

# User Guide

November 2009

## CATx KVM Extender Local Hubs

### Standard Hubs

Model SDRK/6

Model SDRK/6D

Model SDRK/12

### Serial Hubs

Model SDRK/6S

Model SDRK/6SD

### Audio/Serial Hubs

Model SDRK/6A

Model SDRK/6AD



## Cautions and Notes

The following symbols are used in this guide:



**CAUTION.** This indicates an important operating instruction that should be followed to avoid any potential damage to hardware or property, loss of data, or personal injury.



**NOTE.** *This indicates important information to help you make the best use of this product.*

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## Safety Precautions and Installation Guidelines

To ensure reliable and safe long-term operation please note the following installation guidelines:

- Do not use to link between buildings.
- Only use in dry, indoor environments.
- If the building has 3-phase AC power, try to ensure that equipment connected to the Local and Remote Units is on the same phase.
- Try not to route the CATx link cable alongside power cables.
- The use of shielded CATx cable is recommended to maintain compliance.
- Ensure that the system connected to the Local Unit is connected to power ground.
- This product is not suitable for use in isolated medical environments.



- To safeguard against personal injury and avoid possible damage to equipment or property, please observe the following:
  - Only use power supplies originally supplied with the product or manufacturer-approved replacements. Do not attempt to dismantle or repair any power supply. Do not use a power supply if it appears to be defective or has a damaged case.
  - Connect all power supplies to grounded outlets. In each case, ensure that the ground connection is maintained from the outlet socket through to the power supply's AC power input.
  - Do not attempt to modify or repair this product, or make a connection from the CATx link interface (RJ45) to any other products, especially telecommunications or network equipment.

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# 1. Overview

## Introduction

SDRK KVM Extender Local Hubs enable high-resolution video, PS/2 keyboard and mouse, stereo audio, and serial port signals to be communicated up to 300m over Category 5, 5e or higher (CATx) cable.

A basic KVM extension system comprises a *Local Unit* (transmitter) and a *Remote Unit* (receiver). The Local Unit connects directly to the computer (or a KVM switch system) using the supplied cable(s). The user *console* (keyboard, mouse and monitor) attaches to the Remote Unit. The Remote and Local Units communicate video and data information along the connecting CATx cable (Figure 1). An SDRK Local Hub combines 6 or 12 Local Units in a rack mount chassis.

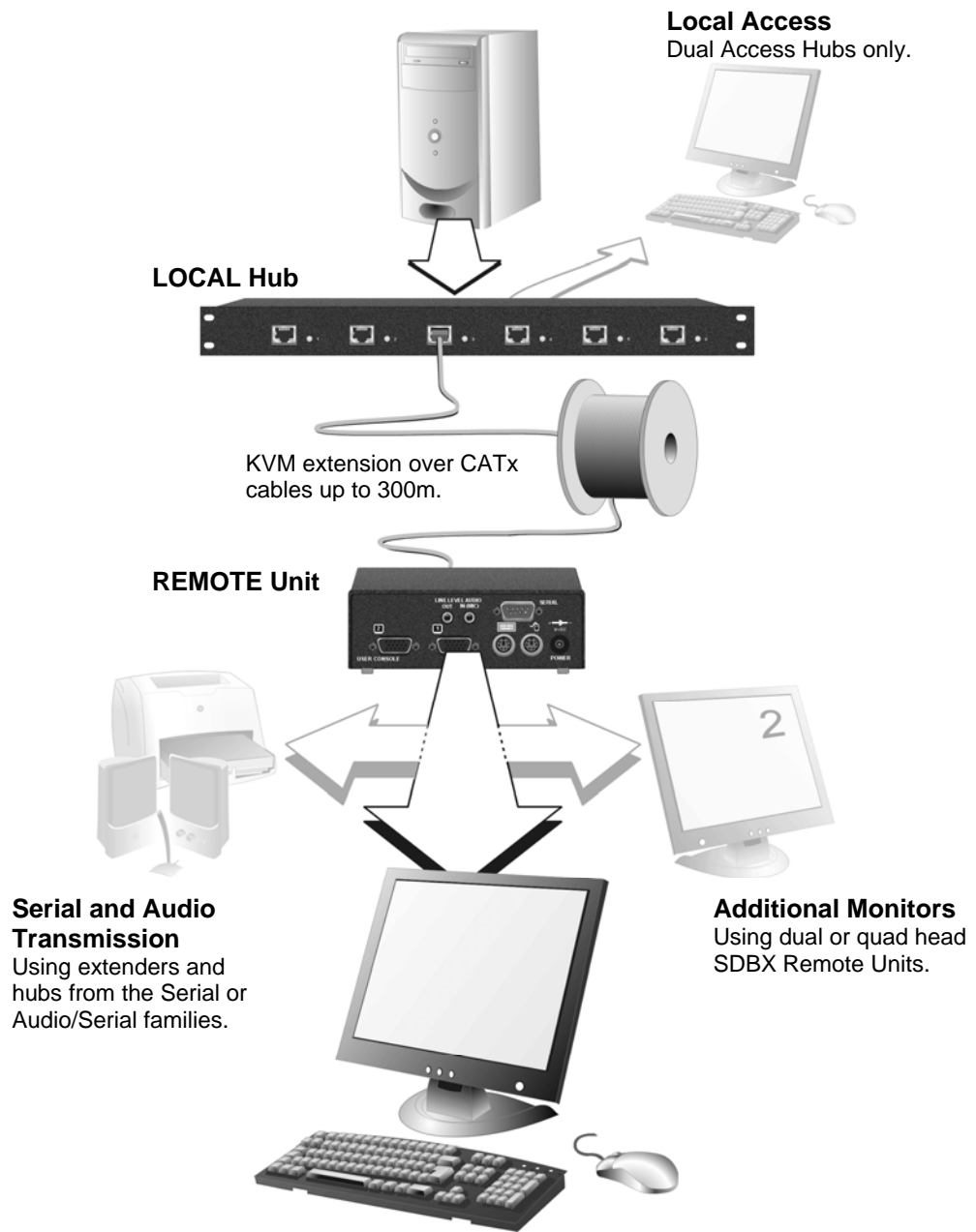
Within the product range, models are available with combinations of the following:

- Dual access: allowing a second user console at the Local Unit.
- Audio/Serial transmission: bi-directional stereo audio (16-bit digitized) and transparent serial communication up to 19.2Kbps.
- Serial transmission only: serial COM port for asynchronous RS232 devices operating at 1200, 9600 or 19,200 bps (8 data bits, no parity, 1 stop bit).

## Glossary

The following terms are used in this guide:

<b>CATx</b>	Any CAT5, 5e, 6 or higher cable.
<b>PSU</b>	Power Supply Unit.
<b>KVM</b>	Keyboard, Video and Mouse.
<b>Console</b>	A keyboard, monitor, and mouse, plus optional serial/audio devices.
<b>Dual Access</b>	A system allowing connection of local and remote user consoles.
<b>Single Head</b>	An extender system that supports one monitor.
<b>Dual Head</b>	An extender system that supports two monitors.
<b>Quad Head</b>	An extender system that supports up to four monitors.



*Figure 1 KVM extender system*



## Features

All members of the SDRK product family offer the following features:

- Support for high video resolution over extended distances.
- Fully buffered signals to ensure consistent remote operation of your PC.
- Intelligent PS/2 keyboard and mouse emulation ensures PCs do not lock-up and allows peripherals to be hot-plugged.
- Dual-Access models allow local or remote operation.
- DDC emulation in Local Unit ensures compatibility for all standard graphics modes (when used with DDC capable CPU cables).
- *Serial (no Audio) versions only*: Serial port enables any serial device to be extended (at 1.2K, 9.6K or 19.2K Baud).
- *Audio/Serial versions only*: Transparent serial port enables any serial device to be extended (up to 19.2K Baud). The serial port may be used to extend one device (requiring handshaking lines), or up to three simple serial devices (no handshaking).
- *Audio/Serial versions only*: Bi-directional stereo audio (16-bit digitized) support on certain models enables high-quality audio extension.
- Each port is normally powered individually by the connected PC. A 5V DC PSU (supplied) is required for video/serial only applications.
- Private Mode on dual-access models allows user to lock out other console.
- Rack mount chassis (1U or 2U).
- Surge protection on each RJ45 port.
- Each port uses its own separate circuit board to enhance reliability.
- SDRK Hubs are fully compatible with SDLink and SDBX Remote Units belonging to the same family (standard, serial or audio/serial).

## Product Range

This manual describes the following seven products from the SDRK range:

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### *KVM Extension Only*

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SDRK/6	6 x Single Video Channel, PS/2 KB & Mouse (Single Access)
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SDRK/6D	6 x Single Video Channel, PS/2 KB & Mouse (Dual Access)
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SDRK/12	12 x Single Video Channel, PS/2 KB & Mouse (Single Access)
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### *KVM and Serial Extension*

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SDRK/6S	6 x Single Video Channel, PS/2 KB & Mouse, Serial (Single Access)
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SDRK/6SD	6 x Single Video Channel, PS/2 KB & Mouse, Serial (Dual Access)
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### *KVM, Audio and Serial Extension*

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SDRK/6A	6 x Single Video Channel, PS/2 KB & Mouse, Serial, Stereo Audio (Single Access)
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SDRK/6AD	6 x Single Video Channel, PS/2 KB & Mouse, Serial, Stereo Audio (Dual Access)
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## Compatibility

### Interface Compatibility

- **PS/2 Keyboard:** Compatible with all standard keyboards. Certain keyboards with enhanced features may also be supported with custom firmware.
- **PS/2 Mouse:** Compatible with all standard 2-button, 3-button and wheel mice. To connect to a PC that does not have a PS/2 mouse port, an active serial converter is required - Model: *Mdapt (PS/2)*.
- **Audio:** Input and output are line-level. Amplified speakers are required. A microphone may be directly connected to the Remote Unit (optional pre-amplification).
- **Serial:** *Serial Only Hubs:* User selectable baud rates: 1.2K, 9.6K or 19.2K. *Audio/Serial Hubs:* Transparent up to 19.2K Baud (38.4K operation may be possible with some devices). The following serial signals are extended: TX, RX, RTS, CTS, DTR, DSR. In rare cases, a wiring adaptor may be required to transfer RI and DCD.
- **Video:** VGA to SXGA. Separate sync, composite sync, or sync-on-green. Maximum resolution and refresh rates depend on cable length and cable type.

### Extender Compatibility

You can use SDRK, SDLink, SDBX, and SDMX products belonging to the same family in any combination. However, it is not possible to mix Standard, Serial and Audio products within a system.

<i>Local Hub</i>	<i>Family</i>	<i>Compatible Remote Units/Hubs</i>
<b>SDRK/6</b> <b>SDRK/6D</b> <b>SDRK/12</b>	Standard	<b>SDLink/RLC</b> (also Mini Extender Remote Units supplied with SDLink/LC and SDLink/DM kits) <b>SDLink/R</b> <b>SDLink/RSW</b> (also Remote Units supplied with SDLink1, SDLink2 and SDLink2/SW kits) <b>SDRK/6R</b> <b>SDBX/R1</b> <b>SDBX/R2</b> <b>SDBX/R4</b> (also Remote Units supplied with SDBX/S1, SDBX/D1, SDBX/S2-1 and SDBX/D2 kits) <b>SDMX/R2</b> (also Remote Units supplied with SDMX/S2 and SDMX/D2 kits)
<b>SDRK/6A</b> <b>SDRK/6AD</b>	Audio	<b>SDLink/MAR</b> (also Mini Extender Remote Units supplied with SDLink/AM kit) <b>SDLink/RA</b> (also Remote Units supplied with SDLink1/AU and SDLink2/AU kits) <b>SDRK/6RA</b> <b>SDBX/RA1</b> <b>SDBX/RA2</b> <b>SDBX/RA4</b> (also Remote Units supplied with SDBX/SA1, SDBX/DA1, SDBX/SA2-1 and SDBX/DA2 kits) <b>SDMX/RA2</b> (also Remote Units supplied with SDMX/SA2 and SDMX/DA2 kits)
<b>SDRK/6S</b> <b>SDRK/6SD</b>	Serial	<b>SDLink/RS</b> (also Remote Units supplied with SDLink1/S and SDLink2/S kits)

## How to Use This Guide

This guide describes the SDRK range of KVM Extender Local Hubs. During installation and configuration, you should also refer to the manual supplied with your Remote Unit(s). Although the connection and operation of the system is relatively straightforward, you should consider the following before getting started:

### Connection & Compatibility

You will require cables to connect your CPUs to the SDRK Local Hub.

<i>Order Code</i>	<i>Description</i>
SDCK2	CPU KVM Cable Kit (1.0m PS2)
SDCK3	CPU KVM Cable Kit (3.0m PS2)
SDCK4	Serial Cable 9-way D Male-to-Female (1.8m)
SDCK5	3.5mm Dual Audio Cable (1.8m)
SDCK9	Serial Cable 9-way D Male-to-Female (1.0m)
SDCK10	3.5mm Dual Audio Cable (1.0m)

For alternative cable lengths, contact technical support.

Ensure that the Remote Units you intend to use are compatible with your SDRK Local Hub (see **Compatibility**, page 9).

For information about connection and installation, see **Installation**, page 12.

### Interconnection Cable

You will need CATx cable, terminated with RJ45 plugs, to connect the Local Hub to the Remote Units (see **Interconnection Cable Requirements**, page 12).

### Adjusting Video

Video signals become distorted when transmitted over CATx cables. To get the best from your extender system, it is *essential* that you adjust the Remote Unit to optimize the video image quality. Please refer to the **Remote Unit Configuration & Operation** section in the manual supplied with your Remote Unit.

## 2. Installation

For first-time users, we recommend that you carry out a test placement, confined to a single room, before commencing full installation. This will allow you to identify and solve any cabling problems, and experiment with the KVM extender system more conveniently.

### Package Contents

You should receive the following items in your extender package. If anything is missing, please refer to **Appendix C: Obtaining Technical Support**, page 37.

- KVM Extender Local Hub Unit.
- 5V DC PSU and power cable.
- Quick Start Guide.

### Interconnection Cable Requirements

To connect the Local and Remote Units you will need CATx (any category 5, 5e, 6 or higher) cable terminated with RJ45 plugs. Please note that shielded cable is advised to maintain regulatory EMC compliance.

Interconnect cables must be solid-core type. Stranded patch cable will give poor results over longer distances. The pairing of the cable and pinning of its connectors should normally be in accordance with EIA-568B. The following table illustrates which RJ45 connector pins the extenders use for various signals. It also details the standard EIA-568B wiring scheme that is recommended for most installations.

Looking into the RJ45 socket, Pin 1 is on the right and Pin 8 on the left.

<i>Pin</i>	<i>Color (EIA-568B)</i>	<i>Signal</i>
1	White/Orange	Blue Video
2	Orange/White	
3	White/Green	Green Video
6	Green/White	
4	Blue/White	Red Video
5	White/Blue	
7	White/Brown	Data
8	Brown/White	



*EIA-568A wiring can also be used. Contact Technical Support for details.*

*With some cables, video performance may be improved by using a cross-over patch cable at each end or an alternative RJ45 pin-out.*

## Local Hub Installation

To install the Local Hub:

1. Switch off all PCs and other devices before connection.
2. Using the combination CPU KVM cable(s), connect the keyboard, monitor(s) and mouse connectors on each computer (or KVM switch) to the corresponding connectors on a port of the Local Hub as shown in Figure 2 (Standard Hubs), Figure 3 (Serial only Hubs) or Figure 4 (Audio/Serial Hubs).

Ensure that you attach the keyboard and mouse connectors to the correct ports. The keyboard connector is purple; the mouse connector is green.



*If your PC does not have a PS/2 mouse port, an active serial converter will be required - Model No: Mdapt (PS/2).*

3. If you have a dual access system, connect the keyboard, mouse and monitor for the Local Hub consoles to the appropriate ports on the Local Hub. The ports may also be used to feed into a KVM switch.
4. If you have an audio-enabled Hub, connect the audio cables between the computer and Local Hub ports as follows:

<i>Computer</i>	<i>Local Unit</i>
Audio Out (green)	Audio In
Audio In/Microphone (pink/blue)	Audio Out

5. If you have a serial-enabled Hub, connect the supplied serial cable between the serial ports on the computer and the Local Hub port.
6. Connect the INTERCONNECT socket on each port of the Hub to the appropriate Remote Unit using CATx cable (see Figure 5).



*Please refer to the manuals supplied with your Remote Units for information about their configuration and installation.*

7. Power up the PCs, Remote Units and consoles.



***The Local Hub normally takes power through each PC's keyboard port. In video/serial only applications, this connection is not used and the 5V PSU is required.***

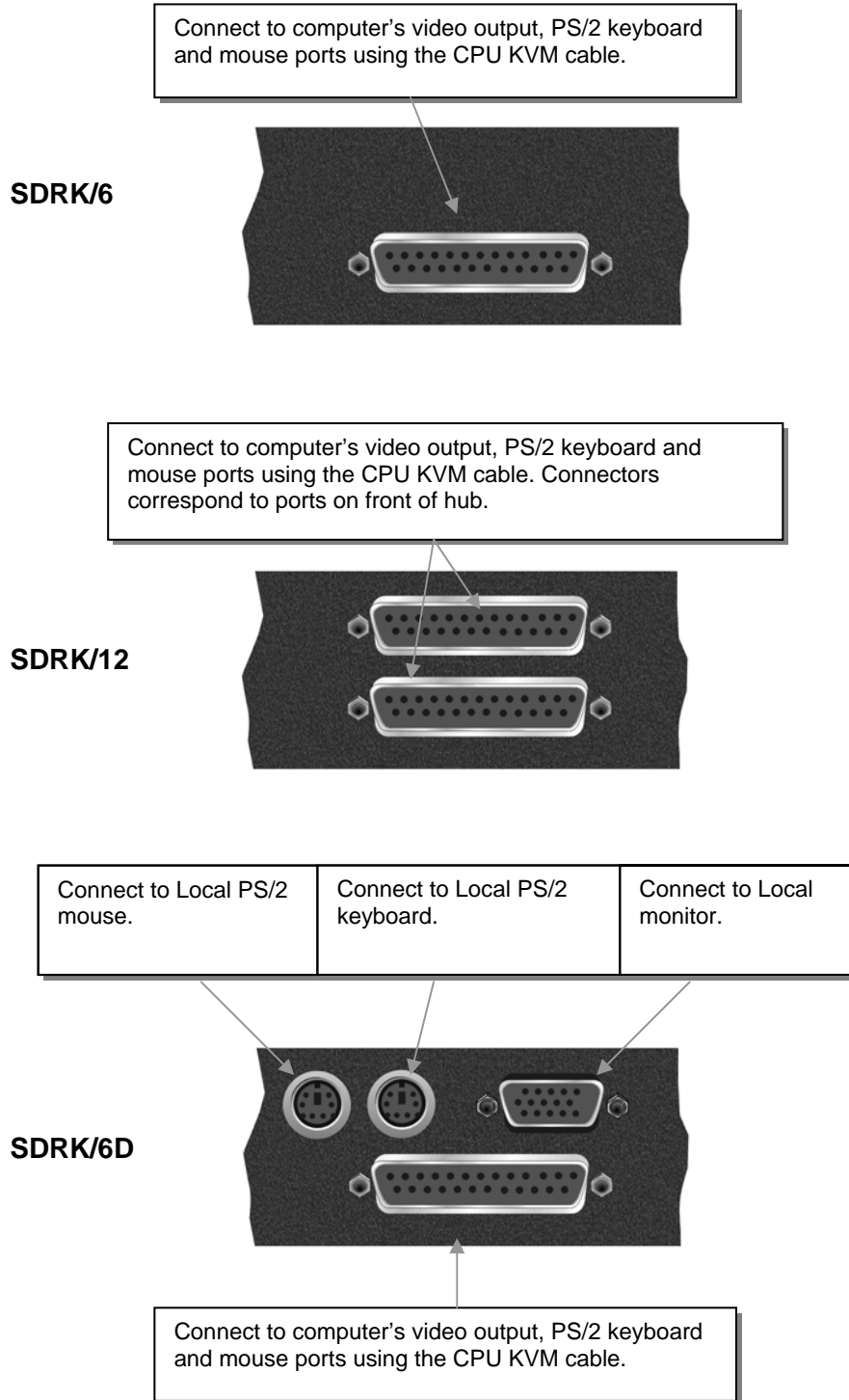


Figure 2 Standard Hub Port - rear view



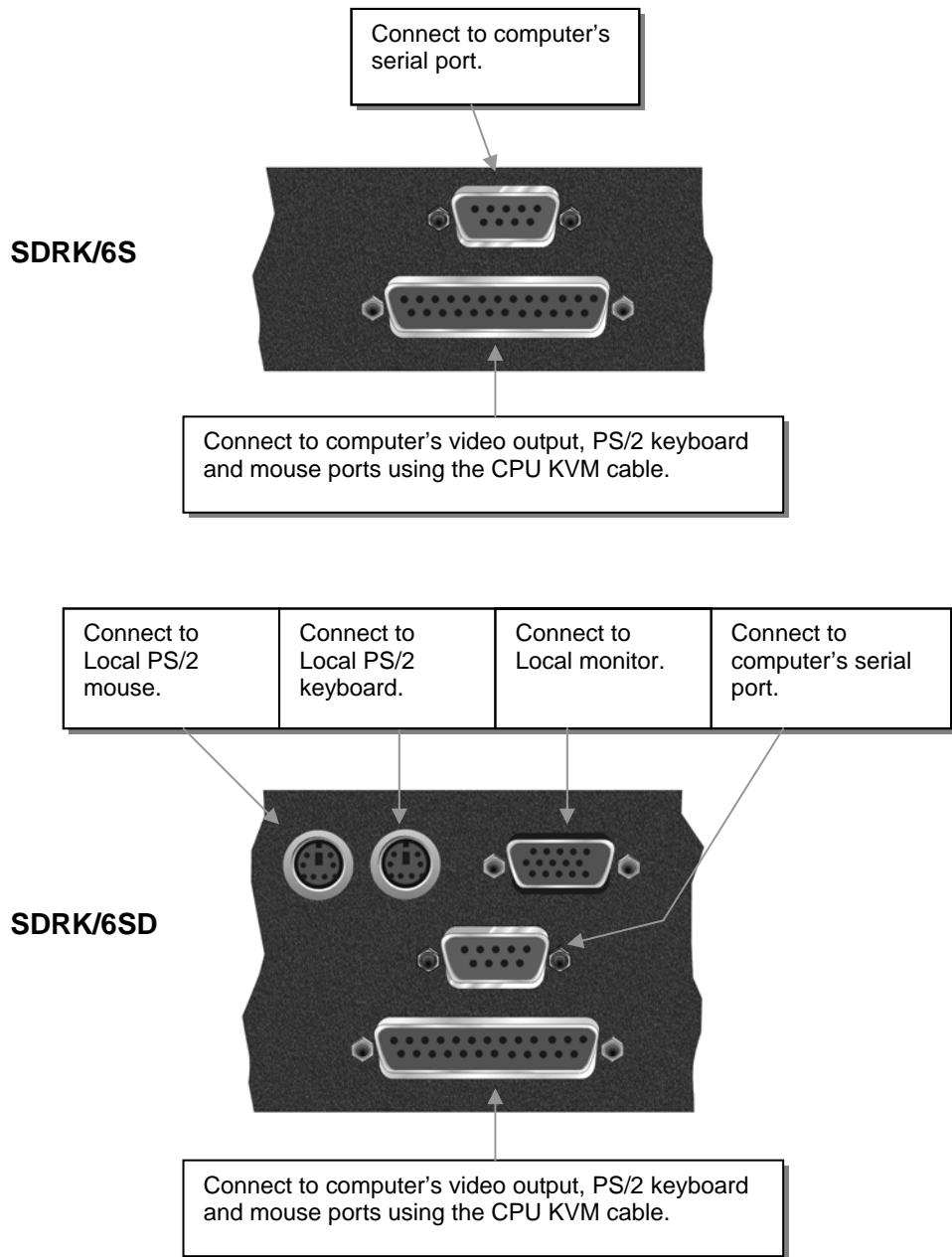


Figure 3 Serial Hub Port - rear view

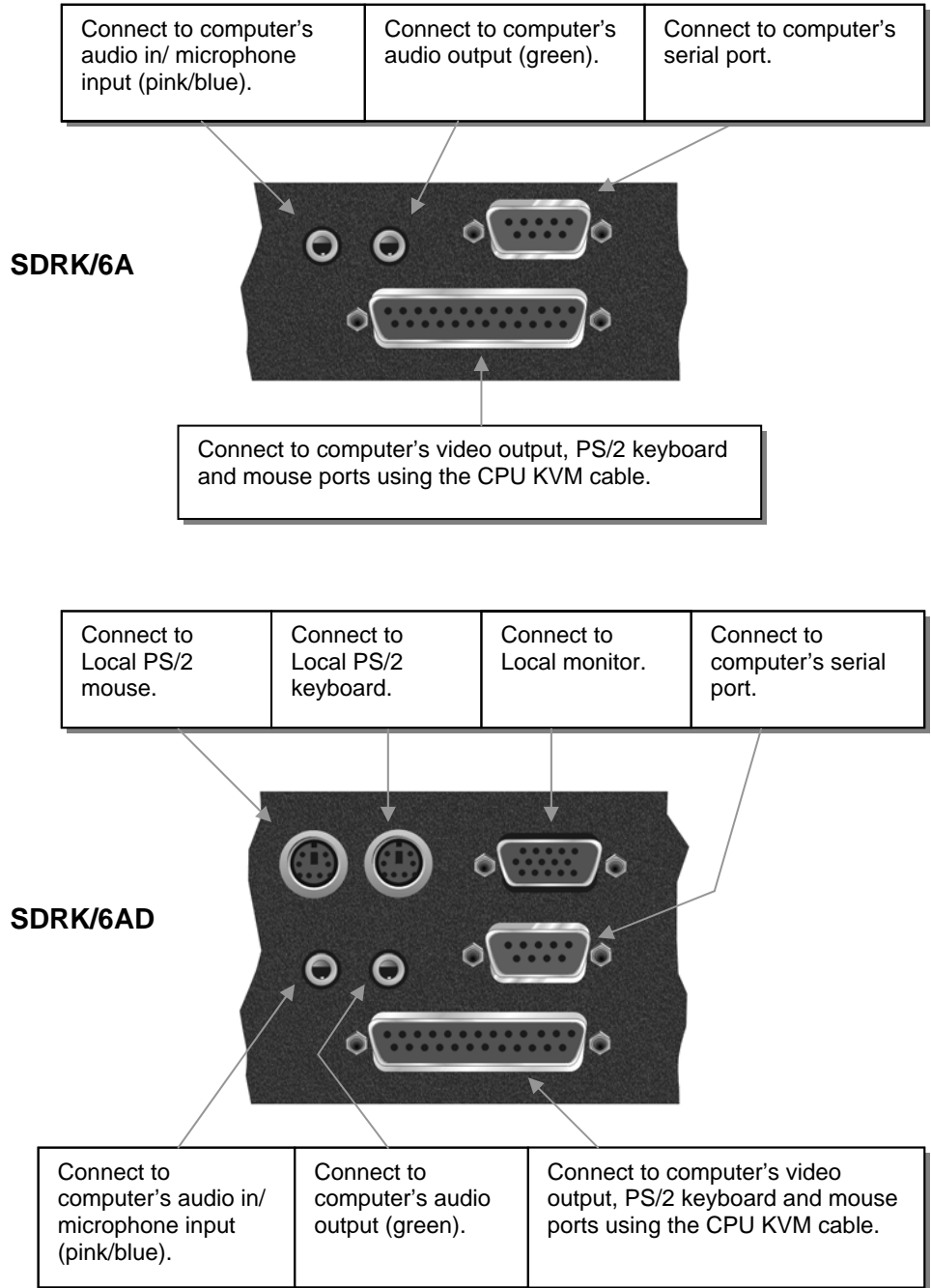
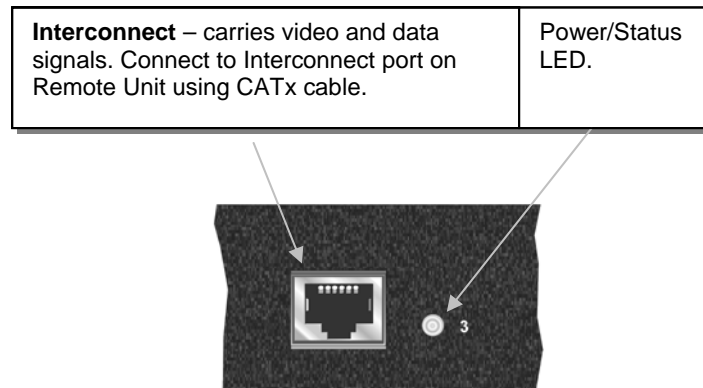



Figure 4 Audio/Serial Hub Port - rear view



**Figure 5** Hub Port - front view

### Power Requirements

 In most cases, there is no need to connect the 5V PSU supply as each port independently takes its own power from the PS/2 keyboard connection to the host computer.

Each Local Hub port normally takes power through the PS/2 keyboard connection to the host computer. If any ports are used for video/serial only applications, the external 5V PSU (supplied) should be connected to power the rack.

The green LED beside each Hub port indicates the power status of the port, and the integrity of the CATx connection:

<i>LED off</i>	Port not powered or keyboard PS/2 cable to Local Unit disconnected.
<i>LED on continuously</i>	Remote Unit not powered, CATx cable disconnected, or PC in BIOS boot sequence. <i>Dual Access Hubs only:</i> local console active.
<i>LED flashing</i>	Remote Unit powered, data link operating correctly.



NEVER CONNECT A REMOTE UNIT'S POWER SUPPLY TO A LOCAL HUB. THIS COULD DAMAGE THE EXTENDER SYSTEM.

## 3. Operation

### Overview

The operation and configuration of dual access Standard, Serial and Serial/Audio enabled systems is slightly different. Please read the appropriate section for your system.

Dual Access, with consoles at both the Remote Unit and Local Hub port, operates on a first-come, first-served basis. When one console is in use, the system blocks out the other console until there is no keyboard or mouse use at the active console for a set time: the *Inactivity Timeout Period*. Thereafter, any keyboard (and, optionally, mouse) action at the other console switches activity. Local Hubs offering dual access allow the user to lock out the remote console by triggering a 'Private Mode' function. This prevents the remote console from being used even if the inactivity timeout period expires.

For more information about serial and audio/serial port operation, see **Appendix B: Audio/Serial Ports: Operation & Multi-Port Configuration**, page 32.

### Keyboard and Mouse Emulation

Each port on a Local Hub has keyboard and mouse emulation. The attached PC operates normally without requiring a keyboard or mouse to be attached to either the Remote Unit or Local Hub (in the case of a dual access system). You can therefore replace any keyboard or mouse attached to the extender system without disrupting the operation of the computer.

## Operation of Dual Access Standard and Serial Local Hubs

### *SDRK/6D and SDRK/6SD only*

#### **Scroll Lock Function**

Standard and Serial Remote Units redefine the function of the Scroll Lock key for use within the Extender system.

You may need normal Scroll Lock activity for a specific application. In this case, you can restore the Scroll Lock key to its usual function. In doing so, you will disable Private Mode operation on a dual access system. In addition, if you need to reset/recover a console's keyboard and mouse, you may need to reboot the Remote Unit or the CPU.

Please refer to the manual supplied with your Remote Unit for more details about Scroll Lock key functions and configuration.

#### **Console Switching**

With Standard and Serial Extender systems, you can set the Inactivity Timeout Period to 2 seconds (the default) or 15 seconds. You can also choose the method of switching between consoles:

- Any detected keyboard action (the default), or
- Any keyboard or mouse action.

Please refer to the manual supplied with your Remote Unit.



*When the PC is booted, the local console is active.*

*When you are activating a console, the first key or mouse button action is not passed to the PC.*

***SDRK/6SD only:*** *Serial communication across the Extender system continues even when the local console is active or in a Private Mode session (see below).*

### Local Console Commands

On a dual access system, you can issue the following commands at the local console:

<i>Command</i>	<i>Key Sequence</i>
<i>Activate Console</i>	Any key and (optionally) mouse action
Gain control of CPU from remote console. Only operates if inactivity timeout period has expired.	
<i>Start/End Private Mode</i>	<i>&lt;Scroll Lock&gt;</i>

Start/End ‘Private Mode’ at local console. Private Mode prevents the remote console from being used even if the inactivity timeout period expires.

During a Private Mode session, the extender system:

- Lights the Scroll Lock LED on the local keyboard.
- Lights the Scroll Lock LED on the remote keyboard.
- Locks the remote console’s keyboard and mouse.
- Displays a blank image on the remote console’s monitor. With SDLink/R and SDLink/RS Remote Units, you can disable this feature by setting switch 1 on the SW1 DIP switch block on the Remote Unit’s main circuit board to ON. In this case, the remote monitor will continue to show PC activity during a Private mode session.
- Switches remote CPU (*SDLink/RSW only*).

To end a Private Mode session, press the Scroll Lock key on the local console a second time. Remember that each press of the local console’s Scroll Lock key also resets the keyboard and mouse.

<i>Reset Local Keyboard and Mouse</i>	<i>&lt;Scroll Lock&gt;</i> <i>press key twice to avoid starting/stopping Private Mode session</i>
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Reset the local console’s keyboard and mouse.

<i>Mouse Recovery</i>	<i>Hold down Left and Right Mouse buttons then press and release &lt;Scroll Lock&gt;</i>
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Use this command if you experience erratic movement of the mouse pointer or you have lost mouse movement after hot plugging the Local Unit into the CPU. In the case of erratic mouse movement, you may need to enter the command a number of times to re-synchronize the mouse signal. Alternatively, stop moving the mouse for a few seconds and the operating system’s mouse drivers may automatically re-synchronize the signal. If the Local Unit has been hot-plugged, this command will issue a request to the OS to initialize the mouse. *Use this command with care.*

## Operation of Dual Access Audio/Serial Local Hubs

### *SDRK/6AD only*

#### The 'Hot' Key

With these systems, keyboard 'hot' keys are used to carry out various functions.

To enter these commands:

1. Press and release the initial 'hot' key.  
By default, the initial 'hot' key is <**Right Control**>
2. Press and release the command key.

With these systems, the Scroll Lock operates as normal unless you have pressed the initial hot key.



*You can change the Hot Key to <Left Control>. Please refer to the manual supplied with your Remote Unit for more details about Hot Key configuration.*

#### Console Switching

With Audio/Serial models, the Inactivity Timeout Period is fixed at two seconds. Thereafter, any keyboard or mouse action at the other console switches console activity.



*When the PC is booted, the local console is active.*

*When you are activating a console, the first key or mouse press is not passed to the PC.*

*When the local console is in Private Mode, all audio/serial transmission is stopped.*

### Local Console Commands

After pressing the initial ‘hot’ key on the local keyboard, you can issue a number of commands by pressing additional keys. These commands allow you to start a private mode session on the local console or to reset the keyboard and mouse.



*These commands only apply to SDRK/6AD Local Hubs having firmware versions ‘S50’ and above.*

<b>Command</b>	<b>Key Sequence</b>
<p><b><i>Private Mode</i></b></p> <p>Lock out the remote console by triggering a ‘Private Mode’ function. This prevents the remote console from being used even if the two second inactivity timeout period expires.</p> <p>During a Private Mode session, the extender system:</p> <ul style="list-style-type: none"> <li>• Flashes the Scroll Lock LED on the local keyboard.</li> <li>• Illuminates all three LEDs on the remote keyboard.</li> <li>• Displays a blank image on the remote console’s monitor.</li> <li>• Locks the remote console’s keyboard and mouse.</li> <li>• Stops audio transmission.</li> </ul>	<p><b><i>&lt;Scroll Lock&gt;</i></b></p>
<p><b><i>Reset Local Keyboard and Mouse</i></b></p> <p>Reset the local console’s keyboard and mouse. You may need to do this if you have hot-plugged a keyboard or mouse and it has not initialized correctly.</p>	<p><b><i>&lt;Num-Pad Up Arrow&gt;</i></b></p>
<p><b><i>Mouse Recovery</i></b></p> <p>Use this command if you experience erratic movement of the mouse pointer or you have lost mouse movement after hot plugging the Local Unit into the CPU. In the case of erratic mouse movement, you may need to enter the command a number of times to re-synchronize the mouse signal. Alternatively, stop moving the mouse for a few seconds and the operating system’s mouse drivers may automatically re-synchronize the signal. If the Local Unit has been hot-plugged, this command will issue a request to the OS to initialize the mouse. <i>Use this command with care.</i></p>	<p><b><i>&lt;Num-Pad Left Arrow&gt;</i></b></p>



## 4. Troubleshooting

### Video

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***The image is not sharp, or is badly smeared.***

Have you adjusted the video equalization? Refer to the manual supplied with your Remote Unit.

Check the Interconnect cable between the Remote and Local Units. Is it of the recommended type (see page 12)? Is it intact along its entire length and securely connected at both ends? Is it wired correctly (see page 12)?

Ensure that all video connections throughout the system are attached securely.

Are you using an LCD panel? You need to adjust its clock and/or phase.

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***Colors appear to be separated and there are colored borders on text and icons.***

Have you adjusted the skew compensation? Refer to the manual supplied with your Remote Unit for details of skew adjustment and reduction techniques.

Check the Interconnect cable between the Remote and Local Units. Is it of the recommended type (see page 12)? Is it intact along its entire length and securely connected at both ends? Is it wired correctly (see page 12)?

Are you using low skew cable?

---

***I only need video extension – not keyboard or mouse - but I can't get a picture***

Have you powered the Local Hub? Each Local Hub port gets its power from the CPU through the keyboard connection and it will not operate without it. Use the external 5V PSU as described on page 17.

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***The monitor sometimes goes blank for a second or two.***

Check that the interconnect cable is not routed near power lines or other sources of electrical interference. Use shielded STP/FTP cable instead of UTP cable ensuring that the shield connection is maintained between the Extender Units.

Check system grounding. If your remote monitor has an external PSU you may need to consider grounding the Remote Unit chassis (to power ground).

If this is a persistent problem, contact Technical Support.

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***The PC won't boot into the correct graphics mode***

The extender includes DDC emulation for all standard resolutions and there should not normally be any issues. However, you must be using DDC capable CPU cables on each hub port.

For non-standard resolutions, you will need to explicitly set the resolution in your operating system configuration ignoring the DDC data read from the Local Unit.

Contact Technical Support if you have problems selecting your required graphics mode.

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***The image is not stable and is blanking regularly.***

Re-power the Remote Unit.

---

***Can the extender be used with RGB video?***

Yes.

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**Audio**

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***The audio is very quiet.***

The audio I/O is line-level and requires amplified speakers and connection to devices providing line-level I/O.

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***The audio is loud but distorted.***

Check that the audio input is not greater than line level (4V peak-to-peak). The KVM extender accepts line-level audio input only.

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***The microphone output is barely audible.***

See **Appendix B: Audio/Serial Ports: Operation & Multi-Port Configuration**, page 32.

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**Serial**

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***My serial device does not function.***

The extender supports serial devices at data rates not exceeding 19.2K Baud (although 38.4K operation might be possible with certain equipment).

Check the type of flow control used by the device and CPU. The extender supports RTS, CTS, DTR, and DSR. Some systems may require a wiring adapter to transfer RI and DCD.

Attach the device directly to the serial port on the PC and test whether the problem is a PC or extender problem.

## Keyboard & Mouse

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### *When I am typing, I get wrong or missing characters on the screen.*

Your keyboard may be in the wrong mode. Use the appropriate commands to reset the keyboard and mouse as described in the manual supplied with your Remote Unit.

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### *The PC comes up with 'keyboard error'.*

Press <F1> or <ESC>. If the keyboard now operates correctly, you need to adjust the BIOS setup to disable keyboard testing during booting.

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### *The system does not detect a PS/2 mouse.*

If connecting a Local Hub port to a live system, connect the mouse cable to the CPU *before* keyboard connection to ensure the mouse is enabled correctly. Try issuing the Mouse Recovery command. Check that the mouse cable is connected properly and securely. Reboot the system.

---

### *The mouse pointer moves erratically.*

Reset the keyboard and mouse as described in the previous sections. Issue the Mouse Recovery command up to three times. Ensure that you have the latest driver for your mouse. If you are using the Hub port with a KVM switch, command the switch to reset the mouse. Quit and restart the application. Reboot the PC.

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### *When I 'hot-plug' the Local Unit, the mouse no longer moves.*

When connecting a Hub port to a live system, connect the mouse cable to the CPU before keyboard connection to ensure the mouse is enabled. Try issuing the Mouse Recovery command.

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### *Some of the mouse buttons don't work.*

The Extenders support standard 2/3-button mice (with or without a wheel). Additional buttons will not operate.

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### *I have an enhanced keyboard with extra keys and indicators. Everything works apart from these additional features.*

The extender emulates a generic PS/2 keyboard. To support other keyboards (or cascaded KVM switches), special firmware offering a *transparent mode* may be required. Please contact Technical Support to discuss your application.

## General Questions

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### *Is it possible to use a cable longer than 300m?*

It might be possible to use a cable of up to 500m at lower resolutions. However, we do not recommend this and cannot guarantee that it will work.

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### *Can the extender be daisy chained?*

In certain circumstances, it is possible to cascade extenders, though we do not recommend doing so. Careful consideration needs to be given to extender setup, and the electrical environment. If you plan to cascade extenders, please contact Technical Support.

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### *Which interconnection cable is best?*

The extender will operate with either shielded (STP/FTP) or unshielded (UTP) CATx cable. However, correctly installed shielded cable is preferred, especially in electrically noisy environments, because it resists interference more strongly, limits ground potential differences, and reduces emissions. To benefit from shielded cable the shield connection *must* be maintained from end to end through any intervening patch cables, panels and RJ45 connectors.

*Please note that shielded cable is advised in order to maintain regulatory EMC compliance.*

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### *Can the extender system be used between buildings?*

No. Ground loops could damage the extender system and attached equipment.

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### *Can multiple Local/Remote Units be used by swapping the interconnection cable?*

Local Hubs provide full keyboard and mouse emulation, so it is possible to swap or switch the local-remote interconnection to create a KVM matrix-switch system. Sometimes you may need to reset the keyboard and mouse (by entering the appropriate command) after a swap or switch. Please call Technical Support before deploying such a system.

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### *Can the extender be connected into our network?*

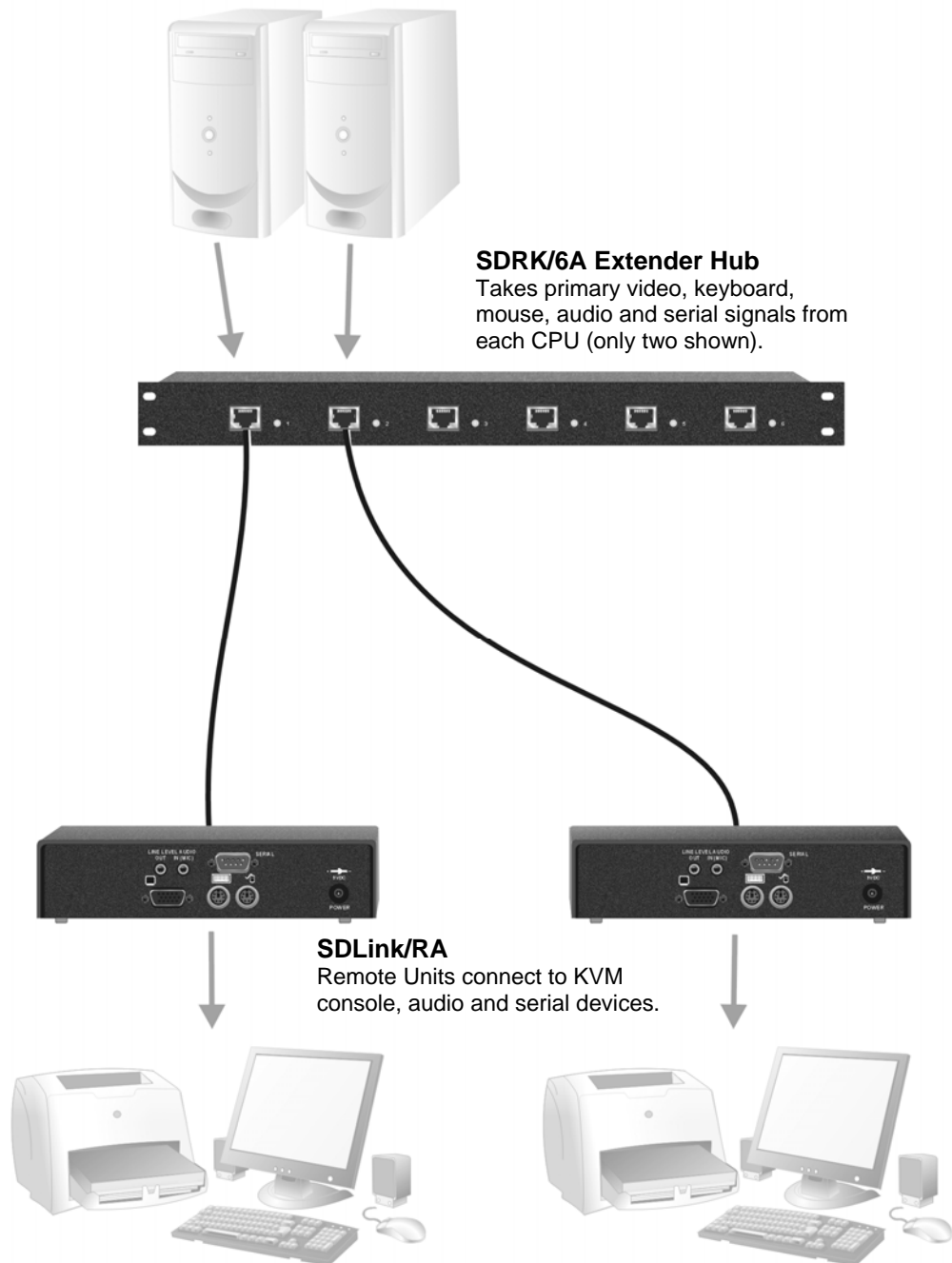
**Absolutely not.** Regardless of the cable similarities, the data signals and voltages used by the extender are different from those used by Ethernet and other types of networks. Connecting the extender to a LAN hub, switch, repeater, or other network device, or exposing it to the signal levels present on network data lines may damage the extender and other devices.

## Appendix A: Example Applications

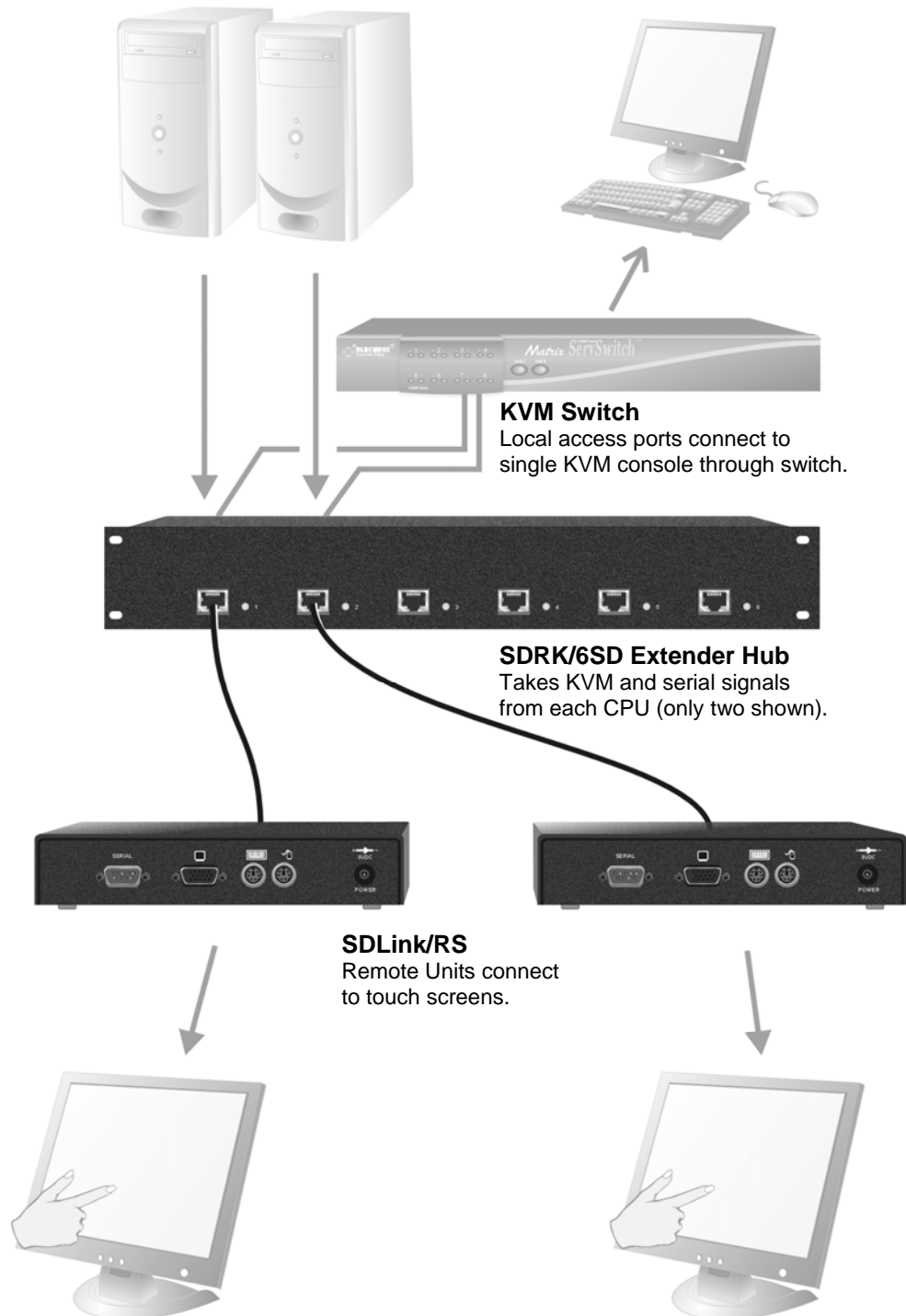
This section illustrates four specific applications using SDRK Local Hubs:

- Simple system using SDRK/6A Hub and SDLink/RA Remote Units to extend audio, serial and KVM for up to six PCs (Figure 6).
- Six remote serial touch screens with local access through a KVM switch (Figure 7).
- Information distribution system sharing a single PC at up to six remote locations (Figure 8).
- Dual-monitor consoles with serial and audio extension (Figure 9).

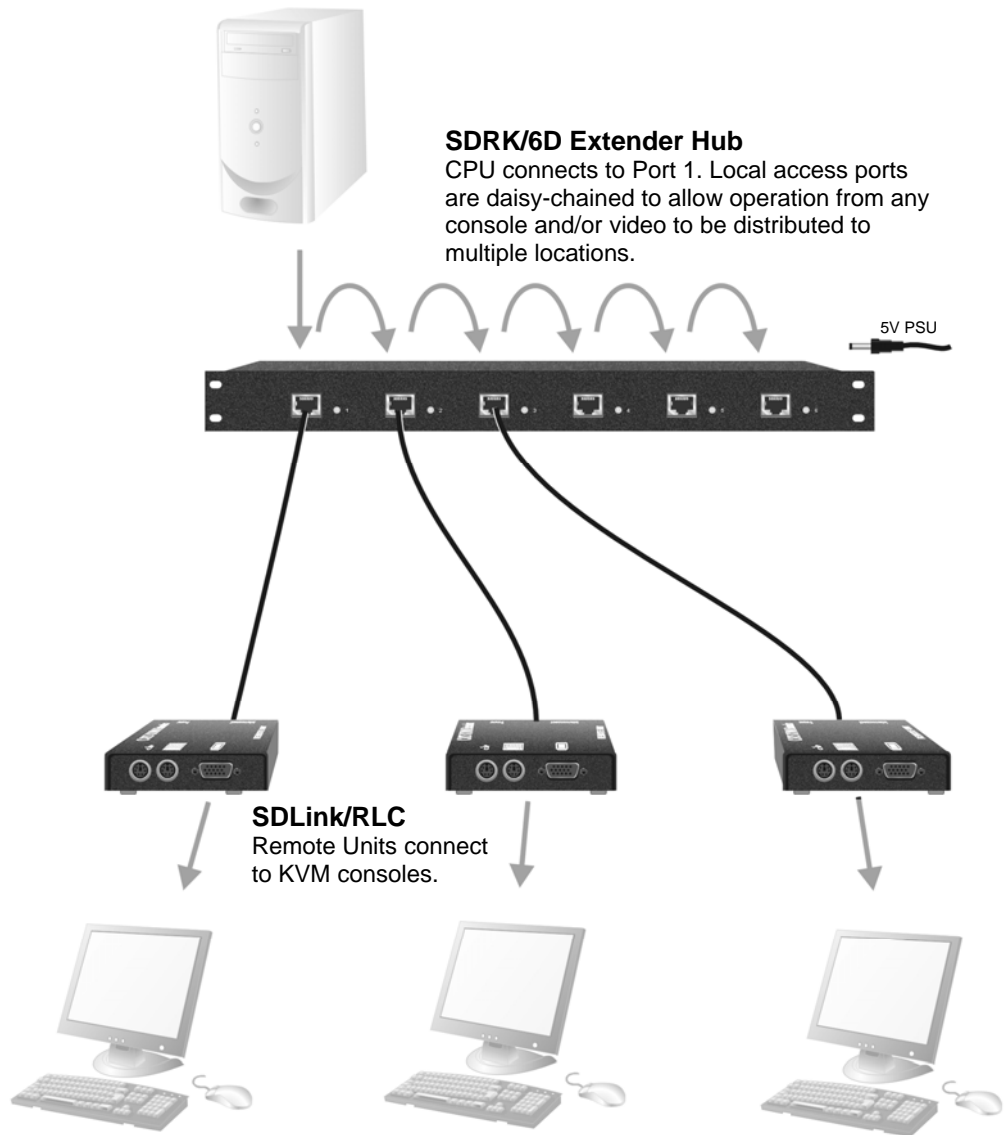
For more specific information about these, or any other complex applications, please discuss suitable extension architecture with Technical Support.



*Figure 6 Serial and audio extension for up to six CPUs*



*Figure 7 Touch screen network with local access to CPUs through KVM switch*



*Figure 8 Information distribution system sharing a single PC*



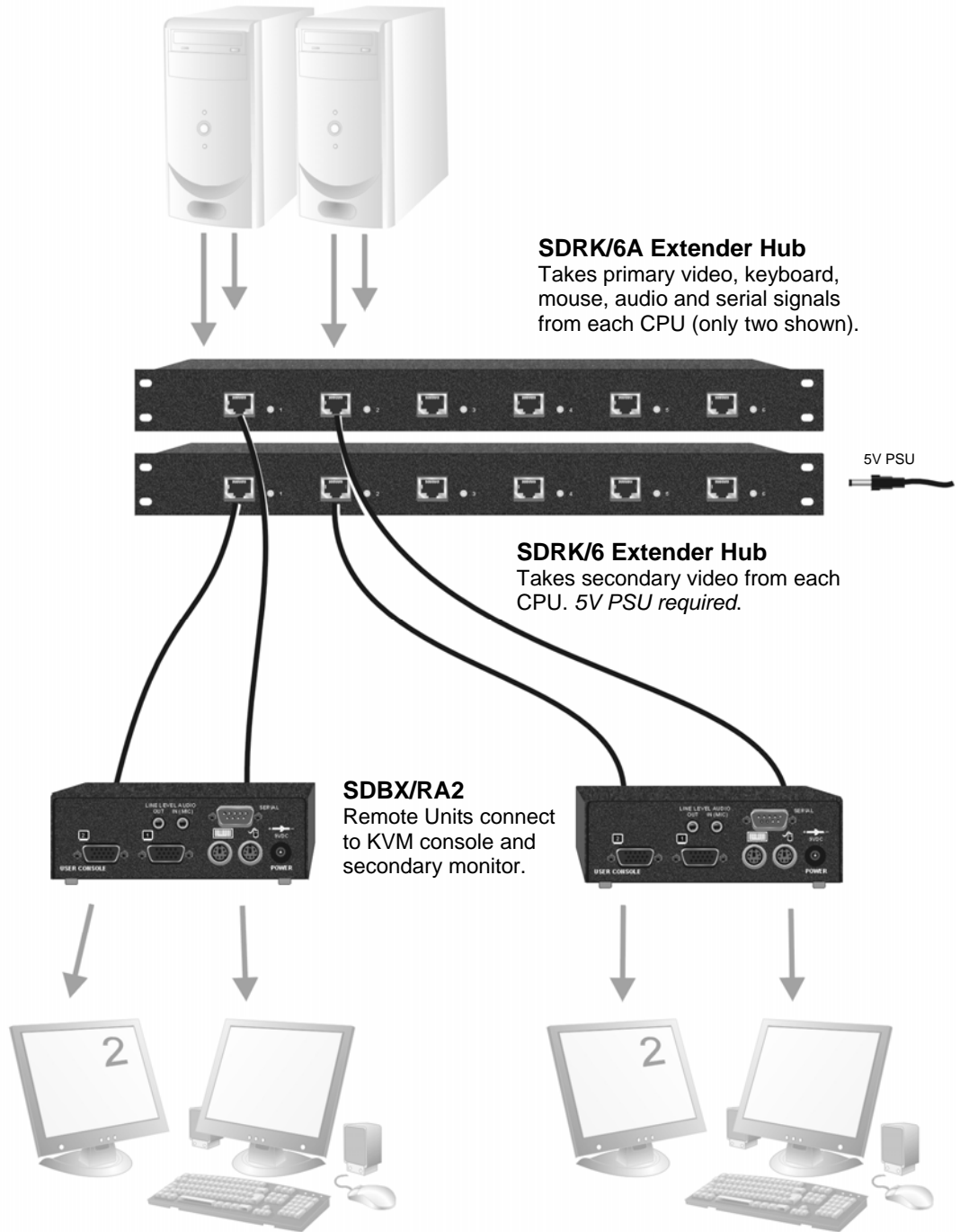


Figure 9 Dual-monitor consoles with serial and audio extension

## Appendix B: Audio/Serial Ports: Operation & Multi-Port Configuration

This appendix describes audio & serial interface operation for:

- SDRK/6S and SDRK/6SD
- SDRK/6A and SDRK/6AD

Please note that on dual access Local Hubs, the serial link remains active during a Private Mode session but audio transmissions are stopped.

### Serial Interface Setup and Operation

#### *Serial only systems SDRK/6S and SDRK/6SD*

##### **Baud Rate**

With serial-only systems, you can set the baud rate for a serial extension to 9600bps or 19200bps at the Remote Unit. Refer to the manual supplied with your Remote Unit for more information.

You can override this setting and fix the baud rate at 1200bps using a jumper on the serial daughterboard in the Local Hub. You may want to use this baud rate to extend a mouse device such as an industrial trackball.

In most cases, we recommend that you use PS/2 mouse devices with your extender system. If you have a PC that does not have a PS/2 mouse port:

- Plug a PS/2 mouse into the Remote Unit
- Use an Mdapt (PS/2) Serial Mouse Converter to connect the PC to your Local Unit.



*The drivers supplied with certain Wacom Graphics Tablets dynamically alter the baud rate and cannot be used with an SDRK Extender system. There is a version of the driver available with a fixed baud rate. Please contact Technical Support for more information.*

#### **To change the baud rate to 1200bps:**

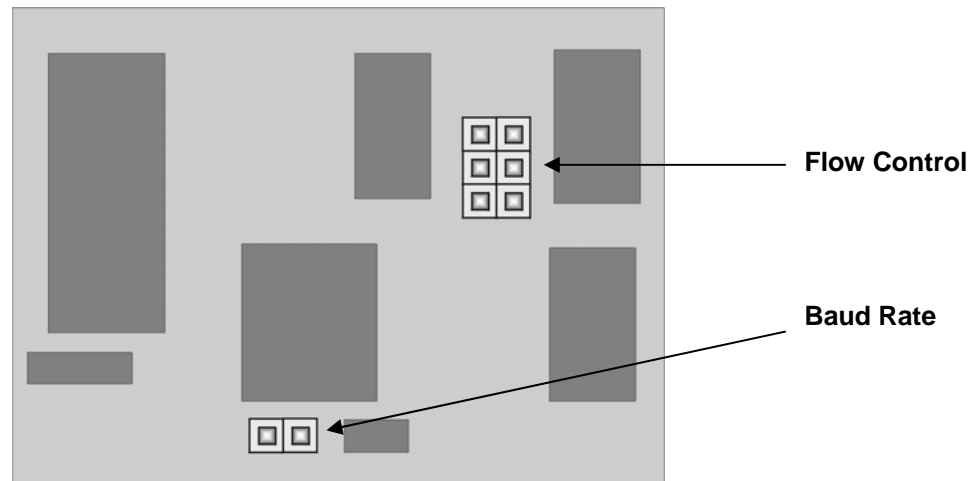
1. Remove the Local Hub's top cover by unfastening the five retaining screws.
2. Lift off the top cover. There are six serial daughter boards for each port in the Local Hub. Locate the *Baud* jumper posts on the appropriate serial daughter board (see Figure 10).



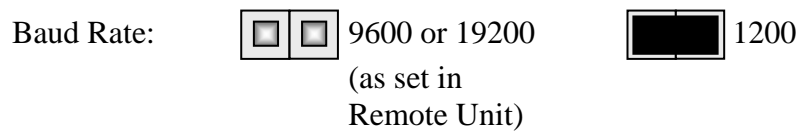
The circuit board has several jumper blocks in addition to those shown in Figure 10. Do not adjust any of these settings, as you will cause the extender system to operate incorrectly.

3. Place the jumper across the posts as shown in Figure 11.
4. Set the hardware flow control jumpers to **RTS/CTS Flow Control Across CATx Link** as shown in Figure 12. This mode will support most, but not all, serial mouse and trackball devices.

You must also configure the Remote Unit to use this protocol. Refer to the manual supplied with your Remote Unit.



**Figure 10** Position of Baud Rate and Flow Control jumper blocks on Serial Daughter Board

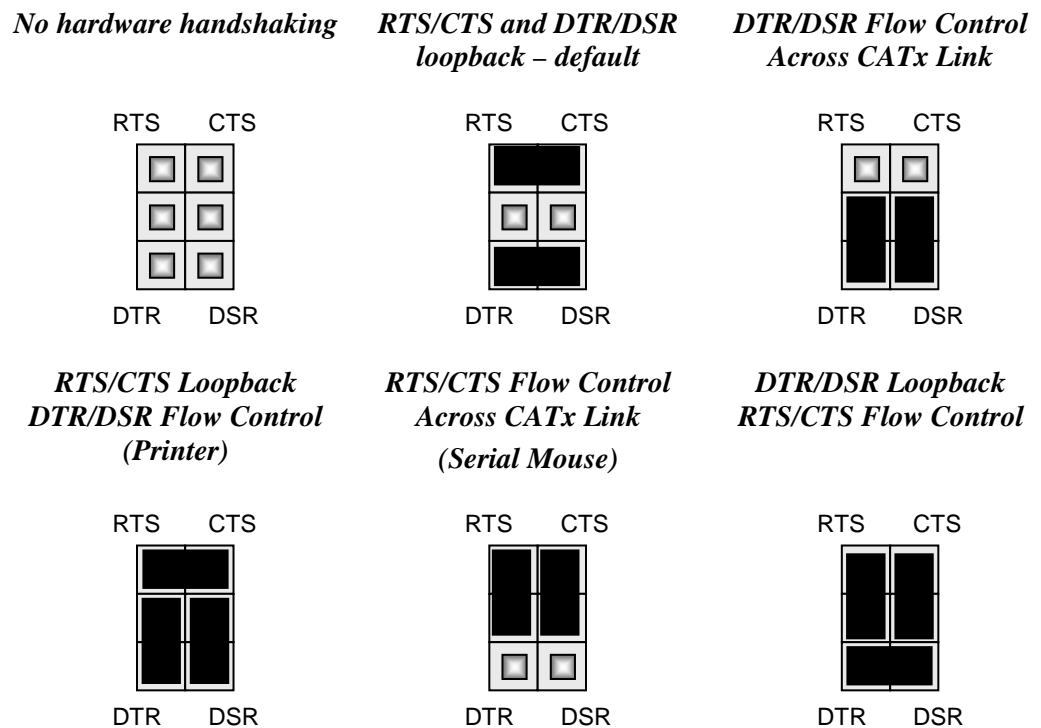


**Figure 11** Baud Rate Jumper Settings in Local Hub (see Figure 10 for location of jumper block)

### Hardware Flow Control

The serial daughterboards in both Local Hub and Remote Units have a series of jumpers that allow the selection of alternative hardware flow control schemes across the CATx link (see Figure 10). Most applications will not require hardware flow control across the link, and therefore the flow control jumpers are set to loopback by default and should not need adjustment.

The following diagrams show how the jumpers may be set for various flow control schemes. Please contact Technical Support if you are unsure about serial port handshaking methods.



**Figure 12** *Jumper Settings on Flow Control block for various serial port flow control and handshaking configurations (see Figure 10 for location of jumper block)*

## **Audio/Serial Interface Setup and Operation**

*SDRK/6A and SDRK/6AD only*

### **Serial Port Configuration**

No setting up or user adjustments are required.

In the Audio/Serial extender family, the serial port is wired as DTE - the same as that on a PC. To connect a serial printer or other DTE (rather than DCE device) to the Remote Unit, you will need a Null-Modem crossover cable between the Remote Unit and the printer. Select Xon/Xoff software flow control on the printer and PC.

A serial touch screen may be plugged directly into the Remote Unit.

Please note that on dual access Local Hubs, the serial link is always active.

### **Handling Multiple Serial Devices**

The extender's serial interface transmits/receives six signals (3 signals in each direction).

Normally, four of these signals are used for hardware handshaking (in addition to TX & RX). However, because each handshaking line can support signals up to 19,200 Baud it is possible to configure the serial interface to handle up to three simple 2-wire (Tx/Rx only) serial links.

To do this, you will need to construct a custom breakout cable. Please contact Technical Support for further information.

### ***Audio Port Configuration***

The audio interface is line-level and is designed to take the output from a sound card (or other line-level) source and be connected to a set of powered speakers at the other end of the link.

Stereo audio may be transmitted either way across the link (simultaneously).

No setup is required unless a microphone is connected to the Remote Unit.

Connect the extender as follows:

- Take the line-level output from your sound card (green connector) and connect to 'Line In' on the Local Hub port.
- Connect 'Line Out' on the Remote Unit to a set of powered speakers.

There is no output on the Local Hub to connect a set of speakers. If you require a set of speakers at the local console, use a 3.5mm stereo socket doubler on the audio input to the extender.

### ***Using a Microphone***

A microphone may be plugged into the 'Line In' connector on the Remote Unit.

There are two ways of setting up a microphone:

- The Local Hub's 'Line Out' connection should normally be wired to the microphone input (Pink) on your sound card. The sound card should then be set up to provide additional amplification (+17dB). This is the preferred connection method.
- Alternatively, the Remote Unit itself can provide microphone amplification. To set this, open up the Remote Unit and locate the jumper labeled 'MIC' on the daughter board. Connect this jumper across the pins. The Local Hub's 'Line Out' connection should then be wired to 'Line In' (Blue) on your sound card.

If your microphone is already amplified, follow the second method but DO NOT install the amplification jumper in the Remote Unit.

## Appendix C: Obtaining Technical Support

If you have any problems or questions, contact your dealer for technical support.

To enable us to provide efficient and effective support, please make a note of the following information before you call:

- The KVM extender's firmware revision level. This is printed on the base of both the Local and Remote Units:

**Version Number Format: *xxSyy/zz***

***xx*** is the hardware revision number

***yy*** is the firmware revision number

***zz*** is the auxiliary revision number

- The nature and duration of the problem and when it occurs.
- The components involved in the problem including manufacturer and model numbers.
- Results from any testing you have done.

If you need to return a unit for repair, please package carefully, preferably using the original box. Include everything you received with the unit. Before returning, contact Technical Support to get a Return Authorization (RA) number.



Do not attempt to repair the units. The KVM extender system contains no user-serviceable parts.

## Appendix D: Specifications

### **Video**

<b>Maximum Resolution</b>	See manual supplied with Remote Unit(s)
<b>Video Compatibility</b>	VGA to UXGA, RGB
<b>Video I/O</b>	0.7V P-P
<b>Video Coupling</b>	DC
<b>Sync I/O</b>	H/V or composite TTL signal levels Sync Polarity is preserved
<b>Video Input Connectors</b>	DB25 Female (CPU KVM)
<b>Video Output Connectors</b>	HD15 (Female)

### **Keyboard and Mouse**

<b>KB Compatibility</b>	PC/AT, PS/2
<b>Mouse Compatibility</b>	Standard PS/2 two/three button Standard wheel mice Logitech 3-button PS/2
<b>KB/Mouse Connectors (CPU)</b>	DB25 Female (CPU KVM)
<b>KB/Mouse Connectors (Device)</b>	6-Pin MiniDIN Socket



### **Serial Interface**

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<b>Max Baud Rate Supported</b>	<i>SDRK/6S and SDRK/6SD:</i> 1200, 9600 or 19200 Baud (user-selectable) <i>SDRK/6A and SDRK/6AD:</i> 19.2K Baud
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#### **SDRK/6S and SDRK/6SD**

<b>Serial Data Format:</b>	8 data bits, no parity, 1 stop bit
<b>Flow Control:</b>	Hardware: Either RTS/CTS passed through or looped back DTR/DSR passed through or looped back or none (user-selectable) Software: Transparent to software flow control

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#### **SDRK/6A and SDRK/6AD**

<b>Serial Data Format:</b>	Transparent
<b>Signals Transferred:</b>	TX, RX, RTS, CTS, DTR, DSR
<b>Serial Connector</b>	DB9 Female (DCE)

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### **Audio Interface**

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<b>Description</b>	Bi-directional stereo audio link
<b>Transmission method</b>	Digitized virtually CD quality audio (16-bit, 38.4kHz)
<b>Signal levels</b>	Line level (4 Volts Pk-Pk maximum)
<b>Input Impedance</b>	47k $\Omega$
<b>Audio Connectors</b>	2x3.5mm stereo jack socket (Line In & Line Out)
<b>Microphone Support</b>	Microphone may be connected to Remote Unit Pullup resistor provides bias for condenser microphone Option to set microphone amplification to +17dB

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### **Power Requirements**

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<b>Local Hub</b>	5V at up to 200mA (per port). Each port powered individually by connected PC. A 5V, 3A (18W) Regulated PSU is supplied for video/serial only applications. 2.1mm center positive. Certified to all relevant international safety standards.
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**Size and Shipping Weight**

<b><i>SDRK/6</i></b>	Local Hub: 482x112x44mm (1U) Shipping Weight: 2.45 Kg
<b><i>SDRK/6D</i></b>	Local Hub: 482x112x44mm (1U) Shipping Weight: 2.65 Kg
<b><i>SDRK/6S</i></b>	Local Hub: 482x112x44mm (1U) Shipping Weight: 2.60 Kg
<b><i>SDRK/6A</i></b>	Local Hub: 482x112x44mm (1U) Shipping Weight: 2.65 Kg
<b><i>SDRK/12</i></b>	Local Hub: 482x112x88mm (1U) Shipping Weight: 2.80 Kg
<b><i>SDRK/6SD</i></b>	Local Hub: 482x112x88mm (2U) Shipping Weight: 3.56 Kg
<b><i>SDRK/6AD</i></b>	Local Hub: 482x112x88mm (2U) Shipping Weight: 3.61 Kg

**Environmental**

<b><i>Operating Temperature</i></b>	0 to 40 °C
<b><i>Storage Temperature</i></b>	-30 to 65 °C
<b><i>Relative Humidity</i></b>	5-90% non-condensing
<b><i>Chassis Construction</i></b>	Fully shielded. Black painted steel

## Appendix E: EU Regulatory Compliance

### Warning

**This is a class A product. In a domestic environment, this product may cause radio interference in which case the user may be required to take adequate measures.**

This product complies with the following harmonized standards for Information Technology Equipment: EN55022:2006 (Class A), EN55024:1998 + A1:2001 + A2:2003.

To maintain compliance the use of correctly installed shielded (STP/FTP) interconnection cable is advised. Only use CPU cables and power supplies provided (or recommended) for use with this product.

When used in environments that have high levels of electromagnetic interference or excessive power ground noise, you may experience disturbances to video and/or data transmission. If this is the case, please refer to the Troubleshooting section of the User Guide for further information, or contact Technical Support. In electrically noisy environments, the use of shielded (STP/FTP) rather than unshielded (UTP) interconnection cable is recommended.



## Appendix F: North American Regulatory Compliance

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

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

Shielded cables must be used with this equipment to maintain compliance with radio frequency energy emission regulations and ensure a suitably high level of immunity to electromagnetic disturbances.

All power supplies are certified to the relevant major international safety standards.

## Appendix G: Disclaimer

While every precaution has been taken in the preparation of this manual, the manufacturer assumes no responsibility for errors or omissions. Neither does the manufacturer assume any liability for damages resulting from the use of the information contained herein. The manufacturer reserves the right to change the specifications, functions, or circuitry of the product without notice.

The manufacturer cannot accept liability for damage due to misuse of the product or due to any other circumstances outside the manufacturer's control (whether environmental or installation related). The manufacturer shall not be responsible for any loss, damage, or injury arising directly, indirectly, or consequently from the use of this product.