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User Manual

2/4-Port USB DVI KVM Switch

GCS1002 / GCS1004

PART NO. M1265-a

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Introduction

This IOGEAR DVI KVM Switch GCS1002 / GCS1004 allows users to access up to two (GCS1002) or four (GCS1004) computers from a single USB keyboard, USB mouse, and DVI monitor. It supports resolutions up to 1920x1200 @60Hz. With IOGEAR's DynaSync™, there is no more delay or change of video resolution when switching between, or booting the computers. It also comes equipped with an audio line out and has power on detection – it will automatically switch to the next powered-on computer when the other is turned off. It also allows each computer to access any peripherals connected to the USB 2.0 port. And with its audio enabled, users can listen to the audio output of each computer on one set of speakers.

The setup is quick and easy; users just need to plug the cables into their appropriate ports. There is no software to configure. Since the GCS1002 / GCS1004 intercepts keyboard input directly, it supports multiple computing platforms (PC x86 / x64, Macintosh PowerPC, and Sun Microsystems Sparc).

There are three convenient methods users can use to access the computers: port selection pushbuttons located on the unit's front panel; hotkey combinations entered from the keyboard; and mouse port-switching by simply double-clicking on the scroll wheel of a USB mouse to change the ports.

Package Contents

- 1 x GCS1002 / GCS1004 2/4-Port USB DVI KVM Switch
- 1 x 4ft 44-pin Custom KVM Cable set
- 1 x 6ft 44-pin Custom KVM Cable set (for GCS1004 only)
- 1 x Power Adapter (for GCS1004 only)
- 1 x User Manual
- 1 x Warranty Card

Features

- One DVI console controls up to two (GCS1002) or four (GCS1004) USB interface computers
- DVI-D KVM cable set - includes one 4ft 44-pin custom KVM cable and one 6ft 44-pin custom KVM cable (GCS1004 only) to connect up to four computers
- Fully compliant with DVI specification (Digital only)
- Supports multi-function and wireless mouse / keyboard
- Audio enabled – full bass response provides a rich experience for 2.1 channel surround sound systems
- Superior video quality – up to 1920 x 1200 @60Hz
- Auto Scan Mode for monitoring all computers
- Multiplatform support – Windows, Linux, Mac, FreeBSD and Sun
- Console mouse port emulation / bypass feature supports most mouse drivers and multifunction mice

- Hot Pluggable - Add or remove computers for maintenance without powering down the switch
- HDCP compliant
- Video DynaSync™
- Power on Detection - Automatically switches to the next powered-on computer when the other is turned off
- Computer selection via front panel pushbuttons, hotkeys, and mouse switching function
- USB 2.0 mouse port can be used for USB hub and USB peripheral sharing
- Complete keyboard emulation for error-free booting
- Mac / Sun keyboard support and emulation
- Firmware Upgradable
- Plug & Play - No software installation required

Requirements

Console:

- 1 DVI display
- 1 set of USB keyboard and mouse
- Speakers (optional)

Computers:

- 1 DVI Port
- 2 USB Ports
- Audio ports (optional)
- Computers with sound support

Cables:

- DVI-D KVM cable set – 4ft 44-pin cable / 6ft 44-pin cable (GCS1004 only) specifically designed to work with this switch, may be used to link the computers. One (GCS1002) or two (GCS1004) cable set(s) are provided with this package.
Note: The quality of the display is affected by the quality and length of the cables. If you need additional cable sets, please contact your dealer to purchase the appropriate ones for your switch.
- DVI cable for your DVI monitor

Operating Systems:

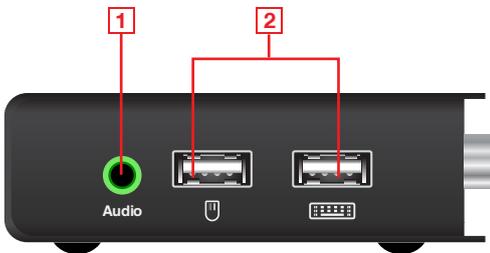
The supporting operating systems are listed in the table below:

| OS | | Version |
|---------|----------------------|--|
| Windows | | XP / 2003 / 2008 / Vista / X86 / X64 / 7 / 8 / 8.1 |
| Linux | RedHat | 9.0 and higher |
| | SuSE | 10 / 11.1 and higher |
| | Mandriva (Mandrake) | Linux 2006 and higher |
| | Debian | 3.1 / 4.0 |
| | Ubuntu | 7.04 / 7.10 |
| Unix | FreeBSD | 5. 5 and higher |
| | Sun | Solaris 8 and higher |
| Novell | Netware | 6.0 and higher |
| Sun | Solaris 9 and higher | |
| Mac | OS 9 to 10.5 | |

Note: Supports Linux Kernel 2.6 and higher.

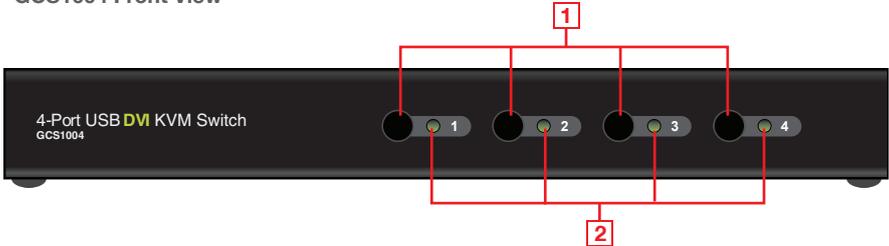
Overview

GCS1004 Side View



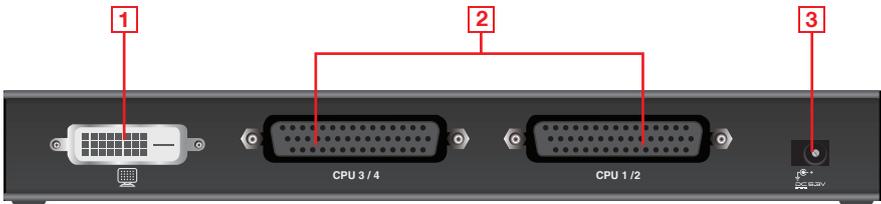
| No | Component | Description |
|----|--------------------|---|
| 1 | Audio Port | The cable from your speakers plugs in here. |
| 2 | USB Console Ports: | Your USB keyboard and USB mouse plug in here. The USB 2.0 mouse port can be used for connecting a USB hub and USB peripheral sharing with mouse emulation off. An additional power adapter might be required for the hub. |

GCS1004 Front View



| No | Component | Description |
|----|----------------------------|---|
| 1 | Port Selection Pushbuttons | For manual port selection, press a port selection pushbutton to bring the KVM focus to the computer attached to its corresponding port. See Manual Port Switching, page 10 for more details. |
| 2 | Port LEDs | The Port LEDs are built into the Port Selection Switches. <ul style="list-style-type: none"> Flashes indicate that the computer attached to the corresponding port has the KVM focus and is being accessed in Auto Scan Mode (see Auto Scanning, page 12). Lights steady to indicate that the computer attached to its corresponding port is the one that has the KVM focus. The LED is off when the port is not selected. |

GCS1004 Back View



| No | Component | Description |
|----|---------------------------|---|
| 1 | DVI Console Port | The cable from your DVI monitor plugs in here. Note: The USB keyboard and USB mouse ports are located on the unit's side panel. |
| 2 | Computer Port(s): | The cable(s) that link the switch to your computers plug in here. Note: You can identify the computers by the port they are connected to – they are labeled CPU1 / CPU2 for GCS1002; CPU1 / CPU2 / CPU3 / CPU4 for GCS1004. |
| 3 | Power Jack (GCS1004 only) | The power adapter cable plugs into this power jack. |

Hardware Installation

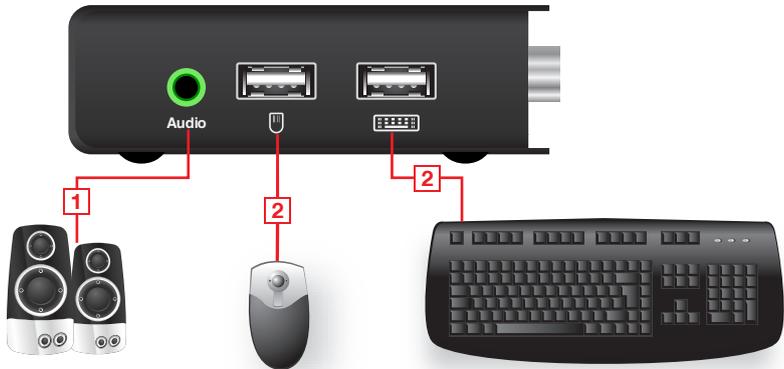
Make sure that power to all the devices you will be installing has been turned off. You must unplug the power cords of any computers that have the Keyboard Power On function.

Cable Connections:

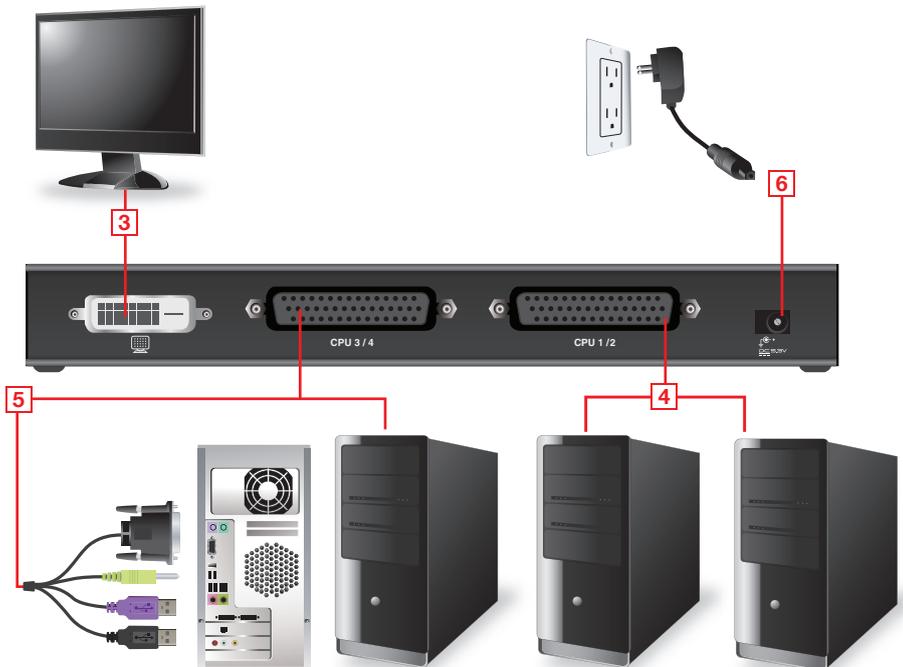
To set up your GCS1002 / GCS1004, refer to the installation diagram (the numbers in the diagram correspond to the steps below), and follow the steps below:

1. Plug your speakers into the Audio port located on the unit's side panel (optional).
2. Plug your USB keyboard and mouse into the USB Console ports located on the unit's side panel.

Note: The USB mouse port can also be used for other USB peripherals that you want share between the computers with mouse emulation off.



3. Plug your DVI monitor into the DVI Console port located on the unit's rear panel and power on the monitor.
4. Using the provided 44-pin cable set, plug the 44-pin connector into the Computer port(s) of the switch.
5. At the other end of the cable, plug the USB, DVI-D and speaker connectors into their respective ports on the computer.
6. For GCS1004 only, plug the power adapter that came with your switch into a power source, then plug the power adapter into the switch's Power Jack.
7. Turn on the power to the computers.



Basic Operation

Manual Port Switching

There are three convenient methods to access the computers: Manual – which involves pressing the port selection pushbuttons located on the unit's front panel; Mouse – which involves clicking the scroll wheel of the mouse; and Hotkey – which involves entering combinations from the keyboard. Hotkey port selection is discussed in the next chapter.

For manual port selection:

- Press and release a port selection pushbutton to bring the KVM focus to the computer attached to its corresponding port.
- Press and release either port selection pushbutton to stop Auto Scan Mode. The KVM focus goes to the computer attached to the corresponding port of the switch you pressed.

Mouse Port Switching

The GCS1002 / GCS1004 support the very latest in mouse port switching – simply double-click the scroll wheel of your USB mouse to cycle through the ports.

Note:

1. This feature is only supported by USB 3-key scroll wheel mice.
2. The default setting is off.
3. It is only supported when Mouse Emulation is enabled. See Mouse Emulation Control on page 13 for details.

Hot Plugging

The GCS1002 / GCS1004 support USB hot plugging – components can be removed and added back into the installation by unplugging their cables from the USB hub ports without the need to shut down the unit.

Firmware Upgrade

Refer to The Firmware Upgrade Utility on page 18 for a step by step guide on upgrading the firmware. In summary, do the following steps:

1. Push and hold the Port 1 pushbutton located on the unit's front panel, and power on the unit.
 - For GCS1002: The front panel LEDs flashes.
 - For GCS1004: The LEDs for Port 3 and Port 4 will stay on, while the LEDs for Port 1 and Port 2 will stay off.
2. Update the firmware manually via command line by following the instructions shown on the screen.

Powering off and Restarting

If it becomes necessary to Power Off the GCS1002 / GCS1004 unit, before starting it back up you must do the following:

1. Shut down all computers that are attached to the switch.
2. Unplug the switch's power adapter cable.
3. Wait 10 seconds, then plug the switch's power adapter cable back in.
4. After the switch is up, power on the computers.

Hotkey Operation

The GCS1002 / GCS1004 provide an extensive, easy-to-use, hotkey function that makes it convenient to control and configure your KVM installation from the keyboard.

Hotkey Setting Mode

All hotkey operations begin with tapping the Scroll Lock key twice. This invokes the Hotkey Setting Mode (HSM), which can be followed by tapping key combinations and the [Enter] key to perform various operations.

The table below describes the actions that each combination performs.

Note: If using the Scroll Lock key conflicts with other programs running on the computer, the Ctrl key can be used instead. See Alternate Hotkey Setting Mode on page 12 for details.

| Hotkey | Action |
|---|--|
| [Scroll Lock] [Scroll Lock] [Enter] | Brings the KVM and audio focus from the port that currently has the KVM focus to the next port on the installation (1 to 2; 2 to 1 for GCS1002; 1 to 2; 2 to 3; 3 to 4; 4 to 1 for GCS1004). |
| [Scroll Lock] [Scroll Lock] [Port ID] [Enter] | For GCS1004 only – replace [Port ID] with the port ID (1-4) to which port you want to switch the KVM and audio focus. Note: The KVM and audio all go to this port even if they were on different ports to begin with. |
| [Scroll Lock] [Scroll Lock] [X] [Enter] | Changes [Scroll Lock] [Scroll Lock] to [Ctrl] [Ctrl]. Press combination again to change back. |
| [Scroll Lock] [Scroll Lock] [K] [Enter] | Brings only the KVM focus from the port that currently has it to the next port on the installation. |
| [Scroll Lock] [Scroll Lock] [S] [Enter] | Brings only the audio focus from the port that currently has it to the next port on the installation. |

Alternate Hotkey Setting Mode

The port switching activation keys can be changed from tapping the Scroll Lock key twice ([Scroll Lock] [Scroll Lock]) to tapping the Ctrl key twice ([Ctrl] [Ctrl]). To change the port switching activation keys, do the following:

1. Invoke HSM (see page 11).
2. Press [X] [Enter].

Note: This procedure is a toggle between the two methods. To revert back to the original [Scroll Lock] [Scroll Lock] method, invoke HSM, then press and release the X key again.

Auto Scanning

The GCS1002 / GCS1004's Auto Scan feature automatically cycles the KVM focus through the computer ports at regular intervals. This allows you to monitor the computer activity without having to take the trouble of switching from port to port manually. Although the video focus switches from port to port, the keyboard, mouse, and USB focus doesn't switch. They stay at the port they were on when Auto Scanning started. See the table below for details

| Hotkey | Action |
|---|---|
| [Scroll Lock] [Scroll Lock] [A] [Enter] | Invokes Auto Scan. The KVM focus cycles from port to port in 5 second intervals. A Five second interval is the default setting. |
| [Scroll Lock] [Scroll Lock] [A] [Enter] [n] | Starts Auto Scan. The KVM focus cycles from port to port at n second intervals Note: Replace n with a number between 1 and 4 when entering in this hotkey combination. <ul style="list-style-type: none">• [1] changes scan interval to 3 seconds• [2] changes scan interval to 5 seconds (default)• [3] changes scan interval to 10 seconds• [4] changes scan interval to 20 seconds To exit Auto Scan, press [Esc] or [Spacebar]. Auto Scanning stops when you exit Auto Scan Mode. |

When you use the port switching hotkey or HSM, the mouse cursor must be in the current computer display.

While Auto Scan Mode is in effect, ordinary keyboard and mouse functions are suspended – only Auto Scan Mode compliant keystrokes and mouse clicks can be inputted. You must exit Auto Scan Mode (press the Esc key or Spacebar) in order to regain normal control of the console

Video DynaSync™

Video DynaSync™ is IOGEAR's exclusive technology that eliminates boot-up display problems and optimizes resolution when switching between ports.

To manually detect and remember monitor EDIDs, do the following:

1. Invoke HSM (see page 11).
2. Press [D] [Enter].

Note: If the monitor is disconnected and reconnected, the GCS1002 / GCS1004 will re-execute Video DynaSync™.

Mouse Emulation Control

The default setting is enabled. To disable, do the following:

1. Invoke HSM (see page 11).
2. Press [M] [Enter].

This procedure is a toggle. Repeat to enable.

Mouse Port Switching

The Mouse Port Switching function can be enabled or disabled. The default setting is disabled.

To enable, do the follow:

1. Invoke HSM (see page 11).
2. Press [W] [Enter].

This procedure is a toggle. Repeat to disable.

Note: The feature is only supported when mouse emulation is enabled. See Mouse Emulation Control above.

Power on Detection

With the Power On Detection feature, the switch automatically switches to the next powered-on computer if one computer is powered off. This feature is enabled by default, to disable:

1. Invoke HSM (see page 11).
2. Press [E].

This procedure is a toggle. Repeat to enable.

Keyboard Operating Platform

The GCS1002 / GCS1004's default port configuration is for a PC compatible keyboard operating platform. For example, if your console uses a PC compatible keyboard and you have a Mac attached to a port, you can change the port's keyboard operating platform configuration so that the PC compatible keyboard emulates the Mac keyboard. Follow this procedure:

1. Bring the KVM focus to the port you want to set.
2. Invoke HSM (see page 11).
3. Press and release the appropriate Function Key (see table below). After completing this procedure, you will automatically exit HSM.

| Function Key | Operation |
|---------------|---|
| [F2] [Enter] | Enables Mac keyboard emulation, See Mac Keyboard on page 16 for details. To cancel, press [Scroll Lock] [Scroll Lock] [F10] [Enter]. |
| [F3] [Enter] | Enables Sun keyboard emulation, see Sun Keyboard on page 17 for details. To cancel, press [Scroll Lock] [Scroll Lock] [F10] [Enter]. |
| [F10] [Enter] | Automatically detects and sets the keyboard operating platform. |

List Switch Settings

To see a list of the current switch settings, do the following:

1. Open a text editor or word processor, and place the cursor in the page window.
2. Invoke HSM (see page 11).
3. Press [F4] [Enter] to display the settings.

USB Reset

If the USB loses focus and needs to be reset, do the following:

1. Invoke HSM (see page 11).
2. Press [F5] [Enter].

Keyboard Language

To change the keyboard language, do the following:

1. Invoke HSM (see page 11).
2. Press [F6] [nn] [Enter].

Note: nn is a two-digit number that represents the keyboard language code (US English: 33; French: 08; Japanese: 15).

Restore Default Settings

To reset the GCS1002 / GCS1004 to its default hotkey setting, do the following:

1. Invoke HSM (see page 11).
2. Press [R] [Enter].

See Hotkey Summary Table on the next page.

Hotkey Default Settings

After invoking HSM (see page 11), key in one of the following keys to perform the corresponding function:

| Key | Function |
|-----------------------------|---|
| [X] [Enter] | Toggles between the default ([Scroll Lock] [Scroll Lock]) and alternate ([Ctrl] [Ctrl]) Port Switching keys. |
| [K] [Enter] | Toggles the KVM focus. |
| [S] [Enter] | Toggles the audio focus. |
| [A] [Enter] [n] | Starts Auto Scan. The KVM focus cycles from port to port at n second intervals. Note: Replace n with a number between 1 and 4: <ul style="list-style-type: none">• [1] changes scan interval to 3 seconds• [2] changes scan interval to 5 seconds (default)• [3] changes scan interval to 10 seconds• [4] changes scan interval to 20 seconds To exit Auto Scan, press [Esc] or [Spacebar]. |
| [D] [Enter] | Invokes Video DynaSync™, IOGEAR's exclusive technology that eliminates boot-up display problems and optimizes resolution when switching between ports. |
| [M] [Enter] | Enables / disables mouse emulation. |
| [W] [Enter] | Enables / disables mouse port switching. |
| [double-click scroll wheel] | If mouse port switching is active, double-clicking the scroll wheel of your USB mouse will switch it to the next port. |
| [E] | Enables/disables Power On Detection. |
| [F2] [Enter] | Enables Mac keyboard emulation. |
| [F3] [Enter] | Enables Sun keyboard emulation. |
| [F10] [Enter] | Automatically detects and sets the keyboard operating platform. |
| [F4] [Enter] | Lists the current switch settings via the paste function of a text editor. |
| [F5] [Enter] | Performs a reset on all USB devices. |
| [F6] [nn] [Enter] | Sets the keyboard language. Note: nn is a two-digit number that represents one of the following keyboard language code: US English: 33; French: 08; Japanese: 15. |
| [R] [Enter] | Resets the hotkey settings to their default status. |

Keyboard Emulation

Mac Keyboard

The PC compatible (101 / 104 key) keyboard can emulate the functions of the Mac keyboard. The emulation mappings are listed in the table below

| PC Keyboard | Mac Keyboard |
|--|---|
| [Shift] | Shift |
| [Ctrl] | Ctrl |
|  |  |
| [Ctrl] [1] |  |
| [Ctrl] [2] |  |
| [Ctrl] [3] |  |
| [Ctrl] [4] |  |
| [Alt] | L Alt / Option |
| [Print Screen] | F13 |
| [Scroll Lock] | F14 |
|  | = |
| [Enter] | Return |
| [Backspace] | Delete |
| [Insert] | Help |
| [Ctrl]  | F15 |

Note: When using key combinations, press and release the first key (Ctrl), then press and release the activation key.

Sun Keyboard

The PC compatible (101 / 104 key) keyboard can emulate the functions of the Sun keyboard when the Control key [Ctrl] is used in conjunction with other keys. The corresponding functions are shown in the table below.

| PC Keyboard | Sun Keyboard |
|---|---|
| [Ctrl] [T] | Stop |
| [Ctrl] [F2] | Again |
| [Ctrl] [F3] | Props |
| [Ctrl] [F4] | Undo |
| [Ctrl] [F5] | Front |
| [Ctrl] [F6] | Copy |
| [Ctrl] [F7] | Open |
| [Ctrl] [F8] | Paste |
| [Ctrl] [F9] | Find |
| [Ctrl] [F10] | Cut |
| [Ctrl] [1] |  |
| [Ctrl] [2] |  |
| [Ctrl] [3] |  |
| [Ctrl] [4] |  |
| [Ctrl] [H] | Help |
|  | Compose |
|  |  |

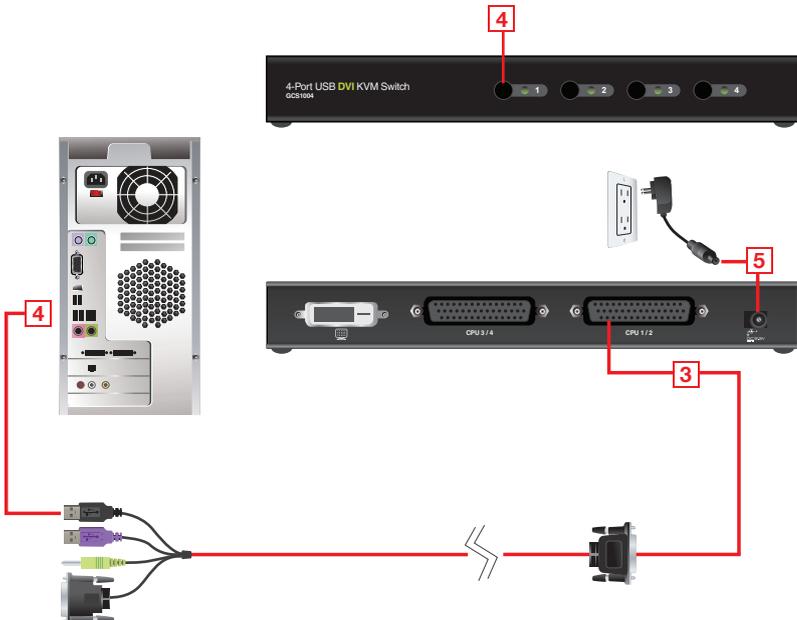
Note: When using key combinations, press and release the first key [Ctrl], then press and release the activation key.

The Firmware Upgrade Utility

The Windows-based Firmware Upgrade Utility (FWUpgrade.exe) provides a smooth, automated process for upgrading the KVM switch's firmware. The Utility comes as part of a Firmware Upgrade Package that is specific for each device. Check the website regularly to find the latest packages and information relating to them at <http://www.iogear.com>.

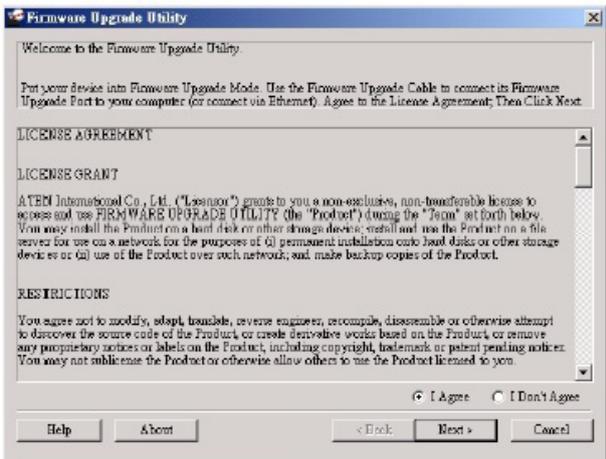
Before you begin:

1. From a computer that is not part of your KVM installation go to our Internet support website (<http://www.iogear.com/support/dm>) and search the model name that relates to your device (GCS1002 / GCS1004) to get a list of available Firmware Upgrade Packages.
2. Choose the Firmware Upgrade Package you want to install (usually the most recent), and download it to your computer.
3. Power off the GCS1002 / GCS1004 and disconnect it from your KVM installation. Connect the 44-pin connector of the custom KVM cable set to the 44-pin Computer Port 1.
4. Press and hold the Port 1 pushbutton on the unit's front panel. While pressing down on the Port 1 pushbutton, connect CPU1's USB Keyboard Type A connector of the custom KVM cable set to a USB port on your computer.
Note: The Computer Port 1 at the rear panel of the unit is labeled accordingly – use the cable that is attached to the CPU1 port.
5. Power on the unit, and release the Port 1 pushbutton. Firmware Upgrade mode is in effect when:
 - For GCS1002: The front panel LEDs flashes.
 - For GCS1004: The LEDs for Port 3 and Port 4 will stay on, while the LEDs for Port 1 and Port 2 will stay off.

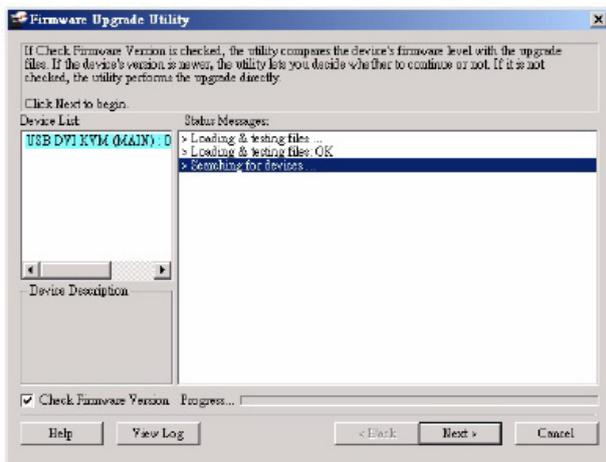


Starting the Upgrade

1. Run the downloaded Firmware Upgrade Package file – either by double clicking the file icon, or using a command line to enter the full path. The Firmware Upgrade Utility Welcome screen will appear.
2. Read the License Agreement (click the I Agree button).



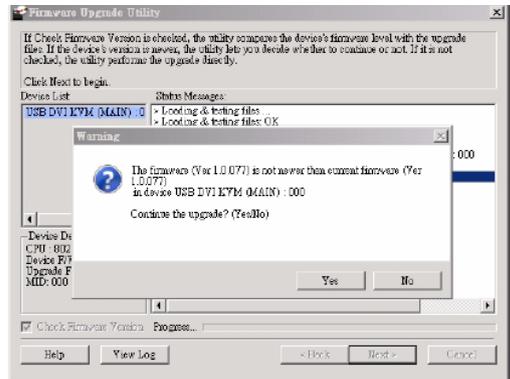
3. Click Next. The Firmware Upgrade Utility main screen will appear. The Utility will inspect your installation. All the devices capable of being upgraded by the package are listed in the Device List panel.



- As you select a device from the list, its description appears in the Device Description panel. After you have made your device selection(s), click Next to perform the upgrade.

If you enabled Check Firmware Version, the Utility compares the device's firmware level with that of the upgrade files. If the device's version is higher than the upgrade version, a dialog box gives you the option to Continue or Cancel.

If you didn't enable Check Firmware Version, the Utility installs the upgrade files without checking whether they are a higher level, or not.

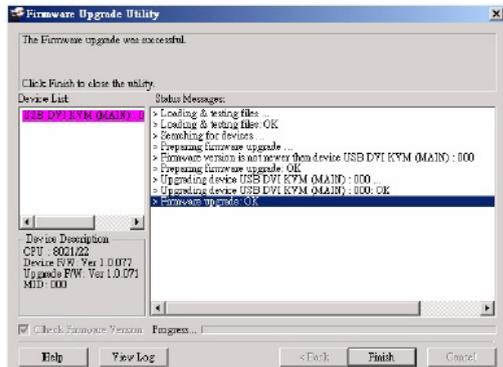


As the Upgrade proceeds status messages appear in the Status Messages panel, and the progress toward completion is shown on the Progress bar.

Upgrade Successful

After the upgrade has completed, a screen appears to inform you that the procedure was successful:

Click Finish to close the Firmware Upgrade Utility. After a successful completion, the GCS1002 / GCS1004 exits Firmware Upgrade Mode, and resets.



Upgrade Failed

If the Upgrade Successful screen doesn't appear, it means that the upgrade failed to complete successfully, in which case you should do the following:

- Power off the GCS1002 / GCS1004 by removing the power jack.
- Invoke Firmware Upgrade Mode by holding down the front panel Port 1 pushbutton (see page 19) and power on the GCS1002 / GCS1004.
 - For GCS1002: The front panel LEDs flashes.
 - For GCS1004: The LEDs for Port 3 and Port 4 will stay on, while the LEDs for Port 1 and Port 2 will stay off.
- Follow the firmware upgrade procedure again.

Specifications

| Function | | GCS1002 | GCS1004 | |
|----------------------|------------------------|---|--------------------------------|------------------------|
| Computer Connections | | 2 | 4 | |
| Console Connections | | 1 | 1 | |
| Port Selection | | Hotkey, Mouse switch, Front panel pushbuttons | | |
| Connectors | Console Ports | KB | 1 x USB Type A F (Iron) | |
| | | Video | 1 x DVI-D F (White) | |
| | | Mouse | 1 x USB Type A F (Iron) | |
| | | Speakers | 1 x Mini Stereo Jack F (Green) | |
| | Computer Port 1 | KB/ Mouse/ Video/ Speakers | 1 x 44-pin Connector F | |
| | Computer Port 2 | KB/ Mouse/ Video/ Speakers | N/A | 1 x 44-pin Connector F |
| Power | | N/A | 1 x DC Jack | |
| Pushbuttons | | 2 (Green) | 4 (Green) | |
| Cable Length | | 4ft x 1 (44-pin) | 4ft x 1, 6ft x 1 (44-pin) | |
| Power Consumption | | DC 5.0V, 5.0W | DC 5.3V, 5.3W | |
| Emulation | KB / Mouse | USB | | |
| Video | | 1920 x 1200 @60Hz | | |
| Scan Interval | | 3, 5, 10, 20 seconds (5s default) | | |
| Environment | Operating Temp. | 0-50°C | | |
| | Storage Temp. | -20-60°C | | |
| | Humidity | 0-80% RH, Non-condensing | | |
| Physical Properties | Housing | Metal | | |
| | Weight | 0.33kg | 0.51kg | |
| | Dimensions (L x W x H) | 12.30 x 7.54 x 2.28cm | 19.80 x 7.54 x 2.28cm | |

Troubleshooting

Operation problems can be due to a variety of causes. The first step in solving them is to make sure that all cables are securely attached and seated completely in their sockets. In addition, updating the product's firmware may solve problems that have been discovered and resolved since the prior version was released. If your product is not running the latest firmware version, we strongly recommend that you upgrade. See the Firmware Upgrade Utility for details

| Symptom | Possible Cause | Action |
|--|---|---|
| Erratic behavior. | Unit not receiving enough power. | Use a DC 5.3 V power adapter if you are not already using one. If you are already using a power adapter, check that it matches the system specifications, and that it is plugged in and functioning properly. |
| | Keyboard and/or mouse need to be reset. | Unplug the cable(s) from the console port(s), then plug it/them back in. |
| | No connection to the computer. | Check the cable from the switch to the computer to make sure it is properly connected. |
| | KVM switch needs to be reset. | Power off all devices on the installation; power off the KVM switch; wait five seconds; then power up. |
| USB devices not responding. | USB ports need to be reset. | Unplug the device's USB cable from the USB port on the switch's rear panel, then plug it back in. |
| | | Use the USB Reset hotkey combination (see page 14), to reset the USB ports. |
| Cannot switch ports by pressing [Scroll Lock] twice | Keyboard is incompatible with Scroll Lock invocation. | Switch to the Alternate HSM invocation keys. See Alternate HSM Invocation Keys, page 12, for details. |
| Monitor does not display after KVM cable set is hot plugged. | Some graphics cards are incompatible with cable set hot plugging. | Power off all devices on the installation; power off the switch; confirm all KVM cables are properly connected; power on the switch; power on the computers |
| When switching ports, the monitor does not display. | Monitor is new or this is the first time installation. | Switch ports again and wait two or more seconds for the PC's EDID to pass to the monitor. |
| | The monitor's EDID has not passed through to the PC when switching ports. | Use the [D] hotkey to invoke Video DynaSync one more time or switch to another PC to reconnect the switch. See Hotkey Summary Table, page 15. |

Federal Communications Commission (FCC) Statement

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential setting. This product generates, uses, and can radiate radio frequency energy and, if not installed and used as directed, it may cause harmful interference to radio communications. Although this product complies with the limits for a Class B digital device, there is no guarantee that interference will not occur in a particular installation.

CE Compliance

This device has been tested and found to comply with the following European Union directives: Electromagnetic Capability (2004/108/EC), Low Voltage (2006/95/EC) and R&TTED (1999/5/EC).

Limited Warranty

WE'RE HERE TO HELP YOU! NEED ASSISTANCE SETTING UP THIS PRODUCT?

Make sure you:

1. Visit www.iogear.com for more product information
2. Visit www.iogear.com/support for live help and product support

Warranty Information

This product carries a 3 Year Limited Warranty. For the terms and conditions of this warranty, please go to <http://www.iogear.com/support/warranty>

Register online at <http://www.iogear.com/register>

Important Product Information

Product Model _____

Serial Number _____

Contact

IOGEAR

19641 Da Vinci, Foothill Ranch, CA92610

www.iogear.com

iogear.custhelp.com

support@iogear.com

