



? J A ! ,

=bghU``Yf# I gYf' ; i]XY

G\Uf_FUW_ž':bW"

32910 Alvarado Niles Road, Suite 140 • Union City, CA 94587 • USA

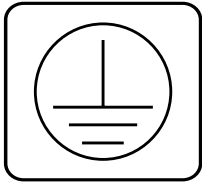
Tel: 510-477-7900 Fax: 510-324-1664 • **k k k" g\Uf_fUW_"Wc a**



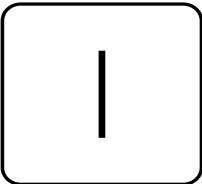
=BGHF I 7H-CBG.



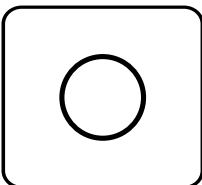
85B ; 9FC IG'JC@H5 ; 9.



DFCH97H-J9' ; FC I B8-B ; 'H9FA-B5@.



DCK9F'CB.



DCK9F'C:::'

H\Ub_'Mc i °

FUX]c' :fYe i YbWm'=bhYfZYfYbWY

K5FB=B ; .

: 77' GhUhY a Ybh

BCH9.'

7UbUX]Ub' 8YdUfh a Ybh' cZ' 7c a a i b]WUh]cbg' GhUhY a Ybh

FUW_`Ac i bh`GUZYhm`7 cbg]XYfUh]cbg



BchY. The AC inlet is the main disconnect.

HUV`Y`cZ`7cbhYbhg

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1 Product Overview

Feature Overview

V j g"MXO"Uy kve j "cnnqy u" {qw"vq"eqpvtqn"wr"vq"86"RE."Uwp"qt"WUD"eq o rrwgtu"y kv j"qpg"mg {dqctf." o qpkvqt"cpf" o qwug0"V j g"MXO"Uy kve j"y qtmu"y kv j" o quv"Uwp"y qtmuv cvkqpu." WUD"eq o rrwgtu."KDO"REICV."cpf"RU14"u {uv g o u"cpf"322" ' "eq o r cvkdng" o ce j kpgu"y kv j" uwr rqtv"htq"X I C."U X I C."Z I C"cpf"Z I C/Kk" xkfgq0"Uwp"cpf"RU14"mg {dqctf"cpf" o qwug" r g t k r j g t c n u" c t g" u w r r q t v g f" v j t q w i j" v j g" t g c t" q h" v j g" w p k v 0

Multiplatform

V j g"MXO"Uy kve j "c f f u" o w m v k r n c v h q t o "e c r c d k n k v k g u" v q" {q w t" u y k v e j k p i" u {u v g o " d { " u k o w n v c p g q w u n { " u w r r q t v k p i" c p { " e q o d k p c v k q p" q h" e q o r c v k d n g" R U 1 4. " U w p" q t" W U D" e q o r r w g t u" k p" v j g" u c o g" u { u v g o 0" U y k v e j" g c u k n { " c e t q u u" r n c v h q t o u" y k v j" M X O" U y k v e j" u" Q p/ U e t g g p" O g p w" u { u v g o 0" U r g e k f e" f g v c k n u" q p" e q o r c v k d k n k v { " c t g" c x c k n c d n g" h t q o" y y y 0 u j c t m t c e m 0 e q o l m x o l e q o r c v k d k n k v {

Multiuser/remote access capability

V j g"MXO"Uy kve j "u w r r q t v u" v y q" u k o w n v c p g q w u" w u g t u" k p" v j g" u { u v g o 0" V j k u" u g e q p f" w u g t" o c { " d g" r n c e g f" w r" v q" 7 2 2" h g g v" c y c { " h t q o" v j g" U y k v e j" u { u v g o 0" D w k n v/ k p" g z v g p u k q p" n g v u" { q w" r n c e g" { q w t" u g e q p f" m g { d q c t f." o q p k v q t" c p f" o q w u g" y j g t g x g t" { q w" p g g f" v j g o" o q u v 0" Y k v j k p" v j g" d c u g" w p k v. " M X O" U y k v e j" r g t h q t o u" c u" c" e q o r n g v g" 4" z": " o c v t k z" u y k v e j" y k v j" d q v j" w u g t u" k p f g r g p f g p v n { " c e e g u u k p i" c p { " q h" v j g" g k i j v" c v c e j g f" R E u" c v" v j g" u c o g" v k o g 0

On-Screen Display (OSD) capability

E q p f i w t g" c p f" e q p v t q n" { q w t" M X O" U y k v e j" y k v j" q p/ u e t g g p" o g p w k p i" # P c o g" { q w t" e q o r r w g t" e j c p p g n u" c p { v j k p i" { q w" y k u j." v j g p" u g n g e v" v j g" f g u k t g f" e q o r r w g t" h t q o" c p" g c u { / v q/ w u g" o g p w 0" U g e q p f c t { " o g p w u" n g v" { q w" e q p f i w t g" c p f" k p k v k c v g" e j c p p g n" u e c p p k p i" c p f" q v j g t" u { u v g o" h g c v w t g u 0

Advanced security for total control over system access

W u g" v j g" c f x c p e g f" o w m v k n g x g n" u g e w t k v { " h g c v w t g" v q" e q p f i w t g" c p f" e q p v t q n" u g t x g t" c e e g u u" h q t" g x g t { " v { r g" q h" w u g t" k p" v j g" u { u v g o 0" V j g" c f o k p k u v t c v q t" j c u" h w m" c e e g u u" r t k x k n g i g u." y j k n g" k p f k x f w c n" w u g t u" e c p" j c x g" x k g y k p i" q t" x k g y k p i l g f k v k p i" e c r c d k n k v { " h q t" g c e j" c v c e j g f" u g t x g t 0

FLASH upgrade capability

V j g"MXO"Uy kve j "ku"HNCUJ"wr i t c f c d n g 0"V j k u" c m n q y u" { q w" v q" w r f c v g" { q w t" f t o y c t g" c v" c p { " v k o g" v j t q w i j" c" u k o r n g" u g t k c n" e q p p g e v k q p" v q" g p u w t g" v j c v" { q w t" M X O" U y k v e j" k u" c n y c { " u t w p p k p i" c v" k v u" d g u v 0" H N C U J" w r i t c f g u" c t g" c x c k n c d n g" h q t" f q y p n q c f" h t q o" y y y 0 u j c t m t c e m 0 e q o l m x o 0

V j g"MXO"Uy kve j "q h h g t u" u w r r q t v" h q t" p w o g t q w u" R U 1 4" o k e g" k p e n w f k p i < " K D O" U e t q n n R q k p v."

Nqi kvgej "OqwugOcp" Y jgg. "Nqi kvgej "Vtcm o cp" Octdng" Y jgg. "Nqi kvgej "Vtcm o cp" Octdng" HZ. "Mgpukpi vqp" 6" Dwwvqp" Oqwug. "Oketquqhv" Gzrnqtgt" Oqwug" cpf" vjg" Oketquqhv" Kpvgnk Oqwug" hc o kn {0}

Plug and Play

Vjg"MXO"Uy kvej "uwr rqtvu"Rmwi "cpf"Rnc{ "xkfgq"cpf"ku"eq o rnkcpv" ykvj "vjg"XGUC" FFE4D"uvepcfctf0

Mouse translation

Hqt"cf fgf"eq o rcvdknk{ "y kvj" {qwt"ewttgpn"gs wkr o gpv. "MXO"Uy kvej "hgcwvtgu" o qwug" vtcnpuncvkqp"ecrcdknk{0"Qrgtcvqf"vj tqwi j "vjg"MXO"Uy kvej. " {qwt" o qwug" yknn" yqtm" y kvj" cpf" cvcejgf"eq o rrwgt/"tgi ctfnguu"qh" yjgvjgt"vjg"eq o rrwgt"ku"Uwp. "WUD. "ugtken"qt"RU14" o qwug"eq o rcvdkng#"

Expansion for up to 64 computers

C"MXO"Uy kvej "wpkv" yknn"uwr rqtvt"htq o" qpg"vq" gki j v"cvcejgf"eq o rrwgtu. "qt"ejcppgnu0" Kh" o qtg"vj cp" gki j v"ejcppgnu"ctg"pggfgf. " o wvkrng"wpkvu"ecp"dg"ecuecfgf"vqi gvjgt" hqt"gzrcpukp0"Wr"vq"v yq"vkgtu"qh"wpkvu"ecp"dg"eqppgevgf" hqt" c"vqvcn"qh"86"cvcejgf" eq o rrwgtu"kp"qpg"u {uv g o 0}

Keep Alive feature

MXO"Uy kveju" Mggr" Cnkxg" hgcwvtg" cnnqyu" cvcejgf" ugtxgtu"vq" rvygt"vjg"wpkv"kp"vjg" gxgpv"qh" c"MXO"Uy kvej" rvygt" hcknwtg0"Vjku" rtxgpnv" cvcejgf"eq o rrwgtu"htq o "nqemkpi" wr"cpf"mggru" {qw"htq o "nqkpi"vk o g"cpf"fcvc0}

OSD Configuration Utility

Vjg"QUF"Eqp i i wtcvkqp"Wvknkv{ "cnnqyu"vjg"cf o kpkwvcvt"vq"gcukn{ "eqp i i wtg"cpf" fqy pncf" c"ejcppgn"nkuv" ykvj" fg i pgf" wugtu"cpf"ceeguu" rtkxkngi gu"vq"vjg"gpvktg"u {uv g o 0} Vjku"wvknkv{ "y knn"cnuq"tgcf"cpf"ucxg" {qwt"ewttgpn"eqp i i wtcvkqp" hqt"gzvtc"ugewtkv{0}

AutoBoot technology

Vjg" CwvqDqqv" hgcwvtg" dqquv" cnn" cvcejgf" ugtxgtu" fwtkpi" kpkvken" rvygt/wr"qt" chvgt" c" rvygt" hcknwtg0" Eq o rrwgtu"ctg" dqvqf" vtcpuretgpn{ " y kvj qvw" rrgtcvqt" kpvgtxgpvkqp. "cpf" o c{ "dg" rvygtgf/wr" qpg"cv"vkv o g"qt" cnn"cv" qpeg0" Y jgp"vjg" rvygt"uvcdknk | gu. "c"ejcppgn" o c{ "dg"ugngevgf0"

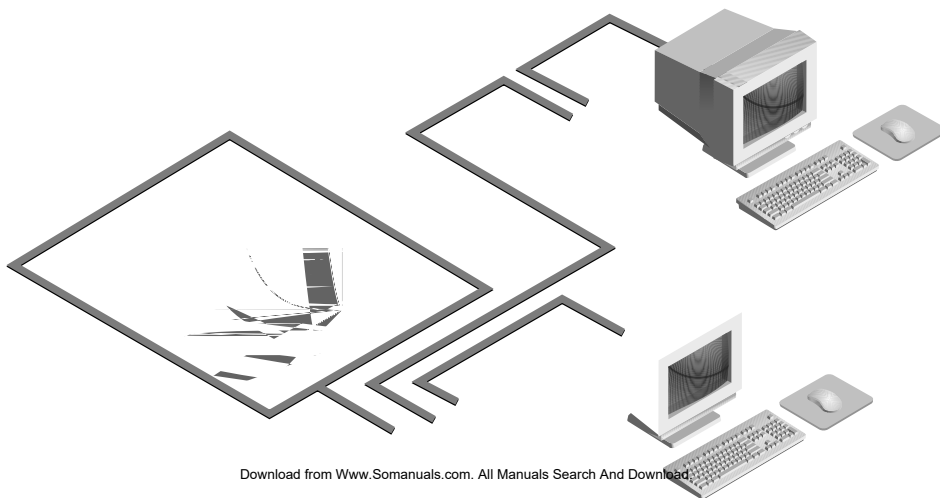
6 i] h !] b ' g W U b b] b [' W U d U V] '] h] Y g

D i g \ ! V i h h c b ' / ' _ Y m V c U f X ' g k] h W \] b [

G h U h i g '] b X] W U h c f ' @ 9 8 g

7 c a d U h] V] '] h m

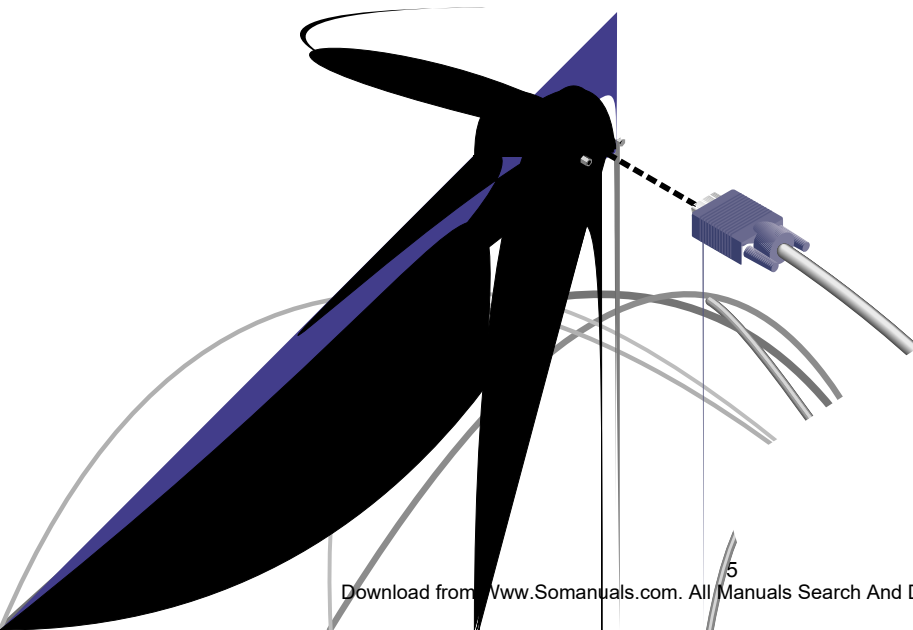
L ; 5 # L ; 5 ! = : ' g i d d c f h



&' 6 Ug]W' =bghU``Uh]cb

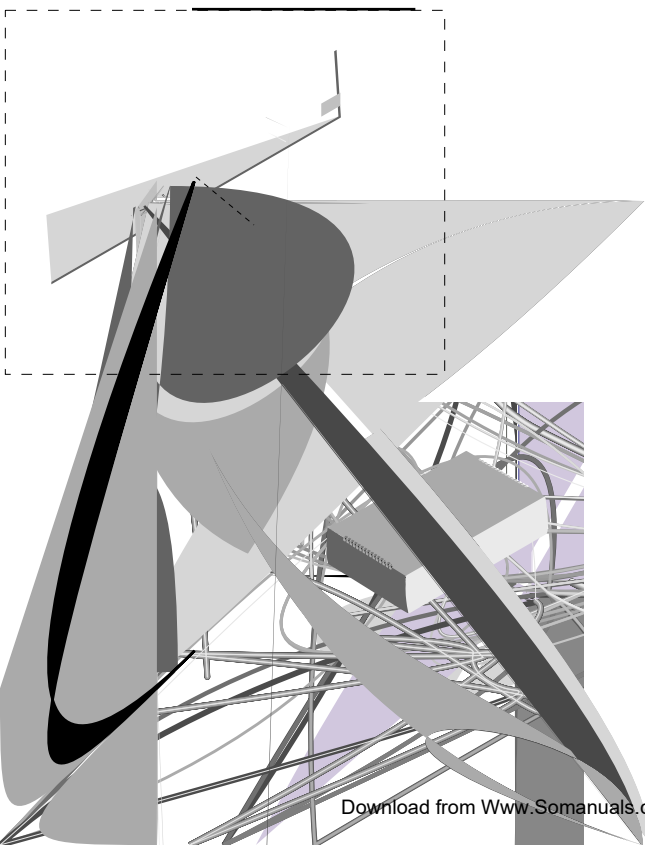
7 cbbYWh]b['mc i f'@cWU`DYf]d\YfU`g

BchY. A PS/2 keyboard will not function if a Sun keyboard is attached. However, you may use a PS/2 mouse with a Sun keyboard.

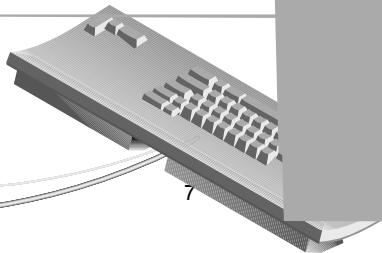
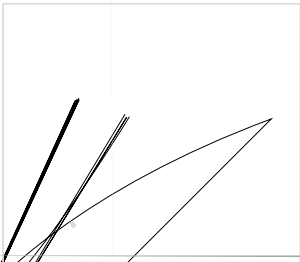
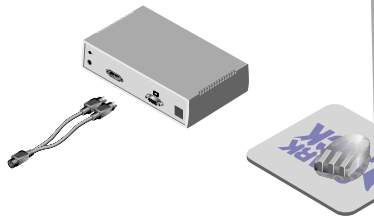


7 cbbYWh]b ['mc i f'fY a chY'dYf]d \YfU'g

ã



=Z'mc i 'UfY' i g]b['FY a chY'G i b'dYf]d\Yf

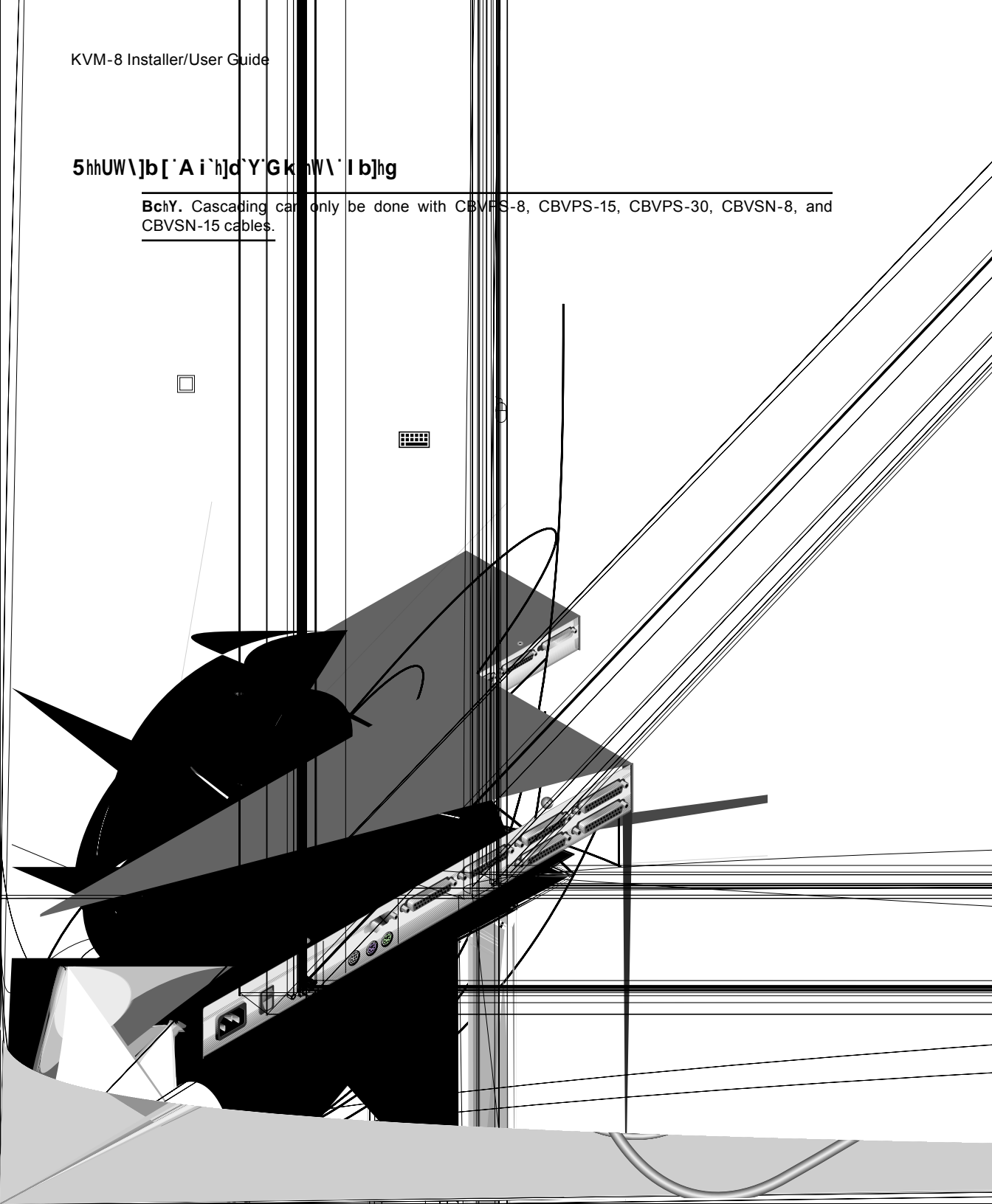


7UV`Y	8YgWf]dh]cb	@Yb[h\	D\chc
CBVPS-8 CBVPS-15 CBVPS-30	PS/2 VGA cable PS/2 VGA cable PS/2 VGA cable	8 ft. 15 ft. 30 ft.	
CBVSB-8 CBVSB-12	USB VGA cable USB VGA cable	8 ft. 12 ft.	
CBWSN-8 CBWSN-15	SUN 13W3 cable SUN 13W3 cable	8 ft. 15 ft.	
CBVSN-8 CBVSN-15	SUN VGA cable SUN VGA cable	8 ft. 15 ft.	

7cbbYWh]b[`Wc a d i hYfg`hc`h\Y`?JA`GK]hW\

5hhUW\]b['A i`h]c`Y'Gk hW\`I b]hg

BchY. Cascading can only be done with CBVPS-8, CBVPS-15, CBVPS-30, CBVSN-8, and CBVSN-15 cables.



' ' 6Ug]W' CdYfUh]cbg

C jYf j]Yk



Command Mode

Command	Description
<CM>	Enter Command Mode: 1. Press and hold down the Ctrl key. 2. Press and release the minus (-) key on the numeric keypad. 3. Release the Ctrl key. Note: For alternate hot-key sequences, see "System Control & Maintenance" later in this chapter.
<Enter>	Press the Enter or F1 key. The <Enter> command is used to execute an instruction and exit from Command Mode.
Addr	The numbers over the push-buttons on your KVM Switch are your computers' addresses. Enter the number, 1-8, for the computer you're selecting. For cascaded systems, enter the address of the base unit, then the address of the cascaded unit. Example: You have a KVM Switch unit cascaded from channel 1 of your base unit. To access the computer at channel 3 of this second (cascaded) unit, enter 13.
<ESC>	Press the Esc key. The <ESC> command is used to exit Command Mode without executing an instruction.

Hot-Key Switching

Hot-key switching is only available in the default non-secure state. For more information on secure versus non-secure operation, see the "Administrator Functions" section of Chapter 4.

9gW

9bhYf

(Addr)

9bYf'

Key Sequence	Action
<CM>Addr<Enter>	Selects an active channel via keyboard

?Ym'GYe i YbWY	5Wh]cb
1. <CM>4<Enter>	Selects channel 4 on the base unit as the active channel.
2. <CM>3<Enter>	Selects the KVM Switch attached to channel 3 on the base unit, then selects channel 5 on the cascaded unit.
3. <CM>6<Enter>	Selects channel 6 on the base unit as the active channel.
4. <CM>21<ESC>	Exit Command Mode. The instruction is not executed. channel 6 is still the active channel.

Command Reference

Command	Description
<CM>Kn<Enter>	Sets the keyboard scan set where <i>n</i> is a scan set number 1-3.
<CM>MR<Enter>	If you hot-plug your mouse cable, you may experience a loss of mouse signal. Use this command to restore the signal if you are using a PC with a standard PS/2 mouse driver.
<CM>MW<Enter>	If you hot-plug your mouse cable, you may experience a loss of mouse signal. Use this command to restore the signal if you are using a PC with a Microsoft IntelliMouse or other wheel mouse driver.
<CM>AV<Enter>	Displays the current firmware version of your KVM Switch.
<CM>SG<Enter>	Enables the scan Go command (by address only).
<CM>SH<Enter>	Enables the scan Halt command.
<CM>M+<Enter>	Enables mouse suspension of scanning.
<CM>M-<Enter>	Disables mouse suspension of scanning.
<CM>H1<Enter>	Changes the hot-key sequence to the default: (NumLock, -).
<CM>H2<Enter>	Changes the hot-key sequence to the 1st alternate: (NumLock, *).
<CM>H3<Enter>	Changes the hot-key sequence to the 2nd alternate: (CTRL, ~).
<CM>OSD0<Enter>	Disables the OSD Sequence.
<CM>OSD1<Enter>	Changes the OSD sequence to the default: (CTRL, CTRL).
<CM>OSD2<Enter>	Changes the OSD sequence to the 1st alternate: (Alt, Alt).
<CM>OSD3<Enter>	Changes the OSD sequence to the 2nd alternate: (Shift, Shift).
<CM>ZM<Enter>	Use this command to resynchronize the mouse after a device or computer hot-plug. Repeat, if necessary, until synchronization is re-established. Caution: Using this command while the mouse is operating correctly will cause the mouse to lose sync.

(` Cb!GWfYYb` 8]gd`Um` CdYfUh]cbg

5Wh]jUh]b[`CG8

9bhYf

9bhYf

BchY.All KVM Switch units ship in the default non-secure state. For more information on secure versus non-secure operation, see the section "Administrator Functions."

H\Y`CG8`K]bXc k

KVM Switch Administrator Power Control		
Name	Address	Access
Accounting	6	VK o
Engineering	5	V ●
Jene's PC	3	VK o
Mail Server	1	V o
Pam's PC	2	VK ●
Shop Floor	4	VK ●
F2-ON	F4-OFF	F6-Reboot

H\Y`AU]b`CG8`K]bXc k

dU[Y`id dU[Y`Xc kb

9bhYf`

9gW

:%\$

H\Y'7c a aUbX'AYb i

7cbhfc''

9bhYf'

KVM Switch Configure Channel	
Add Channel	
Delete Channel	
Change Channel Name	
Change Channel Address	
Dwell Time For ID window	
Options For ID window	
Alpha Scan Dwell Time	
ENTER-accept	ESC-previous

H\Y'7c a aUbX'AYb i

9gW'

6Ug]W'7\UbbY''AU]bhYbUbwY

KVM Switch Add Channel	
Name	
Address	
ID Dwell Time	5
Scan Dwell Time	5
Save Changes	
Enter = activate ESC = exit	

H\Y'5XX'7\UbbY''K]bXck

5XX]b['W\UbbY'g'

=bgYfh'

9bhYf

9bhYf

9bhYf

9bhYf

9bhYf

9gW'

9X]h]b['W\UbbY''bU a Yg'UbX'UXXfYggYg

7cbhfc''

:&'

:&

9bhYf

9bhYf

9gW

8Y`Yh]b[`Ub`YI]gh]b[`W\UbbY`

7cbhfc``

8Y`YhY`

8Y`YhY`

M` B`

9bhYf

H\Y`=8`K]bXck

7\Ub[]b[`h\Y`g]nYz`Wc`cf`UbX`dcg]h]cb`cZ`h\Y`=8`k]bXck

7cbhfc``

:`

:`

CdYfUh]cb	DfcWYX i fY
Move the ID Window	Use the arrow keys or mouse to move the ID Window's position on the monitor. (Hold down the G\]zh key to move faster.) If the window flickers but does not move, continue tapping the arrow keys until it moves back into range.
Change window	Press the DU[Y' I d key to cycle through background color the available window background colors.
Change text color	Press the DU[Y' 8 c k b key to cycle through the available text colors.
Change window length	Use the Ž and ! keys to change the length of the ID Window.
Change window size	Press the spacebar to toggle between large and small.
ID Window Help	Press :%

9bhYf'

9gW'

GYhh]b ['h\Y'=8' k]bXc k'XkY''h] a Y

7cbhfc``

&))'

\$'

5X a]b]ghfUhc f' : i bWh]cbg

8]ZZYfYbWYg`VYh kYYb`gYW i fY`UbX`bcb!gYW i fY`cdYfUh]b [` a cXYg

Administrator Account	<p>Setting up an administrator account with a password places your system in secure mode. Non-secure systems do not use passwords. To return your system to the default of non-secure mode, simply delete the administrator password. When the administrator password is enabled, user passwords must also be entered or the switch will not be completely secure. The default for users is no password. Simply press 9bYf at the prompt. If you configure an administrator password from this menu, your system will then be in secure mode. A lock symbol will appear to the right of the menu headings to indicate secure operation.</p>
Logout Capability	<p>You have the option of automatically logging out of the system after an administrator defined period of inactivity. Timeout values can be set from 0 to 60 minutes. (Default is five minutes). A value of 0 keeps the user logged in continuously. When the timeout is reached, the current channel is deselected and the display goes to the login prompt. Users must login again to access system computers. This option is only available in secure mode.</p>
Multiple User Logins	<p>You can create up to four user logins in addition to the system administrator. Use these logins to configure and control server access for every type of system user. The administrator has full access privileges; additional users can have viewing or viewing with keyboard and mouse control capability for each attached server. This option is only available in secure mode.</p>
Channel Push-Button	<p>While in secure mode, all channel push-buttons are disabled. In non-secure mode, all channel push-buttons function normally.</p>

7fYUh]b [`h \Y`UX a]b]ghfUhc f'UWWc i bh

7cbhfc``

9bhYf

\$`

75 IH:CB. Security is enabled once the password has been created. Store a copy of your password in a safe place.

GYhh]b [` I d`UXX]h]cbU`` i gYfg

7cbhfc``

9bhYf`

9bhYf`

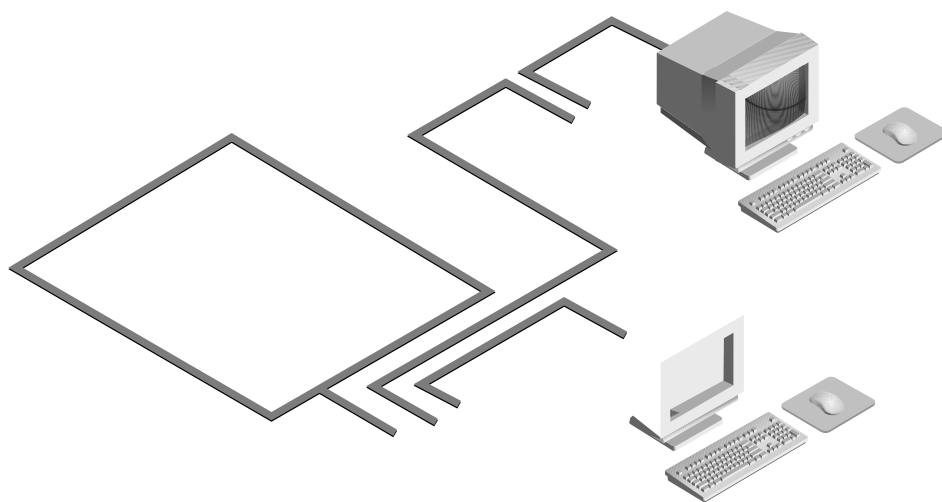
FY a chY' i gYf

Gk]hW\`gY`YWh]cb

)`5XjUbWYX`CdYfUh]cb

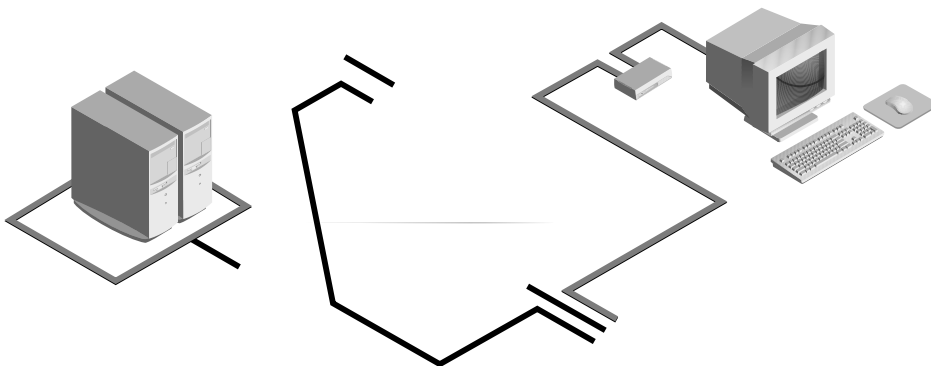
Ai`h]igYf`CdYfUh]cb

-bXYdYbXYbh`UWWYgg



G\UfYX`UWWYgg

A i`h]`7\Ugg]g`CdYfUh]cb



-bXYdYbXYbh`UWWYgg`cdh]cbg



?YmVcUfX`HfUbg`Uh]cb

GHCD` 5 ; 5=B`
 GWfc``@cW_
 GHCD` 5 ; 5=B` GWfc``@cW_

GWfc``@cW_

AUddYX` : i bWh]cbg`zcf`DG#&`?YmVcUfX`hc`G i b`7 c a d i h Yf			
Key	Sun	Key	Sun
F1	STOP	F9	FIND
F2	AGAIN	F10	CUT
F3	PROPS	F11	POWER
F4	UNDO	F12	COMMAND
F5	FRONT	keypad *	COMPOSE
F6	COPY	NUMLOCK	HELP
F7	OPEN	keypad /	MUTE
F8	PASTE	keypad -	VOL -
		keypad +	VOL +

dckYf`
g`YYd`

DckYff#G`YYd'Zcf' l G6`7c a di hYfg			
Peripheral			Computer
Keyboard	Key	Scroll Lock	
PS/2	Shift-F11	On	Win 98/2000
	F11	On	Win 98/Mac
	Sleep	On	Win 98/Mac
		Off	Win 98/2000
Sun	Power	On	Win 98/2000
		Off	Win 98/Mac

G`YYd'

**GWfc``@cW_
DckYf'**

***'7\UbbY`GWUbb]b[**

7\ccg]b[`U`GWUb`AYh\cX

Hi fb]b[`GWUbb]b[`Cb`UbX`CZZ`

:fca`h\Y`CG8`aYbi

7cbhfc`

9bhYf

K]h\`h\Y`GWUb`V i hhcb`

6m`_YmVcUfX`\ch!_Ym`gYe i YbWY`

?Ym`GYe i YbWY`	5Wh]cb
<CM>SG<Enter>	Enables the scan Go command (By Address Only).
<CM>SH<Enter>	Enables the scan Halt command.

GWUbb]b [`Vm`@]gh

7cbhfc``

FYh i fb`

KVM Switch Administrator Scan List		
Address	Dwell	Name
1	5	Sales
2	5	Accounting
3	5	Mail Server
4	5	Shop Floor
F2 - Add		F3 - Delete
ENTER - Save		ESC - cancel

H\Y`5X a]b]ghfUhcf`GWUb`@]gh`K]bXc k

Hc`UXX`U`W`UbbY`hc`h`Y`GWUb`]gh

:&

9bhYf`

9gW`

Hc`XY`YhY`U`W`UbbY`Zfc a`h`Y`GWUb`@]gh

:`

9bhYf`

7 Appendices

KVM-8 Specifications

Mechanical	Height: 1.7" (4.5 cm) Width: 17.2" (43.7 cm) Depth: 6.5" (16.51 cm) Weight: 4.8 lbs (2.17 kg)
Environmental/Power	Operating Temperature: 41° (5°C) to 104° (40°C) Storage Temperature: -4° (-20°C) to 122° (50°C) Operating Voltage: 100 - 240 VAC Power Frequency: 50 - 60 Hz
Supported Hardware	Computer: IBM PC/AT, PS/2, Sun workstations, USB computers and 100% compatibles Video Modes: VGA, SVGA, (XGA, XGA-II adapter may be required) Maximum Resolution: 1600 x 1200 @ 85 Hz Peripherals: PS/2 keyboard, PS/2 mouse, Microsoft Explorer mouse, Microsoft IntelliMouse Family, IBM Scrollpoint, Logitech Mouseman Wheel, Logitech Trackman Marble Wheel, Logitech Marble FX and Kensington 4 button mouse, Sun Type 5 and Type 6.
Agency Approvals	UL 1950, CSA C22.2 No. 950, EN60950 FCC part 15A, EN55022, EN50082

Remote User Receiver Specifications

Mechanical	Height: 1.9" (4.8 cm) Width: 8.1" (20.6 cm) Depth: 4.8" (12.2 cm) Weight: 1 lb. (0.45 kg)
Environmental/Power	Operating Temperature: 5°C to 40°C Storage Temperature: -20°C to 50°C Power Supply: 24Vdc @ 500mA from 120 VAC adapter

:@5G<' l d [fUX]b[

7cbhfc`

7cbhfc`

9bhYf

MYg'

BchY. The keyboard, video and mouse are disabled during the FLASH upgrade.

Hfc i V`Yg \cch]b[

Gm a dhc a	5Wh]cb
No status light	Verify unit is turned on. Check power cable. If status light still does not light, turn off the unit and check the fuse located under the power cord connector. If the problem persists, contact SharkRack Technical Support.
Red status LED lit	Internal unit failure. Contact SharkRack Technical Support for information.
Red Status LED Blinking	Bad FLASH memory on power-up. Contact SharkRack Technical Support.
Green channel LED not lit	Verify that the computer is powered on. Check the cabling between your computer and the KVM Switch. Verify that a keyboard works when plugged directly into your computer. If the problem persists, contact SharkRack Technical Support.
Unable to hot-key switch to a channel	Check the power indicator on the OSD screen to ensure that the system in question is powered. Verify that you are not in secure mode. (No lock symbol on OSD screen.) Verify that you are in hot-key mode by checking to see if the green status LED is blinking. If it is not, press 9gW' and try going into command mode again. If the problem persists, contact SharkRack Technical Support.
Unable to push-button switch	Verify that the channel being selected is not serving as to a channel an expansion unit. Verify that you are not in secure mode. (No lock symbol on OSD screen.) Verify that a computer is attached to that channel. If the problem persists, contact SharkRack Technical Support.

Gm a dhc a	5Wh]cb
No video	Verify that the video cable between the computer and the KVM Switch is correctly connected. Verify that the monitor cable is correctly connected to the KVM Switch. Power down the computer. Connect the monitor directly to the computer and power-up again. If the monitor operates correctly direct to the computer, contact SharkRack Technical Support. If it does not, try another monitor.
Mouse jumps or “hugs” screen	If the mouse has been hot-plugged while running in Windows, you may need to close and restart Windows. If the mouse still does not function, try the mouse resynchronization command <ZM>. (For instructions on command mode, see “Basic Operations.”) If the problem persists, contact SharkRack Technical Support.
Mouse is inoperable on one computer channel	If the mouse is inoperable on a channel, try the mouse reset command <MR> or <MW> with that PC selected. (For instructions on command mode, see “Basic Operations.”) Verify that the cables from the computer to the KVM Switch are connected properly. Make sure that you have keyboard/mouse privileges for that channel. Verify that the mouse driver and application are configured properly for mouse support. Verify that the computer works properly with a mouse connected directly to it. If the problem persists, contact SharkRack Technical Support.

Gma dhc a	5Wh]cb
<p>Mouse is inoperable on all computer channels</p>	<p>Verify that the mouse is plugged into the correct PS/2 port on the back of the KVM Switch. Try the mouse reset command <MR> or try the “Reset PS/2 Standard Mse/Kbd” command from the OSD Command Menu for computers using PS/2 mice. Use <MW> or “Reset PS/2 wheel Mse/Kbd” for computers using the Microsoft IntelliMouse. (For instructions on command mode, see the “Basic Operations” chapter.) Verify that the mouse works when connected directly to a computer. Cycle power to the KVM Switch unit. (You do not have to power down your computers for this.) If the mouse remains inoperable, power down all attached computers, cycle power on the KVM Switch, then repower the computers. If the problem persists, contact SharkRack Technical Support.</p>
<p>Remote Video is unrecognizable</p>	<p>Verify the remote monitor capabilities are equal to or greater than the local monitor capabilities. Plug and Play video is only supported on the local video port.</p>
<p>Keyboard is inoperable on one computer channel</p>	<p>If keyboard does not function on one channel, verify that the cables from the computer to the KVM Switch are connected properly. If you are operating in secure mode, verify your keyboard and mouse privileges. Verify that the keyboard works properly connected directly to the computer. If the problem persists, contact SharkRack Technical Support.</p>
<p>Keyboard is inoperable on all channels</p>	<p>If the keyboard does not work on any channel, try the “Reset PS/2 Mse/Kbd” command from the OSD Command Menu. Try a different keyboard. If the keyboard still does not function, cycle the power on the KVM Switch unit. Cycle power on all attached computers and the KVM Switch unit and try again. If the problem persists, contact SharkRack Technical Support.</p>
<p>Keyboard is inoperable after switching channels</p>	<p>If you are operating in secure mode, verify your keyboard and mouse privileges. If the problem persists, call SharkRack Technical Support. Try changing the keyboard scan set for that channel by using the keyboard command sequence <Kn>. (For more information, see the “Basic Operations” chapter.)</p>

General	Troubleshooting
Characters on screen do not match keyboard input	Try changing the keyboard scan set for that channel by using the keyboard command sequence <Kn>. (For more information, see the “Basic Operations” chapter.) If the problem persists, call SharkRack Technical Support.
No keyboard, video or mouse on the expansion unit; the base unit is functioning properly	Verify that the cable connecting the two units together is correctly connected on both ends. (For additional information, see the “Installation” chapter.) If the problem persists, contact SharkRack Technical Support.
OSD menu does not display	Verify that you are pressing the 7cbhfc` key twice within one second. If the problem persists, contact SharkRack Technical Support. Verify that the channel is powered. Check the address configured in OSD. If the computer is powered and the address is correct, call SharkRack Technical Support.
Unable to change channels using OSD	Verify that the channel is powered. Check the address configured in OSD. If the computer is powered and the address is correct, call SharkRack Technical Support.
Administrator password is forgotten	Call SharkRack Technical Support at (877) 427-5722.
User password is forgotten	Contact your system administrator.
General Keyboard/Video Problems	If the building has 3-phase AC power, ensure that the computer, the KVM Switch and the monitor are on the same phase. Best results are obtained when they are on the same circuit. Use only SharkRack supplied cable. Warranties do not apply to damage resulting from user supplied cable. Do not use a 2-wire extension cord in any SharkRack product configuration. Test AC outlets at computer, KVM Switch and monitor for proper polarity and grounding. Use only with grounded outlets at the computer, KVM Switch and monitor. When using a backup power supply (UPS), power the computer, KVM Switch and the monitor off the supply.
Poor Video Quality at Remote User	Verify that the length of Category 5 cable between the KVM Switch and Remote User is 500 ft or less. Make sure the video connectors at both ends are firmly seated. Make sure that the Category 5 connectors are properly inserted. Make sure that the modular plugs on the Category 5 cable were properly crimped onto the cable.

KUffUbm

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