



3. Technical Support

Prior to contacting support please ensure you have read the quick setup and manual and 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 for a RMA number (Return-Material-Authorization).
2. Package your devices carefully, preferably using the original box. Include all items originally received.
3. Note your RMA number visibly on your shipment.



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



QUICK SETUP

Draco vario ultra Secure Extender

K497-1PHCA-N
K497-1PHCRA-N
K497-1PHSA-N
K497-1PHSRA-N



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Support hours: Monday - Thursday
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8.00 am to 5.00 pm

1. System Setup

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 (computer, CPU) 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.

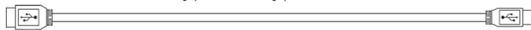
2. Specifications

2.1 Package Contents

Your extender package contains the following items:

Basic module:

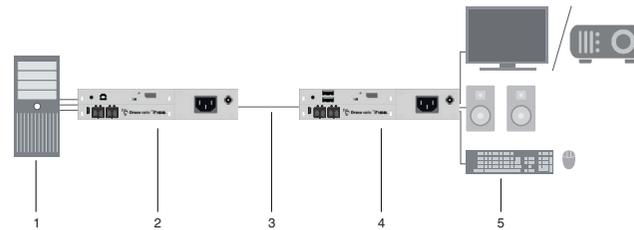
- KVM Extender pair (CPU Unit and CON Unit) in the vario chassis
- 1x (redundancy 2x) 5VDC international power supply unit per KVM Extender unit
- 1x (redundancy 2x) country-specific power cord
- DisplayPort video cable (2.0 m, DisplayPort male-to-male)
- USB cable (1.8 m, type A to type B)
- Stereo jack cable (1.6 m, 3.5 mm male connector)



i If anything is missing, please contact your dealer.

2.2 System Overview

The Draco vario Secure Extender prevents vulnerable peripherals from mediating between compromised and secure computers by ensuring that video and audio flow in a single direction.



1. Source (Computer, CPU)
2. Draco Secure CPU Unit (isolator)
3. Interconnect cable
4. Draco Secure CON Unit (isolator)
5. Console (monitor, keyboard, mouse)

2.4 Tamper Protection

The KVM Extenders are equipped with holographic anti-tampering labels to protect the product's chassis and to provide a clear visual indication if it has been opened or compromised.

2.4 Running on EDID Capture

By default, data from the internal DDC list is reported to the source (computer, CPU). If these are not optimal settings for the display device, the EDID information of the console monitor can be downloaded and stored internally. The devices have to be configured accordingly.

On all KVM Extenders with USB-HID support, the user can load the EDID information of the console monitor via keyboard command under operating conditions.

1. Press the capture button on the CON Unit.



2. Repower the CON Unit.
3. Enter Command Mode with the 'Hot Key' (default: 2x <LShift>)
4. Press the <a> key to download the DDC information of the console monitor.
5. On the PC SIDE, short-click the CAPTURE button - for less than one second.



Warning: Long-clicking the CAPTURE button sends the unit into an undesired loop. If this happens, restart the unit and repeat the procedure. At first, the EDID LED flickers for a few seconds and then lights continuously.

Note: If the EDID LED is OFF, check the connections and that the display is powered ON. Then, repeat the procedure.

6. Repower the CPU Unit.
7. Restart the source (computer, CPU) to detect the new EDID.

The video mode has been readjusted. Screen quality should be optimal. The CPU should now show the console monitor as the current screen, together with the available video resolutions.

The EDID information of the console monitor was loaded once. Reloading is possible by repeating the operation.