MiniView[™] Dual View USB KVMP Switch

User Manual (GCS1742 / GCS1744)



Thank you for purchasing one of the industry's most feature-rich dual display KVMs, with USB peripheral sharing and audio technology. You'll save money and space by eliminating the need for multiple monitors, keyboards, mice, as well as USB peripheral devices such as printers, scanners, and more. Up to 127 USB devices can be daisy chained from this KVMP switch. Sharing speakers and a microphone also offers extra value and convenience for the users.

USB and KVM technology together makes cross-platform management easy. A single USB console can control a PC and a Mac workstation, and share peripherals and audio between the computers.

We hope you'll enjoy using your Miniview Dual View USB KVMP switch, yet another first-rate connectivity solution from IOGEAR

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This package contains:

- 1 x GCS1742 or GCS1744 USB KVM Switch
- 2 x Custom 6' Audio/Video Cables (4 for GCS1744)
- 2 x Custom 6' USB/Video Cables (4 for GCS1744)
- 1 x Firmware Upgrade Cable
- 1 x User Manual
- 1 x Quick Start Guide
- 1 x Warranty/Registration Card

NOTE: The Power Adapter for the GCS1742/GCS1744 is optional, as the unit obtains its power from the USB port on your computers. If you would like to purchase the power adapter for the unit, please visit www.iogear.com. Refer to IOGEAR Part#: 0AD8-0005-261

Check to make sure that all the components are present and that nothing was damaged in shipping. If you encounter a problem, contact your dealer.

Read this manual thoroughly and follow the installation and operation procedures carefully to prevent any damage to the unit, and/or any of the devices that connect to it.

Overview

The GCS1742/GCS1744 USB KVM Switch brings dual head video functionality to IOGEAR'S USB KVM switch technology. Now, two (GCS1742) or four (GCS1744) dual head computers can be accessed and controlled from a single console that consists of a USB keyboard, USB mouse, and two VGA, SVGA, or Multisync monitors.

In addition, the GCS1742/1744 incorporates a two port USB hub that allows each of the computers to share any USB peripherals connected to the hub on a one-computer-at a time basis. Recognizing the importance of sound, the switches are also audio enabled. A single microphone can provide audio input to each of the computers, and you can listen to the audio output of each computer on a single set of speakers (on a one-at-a-time basis).

The GCS1742/GCS1744 independent (asynchronous) switching feature allows independent switching of the KVM, USB hub, the second display channel, and audio focus. If you wish, you can give one computer the KVM console focus, another the USB hub focus, while a third has the audio focus.

Setup is fast and easy; simply plug cables into their appropriate ports. There is no software to configure, no installation routines, and no incompatibility problems.

Features

- · Provides a second video channel to support computers with dual displays
- Two USB ports for USB peripheral sharing (such as printers, scanners, etc.)
- · Audio jacks for audio sharing between computers
- Independent (asynchronous) switching of the KVM, USB, and audio focus
- Fully compliant with the USB 1.1 specification
- · Easy to install no software required connecting cables is all it takes
- · Computer selection via push button switches or hotkeys
- · LED display for easy status monitoring
- Auto Scan Mode for monitoring all computers
- · Keyboard and mouse emulation for error free booting
- Superior video quality 2048 x 1536; DDC2B
- Hot pluggable add or remove computers for maintenance without powering down the switch
- Upgradeable firmware
- Supports Windows 98SE or higher, Mac OS 8.6 or higher, SUN Blade 2000/100, (Sun Solaris 8 or higher) Unix and Linux RedHat 7.1 or higher

System Requirements

Console

Two VGA monitors USB style mouse USB style keyboard

Computer

Two available VGA ports Type A USB port

Audio

Only two-piece, powered speakers system supported

Front View



1. Port selection buttons

- Press a switch to access the computer attached to its corresponding port.
- Press buttons 1 and 2 simultaneously for 2 seconds to start *Auto Scan Mode*.

2. Port LEDs

The Port LEDs are built into the Port Selection Switches. The upper ones are the KVM Port LEDs; the lower ones are the USB LEDs.

Introduction

KVM:

- Lights DIM ORANGE to indicate that the computer attached to the corresponding port is up and running (On Line).
- Changes to BRIGHT ORANGE to indicate that the computer attached to its corresponding port is the one that has the KVM focus (Selected).
- Flashes to indicate that the computer attached to its corresponding port is being accessed under Auto Scan mode.

USB:

- Lights DIM GREEN to indicate that there is a USB cable connection to the computer. Does not light if there is no USB connection to the computer (see the installation diagram on p. 10).
- Changes to BRIGHT GREEN to indicate that the computer attached to its corresponding port is the one that has access to the USB peripherals.

3. USB Port

Connect one USB peripheral (printer, scanner, etc.) here to share with your computer in your KVM setup.

Introduction

Back View



1. Power Jack

If you choose to use external power, the power adapter cable plugs into this jack.

Note: Use of a power adapter (DC 5V) is optional, and requires a separate purchase. Refer to IOGEAR Part#: 0AD8-0005-261

2. Firmware Upgrade Port

The Firmware Upgrade Cable that transfers the firmware upgrade data from the administrator's computer to the GCS1742/GCS1744 plugs into this RJ-11 connector.

3. Console Port Section

The cables from your console components (keyboard, mouse, monitors, speakers and microphone), plug in here. Each port is marked with an icon to indicate itself.

4. CPU Port Section

The cables that link the switch to your computers plug in here*. Each CPU port is comprised of two connectors:

Introduction

• The upper connector carries the audio data (microphone and speakers) and the video data for monitor B;

• The lower connector carries the USB data (keyboard, mouse, and peripherals) and the video data for monitor A.

*Only cables specifically designed to work with this switch can be used. **DO NOT** attempt to use ordinary 15-pin VGA connector cables to link these ports to the computers.

5. USB Port

Connect one USB peripheral (printer, scanner, etc.) here to share with your computer in your KVM setup.

Before you Begin

1. Make sure that power to all the devices you will be connecting up have been turned off. You must unplug the power cords of any computers that have the *Keyboard Power On* function. Otherwise, the switch will receive power from the computer.

2. Make sure that all devices on the installation are properly grounded.

Cable Connection

1. Plug your Console devices (USB keyboard, USB mouse, VGA monitors, microphone and speakers), into the switch's Console Ports. Note: Only supports two-piece, powered speakers.

2. Use the *Port A* KVM cable (the one with the USB connector) to connect any available CPU **A** port to the first VGA port and the USB port of the computer you are installing.

3. Use the *Port B* KVM cable (the one with the microphone and speaker connectors) to connect the CPU **B** port to the second VGA port and the audio jacks of the computer you are installing.

Note: Be sure that the Port B cable is in the same CPU port as the Port A cable (ex: if connecting to CPU1, then connect one cable to 1A port and the other to 1B port)

4. Connect your USB peripherals to the USB ports located on the front and rear panels.

5. If you choose to use external power, plug the power adapter cable into the switch's Power Jack, then plug the power adapter into an AC power source.

Note: The power adapter (optional) should be DC5V 2.6A with the inside positive and the outside negative:

6. Turn on the power to the computers.

Installation



Hot Plugging

The GCS1742/GCS1744 supports USB hot plugging – components can be removed and added back into the installation by unplugging their cables from the USB hub ports without the need to shut the unit down.

Powering Off and Restarting

If it becomes necessary to Power Off the KVM unit, before starting it back up you must do the following:

- 1. Shut down all the computers that are attached to the switch.
- 2. Unplug power adapter cable from the switch
- 3. Wait 10 seconds, then plug the switch's power adapter cable back in.
- 4. After the switch is up, Power On the computers.

NOTE: If the KVM switch has become unresponsive or shows erratic behavior, it is highly suggested that you unplug all cables from the KVM (all KVM cables and power cable) and leave the unit disconnected for 30 minutes. After this, plug all the KVM cables back and power ON the unit.

Port ID Numbering

Each CPU port on the GCS1742/GCS1744 switch is assigned a port number (1 or 2 for GCS1742; 1 to 4 for GCS1744). The port numbers are marked on the rear panel of the switch.

The Port ID of a computer is derived from the CPU port number it is connected to. For example, a computer connected to CPU port 2 has a Port ID of 2.

The Port ID is used to specify which computer gets the KVM USB peripheral, and audio focus with the Hotkey port selection method.

Port Switching

There are two ways to access the computers in your KVM setup:

- Manual switching pressing the push-buttons on the unit's front panel
- · Hotkey switching entering commands from the keyboard

Operation

Manual Switching

- 1. Press and release a port selection switch to bring the KVM focus to the computer attached to its corresponding port. The USB and Audio focus does not change; they stay on the port that they're already on.
- 2. Press and hold a port selection switch for more than 2 seconds to bring the KVM, USB, and Audio focus to the computer attached to its corresponding port
- 3. Press and hold port selection switches 1 and 2 for more than two seconds to start Auto Scan Mode. *Tip: To stop Auto Scan mode, simply press any of the port selection switches on the KVM.*

Hotkey Operation

The GCS1742/GCS1744 provides an extensive, easy-to-use, hotkey function that makes it convenient to control and configure your KVM installation from the keyboard.

NOTE: The table below assumes the use of a PC-compatible keyboard with the Scroll Lock key. If you are using a MAC keyboard (or a keyboard that does not have Scroll Lock key), refer to the section in the manual "Alternate Port Switching Keys" for information on reconfiguring the KVM's hotkeys



Hotkey Operation

Port Switching

All port switching functions begin by quickly tapping the Scroll Lock key twice: [Scroll Lock], [Scroll Lock], followed by any of the keys indicated on the table below.

If using the *Scroll Lock* key is not feasible, you can configure the KVM to use the *Control* key instead. Refer to Page 26 for more details and MAC keyboard instructions.

| HOTKEYS | ACTIONS |
|---|--|
| [Scroll Lock] [Scroll Lock] [Enter] | Brings the KVM, USB hub, and Audio focus from the current port to the next port on the KVM. |
| [Scroll Lock] [Scroll Lock] [K] [Enter] | Brings only the KVM focus from the current port to the next port on the installation. The USB hub and Audio focus remain where they are. |
| [Scroll Lock] [Scroll Lock] [U] [Enter] | Brings only the USB hub focus from the current port to the next port. The KVM and audio focus remain where they are. |
| [Scroll Lock] [Scroll Lock] [S] [Enter] | Brings only the audio focus form the current port to the next port. The KVM and USB hub focus remain where they are. |
| [Scroll Lock] [Scroll Lock] [n] [Enter] | Brings the KVM, USB hub, and audio focus to the computer attached to the port corresponding to the specified Port ID. |
| [Scroll Lock] [Scroll Lock] [n] [K] [Enter] | Brings only the KVM focus to the computer attached to the specified port. The USB hub and audio focus remain where they are. |
| [Scroll Lock] [Scroll Lock] [n] [U] [Enter] | Brings only the USB hub focus to the computer attached to the specified port. The KVM and audio focus remain where they are. |
| [Scroll Lock] [Scroll Lock] [n] [S] [Enter] | Brings only the audio focus to the computer attached to the specified port. The KVM and USB hub focus remain where they are. |
| [Scroll Lock] [Scroll Lock] [n] [K] [U] [Enter] | Brings the KVM and USB hub focus to the computer attached to the specified port. The audio focus remains where it is. |
| [Scroll Lock] [Scroll Lock] [n] [K] [S] [Enter] | Brings the KVM and audio focus to the computer attached to the specified port. The USB hub focus remains where it is. |
| [Scroll Lock] [Scroll Lock] [n] [U] [S] [Enter] | Brings the USB hub and audio focus to the computer attached to the specified port. The KVM focus remains where it is. |

Note: The n stands for the computer's Port ID number (1, 2, 3, or 4). Replace the n with the appropriate Port ID when entering hotkey combinations.

Auto Scanning

| Hotkey | Action |
|--|---|
| [Scroll Lock] [Scroll Lock] [A] [Enter] | Starts Auto Scan. The KVM focus cycles from port to port at 5 second intervals. |
| [Scroll Lock] [Scroll Lock] [A] [n] [Enter] | Starts Auto Scan. The KVM focus cycles from port to port at n second intervals. The value for n can be 1 to 99. |

Note:

- While Auto Scan is active, ordinary keyboard and mouse functions are suspended only Auto Scan mode compliant keystrokes and mouse clicks can be entered. You must exit Auto Scan mode to regain normal console control.
- Although the video focus switches from port to port, the keyboard, mouse, and USB focus doesn't switch.

Hotkey Setting Mode

Invoking Hotkey Mode

For all Hotkey operations, you must use the number keypad on the right side of your keyboard.

To Invoke Hotkey Mode (PC-Compatible keyboard):

1. Press and hold Num Lock key for two seconds

- 2. Press and hold Minus key [] for one second
- 3. Release Minus key [] and within one second also release Num Lock key

The KVM will now enter Hotkey mode; indicated by blinking of the Caps Lock and Scroll Lock LEDs on the top right-hand corner.



Minus

To invoke Hotkey Mode (Mac keyboards):

- 1. Press and hold Clear key for two seconds
- 2. Press and hold Minus key [] for one second
- 3. Release Minus key [] and within one second also release Clear key

The KVM will now enter Hotkey mode; indicated by blinking of the Caps Lock LED. On some MAC keyboards, this LED is located on the center of the Caps Lock key.



Mac keyboard

Clear

Hotkey Operation

Note:

• If using the *Num Lock* and *Minus* key to invoke Hotkey function is not optimal for your setup, refer to the next page to change the hotkey invocation keys.

When **Hotkey Mode** is active, the Caps Lock and Scroll Lock LEDs flash in succession to indicate that HSM is in effect. They stop flashing and revert to normal status when you exit HSM.

Ordinary keyboard and mouse functions are suspended – only Hotkey compliant keystrokes and mouse clicks can be input.

At the conclusion of some hotkey operations, you automatically exit Hotkey mode. With some operations, you must exit manually by pressing the **Esc** or **Spacebar** on your keyboard.

Alternate Hotkey Mode Invocation Keys

In case the default Hotkey Mode invocation keys (Num Lock and Minus) are not optimal in your setup, you may change them to **Ctrl** and **F12**, respectively.

To switch to an alternate Hotkey Mode invocation, do the following:

- 1. Invoke Hotkey Mode (see page 22 for PC keyboard and page 23 for Mac keyboard)
- 2. Press and release ${\bf H}$
- 3. This will change the Hotkey Mode invocation key to Ctrl and F12 (instead of Num Lock and Minus).

Note: This procedure is a toggle between the two methods. To revert back to the original HSM invocation keys, repeat the above procedure again.

Alternate Port Switching Keys

The port switching activation keys can be changed from tapping Scroll Lock key twice ([Scroll Lock] [Scroll Lock]) to tapping Ctrl key twice ([Ctrl] [Ctrl]).

If you have a Mac keyboard (or your keyboard does not have Scroll Lock), you can change the port switching activation keys by doing the following:

- 1. Invoke Hotkey Mode (see page 22 for PC keyboard and page 23 for Mac keyboard)
- 2. Press and release T

Now you can tap [Ctrl], [Ctrl] to initiate port switching (see Table on page 20). Please note that any hotkey operations in the manual that use Scroll Lock, will now work with the new [Ctrl][Ctrl] port switching key. Note: This procedure is a toggle between the two methods. To revert back to the original port switching keys, repeat the above procedure.

Keyboard Operating Platform

The GCS1742/GCS1744 default port configuration is for a PC Compatible keyboard operating platform. If you have a Mac attached to a port, you can change a port's keyboard operating platform configuration as follows:

- 1. Bring the KVM focus to the desired port
- 2. Invoke Hotkey mode (see page 22-23)
- 3. Press and release the appropriate Function key (see table).

| FUNCTION KEY | OPERATION |
|--------------|--|
| [F2] | Sets the Mac keyboard operating platform. |
| [F3] | Sets the Sun keyboard operating platform* |
| [F10] | Auto detects the keyboard operating platform (for PC Compatible systems) |

* The first time the Sun system runs from a port, you must configure its port for the Sun keyboard operating platform *before* you turn on the system; otherwise, the Sun system will not start.

Hotkey Operation

List Hotkey Settings

To see a list of the current hotkey settings, do the following:

- 1. Invoke Hotkey Mode (see page 22-23)
- 2. Open a text editor (such as Notepad or Word)
- 3. Press F4 on your keyboard to 'paste' this information

USB Reset

If the USB loses focus and needs to be reset, do the following:

- 1. Invoke Hotkey Mode (see page 22-23)
- 2. Press and release F5 function key

Hotkey Beeper Control

The beep sound the KVM makes when switching can be Toggled ON and OFF by doing the following:

- 1. Invoke Hotkey Mode (see page 22-23)
- 2. Press and release B

Disable Port Switching Keys

To disable the port switching keys (Scroll Lock or Ctrl), please do the following:

- 1. Invoke Hotkey Mode (see page 22-23)
- 2. Press [X] [Enter]

Note: This procedure is a toggle. To re-enable the keys, repeat the procedure above.

Firmware Upgrade Mode

To set the GCS1742/GCS1744 in firmware upgrade mode:

- 1. Invoke Hotkey Mode
- 2. Key in: upgrade
- 3. Press [Enter]

Note: The front panel LEDs will flash to indicate that the KVM is in firmware upgrade mode. To exit firmware upgrade mode, you must power off the switch.

Restore Default Settings

To reset the GCS1742/GCS1744 to its factory default settings, do the following:

- 1. Invoke Hotkey Mode
- 2. Press [R] [Enter]

Operation

Sun Keyboard Emulation

| PC KEYBOARD | SUN KEYBOARD |
|--------------|--------------|
| [Ctrl] [T] | Stop |
| [Ctrl] [F2] | Again |
| [Ctrl] [F3] | Props |
| [Ctrl], [4] | Undo |
| [Ctrl] [F5] | Front |
| [Ctrl] [F6] | Сору |
| [Ctrl] [F7] | Open |
| [Ctrl] [F8] | Paste |
| [Ctrl] [F9] | Find |
| [Ctrl] [F10] | Cut |
| [Ctrl] [4] | (moon icon) |
| [Ctrl] [H] | Help |

Sun Keyboard Emulation

| PC KEYBOARD | SUN KEYBOARD |
|-------------|--------------|
| [Ctrl] [1] | Mult |
| [Ctrl] [2] | V_DN |
| [Ctrl] [3] | V_UP |
| [Win] | Compose |

Operation

MAC Keyboard Emulation

| PC KEYBOARD | MAC KEYBOARD |
|------------------------|---------------|
| [Shift] | Shift |
| [Ctrl] | Ctrl |
| [Win] | \mathcal{H} |
| [Ctrl], [4] | |
| [Alt] | L Alt/Option |
| [Ptr_Sc] | F13 |
| [Scroll Lock]* | F14 |
| [Desktop Menu] | = |
| [Enter] | Return |
| [Backspace] | Delete |
| [lns] | Help |
| [Ctrl], [Desktop Menu] | F15 |

The Windows-based Firmware Upgrade Utility (FWUpgrade.exe) provides a smooth, automated process for upgrading the KVM switch's firmware. To run the firmware, you will need to use a windows based PC with an available serial port.

The Utility comes as part of a Firmware Upgrade Package that is specific for each device. New firmware upgrade packages are posted on our web site as new firmware revisions become available. Check the web site regularly to find the latest packages and information relating to them:

http://www.iogear.com

Before You Begin

To prepare for the firmware upgrade, do the following:

- 1. From a computer that is not part of your KVM installation, go to the IOGEAR support site and select the product part number (GCS1742 or GCS1744) to get a list of available Firmware Upgrade Packages.
- 2. Choose the Firmware Upgrade Package you want to install (usually the most recent), and download it to your computer.
- **3.** Use the *Firmware Upgrade Cable* provided with this unit, to connect to a serial port on your computer to the *Firmware Upgrade Port* of your switch.

The Firmware Upgrade Utility

- 4. Shut down the computers on your MiniView[™] Extreme installation and make sure you have set the KVM in firmware upgrade mode as instructed under section Hotkey operation → Firmware upgrade mode
- 5. Make sure the power is plugged into the KVM.

Once the power is plugged in and the switch is set to upgrade, all of the amber lights on the KVM will flash once per second. Now you are ready to run the firmware upgrade utility.



Starting the Upgrade

To upgrade your firmware:

1. Run the downloaded Firmware Upgrade Package file - either by double-clicking the file icon, or by opening a command line and entering the full path to it.

2.The Firmware Upgrade Utility *Welcome* screen appears:

Read and *Agree* to the License Agreement (enable the I Agree radio button).

| S Firmware Upgrade Utility |
|--|
| Welcome to Firmware Upgrade Unlity. |
| Put your device into Firmware Upgrade Mode; connect its Firmware Upgrade Port to your computer with the Firmware Upgrade Cable, or via Ethernet; agree to the Licenze Agreement; Then Click Next. |
| LICENSE AGREEMENT |
| LICENSE GRANT |
| A TBN interactional Co. (i.d. ("Locasor") primits to you a non-exclusion prior moderable locase to a scores and use IREMWARES UNFORMED ("UIDIT) ("due "provide") drame due "Tarco" and softh labor- you may similal the Product on shared fails or other scorese devices install and uses the Froduct on a fails score for two on a stared for the product on each prior main starting and the score for atoms prior devices or (fail use of the Froduct over such antivects; and make hackny copies of the Froduct as |
| RESTRICTIONS |
| You agree not to mohify, adapt, translate, reverse engineer, oecompile, disassemble or otherwise attempt to denove the source code of the Product, or create determines works based on the Product, or remove any proprinting sections or halve on the Product, and create program, its cleaness of patient product notions. You may not enkinesse the Product or otherwise allow others to use the Product housed to you. |
| @ 1 Agree C I Don't Agree |
| Help Alout Sack Next Cancel |

The Firmware Upgrade Utility

3. Click Next to continue. The Firmware Upgrade Utility main screen appears:

The Utility inspects your installation. All the devices capable of being upgraded by the package are listed in the *Device List* panel.

| checked, the utility peri | tion is never, the utility lets you decide whether to continue or not. If it is not forms the upgrade directly. |
|---------------------------------|--|
| Click Next to begin. | (h h -) / |
| MAIN : 001-001 101 : 001-002 | > Loading & testing files > Loading & testing files > Loading & testing files: OK |
| 102:001-003 | > Neurolung for devices |
| | |
| | |
| Device Description | |
| | |
| | |
| | |

4. As you select a device in the list, its description appears in the *Device Description* panel.

| Click Next to begin. | |
|---|---|
| Device List: MAIN FC01 C01 IO1 : 001-002 IO2 : 001-003 | Status Messges: V Loading & testing files > Loading & testing files OK > Searching for devices |
| | |
| D D | |
| CPU : W78E516 Device F/W: Ver 1.3.122 Upgrade F/W: Ver 1.0.06 MID: 001-001 | io |
| | |

The Firmware Upgrade Utility

 After you have made your device selection(s), Click Next to perform the upgrade.

If you enabled *Check Firmware Version*, the Utility compares the device's firmware level with that of the upgrade files. If it finds that the device's version is higher than the upgrade version, it brings up a dialog box informing you of the situation and gives you the option to continue or cancel.



If you didn't enable *Check Firmware Version*, the Utility installs the upgrade files without checking whether they are a higher level, or not.

The Firmware Upgrade Utility

As the Upgrade proceeds status messages appear in the Status Messages panel, and the progress toward completion is shown on the *Progress* bar.

After the upgrade has completed, a screen appears to inform you that the procedure was successful:

Click **Finish** to close the Firmware Upgrade Utility.

| Pirmware Upgrade Utility The Firmware upgrade was succe Citich Enclosed and the set of the set o | esful. |
|---|--------------------------------------|
| Denies Lists | States Manager |
| MAIN: 001-001 801:001-002 802:001:003 | Londing E statusg (Me |
| Device Description CPU: WY8E516 Device FW: Ver 1.3.122 Uygeds FWI: Ver 1.0.090 MID: 001-001 | > Uppring david provide 102 (101 003 |
| Help View Log | Cancel |

Fireware Upgrade

If the upgrade failed to complete successfully a dialog box appears asking if you want to retry. Click **Yes** to retry. If you click **No**, the *Upgrade Failed* screen appears:

| Firmware Upgrade Utili | y X |
|---------------------------|--|
| The Firmware upgrade fa | ind |
| Click Geneal to close the | vility, then by again. |
| Denico Listz | Satu Mengest |
| -Donos Description | Constant Service Life Constant Cons |
| P Clasck Farmence Venio | e Press. |
| Hidg Vi | ex Log |

Click **Cancel** to close the Firmware Upgrade Utility. See the next section, *Firmware Upgrade Recovery*, for how to proceed.

Firmware Upgrade Recovery

There are basically three conditions that call for firmware upgrade recovery:

- When you begin a firmware upgrade, but decide not to proceed with it.
- When the Mainboard firmware upgrade fails.
- When the I/O firmware upgrade fails.

To perform a firmware upgrade recovery, do the following:

1. Slide the *Firmware Upgrade Recovery Switch* 1. (see p. 8 drawing) to the **Recover** position.

- 2. Power off and restart the switch.
- 3. Slide the *Firmware Upgrade Recovery Switch* back to the **Normal** position.
- 4. Repeat Step 2.

Appendix

Troubleshooting

| Symptom | Possible Cause | Action |
|--|--|--|
| Erratic behavior | Unit not receiving enough power | Use a DC 5V power adapter if you are not already using one. If you are already using a power adapter, check that it matches the system specification (DC 5V), and that it is plugged in and functioning properly. Part# 0AD8-0005-261 |
| Keyboard and/or Mouse not responding | Keyboard and/or mouse need to be reset | Press and hold port selection switches 1 and 2 for two seconds. (GCS1734 only.) |
| | | Unplug the cable(s) from the console ports(2), then plug it/them back in. |
| | No connection to the computer | Check the cable from the switch to the computer to make sure it is properly connected. |
| USB devices not responding | KVM switch needs to be reset | Power off all devices on the installation; power off the KVM switch; wait five seconds; then power up. |
| | | Unplug the device's USB cable from the USB port on the switch's rear panel, then plug it back in. |
| | | Use the USB Reset hotkey combination, to reset the USB ports. |

Specification

| Function | GCS1742/GCS1744 |
|-----------------------|------------------------------|
| Computer connections | 2 for GCS1742; 4 for GCS1744 |
| CPU Port Selection | Push-buttons; Hotkey |
| LED: On-Line/Selected | Orange |
| LED: USB Link | Green |
| Console Connectors: | |
| Keyboard | 1 x USB Type A |
| Mouse | 1 x USB Type A |
| Video | 2 x HDB-15-F |
| Audio | 1 x Stereo, 1 x Mic |
| CPU Connectors | 1 x USB Type A |
| USB Peripheral ports | 1 x USB Type A |

Specification

| Function | GCS1742/GCS1744 |
|--------------------------|---|
| Firmware Upgrade Port | 1 x RJ-11 |
| Power Jack | 1 x 5v DC |
| Scan Interval | 1-99 secs |
| Keyboard/Mouse Emulation | USB |
| Resolution | Up to 2048 x 1536; DDC2B |
| Power Consumption | GCS1742: DC 5v; 1.25W; GCS1744: DC 5v, 1.35W |
| Power Adapter (optional) | DC 5V; 2.6A |
| Operating Temperature | 0 – 50 c |
| Storage Temperature | -20 – 60 C |
| Humidity | 0 – 80% RH |
| Housing | Metal |

Technical Support

If you need technical support, please check out our IOGEAR Tech Info Library (T.I.L.) at **www.iogear.com/support** for the latest tips, tricks, and troubleshooting. The IOGEAR T.I.L. was designed to provide you with the latest technical information about our products. Most of the answers to your questions can be found here, so please try it out before contacting technical support.

Technical support is available Monday through Friday from 8:00 am to 5:00 pm PST and can be reached at (949) 453-8782.

WARNING!!! This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause interference to radio communications. This equipment has been tested and found to comply with the limits for a Class B computing device pursuant to Subpart J of Part 15 of FCC Rules, which are designed to provide reasonable protection against such interference when operated in a commercial environment. Operation of this equipment in a residential area is likely to cause interference, in which case the user at his own expense will be required to take whatever measures may be required to correct the interference.

Limited Warranty

IN NO EVENT SHALL THE DIRECT VENDOR'S LIABILITY FOR DIRECT, INDIRECT, SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES RESULTING FROM THE USE OF THE PRODUCT, DISK, OR ITS DOCUMENTATION EXCEED THE PRICE PAID FOR THE PRODUCT.

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