3. Technical Support

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

3.1 Support Checklist

To efficiently handle your request it is necessary that you complete a support request checklist.

ihse.com/checklist

Please ensure that you have 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
- Components included in the system (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
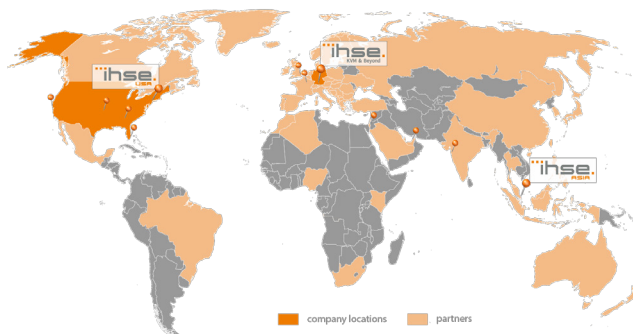
3.2 Shipping Checklist

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.

Manual

We continue to develop and improve our KVM 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:

ihse.com/m486

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Friday   8.00 am to 5.00 pm

QUICK SETUP

Draco vario SDI Extenders (Series 486)

1. System Setup

ℹ First time users are recommended to setup the system with the CPU Unit and the CON Unit in the same room as a test setup. This will allow you to identify and solve any cabling problems, and experiment with your system more conveniently.

1. Switch off all devices

CON Unit installation

2. Connect your monitor(s), keyboard and mouse to the CON Unit.

3. Connect the CON Unit with the interconnect cable(s).

4. Connect the 5VDC power supply to the CON Unit.

CPU Unit installation

5. Connect the source (e.g. SDI camera) with the supplied cables to the CPU Unit. Please ensure the cables are not strained.

6. Connect the CPU Unit to the interconnect cable(s).

7. Connect the 5VDC power supply to the CPU Unit.

8. Power the system.

ℹ To power up the system, the following sequence is recommended: Monitor – CON Unit – CPU Unit – source.

2. Specifications

2.1 Package Contents

Your extender package contains the following items:

Basic module:
- SDI Extender pair (CPU Unit and CON Unit) in the Draco vario chassis
- 1x (redundancy 2x) 5VDC international power supply unit per KVM Extender unit
- 1x (redundancy 2x) country-specific power cord

Additional content for upgrade module Digital Audio:

- RCA cable (2.5 m, Cinch, male to male)

- TOSLINK cable (1.8 m, F05, male to male)

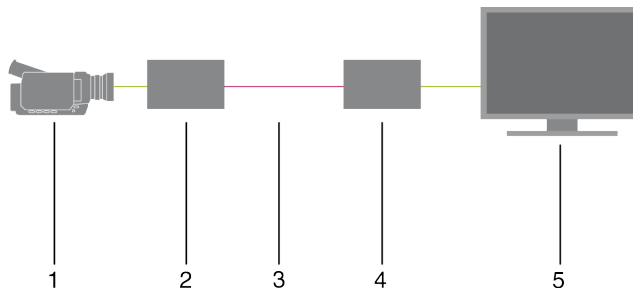ℹ If anything is missing, please contact your dealer.

2.2 System Overview

The SDI Extender consists of at least one CPU module and one CON module. The various modules are summarized respectively in a vario chassis (2-fold, 4-fold or 6-fold) at CPU site and CON site (CPU and CON Unit).

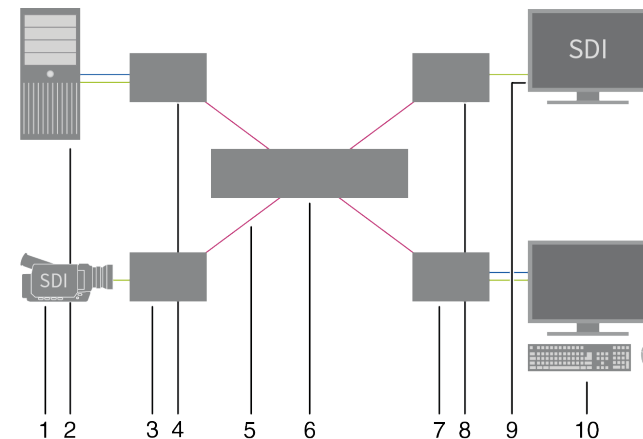The CPU module is connected directly to the source (SDI) using the supplied cables.

The CON module is connected to the monitor (SDI).

The CPU Unit and the CON modules communicate with each other through the interconnect cables.

1   2   3   4   5

1. Source (SDI)

2. SDI Extender CPU Unit

3. Interconnect cable

4. SDI Extender CON Unit

5. Console (SDI)

2.3 Example Application

1 2   3 4   5   6   7 8   9   10

SDI Extender in a KVM Matrix environment

1. Source (SDI)

2. Quelle (Computer, CPU)

3. SDI Extender CPU Unit

4. KVM Extender CPU Unit

5. Interconnect cable

6. Draco tera Matrix

7. KVM Extender CON Unit

8. SDI Extender CON Unit

9. Console (SDI)

10. Console (monitor, keyboard, mouse)

ℹ SDI Extender can be switched to KVM extenders by using a Draco tera KVM matrix.