

VU4500 DVI + USB 2.0 Extender

DVI and USB 2.0 100m Cat 5e/LAN KVM Extender System

User Guide



Thank you for purchasing the VU4500 KVM Extender System.

Please read this guide thoroughly.

FCC Radio Frequency Interference Statement Warning

This device complies with FCC Part 15 Subpart B.

CE Statement

The product meets European Standard EMC EN 55022 Class A, EN 61000, and EN 55024.

IC Statement

This Class A digital apparatus complies with Canadian ICES-003

Information contained herein is subject to change without notice.


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Introduction

The instructions in this guide assume a general knowledge of computer installation procedures, familiarity with cabling requirements, and some understanding of USB devices.


 NOTE provide additional information that could be useful.

 CAUTIONS provide important information about an operational requirement.

Product Contents

Packaged with:


- Local Extender
- Remote Extender
- 5V, 3A power adapter
- 24V, 1A power adapter
- USB Cable
- DVI Cable
- Quick Start Guide

 The product is a unique extender product requiring two power adapters, one for the local extender and one for the remote extender. The provided 5V, 3A power adapter must be connected to the Local Extender and the 24V, 1A power adapter must be connected to the Remote Extender.

Requirements

To complete the installation, you will also require the following items that are not included with the product:

- A computer with a DVI-D/DVI-I output
- USB 1.1 or 2.0 compatible computer (host computer) with a USB compliant Operating System
- USB 1.1 or 2.0 compatible device(s)
- Cat 5e Unshielded Twisted Pair (UTP) cable with two RJ45 connectors (if using surface cabling),
- OR, Cat 5e cabling with two information outlets and two Cat 5e patch cords with RJ45 connectors (if using premise cabling)

 All references to Cat 5e cable in this document represent the minimum requirement. Category 6 or better or STP cable may be substituted.

About the VU4500 KVM Extender

The product incorporates ExtremeUSB® technology, enabling users to extend their video and USB anywhere on the Local Area Network (LAN). It is designed as a remote desktop or KVM (keyboard, video mouse) extender. The Local Extender and Remote Extender can be connected anywhere within the network and can operate on a network connection of 100Mbps or 1Gbps and through Ethernet switches. For optimum performance, a 1Gbps connection is recommended.

Compatibility

The product is compatible with many graphics cards, Operating Systems, and monitors. However, there is no guarantee that all devices are compatible with the product as there are a number of different factors that may impact the operation of the KVM Extender.

The product complies with USB 1.1 and USB 2.0 specifications governing the design of USB devices. However, there is no guarantee that all USB devices are compatible with the product as there are a number of different factors that may impact the operation of USB devices over extended distances.

Specifications

Monitors

- Samsung
- Viewsonic
- ASUS
- Dell
- Acer
- HP
- BENQ

Discrete Graphics Cards

- NVIDIA ION
- Matrox P-Series
- NVIDIA Quadro Series
- NVIDIA GeForce Mobility 9000
- ATI Radeon HD 2000 Series and Above
- Intel GMA 950 and GMA HD
- ATI FireGL/FirePro Series
- NVIDIA Geforce 6000 Series and Above

Resolutions Supported @ 60Hz

- 640 x 480 (4:3)
- 800 x 600 (4:3)
- 1024 x 768 (4:3)
- 1280 x 720 (16:9)
- 1280 x 768 (5:3)
- 1280 x 800 (16:10)
- 1280 x 1024 (5:4)
- 1360 x 768 (16:9)
- 1366 x 768 (16:9)
- 1440 x 900 (16:10)
- 1680 x 1050 (16:10)

Host Operating Systems

- Windows 7 (32 bit & 64 bit)
- Windows Vista (32 bit & 64 bit)
- Mac OS X (Leopard/Snow Leopard)
- Windows XP (32 bit & 64 bit)
- Linux

Peripherals

- Keyboard
- Mass Storage Device
- Printer/Scanner
- Web Camera
- Mouse
- Speakers
- DAQs

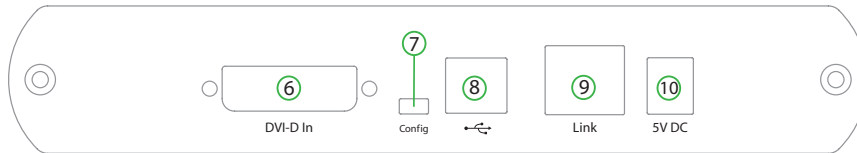
Local Extender Description and Markings

The Local Extender connects to the computer using the included DVI and USB cable.

Front View



Rear View



ITEM	TYPE	DESCRIPTION
1	Pair (Button)	Reserved. Used if pairing a Local Extender to a Remote Extender.
2	Status LED (Green)	LED green indicates the system is ready. Green blinking indicates the system is being configured. Off indicates there is no power applied to the unit.
3	Link LED (Green)	LED green indicates a valid link is established between the Local and Remote Extender. Off indicates there is no link.
4	Video LED (Green/Amber)	LED green indicates the system has a valid link from the Host computer and a valid link to the Remote Extender. Green blinking indicates video data is being transmitted between the Local and Remote Extender. Amber indicates there is no video source connected to the Local Extender. Blinking Amber indicates an invalid resolution is being detected. Off indicates there is no link between the Local and Remote Extenders.
5	USB LED (Green/Amber)	LED green indicates the system is properly enumerated on the host computer. Green blinking indicates USB data is being transmitted between the Local and Remote Extenders. Amber indicates that there is no USB connection to the host computer. Blinking Amber indicates an over current condition on one or more of the USB ports. Off indicates there is no link between the Local and Remote Extenders.
6	DVI-D In	Accepts DVI-D connector for video input from the host computer.
7	Config	Reserved for company use only
8	Device Port (USB Type B)	Used to connect the Local Extender unit to the host computer.
9	Link Port (RJ45)	Accepts RJ45 receptacle for Cat 5e cabling (or better).
10	Power Port	Connects to the 5V, 3A power adapter.

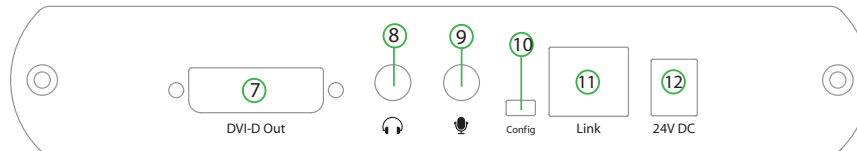
Remote Extender Description and Markings

The Remote Extender provides DVI output to a monitor, microphone input, headphone output, and three USB Type A ports for standard USB devices. Additional devices may be connected by attaching USB hubs.

Front View

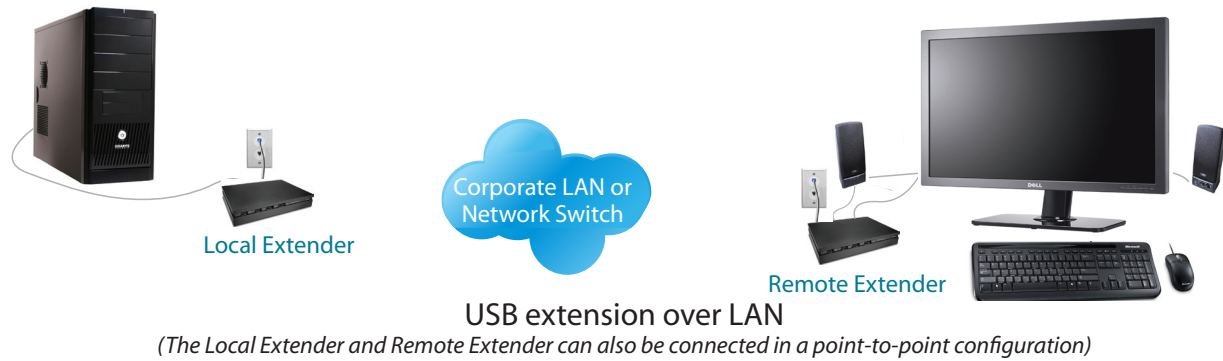


Rear View



ITEM	TYPE	DESCRIPTION
1	Device Port (USB Type A)	Accepts USB device(s).
2	Pair (Button)	Reserved. Used if re-pairing a Local Extender to a Remote Extender.
3	Status LED (Green)	LED green indicates the system is ready. Green blinking indicates the system is being configured. Off when no power is applied to the unit.
4	Link LED (Green)	LED green indicates a valid link is established between the Local and Remote Extender. Off indicates there is no link.
5	Video LED (Green/Amber)	LED green indicates the unit has a valid video link to the monitor and a link with the Local Extender. Green blinking indicates video data is being transmitted between the Local and Remote Extender. Amber indicates that there is no monitor connected to the Remote Extender or a monitor is not compatible with the system. Blinking Amber indicates an invalid resolution is being detected. Off indicates there is no link between the Local and Remote Extenders.
6	USB LED (Green/Amber)	LED green indicates the system is properly enumerated on the host computer. Green blinking indicates USB data is being transmitted between the Local and Remote Extenders. Amber indicates that there is no USB connection to the host computer. Blinking Amber indicates an over current condition on one or more of the USB ports. Off indicates there is no link between the Local and Remote Extenders.
7	DVI-D Out	Accepts DVI-D connector to the remote monitor.
8	Headphone Out	Accepts 3.5 mm audio connector.
9	Microphone In	Accepts microphone input for audio.
10	Config	Reserved for company use only.
11	Link Port (RJ45)	Accepts RJ45 receptacle for Cat 5e cabling (or better).
12	Power Port	Connects to the 24V, 1A power adapter

Installation Guide



Before you can install the product, you need to prepare your site:

1. Determine where the computer is to be located and set up the computer.
2. Determine where you want to locate the remote desktop including the monitor, keyboard, mouse and any other USB device(s).
3. Ensure your corporate LAN will allow the MAC address of your extender system on the network (indicated on the bottom of the Local and Remote Extenders). Contact your system administrator for details.

Installing the Local Extender Unit

1. Place the Local Extender unit near the computer.
2. Install the supplied USB cable to Local Extender (Type B Port), and an available USB 2.0/1.1 Type A Port on the computer.
3. Install the supplied DVI cable to the Local Extender (DVI-D In), and an available DVI Port on the computer.

Installing the Remote Extender Unit

1. Place the Remote Extender unit near the monitor and USB device(s) in the desired remote location.
2. Connect the Remote Extender DVI-D Out to the monitor with a DVI cable.
3. Plug in your USB and Audio Device(s)

Connecting the Local Extender to the Remote Extender



To ensure proper operation, it is recommended that Cat 5e or better, Unshielded Twisted Pair (UTP) cabling be used to connect the Local Extender unit to the Remote Extender unit through the LAN. The cabling must have a straight-through conductor configuration with no crossovers and must be terminated with 8 conductor RJ45 connectors at both ends. For best performance of this product, solid core Category 6 STP cable with Category 6 RJ45 connectors is recommended.

1. Plug one end of the Cat 5e cabling or patch cord (not included) into the Link port (RJ45) on the Local Extender unit.
2. Plug the other end of the Cat 5e cabling into the corporate LAN port (RJ45) or information outlet near the host computer.
3. Plug one end of the Cat 5e cabling or patch cord (not included) into the Link port (RJ45) on the Remote Extender unit.
4. Plug the other end of the Cat 5e cabling into the corporate LAN port (RJ45) or information outlet near the USB device(s).

Point-To-Point Connection

The KVM extender can also be installed in a point-to-point method and not through a network. If installing in this method, connect the Local Extender to the Remote Extender with a Cat 5e (or better) cable following the guidelines listed in the sections above.

note The maximum distance in a point-to-point configuration is 100m.

Connecting Power to the Local Extender and Remote Extender

1. Plug the 5V, 3A power adapter into a suitable AC outlet near the Local Extender.
2. Connect the power adapter to the Local Extender.
3. Plug the 24V, 1A power adapter into a suitable AC outlet near the Remote Extender.
4. Connect the power adapter to the Remote Extender.

! Use only the power adapters supplied with the product. Use of substitute adapters may cause permanent damage to the system and will void the warranty.

Checking the Installation

note Allow up to one minute for the initial boot up of your KVM extender product.

1. On the Local Extender and Remote Extender units, check that the Status, Link, Video, and USB LEDs are on. If the Link LED is permanently off, then the LAN is not allowing the KVM Extender product to use the network, the cabling between the Local Extender and Remote Extender unit is not installed properly, or the cabling is defective.
2. For Windows users (XP, Vista, Windows 7), open Device Manager to confirm that the CMEDIA Audio Device has installed correctly. Expand the entry for Universal Serial Bus controllers by clicking the + sign. If the CMEDIA device has installed correctly, you should find it listed as "USB PNP Audio Device".

3. Check to see if the USB and Video LEDs are blinking green. If they are not blinking this indicates there is no USB data or Video data. Check the DVI and USB connections to the host computer and the DVI connection to the monitor. Check to see if any USB devices are connected to the Remote Extender.
4. Check to see if the Status LED is solid green. If it is blinking this indicates your system is not yet ready.
5. Check all LEDs to ensure none are amber. This will indicate there is a problem with the Video or USB.
6. If the product is not displaying video or your USB device fails to be detected by your Operating System, please consult the Troubleshooting Guide



To open System Profiler in OS X: Open the Finder, select Applications, then open the Utilities folder and double click on the System Profiler icon.

To open Device Manager in Windows Vista, XP or Windows 7:

Open the Start menu, right click on "Computer" then select: Manage >> Device Manager

Connecting a USB Device

1. Install any software required to operate the USB device(s). Refer to the documentation for the USB device(s), as required.
2. Connect the USB device to the device port on the Remote Extender unit.
3. Check that the device is detected and installed properly in the Operating System.

Troubleshooting

The following table provides troubleshooting tips. The topics are arranged in the order in which they should be executed in most situations. If you are unable to resolve the problem after following these instructions, please contact Technical Support for further assistance.

PROBLEM	CAUSE	SOLUTION
All LEDs on Local Extender unit are off.	<ul style="list-style-type: none"> • The Local Extender unit is not receiving power from the Local Extender DC adapter. 	<ol style="list-style-type: none"> 1. Ensure that the DC power adapter is properly connected to the Local Extender unit. 2. Check that the DC adapter is connected to a live source of electrical power.

PROBLEM	CAUSE	SOLUTION
All LEDs on Remote Extender unit are off.	<ul style="list-style-type: none"> The Remote Extender unit is not receiving power from the Remote Extender DC adapter. 	<ol style="list-style-type: none"> Ensure that the DC power adapter is properly connected to the Remote Extender unit. Check that the DC adapter is connected to a live source of electrical power.
Link LEDs on Local Extender unit and Remote Extender unit are off and Status LED is blinking green.	<ul style="list-style-type: none"> There is no connection between the Local Extender unit and Remote Extender unit. 	<ol style="list-style-type: none"> Ensure a Cat 5e cable is connected between the Local Extender unit and Remote Extender unit. Use a Cat 5e or better cable, UTP with a straight through connector and no crossovers, and 8 conductor RJ45 connectors are used at both ends. Connect a short Cat 5e patch cord between the Local Extender unit and Remote Extender unit to determine if the LAN needs to be configured to allow the product on network or the original Cat 5e cable is defective.
Link LED on Local Extender unit is on, USB LED on Local Extender unit is amber.	<ul style="list-style-type: none"> The host computer is not powered on. The Local Extender unit is not connected to the computer. The computer does not support USB hubs. The unit is malfunctioning. The USB cable is defective. 	<ol style="list-style-type: none"> Disconnect all USB devices from the Remote Extender unit. Disconnect the Local Extender unit from the computer. Disconnect the Local Extender and Remote Extender units from the DC power adapters. Reconnect the Local Extender unit to the DC power adapter. Reconnect the Remote Extender unit to the DC power adapter. Reconnect the USB devices to the Remote Extender unit. Reconnect the Local Extender unit to the computer. If the USB LED continues to be off, contact Technical Support.
The monitor has a black screen and the video LED is blinking amber.	<ul style="list-style-type: none"> The resolution being sent by the host computer is not compatible with the KVM extender product. 	<ol style="list-style-type: none"> Restart and power cycle the host computer. Connect the monitor directly to the host computer. Change to a supported resolution.

<p>There is no audio.</p>	<ul style="list-style-type: none"> • The USB CMEDIA PNP Audio device is not selected as the default audio device. 	<ol style="list-style-type: none"> 1. Check that the CMEDIA device is enumerated on the host computer. 2. If the CMEDIA device is enumerated as an unknown device, there is most likely a driver conflict. <ol style="list-style-type: none"> a. Uninstall all USB audio device drives (e.g. sound card and webcam). 3. If the CMEDIA device is not enumerated contact Technical Support. 4. If the CMEDIA device is enumerated do the following. <ol style="list-style-type: none"> a. In Windows: Go to the Control Panel, select Sound or Sound and Audio Devices, Select USB Audio Devices, set USB Audio Devices as default playback. b. In Mac OS X: Go to System Settings, select Sound, select USB PNP device, set USB PNP devices as default. c. In Linux Ubuntu: Go to System, Preferences, and select Sound. To set up the microphone, click on the 'Input' tab and select "USB_PnP Sound Device Analog Mono". To setup Stereo-Out, click on the "Output" tab and select "USB_PnP_Sound_Device Analog Stereo".
<p>Video and/or USB performance is not ideal.</p>	<ul style="list-style-type: none"> • There is high amounts of network traffic. 	<ol style="list-style-type: none"> 1. Reduce the number of KVM extenders using the network or reduce the network traffic.

PROBLEM	CAUSE	SOLUTION
All LEDs on both the Local Extender unit and Remote Extender unit are on, but the USB device does not operate correctly or is detected as an "Unknown Device" in the Operating System.	<ul style="list-style-type: none"> • The USB device is malfunctioning. • The computer does not recognize the USB device. • The application software for the device is not operating. • The KVM extender product is malfunctioning. 	<ol style="list-style-type: none"> 1. Disconnect the KVM extender product from the computer. 2. Connect the USB device directly to the USB port on the computer. 3. If the USB device does not operate properly, consult the user documentation for the device. 4. Update your system BIOS, chipset or USB Host controller drivers from your System/Motherboard manufacturer's website. 5. Make sure the Operating System has all the latest updates installed. 6. If the device operates properly when directly connected to the computer, connect another device (of a different type) to the KVM extender product. Connect the KVM extender product to the computer. 7. If the second device does not operate, the KVM extender product may be malfunctioning. Contact Technical Support for assistance. 8. If the second device does operate properly, the first device may not be compatible with the KVM extender product.
Microphone or Headphone doesn't operate correctly.	<ul style="list-style-type: none"> • The audio device is not enumerated on the host computer. • Audio jack not fully inserted. • The two connectors for the Microphone and Headphone are reversed. 	<ol style="list-style-type: none"> 1. Check that the CMEDIA device is enumerated on the host computer. On Mac it will be listed as USB PNP device. 2. If the CMEDIA device is not enumerated contact Technical Support.
Specific resolution doesn't show in the graphics/video settings.	<ul style="list-style-type: none"> • Latest video drives are not installed or resolution is not supported. 	<ol style="list-style-type: none"> 1. Ensure the latest video drivers are installed. 2. The specific resolution is not listed by the monitors EDID and is therefore not supported with the KVM extender product. 3. The specific resolution might not be supported by the KVM extender product.

Pairing a Local Extender to a Remote Extender

A Local Extender and Remote Extender comes paired with each other. **No additional action is required when you receive your KVM extender.** If a Local Extender needs to be paired to a different Remote Extender or a Remote Extender needs to be paired with a different Local Extender, follow these steps to pair a Local Extender to a Remote Extender.

1. Disconnect the Local Extender from the host and the network.
2. Disconnect the Remote Extender from the network.
3. Hold the **"Pair"** button on the front of the Local Extender continuously for 10 seconds. This will clear the MAC address and halt operations. The Link LED will be solid amber.
4. Repeat Step 3 for the Remote Extender.
5. Connect the Local Extender to the Remote Extender with a Cat 5e patch cable.
6. Power the Local Extender and Remote Extender with their corresponding power adapters.
7. Hold the **"Pair"** button on the front of the Local Extender continuously for 3 to 5 seconds. The extender will exchange pairing records. During the 3 seconds, the Link LED will flash green. After pairing, the Link LED will turn off.
8. Hold the pair button on the front of the Remote Extender continuously for 3 to 5 seconds. The extender will exchange pairing records with the Local Extender. The Link LED will flash green during pairing. After pairing, the Link LED will turn solid green indicating successful pairing. Additionally, the USB and Video LED should be solid amber.
9. The Local Extender and Remote Extender are now successfully paired and can be placed on the LAN.



If the user releases the pair button during the 10-sec clearing duration or during the 3-sec pairing duration, that attempt is aborted and the extender goes back to its previous state.

Specifications

Range	100 meters (330 feet) over a LAN or direct connection over Cat 5e
USB device support	High-speed devices (480 Mb/s) (USB 2.0) Full speed devices (12 Mb/s) (USB 2.0 & 1.1) Low speed devices (1.5 Mb/s) (USB 2.0 & 1.1)
USB hub support	Any single chain can include up to 4 USB hubs.
USB host support	EHCI (USB 2.0) and OHCI/UHCI (USB 1.1)
Maximum USB devices supported	13 USB devices
AC adapter(s)	Input: 100/240 V AC, 50 – 60 Hz Output: 5V DC, 3A (15 W) Input: 100/240 V AC, 50 – 60 Hz, Output: 24V DC, 1A (24 W)
Power available to USB device at Remote Extender	500 mA each port
Local Extender	
Video Connector	DVI-D In (24-pin connector)
USB connector	1 x USB Type B
Link connector	1 x RJ45
Dimensions	4.4" x 6.9" x 1.18" (112 mm x 175 mm x 30 mm)
Remote Extender	
Video Connector	DVI-D Out (24-pin connector)
Link connector	1 x RJ45
USB connector	3 x USB Type A
Audio	3.5 mm microphone in, 3.5 mm headphone out
Dimensions	4.4" x 6.9" x 1.18" (112 mm x 175 mm x 30 mm)
Operating temperature range	32°F to 122°F (0°C to 50°C)
Storage temperature range	-4°F to 158°F (-20°C to 70°C)
Operating humidity	20% to 80% relative humidity, non-condensing
Storage humidity	10% to 90% relative humidity, non-condensing
Regulatory testing	FCC Part 15 Class A, CE, ICES-003 Class A
ESD rating	EMC EN-61000-4-2 4kV Contact, 8kV Air

Contacting Technical Support

If you are experiencing problems not referenced in Trouble Shooting, you may contact Technical Support and send the following information:

- Host computer make and model
- Type of Operating System installed (e.g. Windows XP, Mac OS X, Windows 7 etc.)
- Part number and serial number for both the Local Extender unit and Remote Extender unit
- Make and model of any USB device(s) attached to the product
- Description of the installation
- Description of the problem

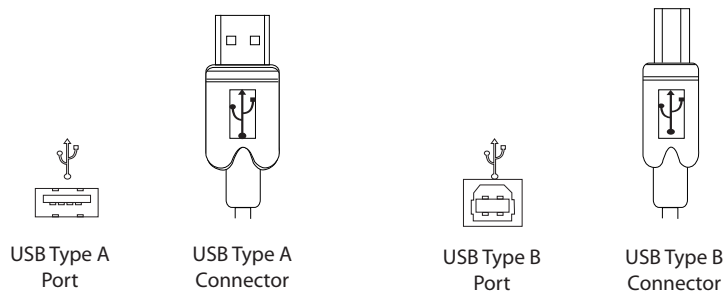
Technical Glossary

Category 5e (Cat 5e) Network Cabling

Category 5e cable is commonly also referred to as Cat 5e. This cabling is available in either solid or stranded twisted pair copper wire variants and as UTP (Unshielded Twisted Pair) or STP (Shielded Twisted Pair). UTP cables are not surrounded by any shielding making them more susceptible to electromagnetic interference (EMI). STP cables include shielding over each individual pair of copper wires and provides better protection against EMI. For best performance of this product, solid core Category 6 STP cable with Category 6 RJ45 connectors is recommended.

USB Cables

USB cables have two distinct connectors. The Type A connector is used to connect the cable from a USB device to the Type A port on a computer or hub. The Type B connector is used to attach the USB cable to a USB device.



RJ45

The Registered Jack (RJ) physical interface is what connects the network cabling (Cat 5e) to the Local Extender unit and Remote Extender unit. You may use either the T568A scheme (Table 1) or the T568B scheme (Table 2) for cable termination as the extender uses all four pairs of the cable. RJ45 connectors are sometimes also referred to as 8P8C connectors.

RJ45 Pin Positioning

Table 1 - T568A Wiring

PIN	PAIR	WIRE	CABLE COLOR
1	3	1	WHITE/GREEN
2	3	2	GREEN
3	2	1	WHITE/ORANGE
4	1	2	BLUE
5	1	1	WHITE/BLUE
6	2	2	ORANGE
7	4	1	WHITE/BROWN
8	4	2	BROWN

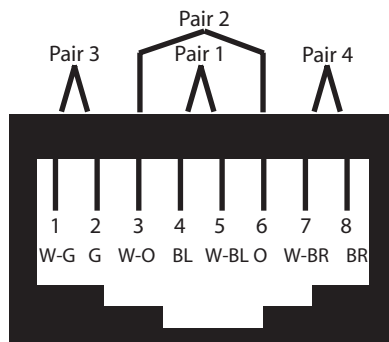


Table 2 - T568B Wiring

PIN	PAIR	WIRE	CABLE COLOR
1	2	1	WHITE/ORANGE
2	2	2	ORANGE
3	3	1	WHITE/GREEN
4	1	2	BLUE
5	1	1	WHITE/BLUE
6	3	2	GREEN
7	4	1	WHITE/BROWN
8	4	2	BROWN

