

## 4 Technical Support

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

### Support Checklist

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


[ihse.com/checklist](http://ihse.com/checklist)

Please have the following information available before you call:

- Company, name, phone number and e-mail address
- Type and serial number of the device (see rear side of device)
- Date and number of sales receipts, 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

### Shipping Checklist

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

 Please understand that devices which are sent in without an RMA number cannot be accepted. The shipment will be sent back without being opened; postage unpaid.

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#### Support hours:

Monday - Thursday  
Friday

#### CET

8.00 am to 6.00 pm  
8.00 am to 5.00 pm

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#### Support hours:

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#### EST

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#### Support hours:

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#### SGT

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#### CST

9.00 am to 6.00 pm

## Draco vario KVMA Isolated Secure Extender

K487-/K497-1PHCA-N

K487-/K497-1PHCRA-N K487-/  
K497-1PHSA-N

K487-/K497-1PHSRA-N



## 1 Scope of Delivery

### Package Contents

Please check if your package contains following items:

- 1x CPU Unit in Draco vario chassis
- 1x CON Unit in Draco vario chassis
- 2x country-specific power cord
- 1x DisplayPort video cable (2.0 m, male-to-male)
- 1x HDMI cable 1.8 m male/male with 1x SupraLock
- 1x USB cable 1.8 m (type A-B)
- 1x Duplex audio cable 2 m (3.5 mm)
- Quick Setup

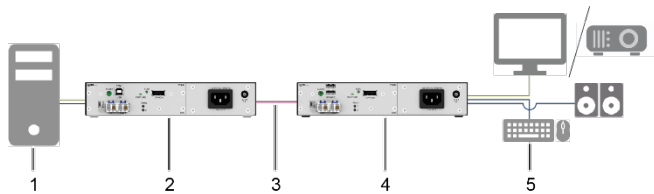
 If anything is missing, please contact your distributor.

## 2 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.


## 3. 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
- 2 Draco Secure CPU Unit (isolator)
- 3 Interconnect cable
- 4 Draco Secure CON Unit (isolator)
- 5 Sink (monitor, keyboard, mouse)

## 4 System Setup

 First-time users are recommended to set up the system in a test environment that is limited to a single room. This makes it easier to identify and solve any cabling problems, and experiment with your system more conveniently.

➡ Switch off all devices.

### Installing the CON Unit

1. Connect keyboard, mouse, and monitor to the CON Unit.
2. Connect the chassis of the CON Unit to the power socket(s)/ power supply unit(s).

### Installing the CPU Unit

1. Connect the source to the CPU Unit with the supplied cables. Please ensure the cables are not strained.
2. Connect the chassis of the CON Unit to the power socket(s)/ power supply unit(s).

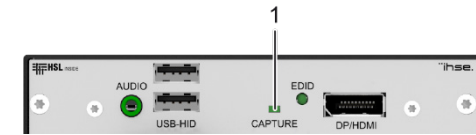
### Establishing a Point-to-Point Connection of CON Unit and CPU Unit

1. Connect the CON Unit to the CPU Unit by using interconnect cable(s).
2. Power up the system, following the recommended sequence: Monitor - CON Unit - CPU Unit - source
3. Boot the source and check that everything works correctly.

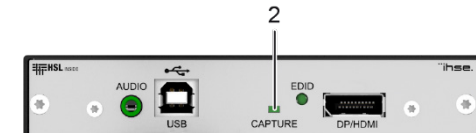
### Running on EDID Capture


By default, data from the internal DDC list is reported to the source. 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 extender modules 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 (1) on the CON Unit.
2. Repower the CON Unit.



3. Enter the **Hot Key** (default **2x Left Shift**) to start the command mode.  
The Caps Lock and Scroll Lock LEDs on the keyboard are flashing.
4. Press **a** to load the EDID from the console monitor.  
The screen will go black for a short time and the LEDs of the CPU Unit and CON Unit flash briefly. At the same time the command mode is closed, and the keyboard LEDs return to previous status.
5. On the CPU Unit, short-press the **CAPTURE** button (2) - for less than one second.



 Long-pressing 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.

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

If the EDID was loaded once, the EDID can be reloaded by repeating the process.