

# **VU5353 DVI + USB 2.0 Extender**

## **DVI and USB 2.0 100m CAT 5e/6/7 KVM Extender System**

### **User Guide**



Thank you for purchasing the VU5353 KVM Extender.

Please read this guide thoroughly.

This document applies to Part Numbers: 01-00554, 01-00555, 01-00556, 01-00557, 01-00558.

### **FCC Radio Frequency Interference Statement Warning**

This device complies with Part 15 of the FCC rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received including interference that may cause undesired operation.

### **CE Statement**

We declare under our sole responsibility that the VU5353, to which this declaration relates, is in conformity with European Standard EN 55022, EN 61000, and EN 55024.

### **IC Statement**

This Class A digital apparatus complies with Canadian ICES-003.

### **WEEE Statement**

The European Union has established regulations for the collection and recycling of all waste electrical and electronic equipment (WEEE). Implementation of WEEE regulations may vary slightly by individual EU member states. Please check with your local and state government guidelines for safe disposal and recycling or contact your national WEEE recycling agency for more information.

### **Product Operation and Storage**


Please read and follow all instructions provided with this product, and operate for intended use only. Do not attempt to open the product casing as this may cause damage and will void warranty. Use only the power supplies provided with this product. When not in use, product should be stored in a dry location between -20°C and 70°C.

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## Introduction

This guide provides product information for the VU5353 installation instructions, troubleshooting guidelines, and instructions for contacting technical support. 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
- (2) 5V DC power adapter
- USB 2.0 Cable
- DVI Cable
- Quick Start Guide

 The product requires two power adapters, one for the local extender and one for the remote extender.


## Requirements

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

- A computer that is USB compatible (with USB compliant operating system) and has a DVI-D/DVI-I output
- USB 1.1 or 2.0 compatible device(s)
- A minimum CAT 5e Shielded Twisted Pair (UTP) cable with two CAT 5e/6/7 RJ45 connectors (if using surface cabling),

**OR**

- A minimum of CAT 5e cabling with two information outlets and two CAT 5e patch cords with CAT 5e RJ45 connectors (if using premise cabling)

 While CAT 5e UTP is the minimum category of twisted pair cabling, for the best experience, and to minimize interference and cross-talk, **CAT 6a/7 STP is strongly recommended.** When using CAT 5e/6/7 cabling, the layout and quality of your cable runs and connections become extremely important. Please **refer to the Cabling section on page 5** for more detailed information.

## About the VU5353 KVM Extender

The VU5353 KVM Extender system incorporates ExtremeUSB® and HD Video technology, which enables users to extend both DVI and USB 2.0 up to 100 meters (330 feet). The following ExtremeUSB features are included:

- Transparent USB extension
- True Plug and play; no software drivers required
- Works with all major operating systems: Windows®, OS X®, and Linux®



## Compatibility and Recommended Setup

The product is compatible with many graphics cards, Operating Systems, and monitors supporting up to a 1920 x 1200 resolution. However, there is no guarantee that all devices will be compatible with the product as there are a number of different factors that may impact the operation of this KVM Extender.

This product supports both USB 1.1 and USB 2.0 devices. These devices include: keyboards, mice, flash drives, printers, speakers and microphones.

- ! Test any expected USB or video devices prior to performing any large deployment. Some devices may not be compatible with the VU5353.

### DVI Cables

- ! Ensure high quality, undamaged DVI cables are used with this product. Low quality or damaged cables may impact product performance and/or result in damage to units.

### Cabling

- ! **Solid core Category 6a/7 STP cable with Category 6a/7 RJ45 connectors is recommended for best performance.** Using unshielded cabling may leave your signal more susceptible to interference and noise which may result in poor video performance or reduced extension distance. Maximum distance and product performance will be reduced in the presence of interference or coiled extension cable.

Cable Type	Electrical Interference Susceptibility
Solid Core CAT 5e/6 UTP	High
Solid Core CAT 5e/6 STP	Moderate
Solid Core CAT 6a UTP	Moderate
<b>Solid Core CAT 6a STP</b>	<b>Low (Recommended)</b>
<b>Solid Core CAT 7 STP</b>	<b>Low (Recommended)</b>

**note** If you are coiling unshielded cabling in your set-up, depending on the quality of the cable and how it is coiled, the maximum distance may be reduced to 50m.

### Host Operating Systems

- Windows®
- OS X®
- Linux®

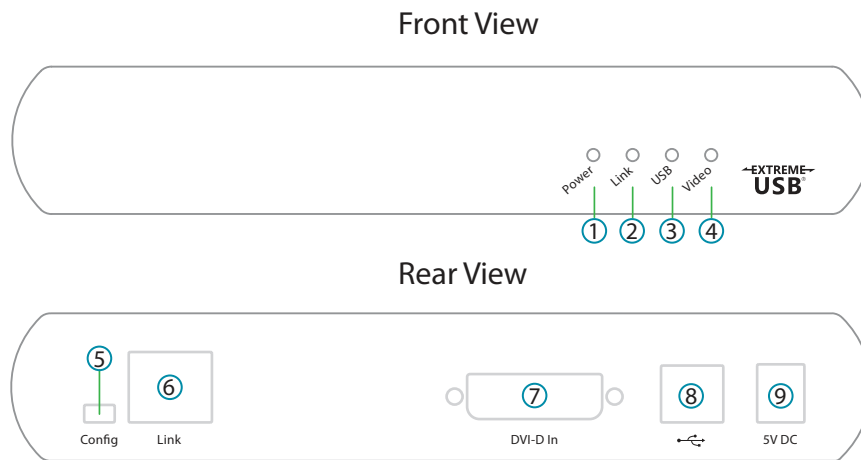
### USB Peripherals

- Keyboards & Mice
- Mass Storage Devices
- Microphones
- Printers
- Speakers

## The Local Extender

The local extender connects to the computer **using the supplied DVI and USB cable**.

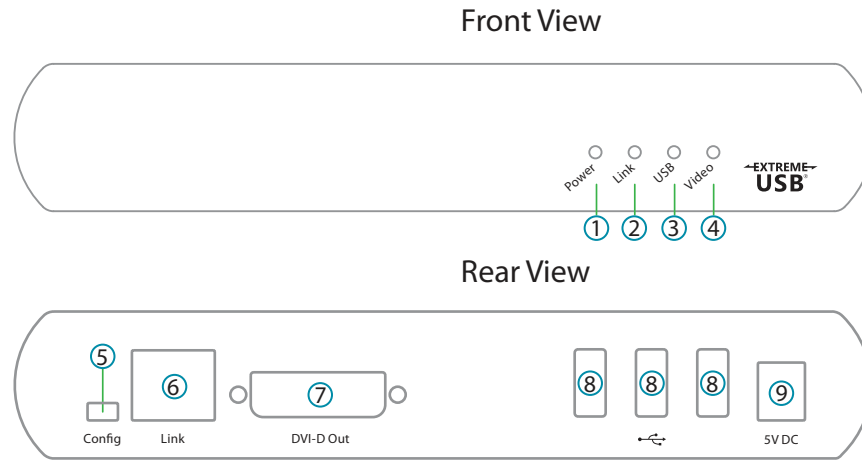
- ! It's important to use the DVI cable supplied with the product when connecting the local extender to the host computer to ensure proper operation.



ITEM	TYPE	DESCRIPTION
1	Power LED (Green)	<b>Green Light:</b> The system is powered and ready to use. <b>No Light:</b> The system does not have power.
2	Link LED (Green)	<b>Green Light:</b> The local and remote extenders are able to communicate with each other across the link. <b>No Light:</b> There is no communication between the local and remote extenders.
3	USB LED (Green)	<b>Green Light:</b> The local extender and the host computer are communicating with each other and working. <b>Blinking Green Light:</b> The host computer has entered power saving mode. <b>No Light:</b> The host and the local extender are not communicating or not connected.
4	Video LED (Green)	<b>Solid Green Light:</b> HDCP (digital rights management) content is being transmitted. <b>Blinking Green Light:</b> Video (non-HDCP) content is being transmitted. <b>No Light:</b> There is no video being transmitted.
5	Config	Reserved for manufacturer use.
6	Link Port (RJ45)	Accepts RJ45 connector for CAT 5e/6/7 cabling.
7	DVI-D In	Accepts DVI-D connector for video input from the host computer.
8	Device Port (USB Type B)	Used to connect the local extender to the host computer.
9	Power Port	Connects to the AC power supply.

## The Remote Extender

The remote extender provides DVI output to a monitor and three USB Type A ports for standard USB devices. Additional devices may be connected by attaching USB hubs.



ITEM	TYPE	DESCRIPTION
1	Power LED (Green)	<b>Green Light:</b> The system is powered and ready to use. <b>No Light:</b> The system does not have power.
2	Link LED (Green)	<b>Green Light:</b> The local and remote extenders are able to communicate with each other across the link. <b>No Light:</b> There is no communication between the local and remote extenders..
3	USB LED (Green)	<b>Green Light:</b> The local extender and the host computer are communicating with each other and working. <b>Blinking Green Light:</b> The host computer has entered power saving mode. <b>No Light:</b> The host and the local extender are not communicating or not connected.
4	Video LED (Green)	<b>Solid Green Light:</b> HDCP (digital rights management) content is being transmitted. <b>Blinking Green Light:</b> Video (non-HDCP) content is being transmitted. <b>No Light:</b> There is no video being transmitted.
5	Config	Reserved for manufacturer use.
6	Link Port (RJ45)	Accepts RJ45 connector for CAT 5e/6/7 cabling.
7	DVI-D Out	Accepts DVI-D connector to the remote monitor.
8	Device Port (USB Type A)	Accepts USB device(s).
9	Power Port	Connects to the AC power supply.

## 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. If you are using surface cabling, the product supports a maximum distance of 100m (330 ft).

OR

If you are using premise cabling, ensure the CAT 5e/6/7 cabling is installed between the two locations, with CAT 5e/6/7 information outlets located near both the computer and the USB device(s), and the total length, including patch cords is no more than 100m.

### Installing the Local Extender

1. Place the local extender near the computer.
2. Install the supplied USB cable to the USB port on the local extender, 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.
4. Plug the 5V, 3A power adapter into a suitable AC outlet near the local extender.

### Installing the Remote Extender

1. Place the remote extender 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 **high quality DVI cable**.
3. Plug in your USB device(s) into the USB ports on the remote extender.
4. Plug the 5V, 3A power adapter into a suitable AC outlet near the remote extender.



## Connecting the Local Extender to the Remote Extender



While unshielded cabling may be used, to ensure proper operation, it is recommended that solid core CAT 6a/7 STP cabling be used to connect the local extender to the remote extender. The cabling must have a straight-through conductor configuration with no crossovers and must be terminated with CAT 6a/7 connectors to qualify as CAT 6a/7.

### With Surface Cabling:

1. Plug one end of the CAT 5e/6/7 cabling (not included) into the Link port (RJ45) on the local extender.
2. Plug the other end of the CAT 5e/6/7 cabling into the Link port (RJ45) on the remote extender.

### With Premise Cabling:

1. Plug one end of a CAT 5e/6/7 patch cord (not included) into the Link port (RJ45) on the local extender.
2. Plug the other end of the patch cord into the CAT 5e/6/7 information outlet near the host computer.
3. Plug one end of the second CAT 5e/6/7 patch cord (not included) into the Link port (RJ45) on the remote extender.
4. Plug the other end of the second patch cord into the CAT 5e/6/7 information outlet near the USB device(s).

## 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.
3. Check that the device is detected and installed properly in the operating system.

## Powering the Extender System

1. Power the Local Extender with the included 5V AC adapter.
2. Power the Remote Extender with the included 5V AC adapter.

**! 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.**

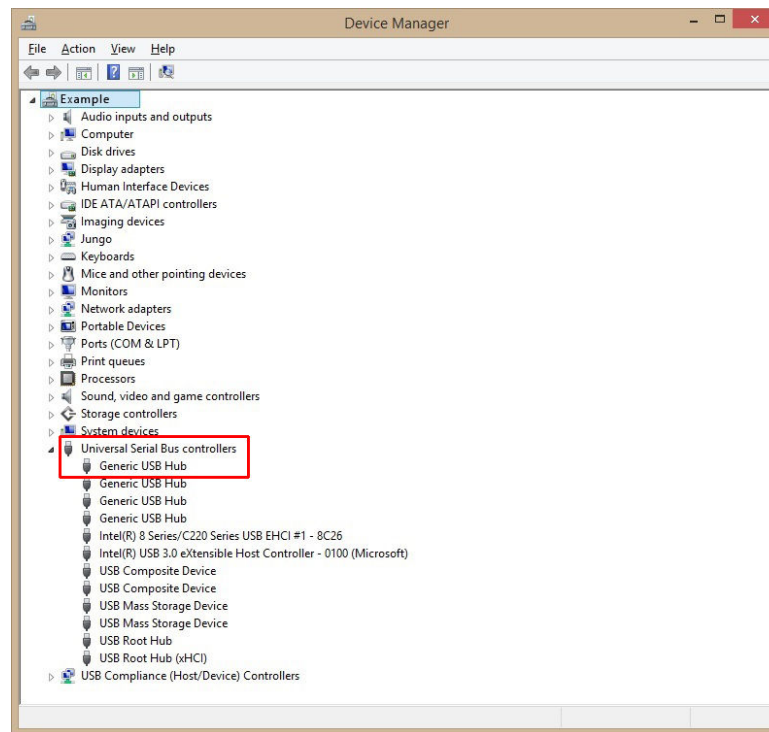
## Checking the Installation

1. On the local and remote extender units, check that the Power, Link, USB, and Video LEDs are on. If the Link LED is off, then the cabling between the local and remote extenders is not installed properly or is defective.
2. Check to see if the USB LED is on and the Video LED is blinking or on; if they are not 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.
3. For Windows users, open Device Manager to confirm that the USB functionality of the VU5353 has been installed correctly. Expand the entry for Universal Serial Bus controllers by clicking the “+” sign. If the VU5353 has been installed correctly, you should find it listed as one “Generic Hub”.



To open Device Manager in Windows 10/8/8.1 or Windows 7:

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



4. For OS X users, open the System Profiler to confirm that the VU5353 has installed correctly. In the left hand column under Hardware, select “USB” and inspect the right hand panel. If the VU5353 has been installed correctly, you should find it listed as a “Hub” under the USB High-Speed Bus/USB Bus.



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.

5. If the product is not displaying video or the VU5353 fails to be detected by your operating system, please consult the Troubleshooting section of this guide.

## Troubleshooting Guide

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 are off.	<ul style="list-style-type: none"> <li>The local extender is not receiving power from the power adapter.</li> </ul>	<ol style="list-style-type: none"> <li>Ensure that the power adapter is properly connected to the local extender.</li> <li>Check that the power adapter is connected to a live source of electrical power.</li> </ol>
All LEDs on remote extender are off.	<ul style="list-style-type: none"> <li>The remote extender is not receiving power from the power adapter.</li> </ul>	<ol style="list-style-type: none"> <li>Ensure that the power adapter is properly connected to the remote extender.</li> <li>Check that the power adapter is connected to a live source of electrical power.</li> </ol>
Link LEDs on local and remote extenders are off.	<ul style="list-style-type: none"> <li>There is no connection between the local and remote extenders.</li> </ul>	<ol style="list-style-type: none"> <li>Ensure a CAT 5e/6/7 cable is connected between the local and remote extenders. Ensure CAT 5e UTP or better cabling with conductor RJ45 connectors is used.</li> <li>Connect a short CAT 5e/6/7 patch cord between the local and remote extenders to determine if the original CAT 5e/6/7/ cable is defective.</li> <li>Ensure the CAT 5e/6/7 cable is as straight as possible (i.e. not coiled).</li> </ol>
Link LED on local extender is on, USB LED on local extender is off.	<ul style="list-style-type: none"> <li>The host computer is not powered on.</li> <li>The local extender is not connected to the computer.</li> <li>The computer does not support USB hubs.</li> <li>The unit is malfunctioning.</li> <li>The USB cable is defective.</li> </ul>	<ol style="list-style-type: none"> <li>Disconnect all USB devices from the remote extender.</li> <li>Disconnect the local extender from the computer.</li> <li>Disconnect the local and remote extenders from the power adapters.</li> <li>Reconnect the USB device(s) to the remote extender.</li> <li>Reconnect the local extender to the computer.</li> <li>Reconnect the local extender to the power adapter.</li> <li>Reconnect the remote extender to the power adapter.</li> <li>If the USB LED continues to stay off, contact Technical Support.</li> </ol>

<b>PROBLEM</b>	<b>CAUSE</b>	<b>SOLUTION</b>
All LEDs on both the local and remote extenders 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"> <li>• The USB device is malfunctioning.</li> <li>• The computer does not recognize the USB device.</li> <li>• The application software for the device is not operating.</li> <li>• The KVM extender product is malfunctioning.</li> </ul>	<ol style="list-style-type: none"> <li>1. Disconnect the KVM extender product from the computer.</li> <li>2. Connect the USB device directly to the USB port on the computer.</li> <li>3. If the device does not operate properly, consult the user documentation for the USB device.</li> <li>4. Update your system BIOS, chipset or USB Host controller drivers from your System/Motherboard manufacturer's website.</li> <li>5. Make sure the operating system has all the latest updates installed.</li> <li>6. If the USB 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.</li> <li>7. If the second USB device does not operate, the KVM extender product may be malfunctioning. Contact Technical Support for assistance.</li> <li>8. If the second device does operate properly, the first device may not be compatible with the KVM extender product.</li> </ol>
Blinking Video on the Sink (Monitor).	<ul style="list-style-type: none"> <li>• A poor quality or damaged CAT 5e/6/7 cable is being used.</li> <li>• The cabling is coiled.</li> </ul>	<ol style="list-style-type: none"> <li>1. Remove all loops in the CAT 5e/6/7 cable.</li> <li>2. Confirm extender operation with a CAT 5e/6/7 patch cable.</li> </ol>
Video frames are being dropped.	<ul style="list-style-type: none"> <li>• The extender is not compatible with the HDCP source and/or sink device.</li> </ul>	<ol style="list-style-type: none"> <li>1. Contact Technical Support.</li> </ol>
Video LED is off.	<ul style="list-style-type: none"> <li>• One or both of the DVI cables are not connected, are of poor quality or are malfunctioning.</li> <li>• The sink or source is not supported.</li> <li>• The KVM extender product is malfunctioning.</li> </ul>	<ol style="list-style-type: none"> <li>1. Confirm extender operation with DVI cables that are less than 78" (2m) in length and have connection between each connectors shield.</li> <li>2. Confirm extender operation with a CAT 5e/6/7 patch cable.</li> <li>3. Contact Technical Support.</li> </ol>

## Specifications

Range	Up to 100m (330 ft) over a single CAT 5e/6/7 cable. Solid core CAT 6a/7 STP recommended for best performance.
Video Resolution & Depth	1920 x 1200, 24-bit color depth
Latency	Less than 1ms
USB Device Support & Throughputs	High-Speed devices (USB 2.0) - up to 40 Mbps Full-Speed devices (USB 2.0 & 1.1) - up to 12 Mbps Low-Speed devices (USB 2.0 & 1.1) - up to 1.5 Mbps
USB Hub Support	Any single chain can include up to 4 USB hubs
USB Host Support	xHCI (USB 3.0), EHCI (USB 2.0), OHCI/UHCI (USB 1.1)
AC Adapters	Input: 100-240 V AC, 50 – 60 Hz   Output: 5V DC, 3A (15 W)
Power Available to USB Device at Remote Extender	500 mA each port
Maximum USB Devices Supported	30 USB devices
Enclosure Material	Silver anodized aluminum
Enclosure Dimensions	112 mm x 175 mm x 30 mm (4.4" x 6.9" x 1.18")
LOCAL EXTENDER	
Video Connector	1 x DVI-D In (24-pin connector)
USB Connector	1 x USB Type B Receptacle
Link Connector	1 x RJ45
REMOTE EXTENDER	
Video Connector	1 x DVI-D Out (24-pin connector)
Link Connector	1 x RJ45
USB Connector	3 x USB Type A Receptacles
ENVIRONMENTAL	
Operating Temperature Range	0°C to 40°C (32°F to 104°F)
Storage Temperature Range	-20°C to 70°C (-4°F to 158°F)
Operating Humidity	20% to 80% relative humidity, non-condensing
COMPLIANCE	
Emissions	FCC Part 15 Class A, CE Class A, ICES-003 Class A
Immunity	CE EN 55024
Environmental	RoHS2 (CE)
SUPPORT	
Warranty	2-year

## Contacting Technical Support

If you are experiencing problems not referenced in the Troubleshooting Guide, contact Technical Support at the company where you purchased this product and provide them with the following information:

- Host computer make and model
- Type of operating system installed (e.g. Windows 8.1, Windows 10, OS X 10.11, etc.)
- Part number and serial number of both the Local Extender and Remote Extender unit
- Make and model of any USB device(s) attached to the VU5353
- Description of the installation such as host PC model, transmission media used and information about the USB device(s)
- Description of the problem

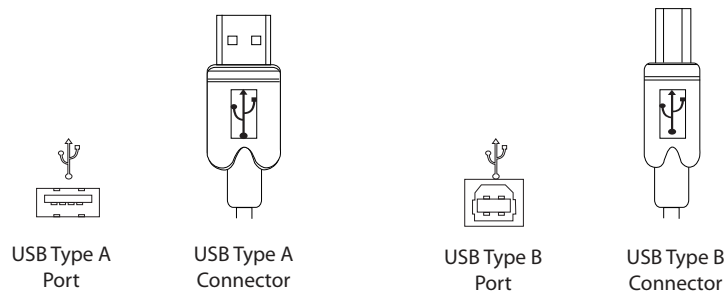
## Technical Glossary

### 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 6a/7 STP cable with Category 6a/7 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 5) 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 this 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

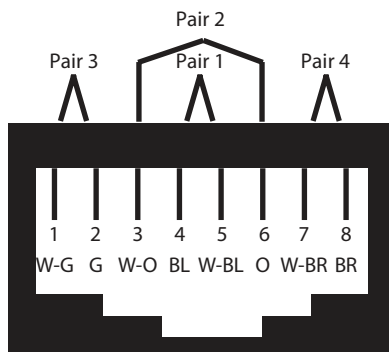


Table 2 - T568B Wiring

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

