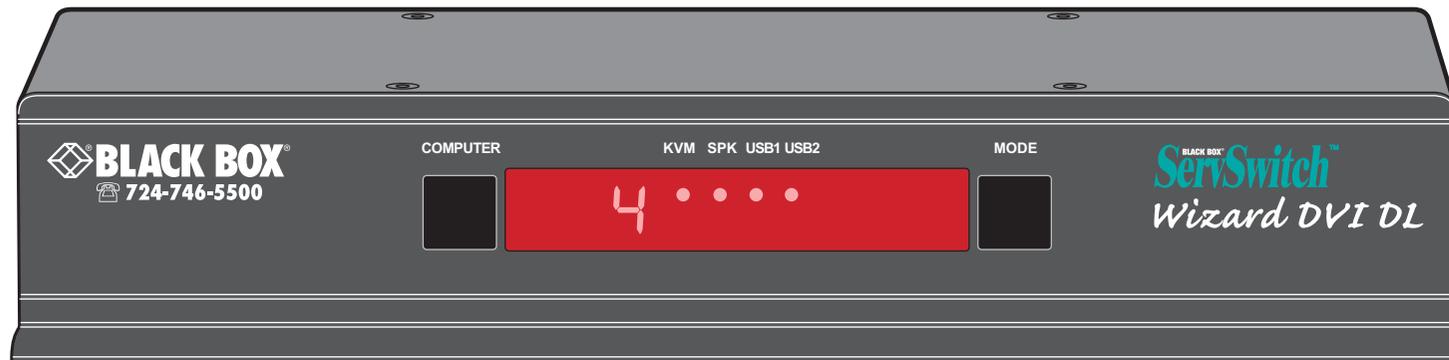




JUNE 2009
KV2004A
KV2204A
KV2304A
KV2404A

ServSwitch Wizard DVI DL

USER GUIDE



**CUSTOMER
SUPPORT
INFORMATION**

Order **toll-free** in the U.S.: Call **877-877-BBOX** (outside U.S. call **724-746-5500**)
FREE technical support 24 hours a day, 7 days a week: Call **724-746-5500** or fax **724-746-0746**
Mailing address: **Black Box Corporation**, 1000 Park Drive, Lawrence, PA 15055-1018
Web site: www.blackbox.com • E-mail: info@blackbox.com

CONTENTS

Contents



Introduction

What is True Emulation?	3
Wizard DVI DL features - front and rear	4
What's in the box	5
What you may additionally need	5

Installation

Mounting	6
Connections	7
User console	7
Computer systems	8
Power in connection	9
Optional TDX remote control	9
Switching control by computer	10
Synchronizing multiple units	11
Managing EDID video display information	12

Configuration

Using the configuration menu	13
General configuration	14
Changing hotkeys	14
Mouse switching	14
Miscellaneous functions	14
Performing upgrades	15

Operation

Selecting a computer	17
To select a computer using the front panel	17
To select a computer using hotkeys	18
To select a computer using the mouse buttons	19
Autoscanning	20

Further information

Getting assistance	21
BlackBox subsidiary contact details	21
Appendix 1 – Default EDID video modes	22
Appendix 2 – Cable pin-outs	23
Safety information	24
Radio Frequency Energy	25
Normas Oficiales Mexicanas (NOM) statement	26

Index

INSTALLATION

CONFIGURATION

OPERATION

FURTHER INFORMATION

INDEX

Introduction

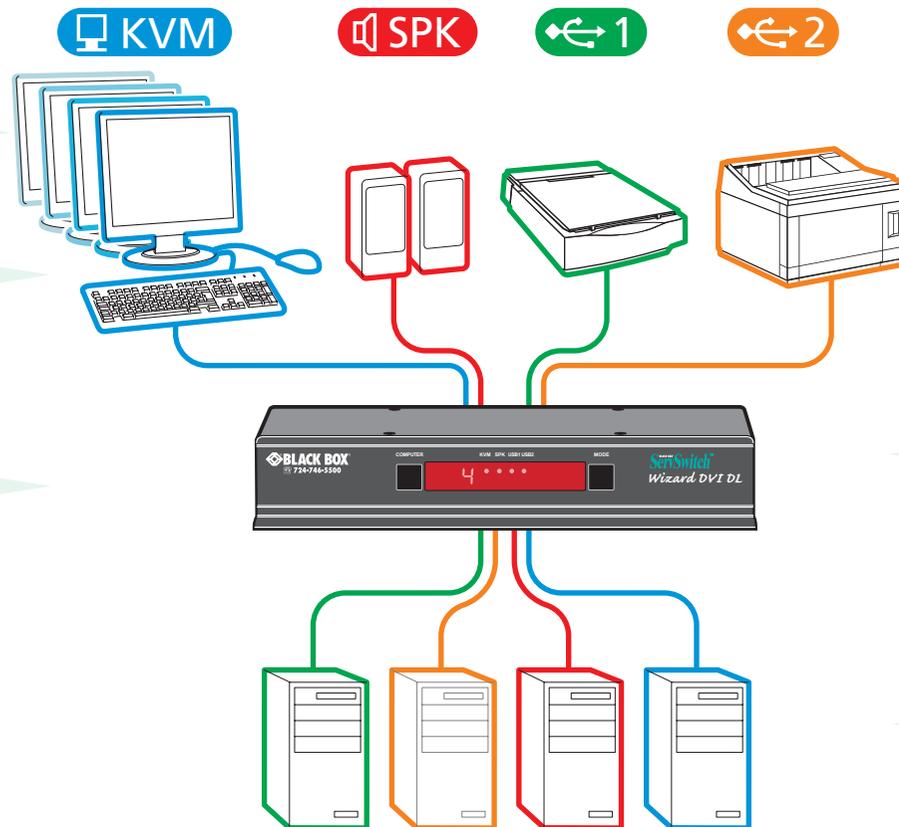


Thank you for choosing a member of the ServSwitch Wizard DVI DL family of professional switches from Black Box. There are four versions of the four-way Wizard DVI DL, each of which allows a single operator to control up to four computer systems and share peripherals among them in a very flexible manner. The KV2004A can support one video head per channel, whereas the slightly larger KV2204A, KV2304A and KV2404A units support two, three and four video heads per channel, respectively.

Thanks to our high quality, efficient switching technology, each video head can support dual link digital video at up to 450Mpixels per second. In addition to the impressive video performance, these units offer more than just straight switching between four systems. The KVM, speakers and two separate USB devices attached to the Wizard DVI DL units can either be switched in unison, as normal, or you can mix your peripherals between any of the systems to suit your current tasks. For instance, you could be creating emails

on one system, listening to a soundtrack from another while a third is sending documents to your printer and a fourth performing another task with a different USB peripheral. The Wizard DVI DL front panels make it straightforward to control which peripherals should connect to each system.

The Wizard DVI DL units feature **True Emulation** which ensures that the full characteristics of the connected keyboard and mouse are passed to every system.



Multiscreen versions
The Wizard DVI DL includes separate models to support one, two, three or four video heads per channel.

Digital and analogue video
The Wizard DVI DL units use DVI-I (Integrated) connectors throughout so that DVI digital and/or VGA analogue video may be used (the latter requires the use of suitable adapter cables).

Intelligent display information
The Wizard DVI DL units use our **EDID Emulation** feature to ensure that all computers are supplied with the correct information about each connected video display.

Multiple switching
The attached peripheral devices can be switched collectively to any computer system, or can be linked to separate systems to achieve multiple tasks in parallel. Multiple switching can be controlled from the on-screen menu or using the front panel buttons.

True Emulation
Earlier USB KVM switches relied upon standard keyboard and mouse templates to inform each computer system how to deal with the connected peripherals. The Wizard DVI DL range succeeds in harvesting the true identities of the connected keyboard and mouse and presents those 'real' profiles concurrently to every system. Thus, specialist keyboards and mice can be fully supported.

USB Remote wakeup
The USB Remote Wakeup feature is fully supported. Any connected computer can go into sleep mode and be awakened (when its channel is selected) as soon as you press a key or move the mouse. The computer and peripherals must support the USB Remote Wakeup feature.

INSTALLATION

CONFIGURATION

OPERATION

FURTHER INFORMATION

INDEX

What is True Emulation?

True Emulation represents a significant breakthrough in sharing USB devices between two or more computer systems. Until this point, the problem has been how to create a USB switch that provides all of the following:

- Quick, transparent and reliable switching,
- Accurate representation of the connected USB keyboard and mouse,
- Switching control via the connected USB keyboard and/or mouse.

The difficulty in achieving all of the above requirements has been due to the complexity of the USB standard. This has led to various problems that have spawned a number of possible solutions.

Enumerated USB switching

The earliest attempts to switch USB devices applied a relatively 'hands off' approach. Enumerated USB switches are the electronic equivalent of those old mechanical KVM switches with a large knob on the front.

Enumerated switches are so called because a connected USB device will be required to perform a full initiation (a process called *Enumeration*) every time it is switched; just as if you had pulled out the plug and then reconnected it.

Enumerated switches simply pass all signals straight through between the USB device and the computer, they do not attempt to interpret any data. For most devices, this offers an advantage because the switch just leaves them to get on with their jobs without any interference or any hit on performance. However, it means that a USB keyboard or mouse cannot be used to control the switching process - a quick and simple control method expected by most users. Reliability of switching is also an issue that has plagued enumerated switches, especially when used with certain USB devices and particular operating systems.

Emulated USB switching

The issues with interpreting the complex USB data streams and recreating (or *Emulating*) the identity of attached USB devices were eventually solved, leading to the creation of the Emulated USB switch.

A neat side effect of the technique used is that each computer can be fooled into thinking that the USB device is permanently connected to it, even when the device is switched to another computer. This means that the enumeration process for the USB device takes place only once, during the first power on. After that, a computer merely sees a dormant version of the USB device whenever the device is actually connected to a different computer.

However, it remains a complex task to dynamically assume the identity of a USB device, distribute it among the connected computers and maintain all of the necessary signals, states and processes. Therefore, manufacturers have previously relied upon a fixed keyboard and mouse profile that is declared to each computer, regardless of the actual connected devices. This precluded the use of any special keyboard or mouse features over and above the standard layouts.

True Emulation

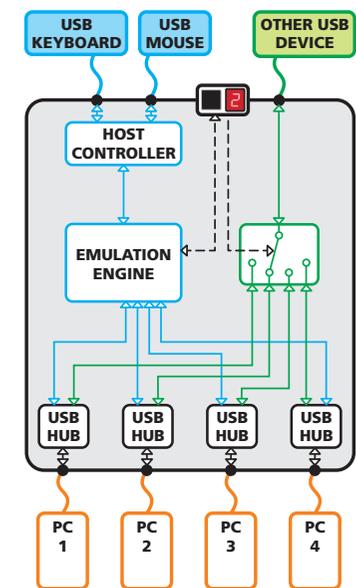
Mindful of the limitations associated with the previous USB switching techniques, we set about creating a more effective and elegant solution. After a great deal of research and development, *True Emulation* is the result.

True Emulation allows the complete identity of the keyboard and mouse to be copied and then presented to all of the connected computers. This means that any keyboard offering specialist function keys or any mouse with extra features will be fully supported at each computer. As with the previous emulation method, the unselected computers will continue to see the identities of the keyboard and mouse, which means that no enumeration is necessary when their link becomes active once again. This not only helps to speed up the rate of reconnection, but also raises the reliability of switching because USB links are at their most vulnerable during the enumeration process.

True Emulation relies upon a high speed circuit, called an Emulation Engine, to fully emulate the USB device identities and also interpret keyboard and mouse data streams. The result is full support for KVM switching control via hotkey presses or the third button/scroll wheel of a mouse.

True Emulation is not necessarily required by other USB devices, which is why you will also find two enumerated circuits included (shown in green within the block diagram) alongside the True Emulation feature (shown in blue). This allows those other USB devices to operate at their highest speeds, without any intervention. The enumerated circuits benefit greatly from the USB Hubs that are jointly used with the True Emulation system. Because they interface directly and permanently with each computer, they help to stabilise the dormant links, making errors during enumeration much less likely.

The dual switching arrangement provides further flexibility because the True Emulation and enumerated sections can be switched in unison or independently of each other, as required. Thus, your various peripherals can operate with different computers at the same time.



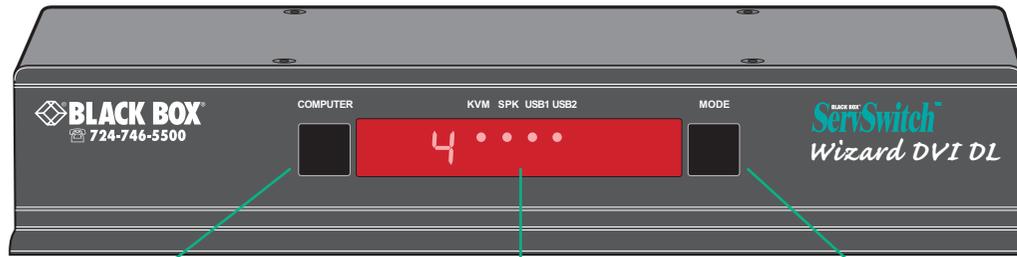
The emulated section of the switch is shown in blue and handles only the keyboard and mouse. The green enumerated section of the switch handles other USB devices and also uses the USB hubs to link with the computers.



INSTALLATION
CONFIGURATION
OPERATION
FURTHER INFORMATION
INDEX

Wizard DVI DL features - front and rear

The Wizard DVI DL single screen and multiscreen units are housed within durable, metallic enclosures with all connectors situated at the rear panel. The smart front face features the control buttons and the operation indicators.



COMPUTER button

Press to change to the next computer channel.

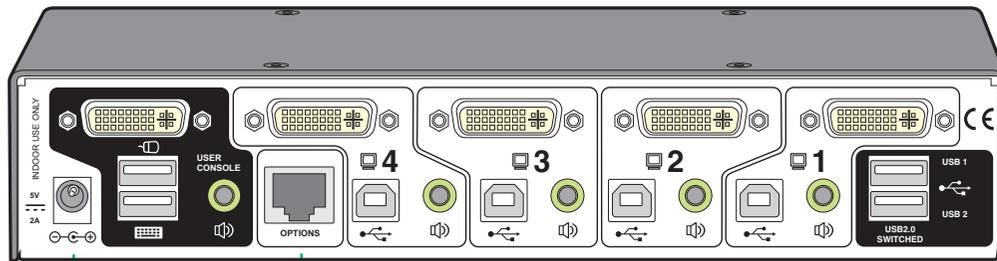
Indicators

The four indicators (**KVM**, **SPK**, **USB1**, **USB2**) show which peripherals are switched to the current computer channel OR (as you begin pressing the **MODE** button) the peripherals that will be switched during the next press(es) of the **COMPUTER** button.

The seven segment numeric display indicates the computer channel that is currently active.

MODE button

Press to determine which peripherals should be switched to another computer channel (will occur when the **COMPUTER** button is pressed).



Power input

The power supply connects here.

User console

Connect DVI-I video, USB keyboard and mouse plus optional speakers to these connectors.

Options port

This 10p10c port can separately support the following functions:

- Remote control - allows a standard TDX four button remote control unit to be used to switch channels (see [Optional TDX remote control](#) for details).
- Upgrades - used to update the internal firmware when necessary by connecting to a computer.

Computer channels

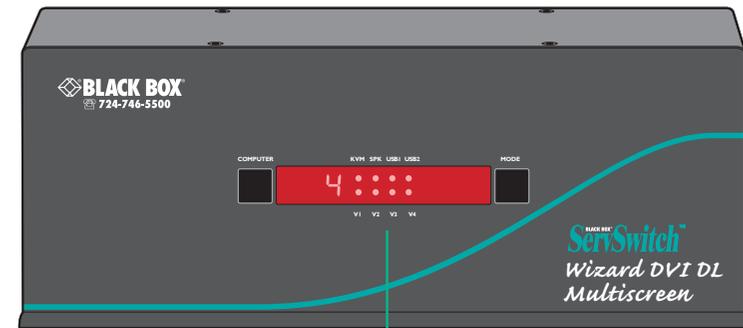
Each computer connects to one of these four channels via a DVI-I video connector, a USB B-type connector and an audio 3.5mm jack input.

User console

Connect up to two USB devices to these connectors. These ports are switched in an enumerated manner (see [What is True Emulation?](#))

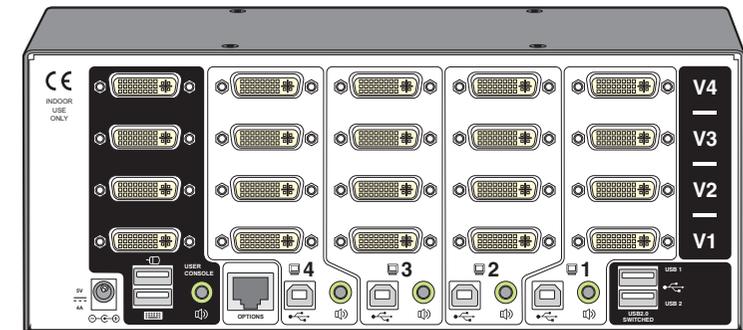
Multiscreen versions

The dual, triple and quad video screen versions use a larger casing and provide more connectors on the rear panel.



Extra indicators

As well as the indicators shown on the single screen version, the multiscreen units also include four indicators, labelled V1 to V4, which show the video channels being switched.



Extra video channels

In addition to all of the ports described (left) for the single screen version, the multiscreen versions provide additional DVI-I connectors to allow multiple video streams from each computer to be switched to (up to) four video monitors.



INSTALLATION

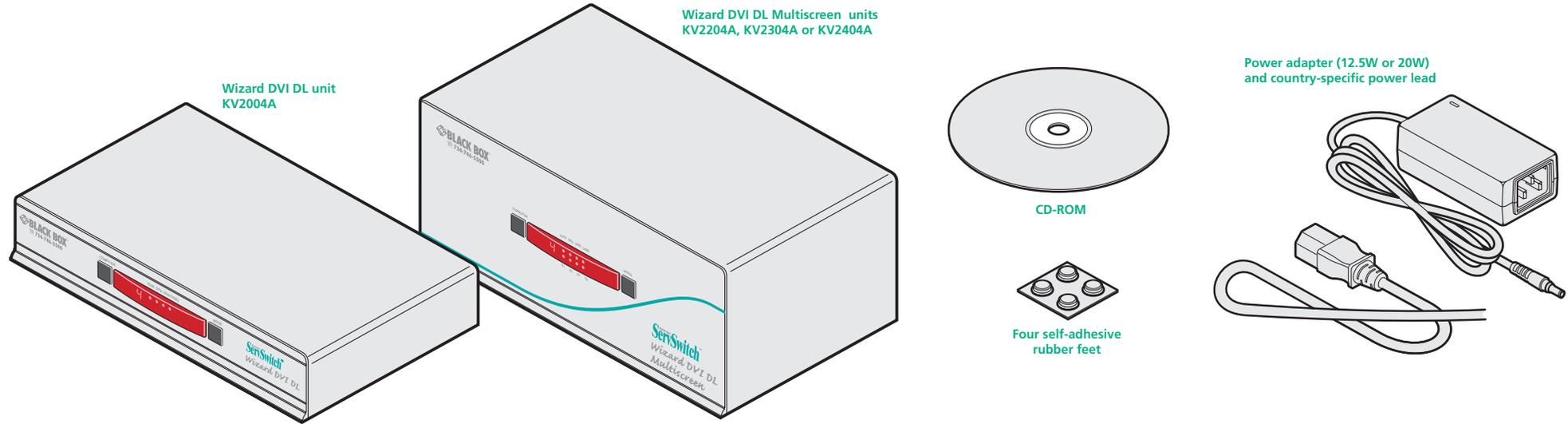
CONFIGURATION

OPERATION

FURTHER INFORMATION

INDEX

What's in the box



Wizard DVI DL unit KV2004A

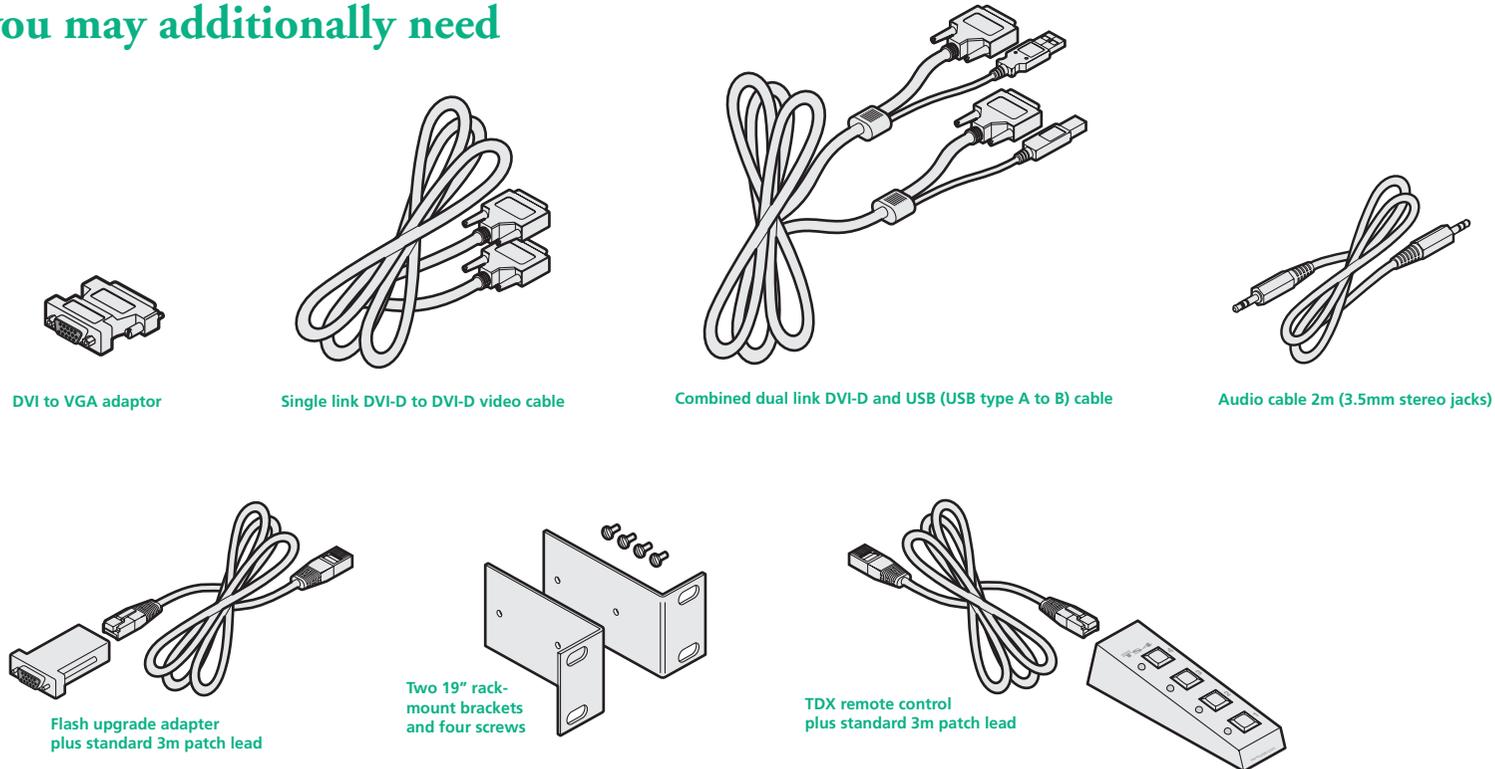
Wizard DVI DL Multiscreen units KV2204A, KV2304A or KV2404A

CD-ROM

Power adapter (12.5W or 20W) and country-specific power lead

Four self-adhesive rubber feet

What you may additionally need



DVI to VGA adaptor

Single link DVI-D to DVI-D video cable

Combined dual link DVI-D and USB (USB type A to B) cable

Audio cable 2m (3.5mm stereo jacks)

Flash upgrade adapter plus standard 3m patch lead

Two 19" rack-mount brackets and four screws

TDX remote control plus standard 3m patch lead



INSTALLATION

CONFIGURATION

OPERATION

FURTHER INFORMATION

INDEX

Installation



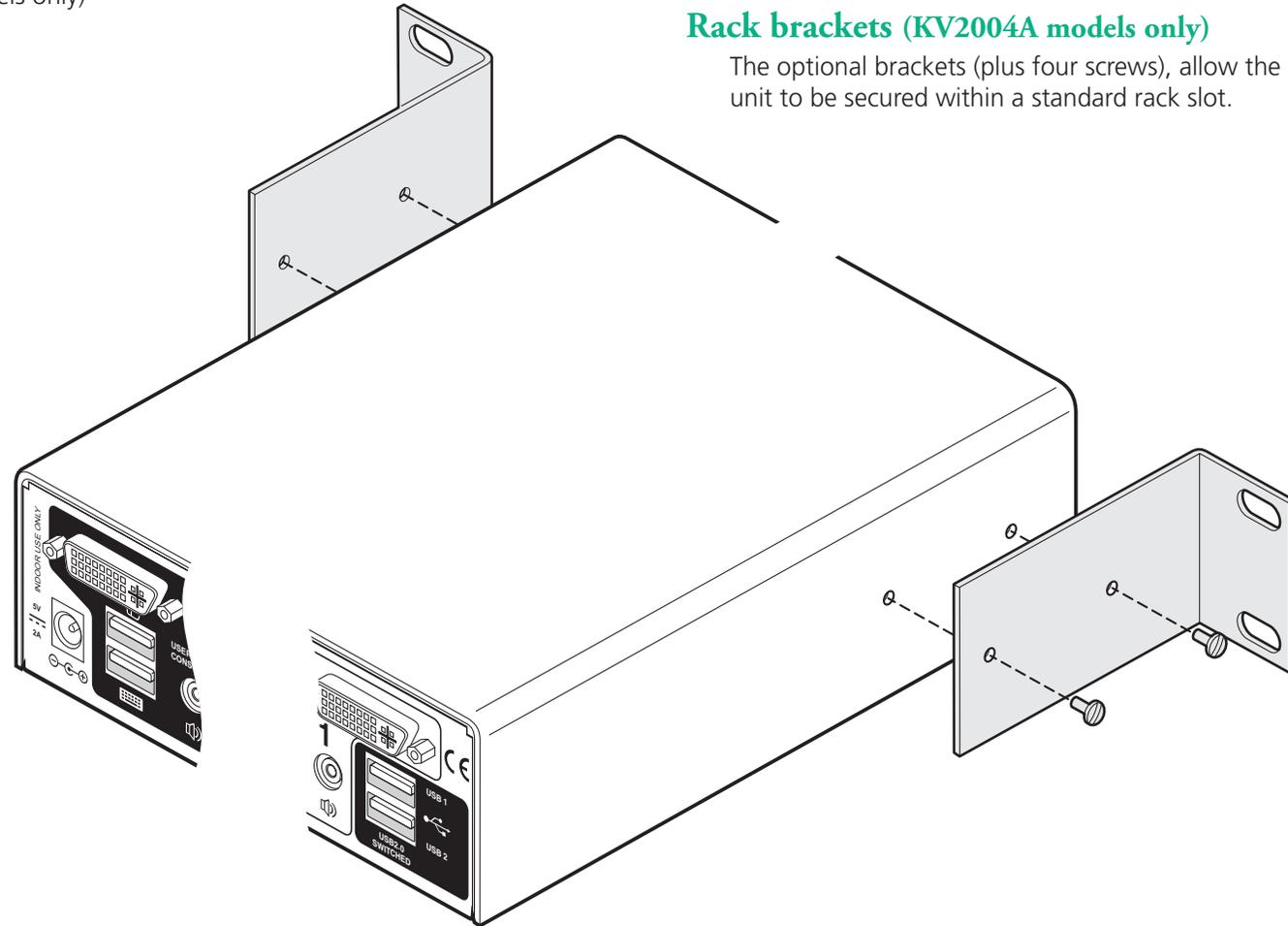
Mounting

There are two main mounting methods:

- The supplied four self-adhesive rubber feet
- Optional rack brackets (KV2004A models only)

Connections

Note: Both the Wizard DVI DL unit and its power supply generate heat when in operation and will become warm to the touch. Do not enclose them or place them in locations where air cannot circulate to cool the equipment. Do not operate the equipment in ambient temperatures exceeding 40 degrees Centigrade. Do not place the products in contact with equipment whose surface temperature exceeds 40 degrees Centigrade.



Rack brackets (KV2004A models only)

The optional brackets (plus four screws), allow the unit to be secured within a standard rack slot.

INSTALLATION

CONFIGURATION

OPERATION

FURTHER INFORMATION

INDEX

Connections

Connections do not need to be carried out in the order given within this guide, however, where possible connect the *power in* as a final step.

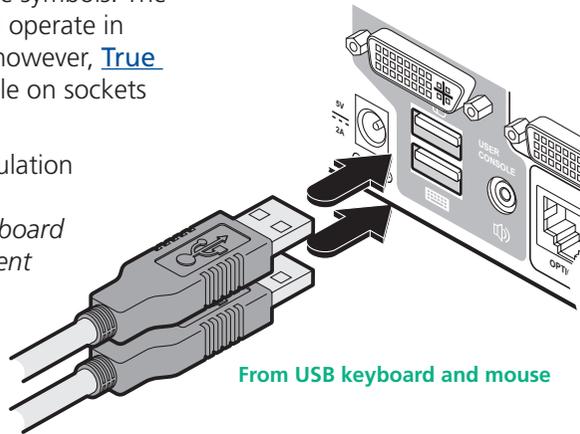
User console

The ports that make up the user console are where you attach the peripherals that will be shared between the computer systems. Ensure that power is disconnected from the unit.

To connect peripherals to the user console

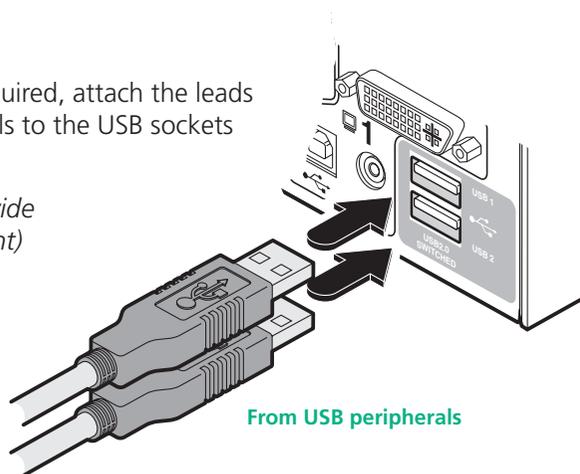
- 1 Position your peripheral devices in the vicinity of the unit such that their cables will easily reach.
- 2 **Keyboard and mouse:** Attach the leads from your USB keyboard and mouse to the USB sockets specifically labelled with keyboard and mouse symbols. The keyboard and mouse will operate in any of the USB sockets, however, [True Emulation](#) is not available on sockets labelled USB1 or USB2.

Note: The unit's True Emulation feature will read the full characteristics of the keyboard and mouse and will present those to each connected computer concurrently. This ensures that specialist keyboards and mice are fully supported.



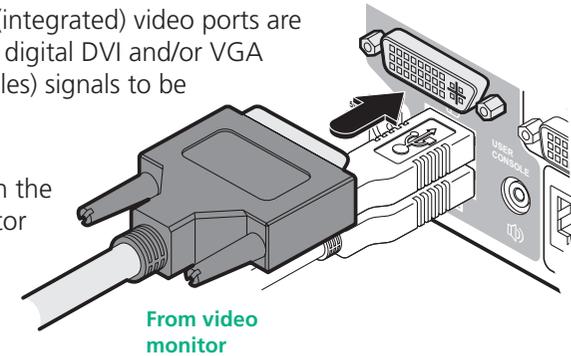
- 3 **USB devices:** Where required, attach the leads from your USB peripherals to the USB sockets labelled USB1 and USB2.

Note: These sockets provide [enumerated](#) (transparent) switching.



- 4 **Video monitor(s):** DVI-I (integrated) video ports are used throughout to allow digital DVI and/or VGA analogue (via adapter cables) signals to be switched, as required.

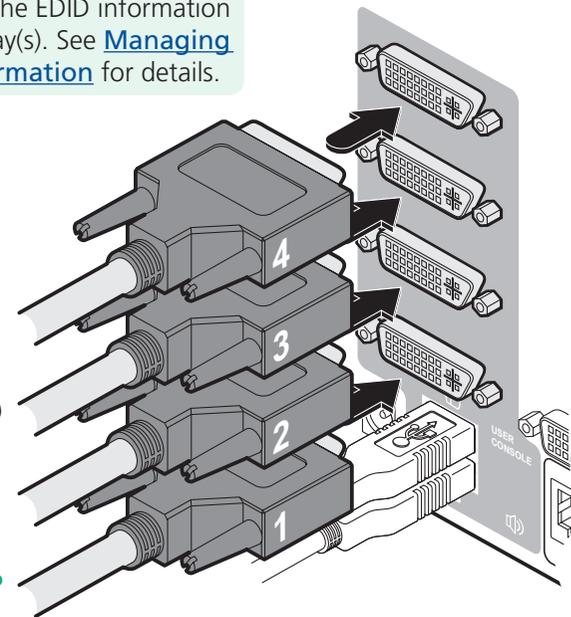
Single screen units: Attach the lead from the video monitor to the DVI-I connector of the user console area.



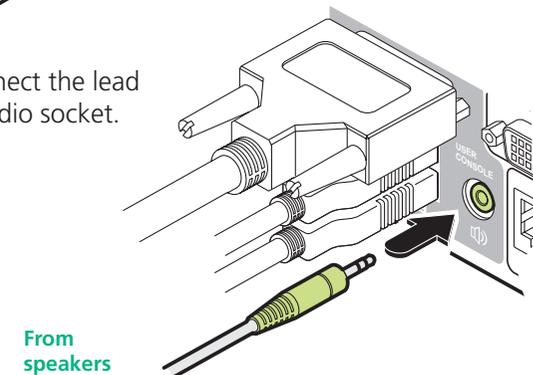
During initial power up, the Wizard DVI DL unit will attempt to read the EDID information from the connected display(s). See [Managing EDID video display information](#) for details.

Multiscreen units: Attach the lead from each video monitor to a DVI-I connector of the user console area.

Note: On the rear panel of the unit, the connectors at each horizontal level (V1 to V4) will be switched through to the user console DVI-I connector which is at the same level.



- 5 **Audio:** Where required, connect the lead from your speakers to the audio socket.



Computer systems

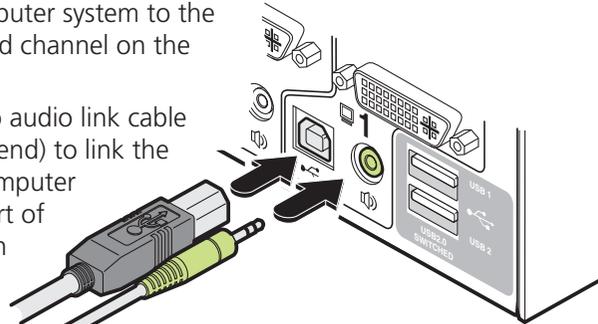
Each computer system is connected to the Wizard DVI DL unit using up to three cables.

To connect a computer system

- 1 Ensure that power is disconnected from the Wizard DVI DL unit and the system to be connected.
- 2 Use a USB cable (type-A to type-B) to link a USB port on the computer system to the USB port of the required channel on the rear of the unit.
- 3 If required, use a stereo audio link cable (3.5mm jacks at either end) to link the speaker port on the computer system to the audio port of the required channel on the rear of the unit.

From the USB port on the computer

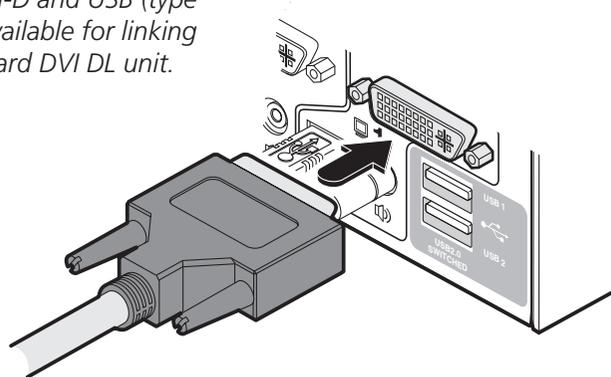
From the speaker port on the computer



- 4 *Single screen units:* Use a DVI cable or a VGA to DVI-I adapter cable (if using analogue signals) to link the video output of the computer's graphic port to the DVI-I port of the required channel on the rear of the unit.

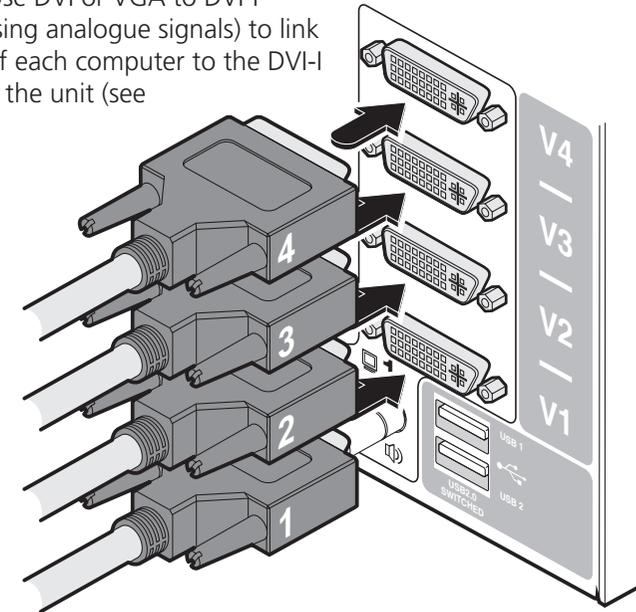
Note: A combined DVI-D and USB (type A to B) cable is also available for linking computers to the Wizard DVI DL unit.

From the video port on the computer

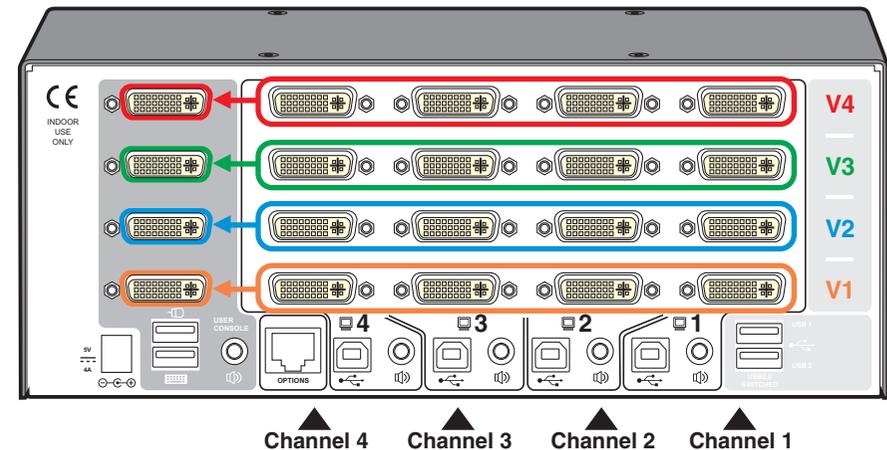


During initial power up, the Wizard DVI DL unit will attempt to read the EDID information from the connected display(s). See [Managing EDID video display information](#) for details.

Multiscreen units: Use DVI or VGA to DVI-I adapter cables (if using analogue signals) to link the video outputs of each computer to the DVI-I ports on the rear of the unit (see note below).



Note: On the rear panel of the unit, connectors belonging to the same channel are stacked vertically. The connectors at each horizontal level (V1 to V4) will be switched through to the user console DVI-I connector which is at the same level:



INSTALLATION

CONFIGURATION

OPERATION

FURTHER INFORMATION

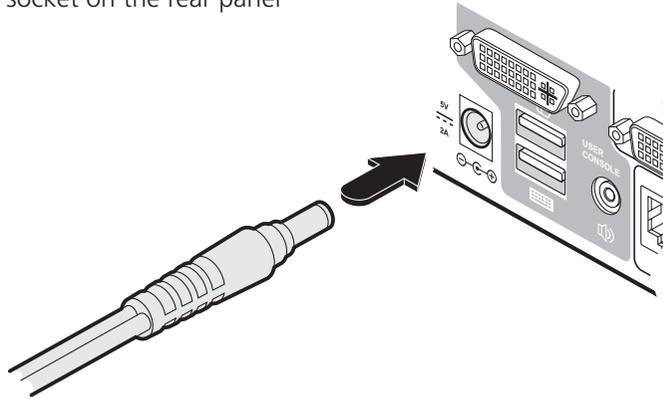
INDEX

Power in connection

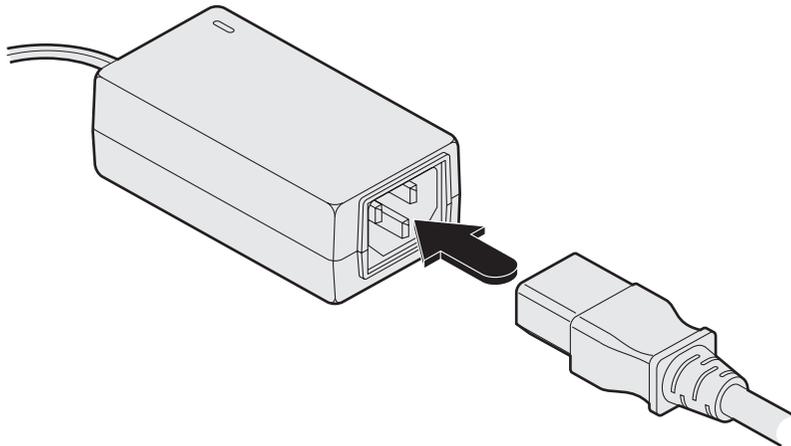
The Wizard DVI DL unit is supplied with either a 12.5W (single screen version) or 20W (Multiscreen versions) power adapter. There is no on/off switch on the unit, so operation begins as soon as a power adapter is connected.

To connect the power supply

- 1 Attach the output lead from the power adapter to the 5V socket on the rear panel of the unit.



- 2 Connect the IEC connector of the supplied country-specific power lead to the socket of the power adapter.



- 3 Connect the power lead to a nearby main supply socket.

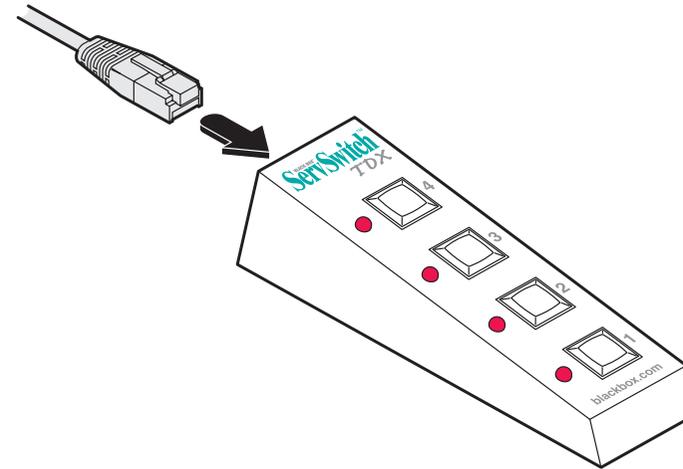
Note: Both the unit and its power supply generate heat when in operation and will become warm to the touch. Do not enclose them or place them in locations where air cannot circulate to cool the equipment. Do not operate the equipment in ambient temperatures exceeding 40 degrees Centigrade. Do not place the products in contact with equipment whose surface temperature exceeds 40 degrees Centigrade.

Optional TDX remote control

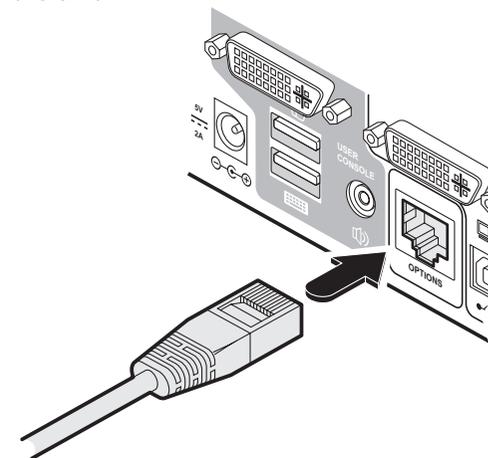
The optional TDX remote control unit can be used to provide direct push button access to any channel from your desktop. The TDX remote control is supplied with a 3 metre cable that is used to link with the OPTIONS port on the rear panel of the unit.

To connect the remote control

- 1 Connect either end of the supplied cable to the socket at the rear of the TDX remote control.



- 2 Connect the other end of the cable to the OPTIONS port on the rear panel of the unit.



Switching control by computer

The OPTIONS port featured on every Wizard DVI DL allows an external serial input, typically from a computer, to control the selection of the various channels. For more details about the necessary cable, see [Appendix 2](#).

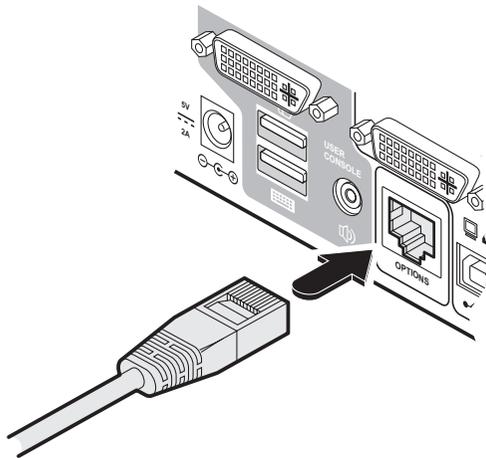
Upon receipt of the correct code, the Wizard DVI DL will switch immediately to the appropriate channel.

Connecting a computer for remote control

The cable link from the computer needs to connect the transmit (TXD) line of the computer to the receive (RXD) input of the Wizard DVI DL and also link the ground terminals (GND) of the two devices. See [Appendix 2](#) for details.

To connect a computer remote control

- 1 Insert the 8p8c connector of the cable to the OPTIONS port on the rear panel of the unit.



- 2 Connect the other end of the cable to a vacant serial port on the computer.

Serial port parameter settings

Ensure that the chosen serial port is configured to the following:

- Baud rate: 1200
- Data bits: 8
- Stop bit: 1
- Parity: None

Channel selection codes

	ASCII Character	Hex	Decimal
• Channel 1:	'1'	0x31	49
• Channel 2:	'2'	0x32	50
• Channel 3:	'3'	0x33	51
• Channel 4:	'4'	0x34	52

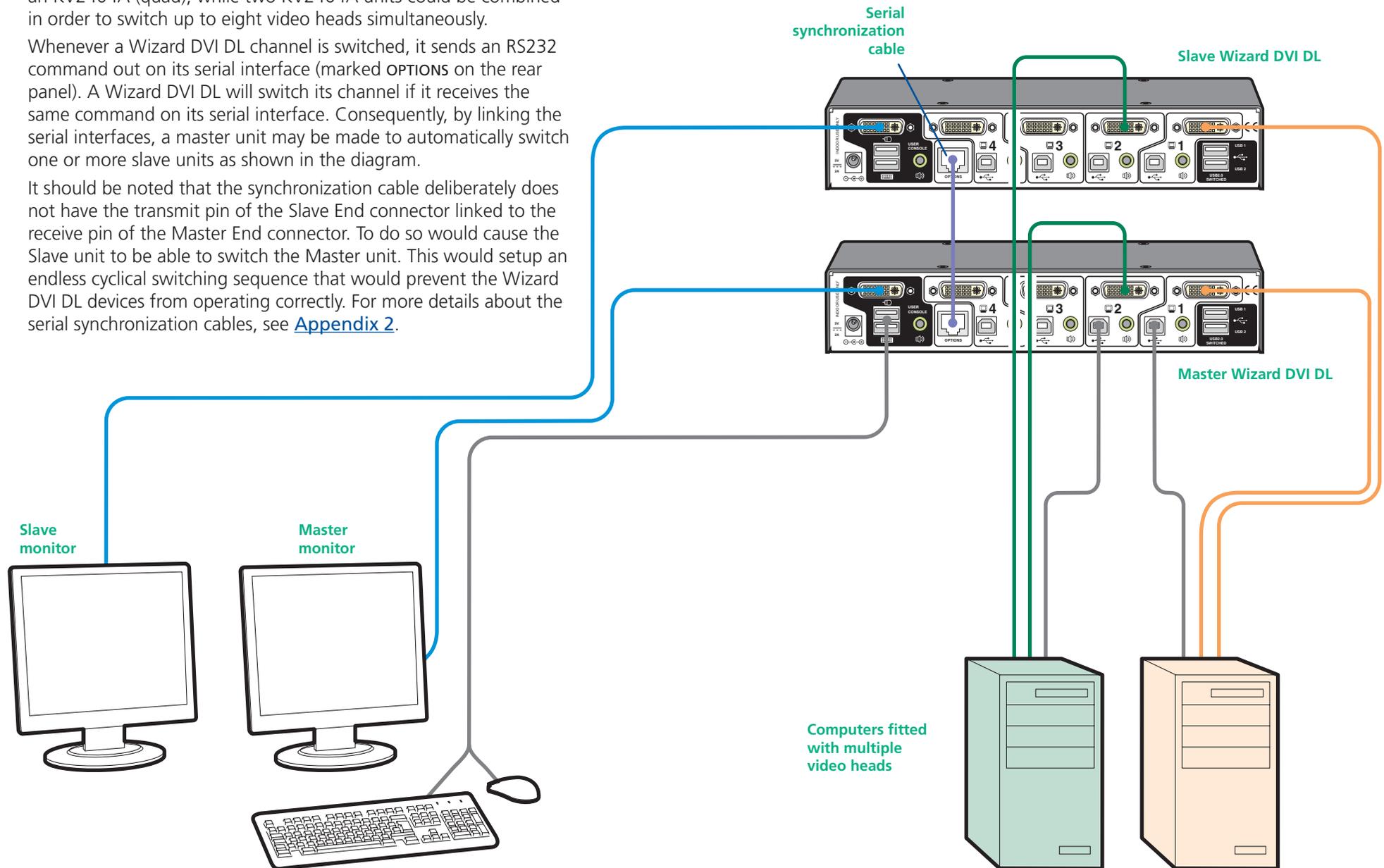


Synchronizing multiple units

Wizard DVI DL units can be connected together so that they operate in a synchronized manner. Thus, two KV2004A units can be made to switch two video heads in a similar manner to an KV2204A. Additionally, two KV2204A (dual) units could be made to resemble an KV2404A (quad), while two KV2404A units could be combined in order to switch up to eight video heads simultaneously.

Whenever a Wizard DVI DL channel is switched, it sends an RS232 command out on its serial interface (marked **OPTIONS** on the rear panel). A Wizard DVI DL will switch its channel if it receives the same command on its serial interface. Consequently, by linking the serial interfaces, a master unit may be made to automatically switch one or more slave units as shown in the diagram.

It should be noted that the synchronization cable deliberately does not have the transmit pin of the Slave End connector linked to the receive pin of the Master End connector. To do so would cause the Slave unit to be able to switch the Master unit. This would setup an endless cyclical switching sequence that would prevent the Wizard DVI DL devices from operating correctly. For more details about the serial synchronization cables, see [Appendix 2](#).

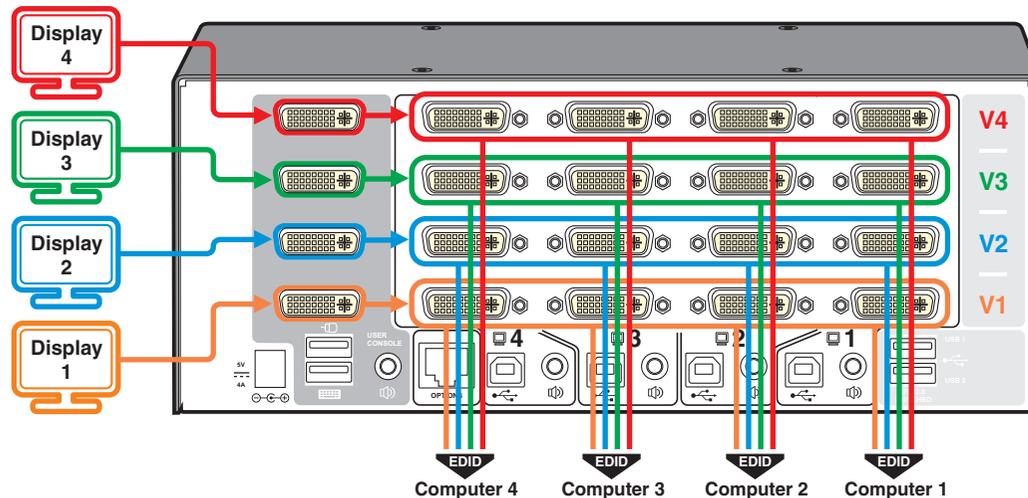


Managing EDID video display information

Whenever a Wizard DVI DL unit is powered on (or when the option **F2** is selected from the [configuration](#) menu), it will interrogate the connected monitor(s) to determine whether EDID (Extended Display Identification Data) information is available. If EDID information is available, it will be copied and used; otherwise a default set of data, stored within the Wizard DVI DL, will be substituted.

The Wizard DVI DL units use our *EDID Emulation* feature to ensure that the collected EDID information (up to two pages) is correctly supplied to every connected computer.

In the multiscreen KV2204A, KV2304A and KV2404A units, the EDID Emulation and Hybrid DDC features ensure that separate EDID data from each video display will be distributed through to the appropriate video adaptors within each computer.



Refreshing EDID information during use

You can refresh the EDID information from the connected monitor(s) without the need to power cycle the Wizard DVI DL.

To refresh EDID information during use

- 1 Enter the [Configuration](#) menu.
- 2 Press **F** to enter the **Functions** menu
- 3 Press **2** and then **Enter**.
- 4 Press **E** and then **Enter** to exit the menu.



Configuration



Using the configuration menu

The configuration mode allows you to determine numerous aspects of the Wizard DVI DL unit capabilities.

To use the configuration menu

During normal use, the seven segment display on the front panel shows the number of the currently selected computer channel. From this condition, enter configuration mode as follows:

- 1 Press and hold the front panel **COMPUTER** button for roughly five seconds.

*The display will show: **[***

- 2 On the keyboard, press the letter key for the required menu section, e.g. **[S]**

*The display will show the pressed letter, e.g. **5***

- 3 Press the number of the required setting, e.g. **[4]**

*The display will show the pressed number, e.g. **4***

- 4 Press **[Enter]** to accept the setting and return to the main menu section.

*The display will show: **[***

- 5 You can now continue with your next configuration change (go to step 2), or exit from the configuration menu (see below).

To exit the configuration menu and save changes

- Press **[E]** and then press **[Enter]** to exit and save changes.

To exit the configuration menu without saving

- Press either of the front panel buttons.

- [F]** Enter the **Functions** menu
- [1]** Show current firmware version
 - [2]** Refresh EDID information from the connected video display
 - [8]** Reset configuration to factory defaults (**[r]** is displayed momentarily)

- [H]** Enter the **Hotkey** menu

- [1]** Ctrl + Alt
- [2]** Ctrl + Shift
- [3]** Alt + Shift
- [4]** Right Alt
- [5]** Alt
- [6]** Left Ctrl + Alt
- [7]** Right Ctrl + Alt
- [8]** Hotkeys disabled

You can press **[Esc]** at any point to exit from an option and return to the main menu (**[**) section.

- [S]** Enter the **Switch Mode** menu

- [1]** All
- [2]** KVM + Speaker
- [3]** KVM only
- [4]** Speaker only
- [5]** USB1 only
- [6]** USB2 only

- [T]** Enter the **Autoscan Time Delay** menu

- [1]** Autoscan disabled
- [2]** 2 seconds
- [3]** 5 seconds
- [4]** 7 seconds
- [5]** 15 seconds
- [6]** 30 seconds
- [7]** 1 minute
- [8]** 5 minutes

- [U]** Enter the **User Preferences** menu

- [1]** Enable mouse switching
- [2]** Disable mouse switching
- [7]** Cycle all ports (when using 'Hotkey + Tab' or 'Autoscan')
- [8]** Cycle only active ports (when using 'Hotkey + Tab' or 'Autoscan')

General configuration

Changing hotkeys

Wizard DVI DL units use **Ctrl** and **Alt** as their standard hotkeys. These can be changed if they clash with other software or hardware within the installation.

To change the hotkeys

- 1 Enter the [Configuration](#) menu.
- 2 Press **H** to enter the **Hotkey** menu and then press either:
 - 1** to choose **Ctrl + Alt**
 - 2** to choose **Ctrl + Shift**
 - 3** to choose **Alt + Shift**
 - 4** to choose **Right Alt**
 - 5** to choose **Alt**
 - 6** to choose **Left Ctrl + Alt**
 - 7** to choose **Right Ctrl + Alt**
 - 8** to disable the Hotkeys
- 3 Press **Enter** to accept the setting and return to the main menu section.
- 4 Press **E** and then **Enter** to exit the menu and save changes.

Mouse switching

You can enable or disable mouse switching to suit your installation requirements.

To enable/disable mouse switching

- 1 Enter the [Configuration](#) menu.
- 2 Press **U** to enter the **User Preferences** menu and then press either:
 - 1** to **Enable mouse switching**
 - 2** to **Disable mouse switching**
- 3 Press **Enter** to accept the setting and return to the main menu section.
- 4 Press **E** and then **Enter** to exit the menu and save changes.

Miscellaneous functions

To refresh EDID information from the monitor

- 1 Enter the [Configuration](#) menu.
- 2 Press **F** to enter the **Functions** menu
- 3 Press **2** and then **Enter**.
- 4 Press **E** and then **Enter** to exit the menu and save changes.

To reset configuration to factory defaults

- 1 Enter the [Configuration](#) menu.
- 2 Press **F** to enter the **Functions** menu
- 3 Press **8** and then **Enter**. The display will show **r** momentarily.
- 4 Press **E** and then **Enter** to exit the menu and save changes.

To show the current firmware version

- 1 Enter the [Configuration](#) menu.
- 2 Press **F** to enter the **Functions** menu
- 3 Press **1** and then **Enter**.

The display will blank for a short while and then the major number of the firmware revision will be shown. The display will blank again and then show the first digit of the minor number. Following another blank, the second digit of the minor number will be displayed. e.g. `<blank> 1 <blank> 0 <blank> 2 <blank> equals v1.02`
- 4 Press **E** and then **Enter** to exit the menu and save changes.



Performing upgrades

The Wizard DVI DL unit is fully upgradeable via flash upgrade. Such upgrades require a Windows-based computer system to be linked via the **OPTIONS** port.

Items required to perform an upgrade

- Optional upgrade cable (see [Appendix 2](#) for pin-out specifications).
- A Windows-based upgrade computer with an RS232 serial port.
- The latest version of the KVM Firmware Uploader and firmware files for the Wizard DVI DL unit - available from Black Box Technical Support.

To use the KVM Firmware Uploader utility

1 - Obtain and run the KVM Firmware Uploader.

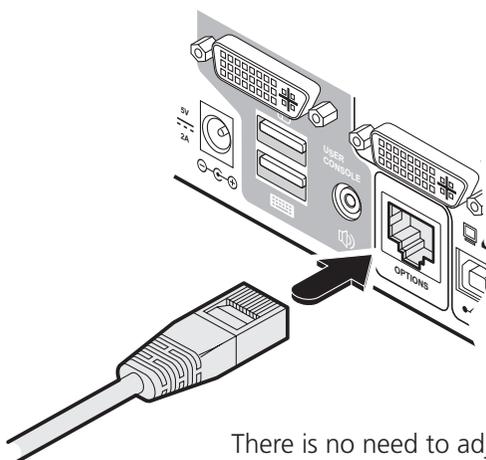
Download the latest Wizard DVI DL unit KVM Firmware Uploader from Black Box Technical Support and install it on a Windows-based upgrade computer that will be connected to the Wizard DVI DL unit. The files are supplied as a compressed ZIP file. Decompress the ZIP file with an appropriate tool such as WinZip (www.winzip.com) and copy all contained files to the same folder on the upgrade computer.

2 - Power off the Wizard DVI DL unit

Remove the power supply plug from the rear panel of the unit.

3 - Connect the upgrade computer to the Wizard DVI DL unit

Connect the serial port of the upgrade computer to the **OPTIONS** port on the rear panel of the unit using the optional upgrade cable.



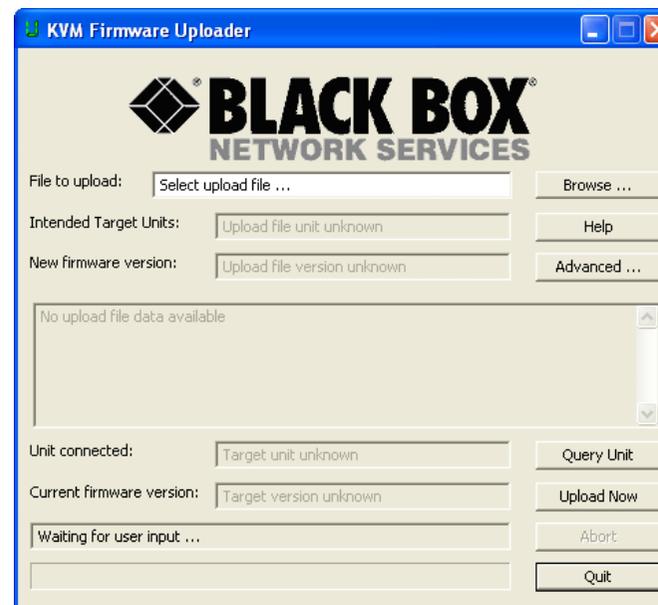
There is no need to adjust the computer's serial port settings as the application will do this automatically.

4 - Invoke upgrade mode

While powering on or when already powered: Press and hold the **COMPUTER** and **MODE** buttons (for up to ten seconds) until the numeric indicator shows '**U**'.

5 - Run the KVM Firmware Uploader utility

From that folder, select the KVMUploader icon to run the upgrade utility. The KVM Firmware Uploader dialog will be displayed:



6 - Query the Wizard DVI DL unit

Click the *Query Unit* button to confirm that communication is possible with the Wizard DVI DL unit and to establish its firmware details. If successful, the 'Unit connected' field should show the name of the Wizard DVI DL unit and the current firmware will also be listed.

If the application cannot contact the Wizard DVI DL unit, re-check the connection cable and click the *Advanced...* button to check that the correct serial port is being used. Change the serial port within the *Advanced...* section, if necessary.

continued





7 - Select the upgrade file to be used

From the main KVM Firmware Uploader dialog, click the *Browse...* button and select the upgrade file:

DVIDL4_xxx.txt

where xxx is the firmware version.

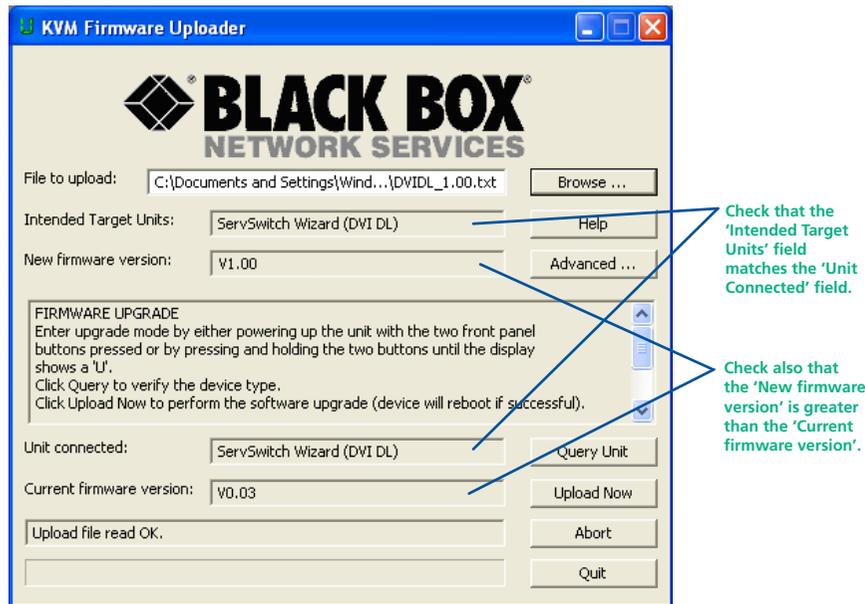
The upgrade file details will be displayed within the dialog.

IMPORTANT: Check that the 'Intended Target Units' field matches the 'Unit Connected' field. If these fields do not match then you may have an incorrect upgrade file, check with Black Box Technical Support before proceeding. Check also that the 'New firmware version' is greater than the 'Current firmware version'.

Issues to consider when performing flash upgrades

The upgrade program rewrites the internal firmware code. If the upgrade process is interrupted then the unit will have invalid code and will not be able to operate. It is therefore good practice to ensure that the upgrade process is always fully completed. A partial or failed upgrade may be rectified by performing another upgrade.

WARNING: Running faulty or partially upgraded code may have unpredictable results and may damage your Wizard DVI DL unit or computing equipment.



8 - Commence the upgrade

To begin the upgrade process, click the *Upload Now* button. The progress will be shown within the dialog. Should you decide not to continue with the upload at any stage, click the *Abort* button; response to this is usually immediate, however, during an erase command, the upload will not be aborted until the erase is complete (this may take a few seconds).

9 - Cycle the power

Disconnect the power. When the power is re-applied the Wizard DVI DL unit will operate using the new firmware.

Operation

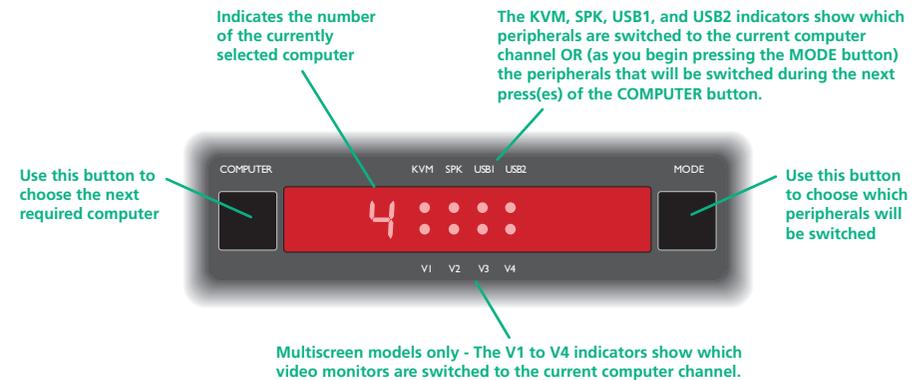
Selecting a computer

There are three main ways to switch the common peripherals to specific computer channels:

- Using the front panel controls ➡
- [Using hotkeys](#)
- [Using mouse button presses](#)

To select a computer using the front panel

The front panel allows you to determine how the various peripherals are switched to one or more computer channels.



- Optional: If you need to selectively switch some of your peripherals, press the MODE button repeatedly to change the switching mode:

	KVM	SPK	USB1	USB2	
MODE	●	●	●	●	Will switch all peripherals together
MODE	●	●	●	●	Will switch keyboard, video, mouse and speakers
MODE	●	●	●	●	Will switch only the keyboard, video and mouse
MODE	●	●	●	●	Will switch only the speakers
MODE	●	●	●	●	Will switch only USB peripheral 1
MODE	●	●	●	●	Will switch only USB peripheral 2

- Note: If an indicator flashes, it signifies that the respective peripheral is currently switched to another computer channel.*
- Press the COMPUTER button repeatedly to select the required computer channel.





To select a computer using hotkeys

Using hotkey combinations, you can quickly switch the keyboard, video monitor(s), mouse and speakers and USB peripherals to any computer channel.

There are two main ways to use hotkeys: *Standard* and *Additional*.

Standard hotkey press combinations

The standard hotkey press combinations allow you to change channels with the minimum of keypresses:

- 1 Simultaneously press and hold **Ctrl** and **Alt** (or other hotkeys, if altered).
- 2 While still holding **Ctrl** and **Alt**, press the number key of the required channel address (or the TAB key), then release all of the keys.

Note: The numbers on your keyboard's numeric keypad are not valid, use only the numeral keys above the QWERTY section.

The ports (KVM, audio and/or USB) that are switched using this method depend upon the switching mode that is currently set using the [front panel buttons](#).

The range of standard hotkey combinations are as follows:

*Note: If your hotkeys have been changed, substitute them for **Ctrl** and **Alt** in the examples given here.*

Ctrl Alt 1	Selects channel 1
Ctrl Alt 2	Selects channel 2
Ctrl Alt 3	Selects channel 3
Ctrl Alt 4	Selects channel 4
Ctrl Alt 0	Isolates the user console from all channels
Ctrl Alt Tab	Selects the next channel (see note ⇔)

What are hotkeys?

The **Ctrl** and **Alt** keys when pressed in combination are called 'hotkeys' and they signal to the Wizard DVI DL unit that you wish to control it, rather than the computer. However, if these particular hotkeys clash with another device or program, you can change them to a different combination within the [Configuration](#) menu.

Additional hotkey press combinations

In addition to the standard hotkey press combinations (shown left), you can also add additional keypresses in order to determine which peripherals are switched:

- 1 Simultaneously press and hold **Ctrl** and **Alt**.
- 2 Press and release a command key:
 - A** to switch all peripherals
 - K** to switch only the keyboard, video and mouse
 - S** to switch only the speakers
 - U** to switch only USB1 and USB2
- 3 Press and release the required channel number (**1** to **4** using only the keys above the QWERTY section).
- 4 Release **Ctrl** and **Alt**.

The appropriate peripherals will change to the chosen channel.

Note: Regardless of which peripherals were switched, the front panel indicators will continue to show the switching mode that was last determined using the front panel controls.

Choosing which computers are accessed when using hot keys + tab

The computer channels that are visited when you use the hot keys + tab (or mouse buttons/autoscan) are determined by a setting within the Configuration menu:

- 1 Enter the [Configuration](#) menu.
- 2 Press **U** and then press either:
 - 7** to choose **Cycle all ports**, or
 - 8** to choose **Cycle only active ports**
- 3 Press **Enter** to accept the setting and return to the main menu section.
- 4 Press **E** and then **Enter** to exit the menu and save changes.



To select a computer using the mouse buttons

Using the mouse buttons, you can quickly switch the keyboard, mouse, video monitor(s), speakers and/or USB peripherals to any computer channel.

Note: These procedures work only with three-button or IntelliMouse devices and only if the 'Mouse Switching' option has been enabled.

To select a computer using the mouse buttons

- 1 Hold down the middle button (or scroll wheel) of the mouse.
- 2 Click the left mouse button to increment the channel number or click the right mouse button to decrement the channel. When the correct channel is reached, release the middle button.

When using this method of switching:

- The computer channels that are visited depend upon the configuration menu setting (see note ⇔).
- The ports (KVM, audio and/or USB) that are switched using this method depend upon the switching mode that is currently set using the [front panel buttons](#).

Choosing which computers are accessed when using mouse buttons

The computer channels that are visited when you use the mouse buttons (or hotkeys + tab/autoscan) are determined by a setting within the Configuration menu:

- 1 Enter the [Configuration](#) menu.
- 2 Press **U** and then press either:
7 to choose **Cycle all ports**, or
8 to choose **Cycle only active ports**
- 3 Press **Enter** to accept the setting and return to the main menu section.
- 4 Press **E** and then **Enter** to exit the menu and save changes.

Autoscanning

When enabled, the autoscan mode switches between the connected computers in sequence. This is useful to allow you to sample activity among the connected computers.

Two scanning modes are available:

- *Cycle all ports* – This mode visits, in turn, to each connected computer. This mode should be used with care due to the reasons given in the warning below. To prepare for this autoscan mode, choose **U 7** within the configuration menu (see right).
- *Cycle only active ports* – Only computer ports where an active computer is detected will be viewed. This mode avoids blank screens from being displayed and helps to prevent the viewing monitor from entering a power-down state on every scan cycle.

Additionally, when this mode is selected, whenever you use either the mouse buttons or hot keys + tab to change channels, only computers that are active will be visited. To prepare for this autoscan mode, choose **U 8** within the configuration menu (see right).

WARNING: Many monitors are fitted with automatic power saving relays that switch off after a few seconds when connected to an inactive computer. If you are using such a monitor, do not use the 'Cycle all ports' mode. Continual switching on and off of the monitor's relay will eventually damage the monitor.

Seven autoscan periods are available (the time spent viewing each computer) ranging from 2 seconds to 5 minutes. To prepare the autoscan period, choose **T** and then **2** to **8** within the configuration menu (see right).

To start autoscanning mode, press **Ctrl Alt X** on the keyboard.

To select an autoscan mode

- 1 Enter the **Configuration** menu.
- 2 Press **U** and then press either:
 - **7** to choose **Cycle all ports**, or
 - **8** to choose **Cycle only active ports**
- 3 Press **Enter** to accept the setting and return to the main menu section.
- 4 Press **E** and then **Enter** to exit the menu and save changes.

Note: The setting of this option also affects which computers are visited when the channel is changed using the mouse buttons or hot key + tab.

To select an autoscan period

- 1 Enter the **Configuration** menu.
- 2 Press **T** and then press either:
 - 1** to choose **Autoscan disabled**,
 - 2** to choose **2 seconds**,
 - 3** to choose **5 seconds**,
 - 4** to choose **7 seconds**,
 - 5** to choose **15 seconds**,
 - 6** to choose **30 seconds**,
 - 7** to choose **1 minute**, or
 - 8** to choose **5 minutes**.
- 3 Press **Enter** to accept the setting and return to the main menu section.
- 4 Press **E** and then **Enter** to exit the menu and save changes.

To start autoscanning

- On the keyboard, press **Ctrl Alt X**.

Notes:

During autoscanning, mouse switching, hot key + tab and interactivity with the computers are all disabled.

During autoscanning, only the KVM and speaker ports are switched to each visited computer channel, the two USB device ports remain connected to their currently selected channels.

To stop autoscanning

You can stop the autoscanning process in either of the following ways:

- Press the **COMPUTER** button on the front panel, or
- Select a specific channel using the hot keys + channel number.



Further information



This chapter contains a variety of information, including the following:

- Getting assistance - see below and right
- [Appendix 1 – Supported video modes](#)
- [Appendix 2 – Cable pin-outs](#)
- [Safety information](#)
- [Radio frequency energy statements](#)

Getting assistance

If you are still experiencing problems after checking the list of solutions in the Troubleshooting section then we provide a number of other solutions:

- **Email** in the US: **techsupport@blackbox.com**
in the UK: **techhelp@blackbox.co.uk**
- **Phone** in the US: **724-746-5500**
in the UK: **+44 (0)118 965 6000**

BlackBox subsidiary contact details

Country	Web Site/Email	Phone	Fax
United States	www.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.nederlands@blackbox.be support.french@blackbox.be support.english@blackbox.be	+32 2 725 85 50	+32 2 725 92 12
Denmark	www.blackbox.dk support@blackbox.dk	+45 56 63 30 10	+45 56 65 08 05
Finland	www.blackbox.fi tuki@blackbox.fi	+35 201 888 800	+35 201 888 808
France	www.blackbox.fr tech@blackbox.fr	+33 1 45 606 717	+33 1 45 606 747
Germany	www.black-box.de techsupp@black-box.de	+49 811 5541 110	+49 811 5541 499
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 9162590732	+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
Ireland	www.blackbox.co.uk techhelp@blackbox.co.uk	+353 1 662 2466	+353 1 662 2477

INSTALLATION

CONFIGURATION

OPERATION

FURTHER INFORMATION

INDEX

Appendix 1 – Default EDID video modes

The following digital video modes are defined within the default EDID information held by the Wizard DVI DL units. This information is used only if no new EDID information is made available by the attached video monitor(s). The Wizard DVI DL units support video resolutions and refresh rates in excess of those listed here.

1024 x 768p at 60Hz	Native/preferred timing
720 x 400p at 70Hz	IBM VGA
720 x 400p at 88Hz	IBM XGA2
640 x 480p at 60Hz	IBM VGA
640 x 480p at 67Hz	Apple Mac II
640 x 480p at 72Hz	VESA
640 x 480p at 75Hz	VESA
800 x 600p at 56Hz	VESA
800 x 600p at 60Hz	VESA
800 x 600p at 72Hz	VESA
800 x 600p at 75Hz	VESA
832 x 624p at 75Hz	Apple Mac II
1024 x 768i at 87Hz	IBM
1024 x 768p at 60Hz	VESA
1024 x 768p at 70Hz	VESA
1024 x 768p at 75Hz	VESA
1280 x 1024p at 75Hz	VESA
1152 x 870p at 75Hz	Apple Mac II
1600 x 1200p at 60Hz	VESA STD
1680 x 1050p at 60Hz	VESA STD
1360 x 765p at 60Hz	VESA STD
1360 x 768p at 60Hz	
1440 x 900p at 60Hz	VESA STD
1280 x 720p at 60Hz	VESA STD
1920 x 1080p at 60Hz	VESA STD



INSTALLATION

CONFIGURATION

OPERATION

**FURTHER
INFORMATION**

INDEX

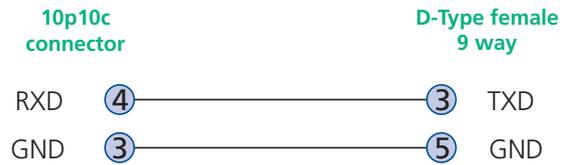
Appendix 2 – Cable pin-outs

The OPTIONS port uses a 10p10c socket which can accommodate both 10p10c connectors as well as the much more common 8p8c connectors, which are used on Ethernet leads and patch cables. The pin-outs are listed in this section for both types of connector.

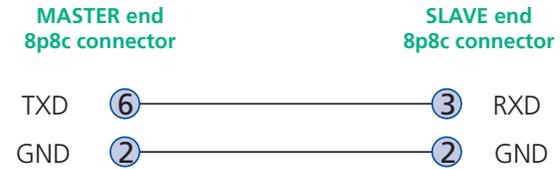
Serial remote control and flash upgrade cable (8p8c)



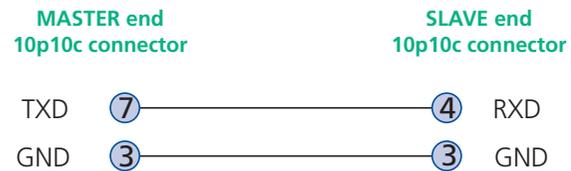
Serial remote control and flash upgrade cable (10p10c)



Multi-head synchronization cable (8p8c)



Multi-head synchronization cable (10p10c)



INSTALLATION

CONFIGURATION

OPERATION

FURTHER INFORMATION

INDEX

Safety information

- For use in dry, oil free indoor environments only.
- Both the Wizard DVI DL unit and its power supply generate heat when in operation and will become warm to the touch. Do not enclose them or place them locations where air cannot circulate to cool the equipment. Do not operate the equipment in ambient temperatures exceeding 40 degrees Centigrade. Do not place the products in contact with equipment whose surface temperature exceeds 40 degrees Centigrade.
- Warning - live parts contained within power adapter.
- No user serviceable parts within power adapter - do not dismantle.
- Plug the power adapter into a socket outlet close to the module that it is powering.
- Replace the power adapter with a manufacturer approved type only.
- Do not use the power adapter if the power adapter case becomes damaged, cracked or broken or if you suspect that it is not operating properly.
- If you use a power extension cord with the Wizard DVI DL unit, make sure the total ampere rating of the devices plugged into the extension cord does not exceed the cord's ampere rating. Also, make sure that the total ampere rating of all the devices plugged into the wall outlet does not exceed the wall outlet's ampere rating.
- Do not attempt to service the Wizard DVI DL unit yourself.



INSTALLATION

CONFIGURATION

OPERATION

FURTHER
INFORMATION

INDEX

Radio Frequency Energy

All interface cables used with this equipment must be shielded in order to maintain compliance with radio frequency energy emission regulations and ensure a suitably high level of immunity to electromagnetic disturbances.

European EMC directive 89/336/EEC

This equipment has been tested and found to comply with the limits for a class A computing device in accordance with the specifications in the European standard EN55022. These limits are designed to provide reasonable protection against harmful interference. This equipment generates, uses and can radiate radio frequency energy and if not installed and used in accordance with the instructions may cause harmful interference to radio or television reception. However, there is no guarantee that harmful interference will not occur in a particular installation. If this equipment does cause interference to radio or television reception, which can be determined by turning the equipment on and off, the user is encouraged to correct the interference with one or more of the following measures: (a) Reorient or relocate the receiving antenna. (b) Increase the separation between the equipment and the receiver. (c) Connect the equipment to an outlet on a circuit different from that to which the receiver is connected. (d) Consult the supplier or an experienced radio/TV technician for help.

FCC Compliance Statement (United States)

This equipment generates, uses and can radiate radio frequency energy and if not installed and used properly, that is, in strict accordance with the manufacturer's instructions, may cause interference to radio communication. It has been tested and found to comply with the limits for a class A computing device in accordance with the specifications in Subpart J of part 15 of FCC rules, which are designed to provide reasonable protection against such interference when the equipment is operated in a commercial environment. Operation of this equipment in a residential area may cause interference, in which case the user at his own expense will be required to take whatever measures may be necessary to correct the interference. Changes or modifications not expressly approved by the manufacturer could void the user's authority to operate the equipment.

Canadian Department of Communications RFI statement

This equipment does not exceed the class A limits for radio noise emissions from digital apparatus set out in the radio interference regulations of the Canadian Department of Communications.

Le présent appareil numérique n'émet pas de bruits radioélectriques dépassant les limites applicables aux appareils numériques de la classe A prescrites dans le règlement sur le brouillage radioélectriques publié par le ministère des Communications du Canada.



INSTALLATION

CONFIGURATION

OPERATION

FURTHER
INFORMATION

INDEX

Normas Oficiales Mexicanas (NOM) electrical safety statement



Instrucciones de seguridad

- 1 Todas las instrucciones de seguridad y operación deberán ser leídas antes de que el aparato eléctrico sea operado.
- 2 Las instrucciones de seguridad y operación deberán ser guardadas para referencia futura.
- 3 Todas las advertencias en el aparato eléctrico y en sus instrucciones de operación deben ser respetadas.
- 4 Todas las instrucciones de operación y uso deben ser seguidas.
- 5 El aparato eléctrico no deberá ser usado cerca del agua—por ejemplo, cerca de la tina de baño, lavabo, sótano mojado o cerca de una alberca, etc.
- 6 El aparato eléctrico debe ser usado únicamente con carritos o pedestales que sean recomendados por el fabricante.
- 7 El aparato eléctrico debe ser montado a la pared o al techo sólo como sea recomendado por el fabricante.
- 8 Servicio—El usuario no debe intentar dar servicio al equipo eléctrico más allá a lo descrito en las instrucciones de operación. Todo otro servicio deberá ser referido a personal de servicio calificado.
- 9 El aparato eléctrico debe ser situado de tal manera que su posición no interfiera su uso. La colocación del aparato eléctrico sobre una cama, sofá, alfombra o superficie similar puede bloquea la ventilación, no se debe colocar en libreros o gabinetes que impidan el flujo de aire por los orificios de ventilación.
- 10 El equipo eléctrico deber ser situado fuera del alcance de fuentes de calor como radiadores, registros de calor, estufas u otros aparatos (incluyendo amplificadores) que producen calor.
- 11 El aparato eléctrico deberá ser conectado a una fuente de poder sólo del tipo descrito en el instructivo de operación, o como se indique en el aparato.
- 12 Precaución debe ser tomada de tal manera que la tierra física y la polarización del equipo no sea eliminada.
- 13 Los cables de la fuente de poder deben ser guiados de tal manera que no sean pisados ni pellizcados por objetos colocados sobre o contra ellos, poniendo particular atención a los contactos y receptáculos donde salen del aparato.
- 14 El equipo eléctrico debe ser limpiado únicamente de acuerdo a las recomendaciones del fabricante.
- 15 En caso de existir, una antena externa deberá ser localizada lejos de las líneas de energía.
- 16 El cable de corriente deberá ser desconectado del cuando el equipo no sea usado por un largo periodo de tiempo.
- 17 Cuidado debe ser tomado de tal manera que objetos líquidos no sean derramados sobre la cubierta u orificios de ventilación.
- 18 Servicio por personal calificado deberá ser provisto cuando:
 - A: El cable de poder o el contacto ha sido dañado; u
 - B: Objetos han caído o líquido ha sido derramado dentro del aparato; o
 - C: El aparato ha sido expuesto a la lluvia; o
 - D: El aparato parece no operar normalmente o muestra un cambio en su desempeño; o
 - E: El aparato ha sido tirado o su cubierta ha sido dañada.

INSTALLATION

CONFIGURATION

OPERATION

FURTHER INFORMATION

INDEX



© 2009 Black Box Corporation
All trademarks are acknowledged.

Black Box Corporation,
1000 Park Drive,
Lawrence,
PA 15055-1018,
United States of America
Tel: +1-724-746-5500
Fax: +1-724-746-0746

INSTALLATION

CONFIGURATION

OPERATION

FURTHER
INFORMATION

INDEX

Index



A

Audio
 connection 7
Autoscanning 20

B

Brackets
 fitting 6

C

Cable pin-outs 23
Channel selection codes 10
Computer
 connection 8
 ports 4
 selecting 17
Configuration 13
Connections 7
 computer system 8
 multiple video heads 11
 user console 7

E

EDID information 12
 default video modes 22
Emulated switching 3
Enumerated switching 3

F

Firmware
 upgrade 15
Front panel
 switching 17

H

Host computer
 connection 8
Hotkeys
 changing 14
 selecting computers 18

I

Indicators 4

K

Keyboard
 connection 7
KVM 2

M

Mounting 6
Mouse
 connection 7
Multiple units
 synchronizing 11
Multiple video head
 connections 11

O

Operation 17
Options port 4

P

Parts
 supplied and extra 5
Peripherals
 connecting 7

R

Rack mounting 6
Remote control
 by computer 10
 by TDX unit 9
Remote wakeup 2

S

Safety information 24
Selecting computers
 with front panel 17
 with hotkeys 18
 with mouse buttons 19
Serial port
 settings for control 10
Speakers
 connection 7
Supplied items 5
Switching 17

T

Troubleshooting 21
True Emulation 2,3

U

Upgrade
 firmware 15
USB device
 connection 7
USB Remote wakeup 2
USB switching
 emulation 3
 enumeration 3
 True Emulation 2,3
User console 4

V

Video modes 22
Video port
 connection 7

W

Warranty 24

INSTALLATION

CONFIGURATION

OPERATION

FURTHER
INFORMATION

INDEX