

3. Technical Support

Prior to contacting support please ensure you have read the quick setup and manual, and then installed and setup your device as recommended.

3.1 Support Checklist

To efficiently handle your request it is necessary to complete our checklist for support and problem cases.

<http://www.ihse.de/fileadmin/redakteur/pdf/support/checklist.pdf>

Please keep the following information available before you call:

- Company, name, phone number and email
- Type and serial number of the device (see bottom of device)
- Date and number of sales receipt, name of dealer if necessary
- Issue date of the existing manual
- Nature, circumstances and duration of the problem
- Involved components (such as graphic source/CPU, OS, graphic card, monitor, USB-HID/USB 2.0 devices, interconnect cable) including manufacturer and model number
- Results from any testing you have done

3.2 Shipping Checklist

1. To return your device, contact your dealer to obtain a RMA number (Return-Material-Authorization).
2. Package your devices carefully, preferably using the original box. Add all pieces which you received originally.
3. Note your RMA number visibly on your shipment.



Devices that are sent in without a RMA number cannot be accepted. The shipment will be sent back without being opened, postage unpaid.



IHSE GmbH
Maybachstrasse 11
88094 Oberteuringen
Germany



Phone +49 7546 9248-43
Fax +49 7546 9248-48

Web www.ihse.de
E-Mail techsupport@ihse.de
Skype [ihse.support](https://www.skype.com/partner/ihse.support)

Office hours:
Monday - Thursday 8:00 am to 4:30 pm
Friday 8:00 am to 3:00 pm

Manual:

We continue to develop and improve our products, adding new functions and features on a regular basis, so we want you to always have the latest manual. For this reason, we do not include a manual in an electronic or printed form but kindly ask you to download the latest manual using the following link:

<http://www.ihse.de/fileadmin/redakteur/pdf/manuals/m476.pdf>



Draco U-Switch

Quick Setup Series 476



1. System Setup

First time users are recommended to carry out a test placement by setting up the system in a single room. This will allow you to identify and solve any cabling problems, and experiment with your system more conveniently.

1. Switch off all devices.
2. Connect the USB cables to the CPUs (CON Units) and to the U-Switch
3. Connect mouse and keyboard to the U-Switch
4. Connect the 5VDC power supply with the U-Switch
5. Power up the system. When powering the U-Switch, a boot process will be enabled. The duration depends from the size of the U-Switch (4 port version: ca. 30 sec, 8 port version: ca. 50 sec).
6. Only after completion of the boot process, the U-Switch can be used and keyboard and mouse will be enabled.

2. Specifications

2.1. Package Contents

Your extender package contains the following items:

- U-Switch
- 5VDC international power supply unit
- Country specific power cord
- Quick Setup
- 4x USB cable (1.8 m, USB type A to type B)



Additional content for K476-8U/ K476-4U2

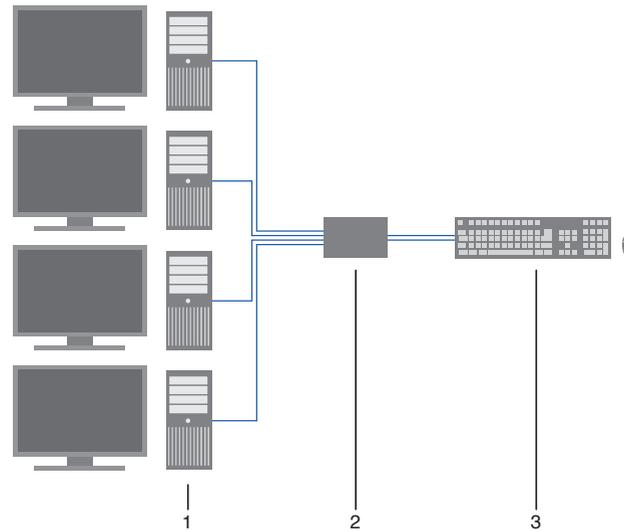
- 4x USB cable (1.8 m, USB type A to type B)



If anything is missing, contact your dealer.

2.2. System Overview

This section illustrates typical installations of the U-Switch:



1. Sources (computers, CPU, KVM extender CON units)
2. CPU Unit
Keyboard, mouse
- 3.

2.3. Operation

2.3.1. Switching via keyboard

From your console, you can switch between different monitors using a keyboard sequence as follows:

1. Open Command Mode with the ‚Hot Key‘ (2x <Right Shift>).
2. Enter the number of the specific source or monitor and confirm with the <Enter> key.

Command Mode will close and the keyboard LEDs will return to their previous status.

Keyboard and mouse are connected to the specified source or monitor.



When using the numeric keypad for switching, a confirmation of the switching operation by using the <Enter> key is not necessary.

2.3.1. Switching via mouse (panning)

When panning the mouse cursor beyond the border of the monitor, you can switch from your console to monitors located horizontally or vertically.

Monitors that are only arranged horizontally or vertically (e. g. 4x1, 8x1, 1x4, 1x8) have to be operated with the one-dimensional Multi-Screen mode. Monitors that are arranged vertically and horizontally (e. g. 2x2, 4x2) have to be operated with the two-dimensional Multi-Screen mode.

1. Activate the switching via mouse by executing the following keyboard sequences:
 - One-dimensional mode (horizontal):
,Hot Key', <x>, <1>, <Enter>
 - Two-dimensional mode:
,Hot Key', <x>, <2>, <Enter>
 - One-dimensional mode (vertical):
,Hot Key', <x>, <3>, <Enter>
2. Move the mouse pointer beyond the border of the monitor to the vertically or horizontally located monitor.
Switching to the new monitor will occur instantly.
3. Deactivate the switching via mouse by executing the following keyboard sequence:
,Hot Key', <x>, <0>, <Enter>



Additional software for calibration and positioning of the adjacent horizontal or vertical monitor.



When using sources (computers, CPUs) in multi-head operation (e. g. dual-head), the switching is only working manually via keyboard commands. Any non-observance may have a negative influence on the stability of the system.

The function cannot be guaranteed when using wireless keyboards and mice.