ACS4222A-xx (additionally):

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

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:
ACSxxxxA-MM: Multimode type 50/125 μ allowed distance app. 400m (1,300ft)
ACSxxxxA-MM: Multimode type 62.5/125 μ allowed distance app. 200m (650ft)
ACSxxxxA-SM: Singlemode type 9/125 μ 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 enduser 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.

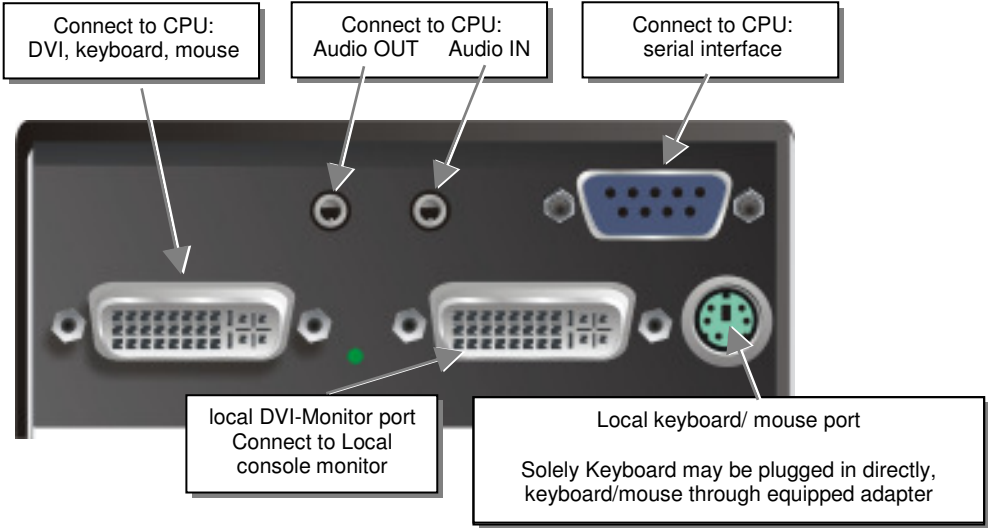
6. For a dual access system, connect the monitor for the Local console to the appropriate port on the Local unit. The port may also be used to feed into a KVM switch.

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

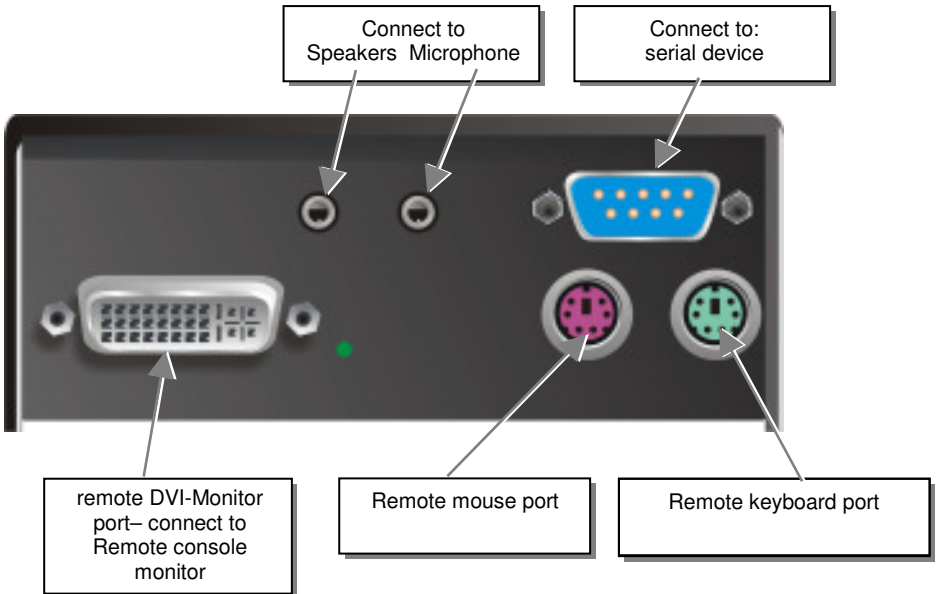
To attach a local (USB-) Keyboard/Mouse, please use additional USB port(s) at your CPU or use a USB Hub inbetween CPU and local unit's USB connector.

7. Power up the system.

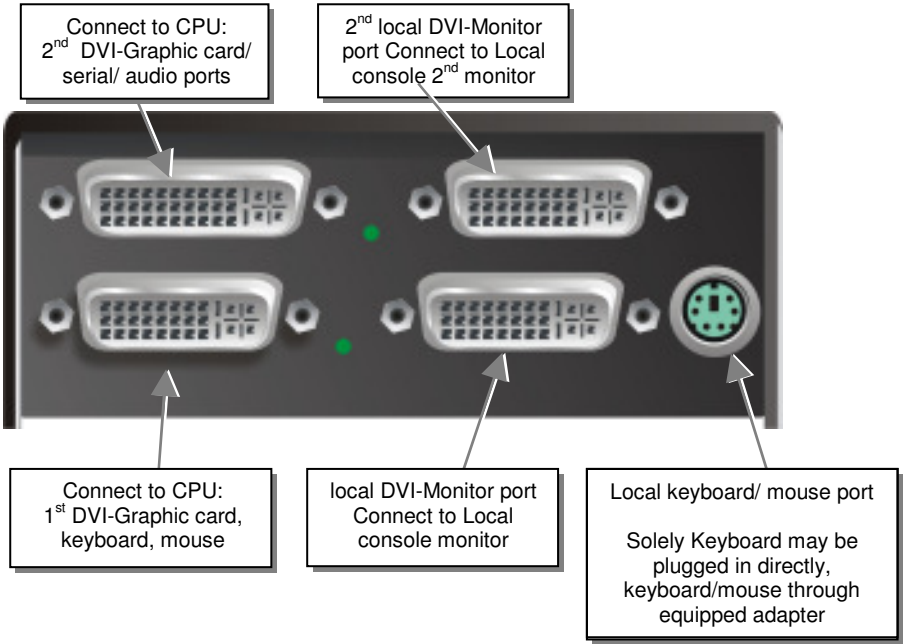
DVI-D FIBER KVM-EXTENDER



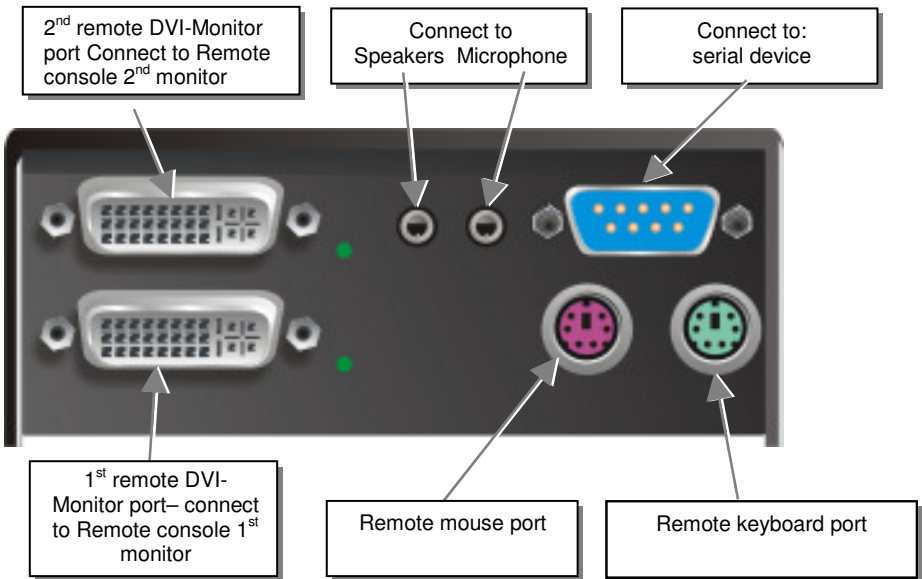
DVI-D Fiber KVM-Extender Type ACS2028A-xx Local Unit



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

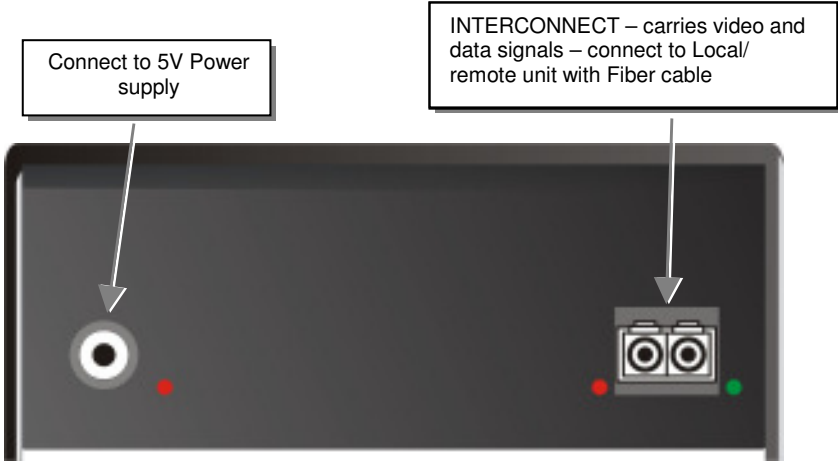


DVI-D Fiber KVM-Extender Type ACS2228A-xx Local Unit

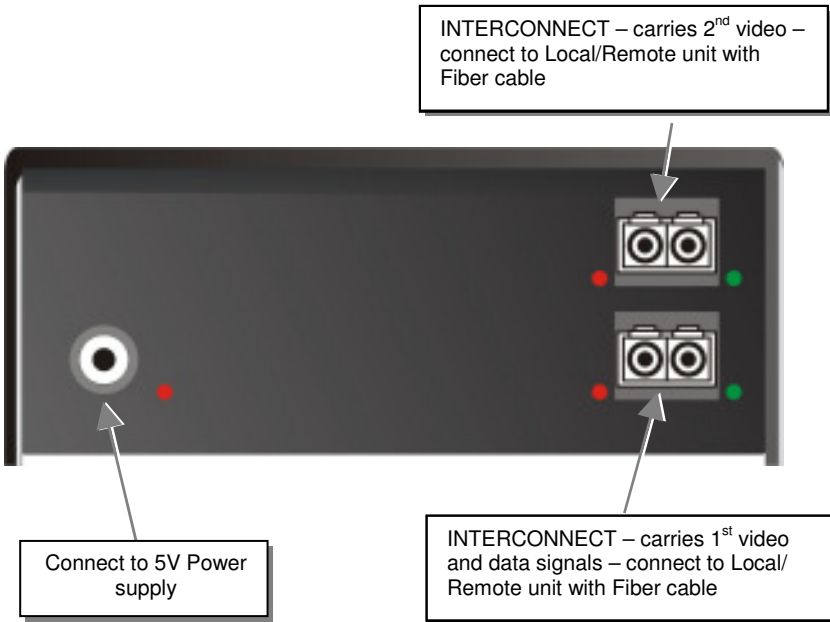


DVI-D Fiber KVM-Extender Type ACS2228A-xx Remote Unit

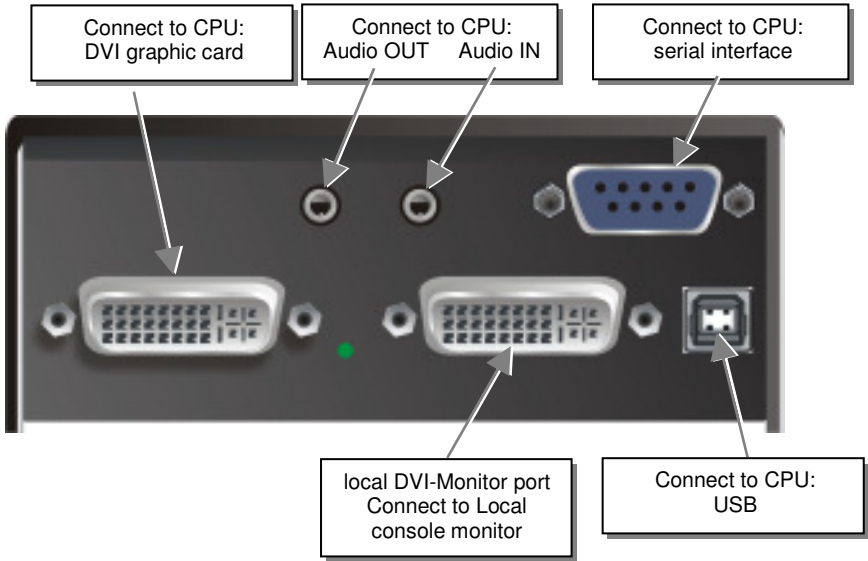
DVI-D FIBER KVM-EXTENDER



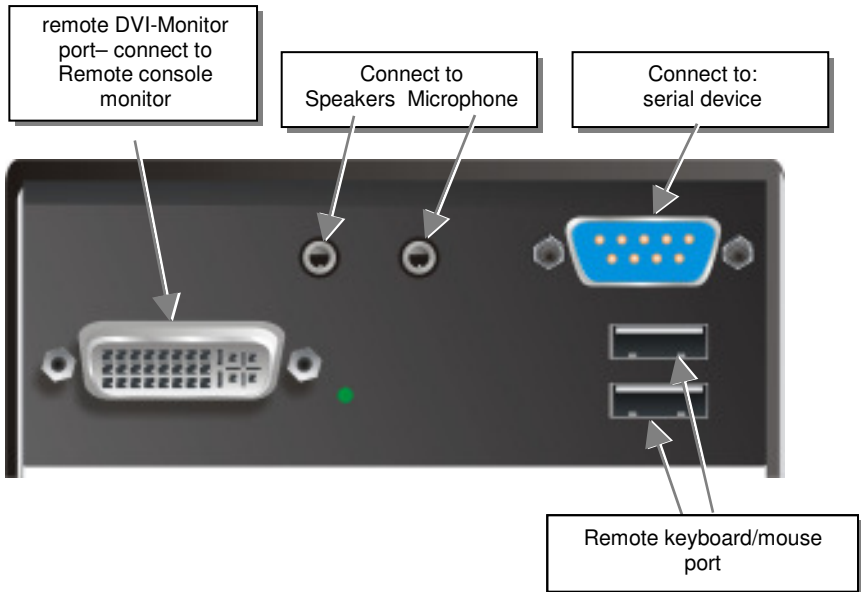
DVI-D Fiber KVM-Extender Type ACS2028A-xx Local/ Remote Unit



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

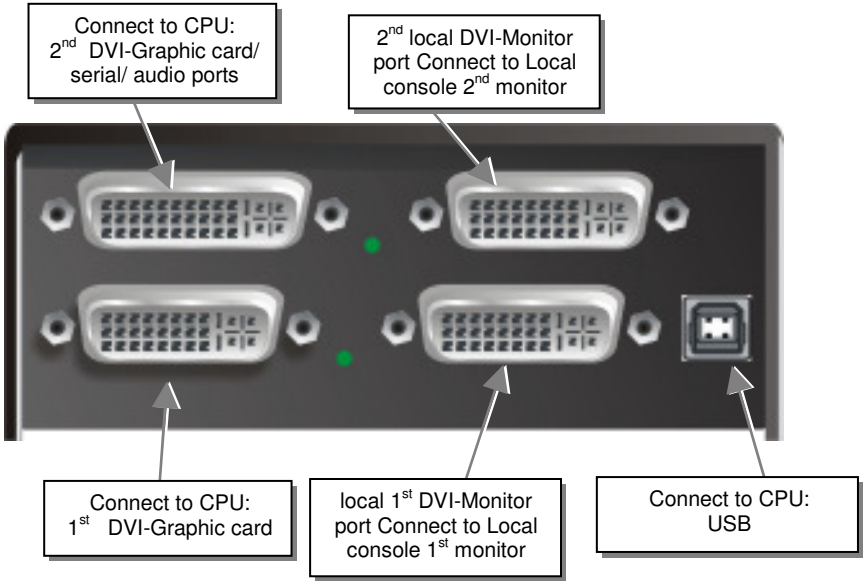


DVI-D Fiber KVM-Extender Type ACS4022A-xx Local Unit

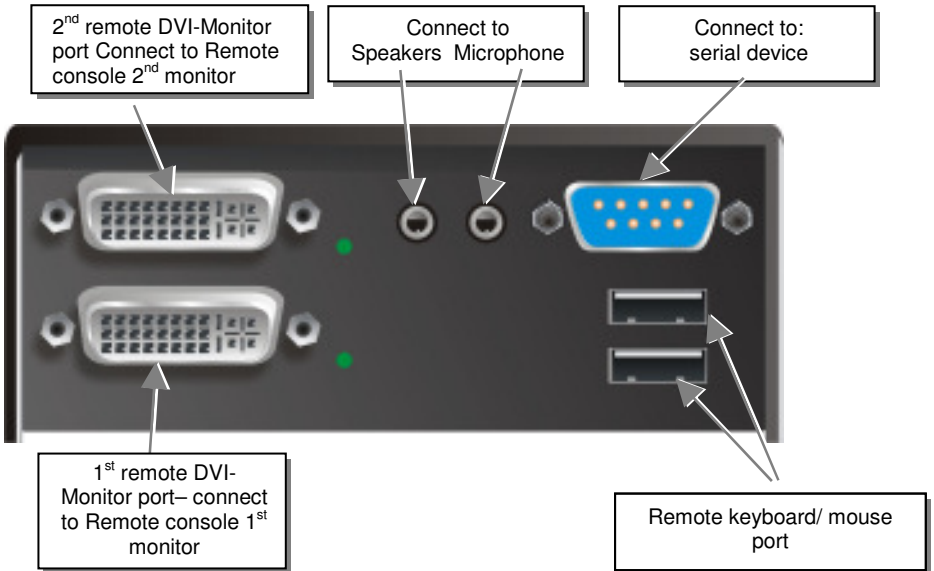


DVI-D Fiber KVM-Extender Type ACS4022A-xx Remote Unit

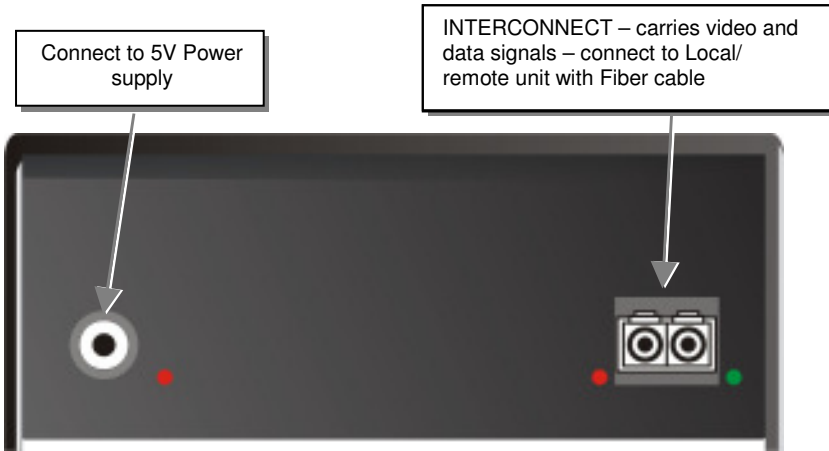
DVI-D FIBER KVM-EXTENDER



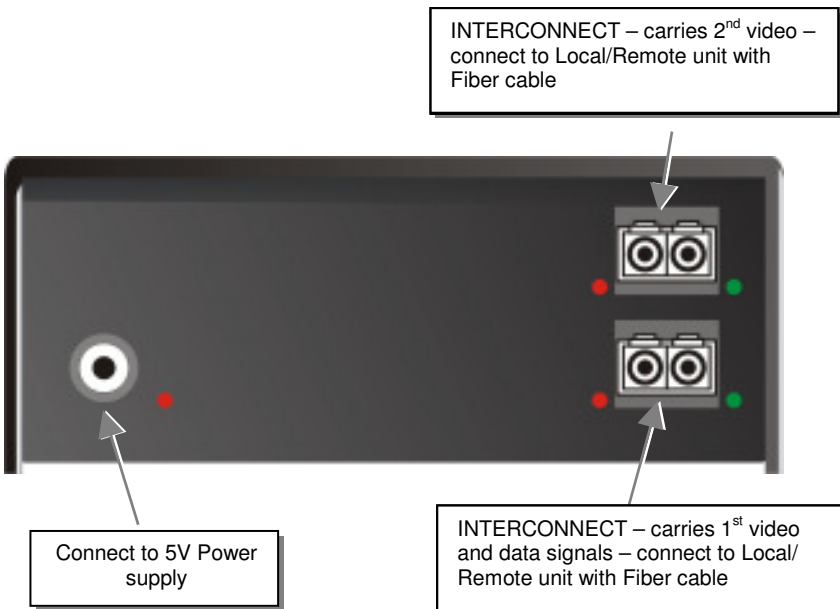
DVI-D Fiber KVM-Extender Type ACS4222A-xx Local Unit



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



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

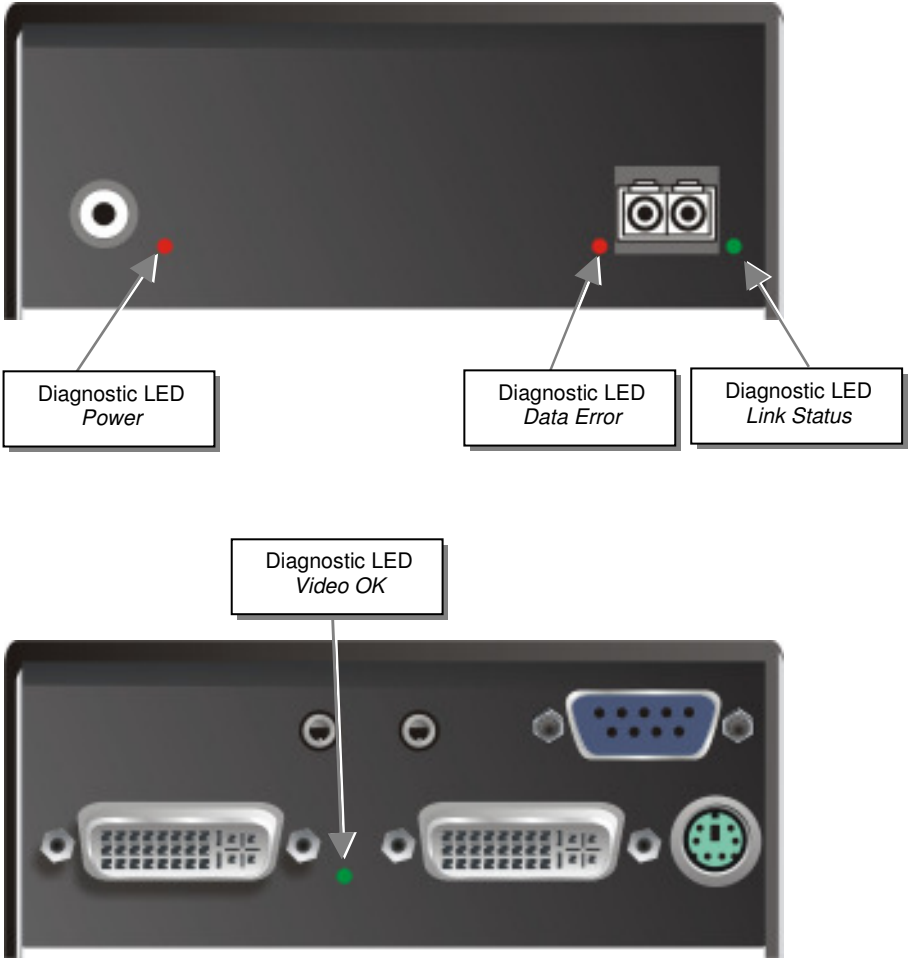


DVI-D Fiber KVM-Extender Type ACS4222A-xx Local/ Remote Unit

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

<i>LED</i>	<i>Appearance</i>	<i>Diagnostics</i>
Power LED (Red LED)	Off On	Device not ready Device ready
Video Okay (Green LED)	Off On	No or invalid video signal detected Device ready
Link Status (Green LED)	blinking On	No FIBER connection 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)

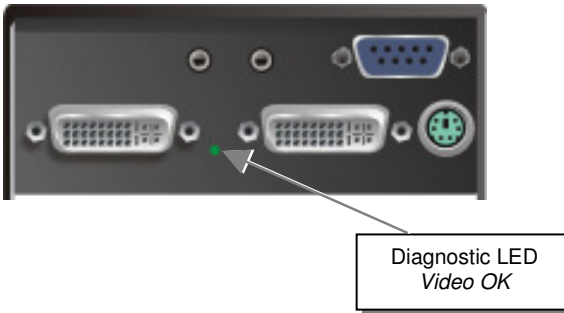
4. Service Setup

For most applications, you shouldn't need not to make any adjustments to set up your DVXi/LC 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



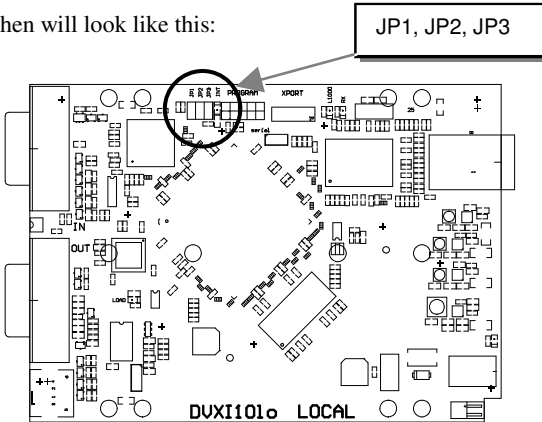
The diagnostic LED 'Link Status' is located near to the Fiber-connectors



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.

The main PCB then will look like this:



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
<i>From internal Table (default)</i>		
<i>From local Monitor</i>		
<i>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)</i>		
<i>Reset of the internal DDC Table to Default-Values (see also below: Reset of the internal DDC Table to Default-Values)</i>		

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:

- Switch off the Local Unit and the Remote Unit, unplug the Video-Cable to the Remote Monitor (Dualhead devices: BOTH Monitors!)
- Open the Local Unit like described above
- Unplug Jumper JP3 and plug it to Position JP2 (Please bear in mind the position of JP3. Note: both – JP1 and JP2 are plugged now - Dualhead devices: jumper setting on BOTH PCB's!)
- Switch on the Local and Remote Unit (Please ensure, the interconnect cable – Fiber or fiber is connected - Dualhead devices: BOTH interconnect cables!)
- Wait until the LINK-LED is illuminated (see above)
- Plug the Video-Cable of the Remote Monitor into the remote unit (switch on the Monitor if switched off - Dualhead devices: BOTH Monitors!))
- The DDC Information of the Remote Monitors 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
- Switch off the Local Unit and the Remote Unit
- Unplug Jumper JP2 and plug it back to Position JP3 as kept in mind (Dualhead devices: jumper setting on BOTH PCB's!)
- Close the Local Unit like described above
- Switch on the Local Unit and the Remote Unit
- Done



Reset of the internal DDC Table to Default-Values

If you have loaded several DDC Configurations and got no satisfying result, you can restore the original (default) DDC Table. To do this, please proceed the followin steps:

- Switch off the Local Unit
- Open the Local Unit like described above
- Unplug Jumper JP1 (Jumpers JP1 and JP2 are now open - Dualhead devices: jumper setting on BOTH PCB's!)
- Switch on the Local Unit
- After a successful reprogramming of the DDC EPROM, the 'Video-OK' LED at the Local Unit is blinking rapidly for approx. 1 second
- Switch off the Local Unit
- Replug Jumper JP1 (Dualhead devices: jumper setting on BOTH PCB's!)
- Close the Local Unit like described above
- Switch on the Local Unit
- Done

Selection of Color depth

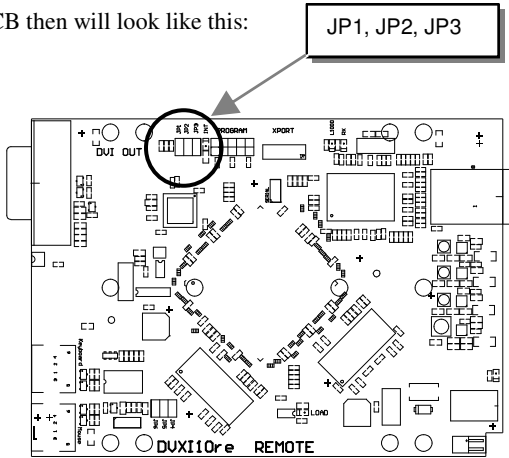
You can select, whether 18Bit colors (=256K colors) are transmitted (default) or 21Bit colors (=2M colors). Low color depth enhances the count of frames, transmitted per second, high color depth gives smooth color grades. Please select to you choice the better mode.

Color depth	JP3
<i>18Bit (default)</i>	
<i>21Bit</i>	

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.

The main PCB then will look like this:



Use the diagram to locate jumpers.

Selecting the moment of switching to the next frame

The transmission of screen data is 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
<i>Switching during HSYNC (default)</i>		Higher framerate but (possibly) horizontal breaks detectable
<i>Switching during VSYNC</i>		Lower framerate no horizontal breaks detectable but (possibly) stepping pictures

5. Troubleshooting

There isn't a picture.

Check the power supply connection at the Local unit. Is the *Power* (Red LED) at the Local unit illuminated (see page 24)? If not, the internal power-supply may be damaged or there may be an internal error.

Check the power supply connection at the remote unit. Is the *Power* (Red LED) at the Remote unit illuminated (see page 24)? 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 24)? If not, there may be a problem with the Interconnection cable:

Are there Errors through data transmission over FIBER Cable (Cable too long, too high attenuation or too much EMI interference)? Is the *Data Error* LED illuminated or blinking (see page 24)? 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.

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 24)?

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 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.

DVI-D FIBER KVM-EXTENDER

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.

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

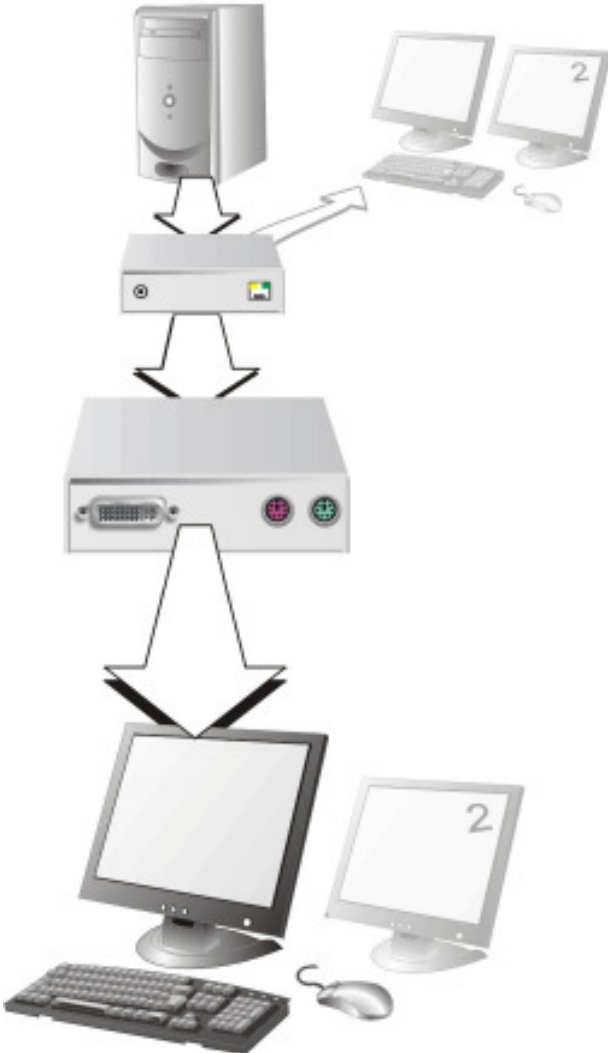
Your USB- device does not work

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

Appendix A: Example Applications

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

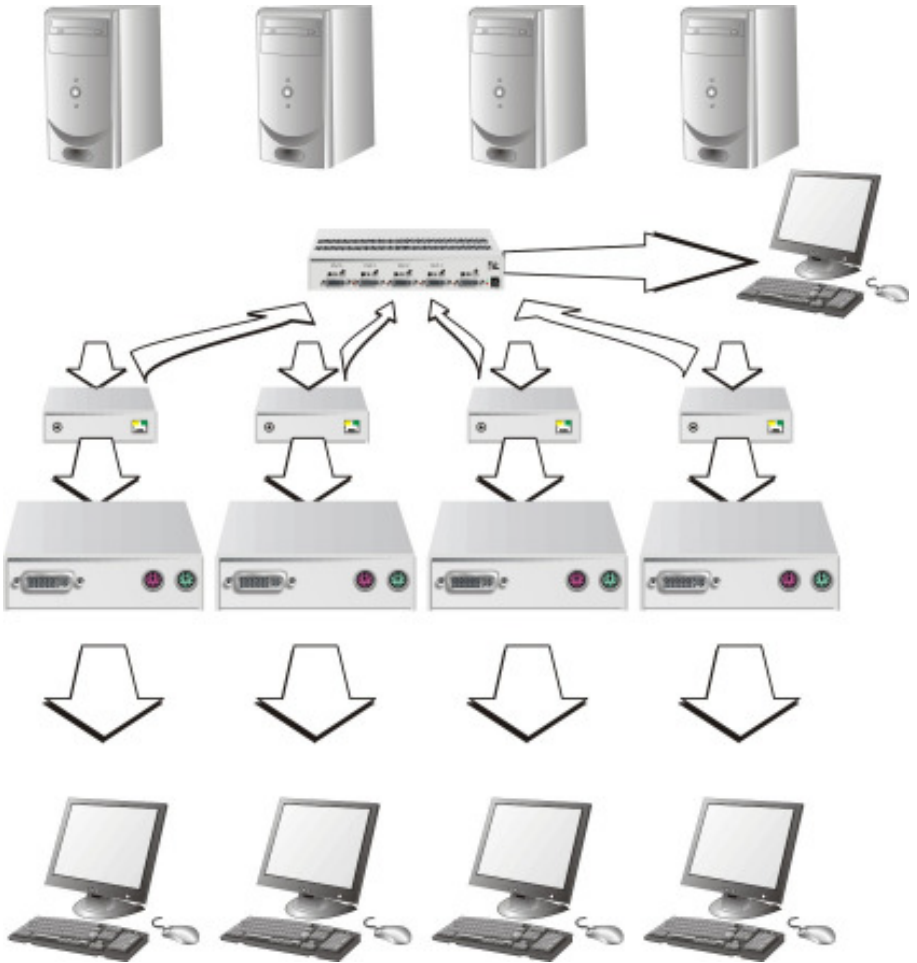
- DVI-D Fiber KVM-Extender with optional, secondary screen.



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

DVI-D FIBER KVM-EXTENDER

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



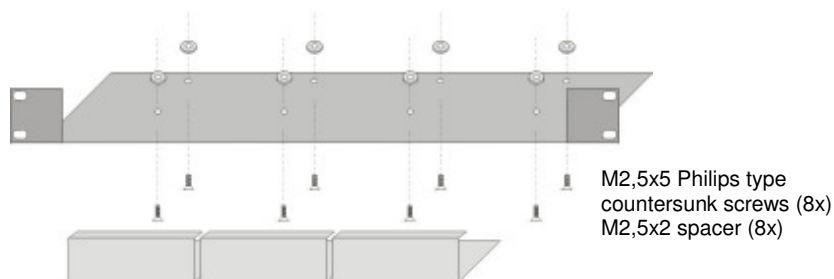
DVI-D Fiber KVM-Extender – local Consoles through a KVM- Switch

Appendix B: Rack Mount Options

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

DVI-D Fiber- Rackmount Kit for Dualhead devices and Singlehead devices with serial/Audio consists of:

Base plate



19" Rackmount Kit for Dualhead devices (ACS2228A-RMK)

To mount a unit:

1. Align the holes on the base plate with the vacant screw holes on the base of the DVI-D Fiber KVM- Extender unit.
2. Fasten the base of the unit to the plate of the mounting kit using the supplied screws.



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

3. Close the remaining gaps with blanking plates.



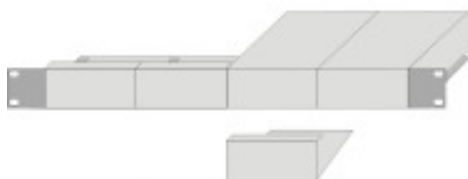
In the leftmost position, you can install a rack mountable p.s.u. type ACS2228A-PS instead of an extender device. This p.s.u. allows, to power up to 3 devices (singlehead or dualhead)

DVI-D FIBER KVM-EXTENDER

The kit allows you to mount a different count of devices
(1...4 devices):



Einbau 1 Gerät
mounting 1 device



Einbau 2 Geräte
mounting 2 devices



Einbau 3 Geräte
mounting 3 devices



Einbau 4 Geräte
mounting 4 devices

Appendix C: Audio/Serial Support

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.

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.

Serial Interface - Handling Multiple Serial Devices

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 Format:

Board: *xxLO/RE Myyy Pzzz Auuu Gvvvvvv*
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.

DVI-D FIBER KVM-EXTENDER

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	www.blackbox.dk blackbox@blackbox.dk	+45 56 63 30 10	+45 56 65 08 05
Finland	www.blackbox.fi 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	www.black-box.de 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	www.blackbox.nl 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

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

Interface

(Depending on type of device)

<i>Video source/Monitor</i>	DVI-D up to 1600x1200@60Hz
<i>Keyboard</i>	PS2 or USB (depending on model)
<i>Mouse</i>	PS2 or USB (depending on model) 2-/3-button and wheel mouse

Audio Interface

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

DVI-D FIBER KVM-EXTENDER

Serial Interface

<i>Serial Speed</i>	Up to a maximum of 19,200 Baud
<i>Serial Data Format</i>	Format Independent
<i>Flow Control</i>	RTS, CTS, DTR, DSR are sent across link

Maximum Length of Interconnection Cable

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

Size and Shipping Weight

<i>DVI-D Fiber</i>	103 x 143 x 43mm (4"x5.6"x1.7") (2 devices) Weight: 0,6kg (1.3lb) each
<i>Shipping box</i>	Weight: 1,6 kg (3.5lb)

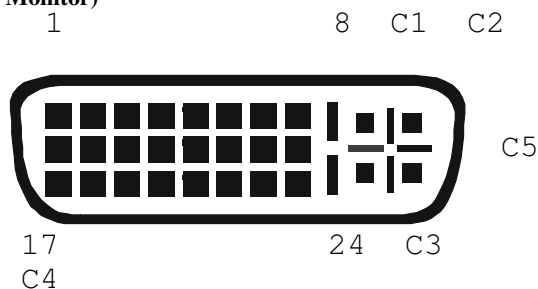
Environmental

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

Appendix F: Connectors

DVI-D Fiber KVM-Extender Connector Pinouts

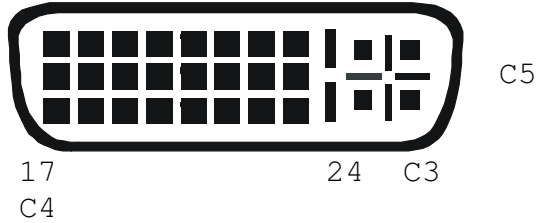
DVI-I female connector (Output connector for ALL devices and Input connector Dualhead devices 2nd Monitor)



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-D FIBER KVM-EXTENDER

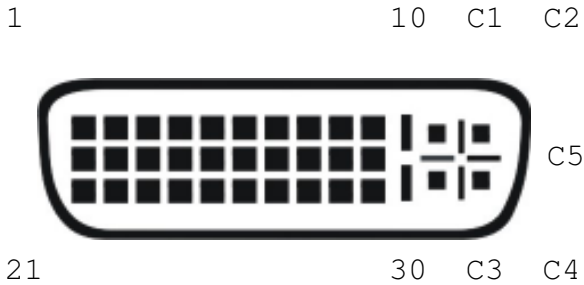
DVI-I female connector (Input connector for ALL Singlehead devices and Input connector Dualhead devices 1st Monitor)



<i>Pin</i>	<i>Signal</i>	<i>Pin</i>	<i>Signal</i>	<i>Pin</i>	<i>Signal</i>
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 ² -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.

Micro Cross P&D female connector

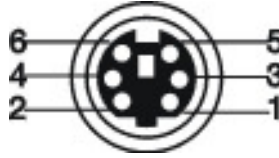
(Input connector for Dualhead devices 2nd Monitor + serial/Audio)



<i>Pin</i>	<i>Signal</i>	<i>Pin</i>	<i>Signal</i>	<i>Pin</i>	<i>Signal</i>
1	T.M.D.S data 2-	11	T.M.D.S data 1-	21	T.M.D.S data 0-
2	T.M.D.S data 2+	12	T.M.D.S data 1+	22	T.M.D.S data 0+
3	T.M.D.S data 2 GND	13	T.M.D.S data 1 GND	23	T.M.D.S data 0 GND
4	GND	14	T.M.D.S clock +	24	Hot-plug detect
5	Sense in	15	T.M.D.S clock -	25	GND
6	Sense out	16	RS232-RTS	26	DDC Output(SDA)
7	T.M.D.S clock GND	17	RS232-CTS	27	DDC Input (SCL)
8	n.c.	18	GND	28	+5VDC
9	RS232-RxD	19	n.c.	29	RS232-DSR
10	RS232-TxD	20	n.c.	30	RS232-DTR
C1	Audio In Left			C3	Audio Out Left
C2	Audio In Right	C5	Audio Shield (GND)	C4	Audio Out Right

DVI-D FIBER KVM-EXTENDER

Combined Keyboard/Mouse connector (output connector Local Unit)



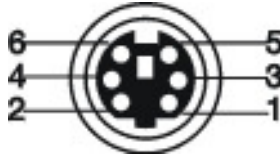
<i>Pin</i>	
1	KBD-DATA
2	MOUSE-DATA
3	KBD/MOUSE-GND
4	VCC (+5V)
5	KBD-CLK
6	MOUSE-CLK

Keyboard/Mouse connector (output connector Remote Unit)



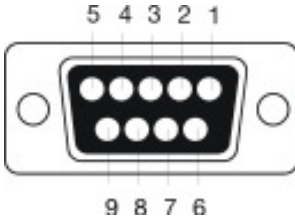
<i>Pin</i>	<i>Keyboard</i>	<i>Pin</i>	<i>Mouse</i>
1	KBD-DATA	1	MOUSE-DATA
2		2	
3	KBD-GND	3	MOUSE-GND
4	VCC (+5V)	4	VCC (+5V)
5	KBD-CLK	5	MOUSE-CLK
6		6	

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

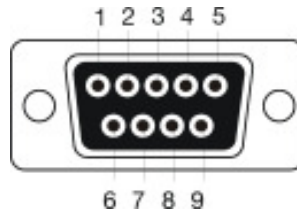


<i>Pin</i>	<i>Connector (device)</i>	<i>Pin</i>	<i>Keyboard</i>	<i>Pin</i>	<i>Mouse</i>
1	KBD-DATA	1	KBD-DATA	2	
2	MOUSE-DATA	2		1	MOUSE-DATA
3	KBD-GND	3	KBD -GND	3	MOUSE-GND
4	VCC (+5V)	4	VCC (+5V)	4	VCC (+5V)
5	KBD-CLK	5	KBD -CLK	6	
6	MOUSE-CLK	6		5	MOUSE-CLK

RS232



9 pin DSUB female (Local Unit)

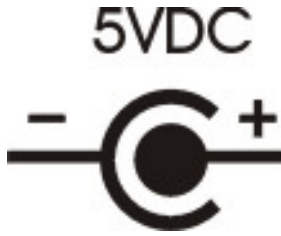


9 pin DSUB male (Remote Unit)

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

DVI-D FIBER KVM-EXTENDER

Power



<i>Pin</i>	<i>Signal</i>
inner	+5V
outer	GND

NOTES