



4. Downloads

Manual

We continue to develop and improve our 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/m480.pdf

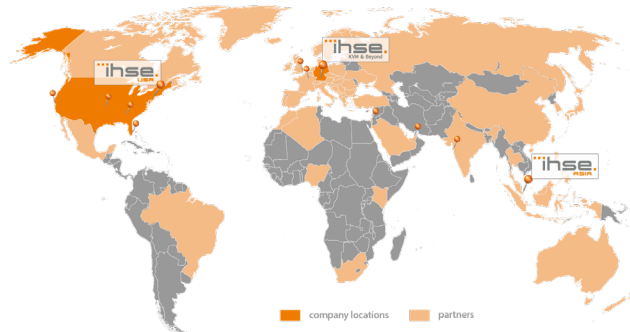
Draco tera Tool

Please download the Draco tera Tool for configuration and operation of the KVM matrix.

Tera Viewer

IP based monitoring and switching of remote video sources over Draco tera KVM matrix systems.

Please download this tools from the following download link:
ihse.com/software



QUICK SETUP

Tera Viewer
(Series 480-VIEW)

IHSE USA (AMERICAS)
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 1 Corporate Drive
 NJ 08512 Cranbury
 USA
 tel. +1 732 738 8780
 fax +1 732 631 0121
 info@ihseusa.com
 www.ihseusa.com

Support hours:
 Monday - Friday

EST
 9.00 am to 5.00 pm

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 tel. +65 6841 4707
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 www.ihseapac.com

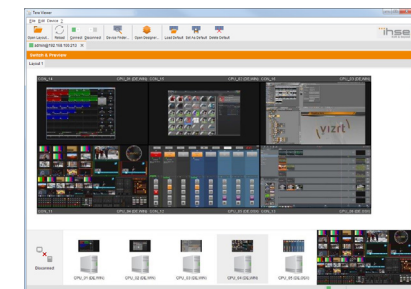
Support hours:
 Monday - Friday

SGT
 9.00 am to 6.00 pm

IHSE Headquarters (EUROPE)
 IHSE GmbH
 Benzstrasse 11
 88094 Oberteuringen
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Support hours:
 Monday - Thursday
 Friday

CET
 8.00 am to 6.00 pm
 8.00 am to 5.00 pm



1. System Setup

i First time users are recommended to carry out a test placement by setting up the system in a single room. This will allow you to identify and solve any cabling problems, and experiment with your system more conveniently.

Teracue Encoder installation

1. Connect the encoder to the power supply via the supplied PSU.
2. Connect the encoder to the TCP/IP network to be used.
3. Download the current version of the Tera Viewer from the following link: www.ihse.de/download/software.html.
4. Connect the input (IN) of Input 1 and 2 to the respective KVM extender consoles. Input 1 corresponds to the Live-view and Input 2 to the Thumbview.
5. Check the correct installation by entering the default IP address **192.168.100.97** to a browser. The start page of the encoder will open. The authentication can be done via the admin user name as well as the password **admin**.
6. Open the Tera Viewer and create the desired layout in the designer. If necessary, use the respective manual of the 480 series for support.
7. Open the created layout. The respective streams will be automatically displayed. The Tera Viewer is now ready for use.

i If there are connection problems, make sure that UDP port 554 is enabled in the TCP/IP network infrastructure.

2. Specifications

2.1 Package Contents

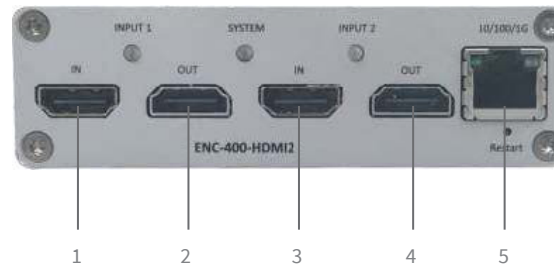
You should receive the following items in your package:

- 1x Teracue H.264 Multi Stream Encoder
- 1x PSU
- 1x Country specific connection cables
- 1x Product DVD
- 1x Quick setup

i If anything is missing, contact your dealer.

2.2 System Overview

Example 480-VIEW



- 1 Input 1 (Live view)
- 2 Local Output Input 1
- 3 Input 2 (Thumb view)
- 4 Local Output Input 2
- 5 TCP/IP interface

3. Technical Support

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

3.1 Support Checklist

To efficiently handle your request it is necessary to complete our checklist for support and problem cases.

<http://www.ihse.de/fileadmin/redakteur/pdf/support/checklist.pdf>

Please keep 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
- Involved components (such as graphic source/CPU, OS, graphic card, monitor, USB-HID/USB2.0 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.

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