



Avocent™

AutoView® 200/400

Installer/User Guide



**INSTRUCTIONS**

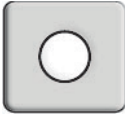
This symbol is intended to alert the user to the presence of important operating and maintenance (servicing) instructions in the literature accompanying the appliance.

**DANGEROUS VOLTAGE**

This symbol is intended to alert the user to the presence of uninsulated dangerous voltage within the product's enclosure that may be of sufficient magnitude to constitute a risk of electric shock to persons.

**POWER ON**

This symbol indicates the principal on/off switch is in the on position.

**POWER OFF**

This symbol indicates the principal on/off switch is in the off position.

**PROTECTIVE GROUNDING TERMINAL**

This symbol indicates a terminal which must be connected to earth ground prior to making any other connections to the equipment.



AutoView[®] 200/400

Installer/User Guide

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USA Notification

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

Note: This equipment has been tested and 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.

Canadian Notification

This digital apparatus does not exceed the Class A limits for radio noise emissions from digital apparatus set out in the Radio Interference Regulations of the Canadian Department of Communications.

Le présent appareil numérique n'émet pas de bruits radioélectriques dépassant les limites applicables aux appareils numériques de la classe A prescrites dans le Règlement sur le brouillage radioélectrique édicté par le Ministère des Communications du Canada.

Japanese Notification

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Agency Approvals

UL 1950, CSA C22.2 No. 950, EN60950

FCC part 15A, EN55022, EN50082

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1

Product Overview

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Chapter 1: Product Overview

Features and Benefits

The AutoView 200 and 400 series KVM switches allow you to control multiple computers from one keyboard, monitor and mouse. The AutoView 200 allows you to control up to 64 PCs, while the AutoView 400 enables control of up to 64 PC, Sun or USB computers. Both models work with IBM PC/AT, PS/2 systems and 100% compatible machines with support for VGA, SVGA, XGA and XGA-II video.

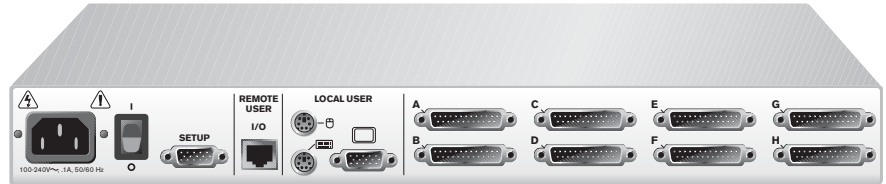


Figure 1.1: AutoView 200 Model

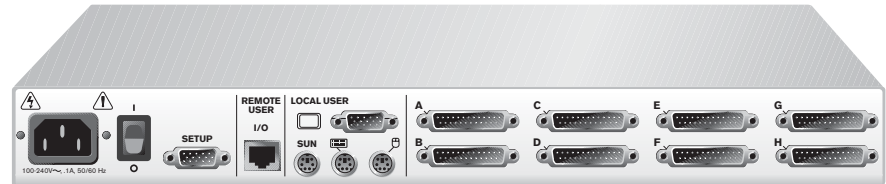


Figure 1.2: AutoView 400 Model

Multiusers/extended access capability

Your AutoView supports two simultaneous users in the system. This second user may be placed up to 500 feet away from the AutoView system. Built-in extension lets you place your second keyboard, monitor and mouse wherever you need them most. Within the base unit, AutoView performs as a complete 2 x 8 matrix switch with both users independently accessing any of the eight attached computers at the same time.

On-screen display capability

Configure and control your AutoView switch with the On-Screen Display (OSD). Name your computer channels anything you wish, then select the desired computer from an easy-to-use menu. Secondary menus let you configure and initiate channel scanning and other system features.

Plug and Play

Your AutoView supports Plug and Play video and is compliant with the VESA DDC2B standard.

Mouse translation

For added compatibility with your current equipment, your AutoView features mouse translation capability. Through the AutoView 200, your PS/2 mouse will work with any attached PC, whether it is serial or PS/2 mouse compatible.

With the AutoView 400 switch, your PS/2 mouse will also control Sun and USB computers seamlessly.

Advanced security for total control over system access

Use the advanced multilevel security feature to configure and control server access for every type of user in the system. The administrator has full access privileges, while individual users can have viewing or viewing/editing capability for each attached server.

FLASH upgrade capability

The AutoView 200/400 switches are FLASH upgradable. This allows you to update your firmware at any time through a simple serial connection to insure that your AutoView is always running at its best.

Mouse support

AutoView offers support for numerous PS/2 mice including: IBM ScrollPoint, Logitech MouseMan Wheel, Logitech Trackman Marble Wheel, Logitech Trackman Marble FX, Kensington 4 Button Mouse, Microsoft Explorer Mouse and the Microsoft IntelliMouse family.

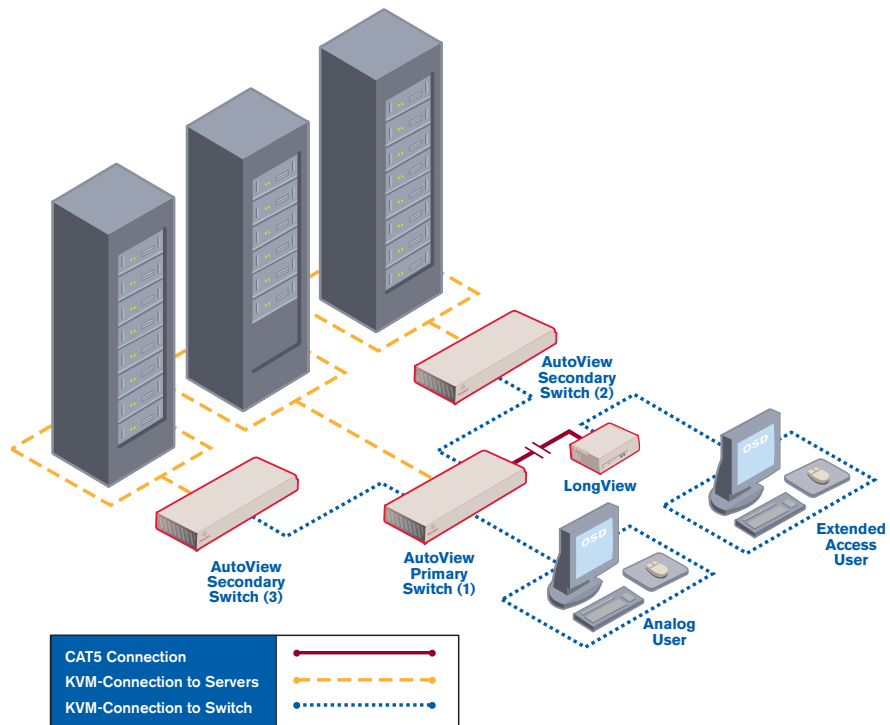


Figure 1.3: Example AutoView 200/400 Configuration

OSD Configuration Utility

The OSD Configuration Utility allows the administrator to easily configure and download a channel list with defined users and access privileges to the entire system. This utility will also read and save your current configuration for extra security.

Expansion for up to 64 computers

Your AutoView unit will support from one to eight attached computers, or channels. If more than eight channels are needed, multiple units can be cascaded together for expansion. Up to two tiers of units can be connected for a total of 64 attached computers in one system.

Built-in scanning capability

A built-in scanning feature allows you to automatically monitor, or scan, connected computers without intervention. When keyboard activity is detected, scanning is suspended until all activity stops. Scanning then resumes with the next channel in sequence.

Keep Alive feature

The AutoView Keep Alive feature allows attached servers to power the unit in the event of an AutoView power failure. This prevents attached computers from locking up and keeps you from losing valuable time and data.

AutoBoot technology

The AutoBoot feature boots all attached servers during initial power up or after a power failure. Computers are booted transparently without operator intervention, and may be powered up one at a time or all at once. When the power stabilizes, a channel may be selected.

Push-button and keyboard switching

In addition to using the on-screen menus, you can switch computer channels in one of three easy ways: via the AutoView channel push-buttons, with the Scan button or with a simple keyboard sequence.

Status indicator LEDs

Indicator LEDs give you constant readings on the status of your AutoView unit. Status, scanning and channel LEDs take the guesswork out of system operation and diagnostics.

Multiplatform (AutoView 400 only)

The AutoView 400 adds multiplatform capabilities to your switching system by simultaneously supporting any combination of PS/2, Sun or USB computers in the same system. Switch easily across platforms with our On-Screen Display.

Compatibility

XGA/XGA-II support

If you wish to use XGA or XGA-II video, you will need to purchase an adaptor available through Avocent.

Safety Precautions

To avoid potential video and/or keyboard problems when using Avocent products:

- If the building has 3-phase AC power, ensure that the computer and monitor are on the same phase. For best results, they should be on the same circuit.
- Use only Avocent-supplied cable to connect computers and KVM switches. Avocent warranties do not apply to damage resulting from user-supplied cable.

To avoid potentially fatal shock hazard and possible damage to equipment, please observe the following precautions:

- Do not use a 2-wire extension cord in any Avocent product configuration.
- Test AC outlets at the computer and monitor for proper polarity and grounding.
- Use only with grounded outlets at both the computer and monitor. When using a backup power supply (UPS), power the computer, the monitor and the AutoView unit off the supply.

NOTE: The AC inlet is the main disconnect.

Rack mount safety considerations

- **Elevated Ambient Temperature:** If installed in a closed rack assembly, the operation temperature of the rack environment may be greater than room ambient. Use care not to exceed the rated maximum ambient temperature of the unit.
- **Reduced Air Flow:** Installation of the equipment in a rack should be such that the amount of airflow required for safe operation of the equipment is not compromised.
- **Mechanical Loading:** Mounting of the equipment in the rack should be such that a hazardous condition is not achieved due to uneven mechanical loading.
- **Circuit Overloading:** Consideration should be given to the connection of the equipment to the supply circuit and the effect that overloading of circuits might have on overcurrent protection and supply wiring. Consider equipment nameplate ratings for maximum current.
- **Reliable Earthing:** Reliable earthing of rack mounted equipment should be maintained. Pay particular attention to supply connections other than direct connections to the branch circuit (for example, use of power strips).



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Installation

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Chapter 2: Installation

Getting Started

Before installing your AutoView system, refer to the lists below to ensure that you have all the items that shipped with the AutoView as well as all other items necessary for proper installation.

Supplied with the AutoView

Your AutoView switch package contains the following items:

- AutoView unit
- Local country power cord
- AutoView 200/400 Installer/User Guide
- AutoView 200 or 400 Quick Installation Guide
- Download Instructions

Optional items

- Rack Mounting Kit (RMK-34)
- Serial cable, DB9 female
- PS/2 (CIFCA), USB (CUSB) or Sun (CVSN or CWSN) cables
- LongView KVM Extender (AVRU)
- CAT 5 cable for LongView (C5T or P5T)
- Sun monitor to VGA adaptor (VAD-13) (*AutoView 400 only*)
- Sun adaptor kit for LongView (VAK-1) (*AutoView 400 only*)

Rack Mounting your AutoView Unit

You can either place your AutoView appliance on your desktop or rack mount your unit into an EIA standard rack.

Obtain a Rack Mounting Bracket Kit (1U) from Avocent to rack mount your AutoView. Before installing the switch and other components in the rack, stabilize the rack in a permanent location. Start rack mounting your equipment at the bottom of the rack, then work to the top.



CAUTION: Rack Loading - Overloading or uneven loading of racks may result in shelf or rack failure, causing damage to equipment and possible personal injury. Stabilize racks in a permanent location before loading begins. Mount components beginning at the bottom of the rack, then work to the top. Do not exceed your rack load rating.



CAUTION: Power Considerations - Connect only to the power source specified on the unit. When multiple electrical components are installed in a rack, assure the total component power ratings do not exceed circuit capabilities. Overloaded power sources and extension cords present fire and shock hazards.

To install the rack mounting bracket:

1. Remove the side screws that secure the cover on your AutoView unit.
2. Line up the holes in the side brackets with the screw holes in the sides of the AutoView unit.
3. Using the previously removed screws, thread one through each of the holes in the sides of the rack mount brackets and into the AutoView cover. Tighten them securely.
4. Install a snap on nut (provided) onto one end of the cable support rod. Insert the rod through both brackets as shown above. Install the remaining acorn nut on the other end of the support rod.
5. Tie wraps can be used to secure cables to the support rod.

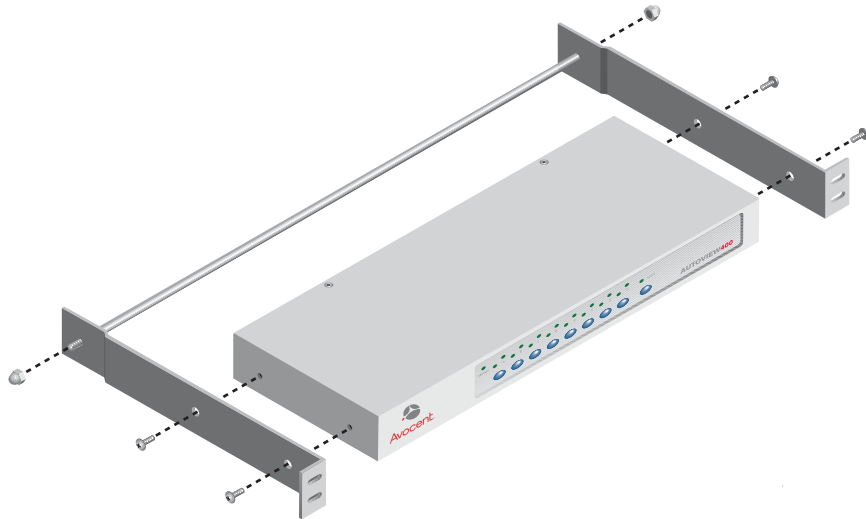


Figure 2.1: Rack Mounting Diagram

Installing an AutoView Switch

Installing your AutoView 200

The diagram below illustrates one possible configuration for your AutoView 200 switch. Follow the step-by-step procedure *To install an AutoView 200/400 switch* to properly install your new switch.

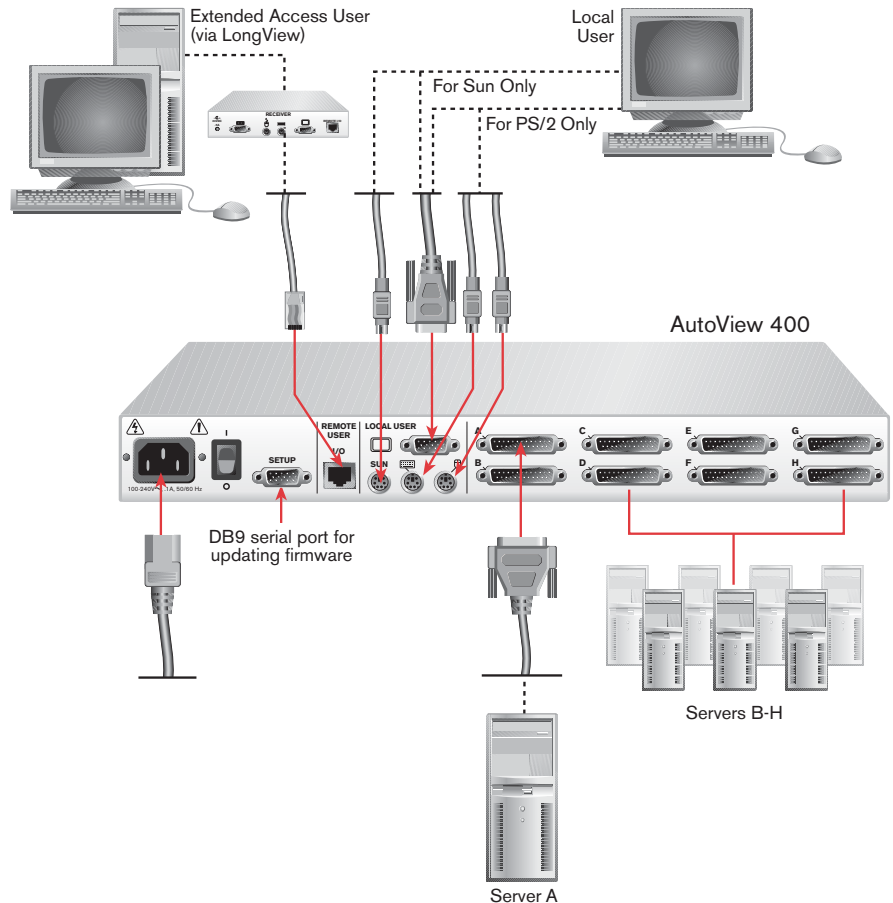


Figure 2.2: AutoView 200 Installation Example



WARNING: To reduce the risk of electric shock or damage to your equipment -

- Do not disable the power cord grounding plug. The grounding plug is an important safety feature.
- Plug the power cord into a grounded (earthed) outlet that is easily accessible at all times.
- Disconnect the power from the unit by unplugging the power cord from either the electrical outlet or the unit.

Installing your AutoView 400

The diagram below illustrates one possible configuration for your AutoView 400 switch. Follow the step-by-step procedure *To install an AutoView 200/400 switch* to properly install your new switch.

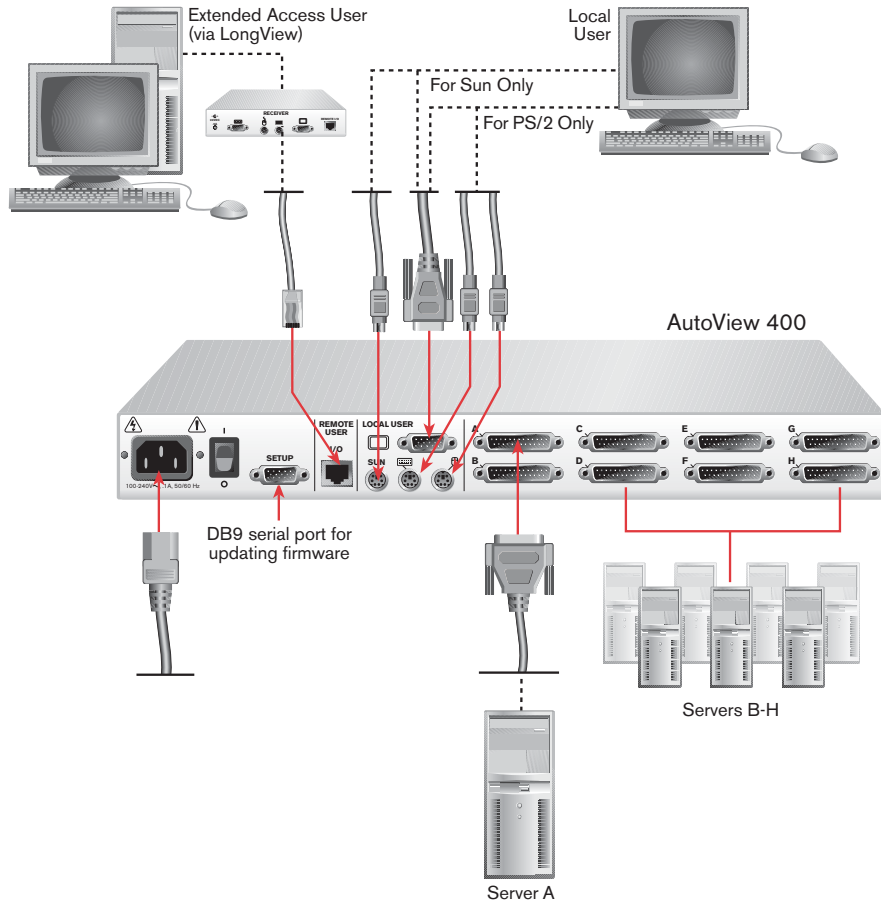





Figure 2.3: AutoView 400 Installation Example



WARNING: To reduce the risk of electric shock or damage to your equipment -

- Do not disable the power cord grounding plug. The grounding plug is an important safety feature.
- Plug the power cord into a grounded (earthed) outlet that is easily accessible at all times.
- Disconnect the power from the unit by unplugging the power cord from either the electrical outlet or the unit.

To install an AutoView 200/400 switch:

1. Power down all computers that will be part of your AutoView system.
2. Plug your VGA monitor cable into the port labeled  on the back of your AutoView. For Sun support, plug your Sun connector into the port labeled SUN and for PS/2 peripherals, plug your PS/2 keyboard cable and your PS/2 mouse cable into the ports labeled  and  respectively.
3. Connect the user station mouse, video and keyboard cables to the appropriate connectors on the rear of the switch.
4. Locate the input cable appropriate to the computer you are connecting. Plug this cable into any lettered port on the rear of the AutoView. The other end of the input cable will have multiple connectors depending on type. Plug these connectors into the matching ports on your computer.
5. Repeat step 4 for all remaining servers to be connected to the switch unit.
6. Connect the power cord to the switch unit.

NOTE: 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 on the AutoView 400 appliance.

To connect an extended access PS/2 user station:

NOTE: This requires a LongView receiver available from Avocent.

1. Plug a standard CAT 5 cable (up to 500 feet) into the RJ-45 modular jack on the rear of the AutoView. Avocent C5T or P5T cable is strongly recommended to achieve best performance and maximum distance. If you use a different CAT 5 cable, ensure it is terminated to the EIA (TIA) 568 B standard.
2. Route the CAT 5 cable to the location where you intend to place the secondary monitor, keyboard and mouse.
3. Place the LongView receiver near the monitor and connect your monitor, keyboard and mouse to the connectors on the rear of the receiver. Make sure you connect your monitor's power supply to appropriate electrical outlets.

NOTE: The serial connector on the rear of the receiver is not used in any AutoView configuration. Do not connect anything to this connector.

4. Connect the CAT 5 cable to the modular jack on the rear of the receiver.
5. Connect the circular power plug from the wall mount power supply to the power port on the LongView receiver. Then plug the power supply into a convenient electrical outlet. Verify that the receiver's power LED is now lit.

To connect an extended access Sun user station (AutoView 400 only):

NOTE: This requires a VAK-1 adaptor kit available from Avocent.

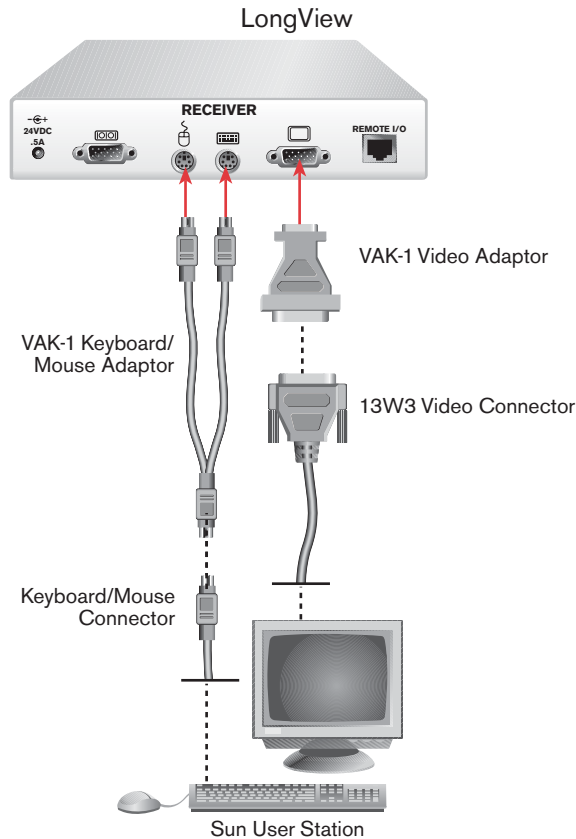


Figure 2.4: Extended Access Sun User Station Installation

1. Plug a standard CAT 5 cable (up to 500 feet) into the RJ-45 modular jack on the rear of the AutoView. Avocent C5T or P5T cable is strongly recommended to achieve best performance and maximum distance. If you use a different CAT 5 cable, ensure it is terminated to the EIA (TIA) 568 B standard.
2. Route the CAT 5 cable to the location where you intend to place the secondary monitor, keyboard and mouse.
3. If your monitor uses a 13W3 plug, attach the 15HDD male adaptor into the monitor port of your LongView receiver and the monitor cable into your VAK-1 adaptor. Otherwise plug the monitor directly into the LongView receiver.
4. Plug the ends of the 6-pin miniDIN VAK-1 keyboard/mouse adaptor into the corresponding ports on your LongView receiver, then plug the Sun keyboard/mouse cable into the VAK-1 adaptor.

5. If your extended access location utilizes Sun peripherals, you will need to set the AutoView 400 to recognize them before they can be used. To do this:
 - a. Activate the OSD by pressing **Control** twice within one second.
 - b. Press **Control** twice more to access Administrator Commands.
 - c. Use your **Arrow** keys to highlight Administrator Functions and press **Enter**.
 - d. Highlight *Remote User*. Use the **Spacebar** to cycle through peripheral types and select the ones appropriate to your system. Press **Enter**.
6. Connect the CAT 5 cable to the modular jack on the rear of the receiver.
7. Connect the circular power plug from the wall mount power supply to the power port on the LongView receiver. Then plug the power supply into a convenient electrical outlet. Verify that the receiver's power LED is now lit.

The AutoView 400 and all attached computers should be powered down before servicing the unit. Always disconnect the power cord from the wall outlet.

Installing a Multiple Switch System

The following diagram illustrates one possible cascading configuration using your AutoView switch. Perform this installation if you want to add another switch to your existing system. Follow the step-by-step instructions to properly cascade your new AutoView switch.

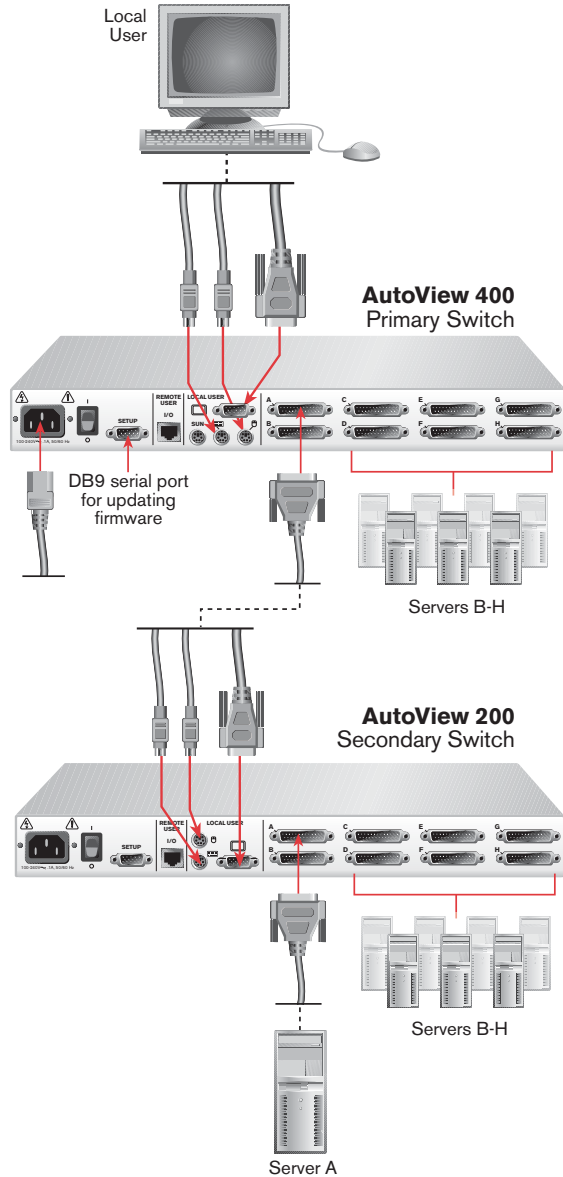





Figure 2.5: Multiple Switch Installation Example

To add a secondary switch to an AutoView switch system:

NOTE: Cascading can only be done with CUFC, CIFC or CIFCA cables.

1. Follow the steps in the procedure *To install an AutoView 200/400 switch* for each cascaded unit.
2. Plug the 25-pin D connector of your CIFCM input cable into any available channel port on the rear of your primary AutoView unit.
3. Plug the 15-pin video connector on the other end of the cable into the port labeled  on your first cascading AutoView unit. Plug the PS/2 mouse connector into the  port. Plug the remaining 6-pin miniDIN keyboard connector into the  port.

Powering Up the AutoView Switch System

Servers may be powered up one at a time or all at once. No operator intervention is required during booting. As the system stabilizes, the green LED over each channel will light, indicating that the attached server is powered up.



3

Basic Operations

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Chapter 3: Basic Operations

Viewing and Selecting Channels and Servers

Your AutoView may be operated in either a non-secure (no password required) or secure (password required) mode. All units ship defaulted to the non-secure mode. For more information on security, see *Setting User Station Security* in this chapter.

Front panel LEDs and push-buttons

Once the green LED over a channel lights, the attached server can be selected via the On-Screen Display menu or, if you are in non-secure mode, channel push-buttons, the Scan button or keyboard hotkey sequence. The amber LED will light at the active computer.

The Scan push-button has one LED over it. Press the button momentarily to switch to the next computer in sequence. The LED will turn amber briefly during the channel switch. Press and hold the button for one second to initiate channel scanning. The LED will turn green while you are in scan mode.

The status LED lights red if an internal failure occurs. The LED will blink green for several seconds during power up while the system performs a self-diagnostic. After initialization, the LED remains green during normal operation and blinks only when you are in Command Mode.

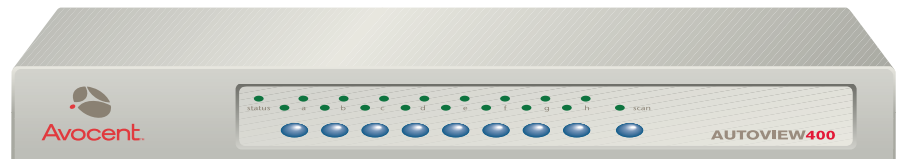


Figure 3.1: The AutoView Front Panel LEDs and Push-buttons

On-Screen Display

When you launch the on-screen display, you will first see the OSD Administrator Channel List. This menu lists all the servers in the system, the associated addresses and the status of each port. From here, you can select servers and access OSD configuration options.

NOTE: The OSD interface colors differ slightly between the AutoView 200 and 400 models. We have used AutoView 400 screen shots for the User Guide. The few feature differences are noted in the text.

To access the OSD Administrator Channel List:

1. Press the keyboard **Control** key twice within one second.
2. In non-secure mode, the Administrator Channel List appears.
-or-
In secure mode, the User Login window appears. Type in your user name

and press **Enter**. The Administrator Channel List appears.

-or-

In secure mode, if you are the system administrator, log in as Admin, Root or Administrator. Type your password and press **Enter**. The Administrator Channel List appears.

Avocent Control Panel Administrator Channel List			
Name	Address	Access	
Pam	1	VK	○
John	2	V	●
Elisabeth	3	VK	○
Charlene	4	VK	○
Sunshine	5	V	●
Ann	6	VK	●

ENTER = next ESC = exit

Figure 3.2: The Administrator Channel List

- If there is no keyboard activity, the login window will time-out after five minutes and go blank, enabling the monitor's energy saver. Enter your OSD activation sequence to restore the login prompt.

Viewing the status of your switch system

The Administrator Channel List displays all named channels in your AutoView system. They are listed alphabetically with their channel addresses and access status beside them. When in secure mode, only the channels that are accessible to the logged in user will be listed. For more information on security, see *Setting User Station Security* in this chapter.

OSD Status Symbols

Symbol	Description
●	Server connected and powered up.
○	Server is powered down or is not operating properly.

Selecting channels

A computer may be selected via the OSD or, if you are in non-secure mode, via channel push-buttons, the Scan button or keyboard hotkey sequences. (See *Keyboard Switching* later in this chapter.) The amber LED on the front panel of the switch will light at the active computer.

To select a channel in the OSD:

1. Use the **Up** or **Down Arrow** keys or the mouse to select a channel.
-or-
Press the **Home** or **End** key to move directly to the top or bottom of the list.
-or-
Type a letter to move the highlight bar to the first channel name beginning with that letter. Press the letter repeatedly to scroll through all channels that begin with that letter from top to bottom.
2. Press **Enter**.

To select servers without displaying the OSD:

1. Press and hold down the **Num Lock** key. Press and release the **Minus (-)** key on the numeric keypad. Now release the **Num Lock** key. The Command Line screen appears.
2. Type the channel address of the computer you wish to access.
3. Press **Enter**. For more information, see *Keyboard Switching* in this chapter.

Setting up the On-Screen Display (OSD)

All commands other than selecting servers are performed from the Administrator Commands menu. If you are operating in non-secure mode or are the system administrator, you will have several options that do not appear in the user level Command menu. Add Channel, Edit Channel, Delete Channel and Administrator Functions are all covered in separate sections in this chapter.

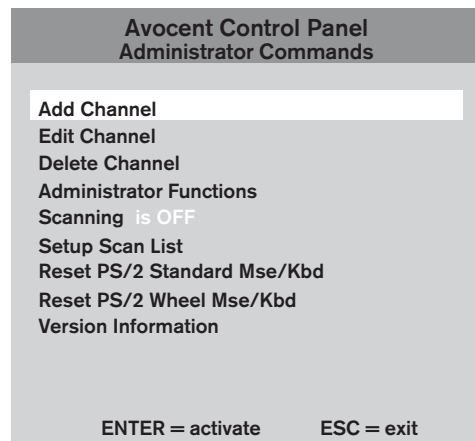


Figure 3.3: Administrator Commands Menu

Administrator Commands Features List

Command	Description
Add Channel	Set up the channel name, address, ID and scan dwell times.
Edit Channel	Edit the channel name, address, ID and scan dwell times.
Delete Channel	Delete a channel from the Administrator Channel List.
Administrator Functions	Set up administrator, users, channel switching, port setup and FLASH upgrade.
Scanning	Initiate the mode where the switch scans from port to port.
Setup Scan List	Set up a custom scan pattern (<i>AutoView 400 only</i>).
Reset PS/2 Standard Mse/Kbd	Reset the mouse and keyboard to restore correct settings.
Reset PS/2 Wheel Mse/Kbd	Reset the mouse and keyboard to restore correct settings.
Version Information	Access the version information about your system.

To access the Administrator Commands menu:

1. Press the keyboard **Control** key twice within one second.
2. In non-secure mode, the Administrator Channel List appears.
-or-
In secure mode, the User Login window appears. Type in your user name and press **Enter**. The Administrator Channel List appears.
-or-
In secure mode, if you are the system administrator, log in as Admin, Root or Administrator. Type your password and press **Enter**. The Administrator Channel List appears.
3. Press the keyboard **Control** key twice within one second again. The Administrator Commands menu appears.
4. Press the **Up** or **Down Arrow** keys to select a specific menu or command.
5. Press **Enter** to access a screen or activate a command.
-or-
Press **Escape** to exit the window without saving changes.

Adding and maintaining channels

You may add, edit or delete a channel whenever you want to change your AutoView system. You will have the ability to name the channel, set the port address, set the time that the channel ID will flash on the screen and establish the scan dwell time if appropriate.

To add a new channel:

1. Press the keyboard **Control** key twice within one second. The Administrator Channel List appears.

2. Press the keyboard **Control** key twice within one second again. The Administrator Commands menu appears.
3. Highlight *Add Channel* and press **Enter**. The Add Channel menu appears.

Avocent Control Panel Add Channel	
Name	Marketing
Address	C
ID Dwell Time	5
Scan Dwell Time	5
ID Setup	
Save Changes	
ENTER = next ESC = exit	

Figure 3.4: Add Channel Menu

4. Type in a new channel name, up to 14 characters long, and press **Enter**.
5. Type in the address for the computer you are naming and press **Enter**. The address cannot be longer than two characters.
6. Type the dwell time for the ID window and press **Enter**.
7. Type the dwell time for scanning and press **Enter**.
8. Highlight *ID Setup* and press **Enter**. Use the **Arrow** keys to position the ID window where you would like it to appear when this channel is selected. Press **Enter**. For more information, see *Configuring the ID window* in this chapter.
9. Highlight *Save Changes* and press **Enter**.
-or-
Press **Escape** to exit the window without saving changes.

To edit an existing channel:

1. Highlight the channel you wish to change in the Administrator Channel List.
2. Press the **Control** key twice to access the Commands menu.
-or-
Press the **F2** key once. (If you press **F2**, skip to step 4.)
3. Highlight *Edit Channel* and press **Enter**. The Edit Channel menu appears.

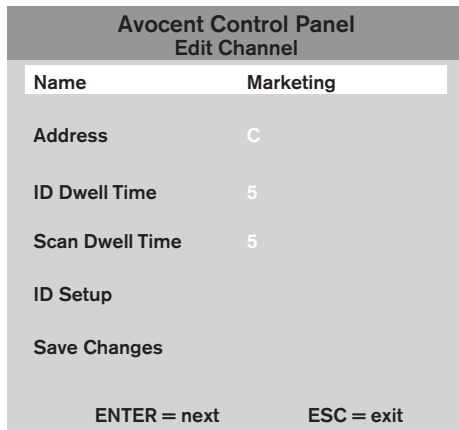


Figure 3.5: Edit Channel Menu

4. Type the new channel name, address, ID and scan dwell times.
5. Highlight *ID Setup* and press **Enter**. Use the **Arrow** keys to position the ID window where you would like it to appear when this channel is selected. Press **Enter**. For more information, see *Configuring the ID window* in this chapter.
6. Highlight *Save Changes* and press **Enter**.

To delete an existing channel:

1. Highlight the channel you wish to delete in the Administrator Channel List.
2. Press the **Control** key twice. The Administrator Commands menu appears.
-or-
Press the **Delete** key. (If you press **Delete**, skip to step 4.)
3. Highlight *Delete Channel*.
4. Type **Y** or **N** at the prompt to confirm the deletion and press **Enter**.

Configuring the ID window

The ID window appears when you change channels and displays the name of the selected channel. This window can be individually configured for each channel in your system. The characteristics of the ID window can be changed from the Edit Channel menu. This option is only available if you are operating in non-secure mode or if you are the system administrator.

To change the size, color and position of the ID window:

1. Highlight the channel you wish to change in the Administrator Channel List.
2. Press the **Control** key twice.
-or-
Press **F3**. (If you press **F3**, skip to step 4.)

3. Highlight *Edit Channel* and press **Enter**.
4. Highlight *ID Setup* and press **Enter**. The ID window will appear. Follow the procedures outlined in the table below to configure your ID window.

ID Window Settings

To ...	Procedure
Move the ID window	Use the Arrow keys or mouse to move the ID window's position on the monitor. (Hold down the Shift key to move faster.) If the window flickers but does not move, continue pressing the Arrow keys until it moves back into range.
Change window background color	Press the Page Up key to cycle through the available window background colors.
Change text color	Press the Page Down key to cycle through the available text colors.
Change window length	Press the Plus (+) and Minus (-) keys to change the length of the ID window.
Change window size	Press Space to toggle between large and small.
Access ID window Help	Press F1 .

5. Press **Enter** to accept the new settings.
-or-
Press **Escape** to exit the setup screen without saving the changes.

Setting the ID window dwell time

This menu selection lets you set the time that the ID window remains on screen after a channel switch. Each channel can be configured independently. The default time is set for five seconds.

To set the ID window dwell time:

1. Press the **Control** key twice to access the Administrator Channel List.
2. Highlight the channel you wish to change in the Administrator Channel List.
3. Press **Control** twice again. The Administrator Commands menu appears.
4. Highlight *Edit Channel* and press **Enter**. The Edit Channel menu appears.
5. Highlight *ID Dwell Time*. Enter a number between 0-255 seconds. Typing **0** disables the ID window. Typing **255** allows the ID window to stay on the screen the entire time the channel is active. Press **Enter**.
6. Highlight *Save Changes* and press **Enter**.

Setting User Station Security

The Administrator Functions menu allows you to set up the administrator and user accounts, enable and disable the setup port and utilize the AutoView FLASH upgrade feature. The following table discusses the security features.

Security Operating Modes

Feature	Description
Administrator	Setting up an administrator account with a password places your system in secure mode. A lock symbol will appear to the right of the menu headings to indicate secure operation. 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 Enter at the prompt.
Logout Capability	You have the option of automatically logging out of the system after an administrator-defined period of inactivity. Time-out 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 time-out is reached, the current channel is deselected and the display goes to the login prompt. Users must log in again to access system computers. This option is only available in secure mode.
Multiple User Logins	You can create up to four user login accounts in addition to the system administrator. Use these accounts 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.
Channel Button	While in secure mode, all channel push-buttons are disabled. In non-secure mode, all channel push-buttons function normally.

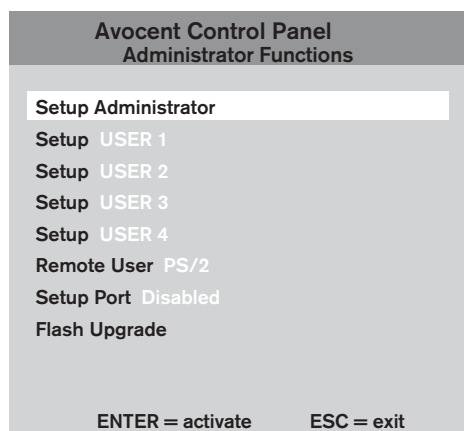


Figure 3.6: Administrator Functions Menu

To access the Administrator Functions menu:

1. Press the **Control** key twice to access the Administrator Channel List.
2. Press **Control** twice more to access the Administrator Commands menu.
3. Highlight *Administrator Functions* and press **Enter**. The Administrator Functions menu appears.

To create the administrator account:

1. Press the **Control** key twice to access the Administrator Channel List.
2. Press **Control** twice more to access the Administrator Commands menu.
3. Select *Administrator Functions - Setup Administrator*. The Administrator Setup menu appears.
4. Type your password and press **Enter**. (The password is not case sensitive.)
5. Re-enter the password for confirmation.
6. Enter the number of minutes you wish to pass without keyboard/mouse activity before the administrator is automatically logged out of the system. Typing a **0** keeps the administrator logged on continuously; **60** is the maximum setting.



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

You should now see the option F10 - Logout at the bottom of the Administrator Channel List and a lock symbol to the right of the menu headings.

To set up additional users:

1. Press the **Control** key twice to access the Administrator Channel List.
2. Press **Control** twice more to access the Administrator Commands menu.
3. Select *Administrator Functions - Setup User 1*.
4. Highlight *Name* and type the name for this user.
5. Highlight *Password* and type the password, then confirm it for this user. (Passwords are not case sensitive.)
6. Highlight *Logout Time*. Type a value in minutes for this user's logout time. A value of **0** keeps the user logged on continuously; **60** is the maximum setting. The default is set for 5 minutes.
7. Highlight *Access Setup*. You will see a listing of all attached servers in the channel list. For each server, choose a level of access for this user by selecting one of the function keys listed on the screen: **F5** for no access, **F6** for video only or **F7** for video and keyboard/mouse capability. The default is full access. All changes go into effect immediately. Press **Enter** when you are finished.

8. Highlight one of the first three options and then press **Enter** to save your selections.
9. Repeat steps 3-7 for each remaining user.

To assign the extended access user peripheral type (AutoView 400 only):

1. Press the **Control** key twice to access the Administrator Channel List.
2. Press **Control** twice more to access the Administrator Commands menu.
3. Highlight *Administrator Functions - Remote User*.
4. Press the **Spacebar** to toggle between *PS/2* or *Sun* peripherals and press **Enter**.

To assign the power state selection (AutoView 400 only):

1. Press the **Control** key twice to access the Administrator Channel List.
2. Press **Control** twice more to access the Administrator Commands menu.
3. Highlight *Administrator Functions - Switch To*.
4. Press the **Spacebar** to toggle between either *Powered Channels* or *All Channels* to set the type of system the AutoView 400 will switch to. If *Switch To* is changed to *All Channels*, the AutoView 400 will switch to a connected system regardless of power state. By default, the AutoView will only switch to systems that are powered up.

To enable the setup port:

1. Press the **Control** key twice to access the Administrator Channel List.
2. Press **Control** twice more to access the Administrator Commands menu.
3. Highlight *Administrator Functions - Setup Port*.
4. Press the **Space** key to toggle between either *For OSD Utility* or *Disabled*. If you enable the setup port, you can automatically program the OSD via the OSD Configuration Utility or perform FLASH Upgrades. Depending on the application, you may be asked to enable the setup port in the instructions that come with your AutoView enhancement.

Performing FLASH upgrades

FLASH upgrading allows you to change the code that runs your AutoView. This lets you enhance the features of your switch and keep it current with the latest improvements in KVM switching. For more information, see *Appendix A*.

Scanning your AutoView System

The AutoView scanning feature allows you to automatically monitor, or scan, your computer channels without intervention. When keyboard activity is detected,

scanning is suspended until all keyboard activity stops. Scanning then resumes with the next channel in sequence. The length of time each channel remains on the screen, or dwell time, is configurable and can be changed at any time.

Scanning options

You can scan through the channels in your AutoView system either by name, address or, on the AutoView 400, by list.

NOTE: The AutoView only scans the computers that are in your OSD list.

- Scanning by address allows you to view each of your active channels in the order that they are attached to the AutoView.
- Scanning by name allows you to scan channels in alphanumeric order according to the Administrator Channel List.
- Scanning by list (*AutoView 400 only*) allows you to create a customized scanning order for the switch to follow. Any active port in the system can be scanned in any order, as many times as desired.

With all scan methods, you can adjust the dwell time for each channel or omit a channel from the scan sequence completely. Choose whichever method is most appropriate for your configuration.

To scan using the scan button:

1. Press and hold the Scan push-button on the front of the AutoView unit until the Scan LED lights green.
2. Scanning will be halted if a channel is selected, or if the Scan push-button is pressed again.

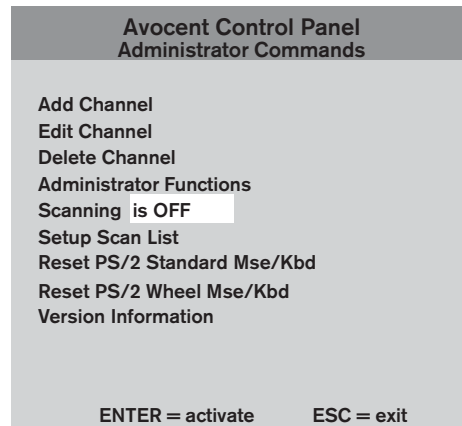


Figure 3.7: Administrator Commands Menu

To scan using a keyboard hotkey sequence:

See *Keyboard Switching* later in this chapter.

To scan using the OSD menu:

1. Press the **Control** key twice to access the Administrator Channel List.
2. Press **Control** twice more to access the Administrator Commands menu.
3. Highlight *Scanning*. Use the **Spacebar** to toggle through the list of options: *is Off, by Name, by Address* or, on the AutoView 400, *by List*.
4. Press **Enter** to activate your selection.

Setting up a custom scan list (AutoView 400 only)

Scanning by list allows you to create a customized scanning order for the switch to follow. Any active channel in the system can be scanned in any order, as many times as desired.

To access the Administrator Scan List menu:

1. Press the **Control** key twice to access the Administrator Channel List.
2. Press **Control** twice more to access the Administrator Commands menu.
3. Highlight *Setup Scan List* and press **Enter**. The Administrator Scan List menu appears.

Avocent Control Panel Administrator Scan List		
Address	Dwell	Name
A	5	Elisabeth
B	5	Pam
C	5	John
D	5	Charlene

ENTER = next ESC = exit

Figure 3.8: Administrator Scan List Menu

To add a channel to the Scan List:

1. Press the **F2** key to open a new selection.
2. Type the address of the channel you want to add to the list. The dwell time and channel name are updated automatically from the channel

configuration screen.

3. Press **Enter** to save the new entry.

To remove a channel from the Scan List:

1. Use the **Arrow** keys to highlight the channel you wish to delete.
2. Press the **F3** key.
3. Press **Enter** to confirm the deletion.

Resetting your Mouse

If your mouse locks up during normal use with the AutoView, you may be able to re-establish operation by issuing a reset command. The reset command sends a hot-plug sequence to the server. The hot-plug sequence to a Plug and Play server causes the mouse settings to be sent to the AutoView. With communication re-established, functionality is restored to you.

To reset the mouse values:

1. Press the **Control** key twice to access the Administrator Channel List.
2. Press **Control** twice more to access the Administrator Commands menu.
3. Highlight either *Reset PS/2 Standard Mse/Kbd* or *Reset PS/2 Wheel Mse/Kbd*, depending on the type of mouse you are using.
4. Press **Enter** to activate the reset.

Displaying Version Information

Use the Version screen to display the system firmware. This information facilitates system troubleshooting and support. For optimum performance, keep your firmware current.

To display version information:

1. Press the **Control** key twice to access the Administrator Channel List.
2. Press **Control** twice more to access the Administrator Commands menu.
3. Highlight *Version Information* and press **Enter**. The Version screen appears.

Keyboard Switching

One of the ways to change the active channel in a non-secured AutoView system is by entering a short sequence of keystrokes on the keyboard. This is called keyboard, hotkey or soft switching. In addition, there are a variety of

commands that can be activated via the keyboard without having to access the OSD. The following procedures and tables describe your options.

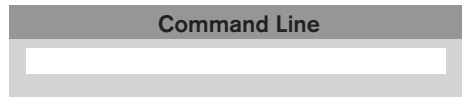
NOTE: Hotkey switching is only available in the default non-secure state. For more information on security, see *Setting User Station Security* in this chapter.

Using the Command Mode

The first set of keystrokes places your system in Command Mode. A gray window with a line for commands will appear. As long as you are operating in Command Mode, whatever you type will be interpreted as channel switch commands until the **Enter** or the **Escape** key is pressed to terminate Command Mode. None of the keystrokes entered will be forwarded to the attached computer until you exit Command Mode.

To activate the Command Line:

1. Press and hold down the **Num Lock** key.



2. Press and release the **Minus (-)** key on the numeric keypad.
3. Release the **Num Lock** key. The Command Line menu appears.

Figure 3.9: Command Line Menu

NOTE: In the following tables, the Command Mode procedure is referred to by the **<CM>** symbol. When you see this symbol, perform the above key sequence.

To select servers without displaying the OSD:

1. Press the **<CM>** sequence to access the Command Line.
2. Type the channel address of the computer you wish to access. For cascaded systems, enter the address of the base unit, then the address of the cascaded unit. Example: You have an AutoView unit cascaded from channel B of your base unit. To access the computer at channel C of this second (cascaded) unit, type **BC**.
3. Press **Enter** to accept the new channel.

The following table shows an example of a hotkey switching session to demonstrate how you might switch to various channels in a system.

Example Keyboard Switching Sequence

Key Sequence	Action
1. <CM>E<Enter>	Selects channel E on the base unit as the active channel.
2. <CM>CF<Enter>	Selects the AutoView attached to channel C on the base unit, then selects channel F on the cascaded unit.
3. <CM>G<Enter>	Selects channel G on the base unit as the active channel.
4. <CM>BA<Escape>	Exit Command Mode. The instruction is not executed. Channel G is still the active channel.

Additional Command Mode hotkey sequences

In addition to switching channels, you can also use the Command Mode to control a variety of other features on your AutoView system. The following table describes these hotkey sequences.

Keyboard Hotkey Sequences

This Key Sequence	Does This
<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 AutoView.
<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 hotkey sequence to the default: (NumLock, -) .
<CM>H2<Enter>	Changes the hotkey sequence to the 1st alternate: (NumLock, *) .
<CM>H3<Enter>	Changes the hotkey 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.

NOTE: Using this command while the mouse is operating correctly will cause the mouse to lose sync.



4

Advanced Operations

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Chapter 4: Advanced Operations

Multuser Operation

The AutoView 200/400 switches provide advanced features that go beyond those available in the AutoView Commander. Primarily, they offer the benefit of adding a LongView receiver to provide for an extended access user that may be located up to 500 feet away from the AutoView. As the extended access user, you have all the capabilities of the local user and can access any computer attached to the AutoView system just as if you were sitting in front of it.

From the primary unit, you can utilize the multuser capabilities of the AutoView in two ways. You can either access computers independently or share access with another user. The following table illustrates the differences between these two modes.

Independent vs. Shared Connections

Connection Type	Behavior
Independent Connection	Both users have keyboard and mouse control when they are accessing separate channels on the primary unit.
Shared Connection	One user has keyboard and mouse control for a specific channel; the remaining user can only view that channel. The second user cannot take control of the peripherals until the first user stops all keyboard and mouse activity.

Single Switch Access Examples

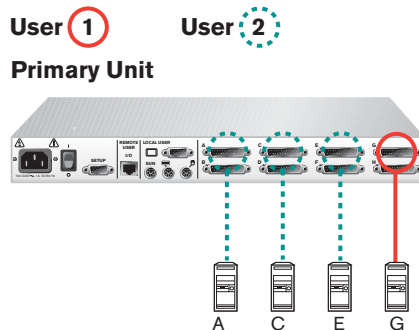


Figure 4.1: Independent Access

User 1 is accessing server G. User 2 wants to access any of the other servers on the primary unit.

Behavior: Any keyboard stroke or mouse click by User 2 will be passed to the currently selected server.

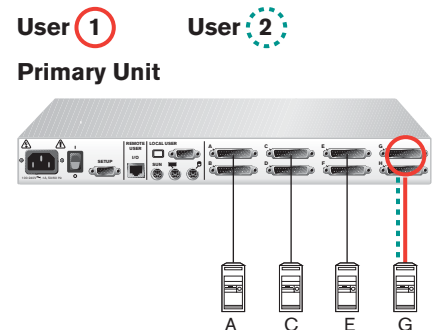


Figure 4.2: Shared Access

User 1 is accessing server G. User 2 wants to access server G.

Behavior: Activities of User 1 can be monitored but only one user can enter data through the keyboard or mouse at any given time. When User 1 stops all activity, User 2 can then take control of the server.

Multiuser operation in a multiple switch system

In a multiple switch system, users will operate in independent access mode. Both users can simultaneously and independently access any computer attached to the primary AutoView unit. Similarly, independent access is possible across the cascaded units as long as each user is accessing a different secondary unit.

Multiple Switch Access Example

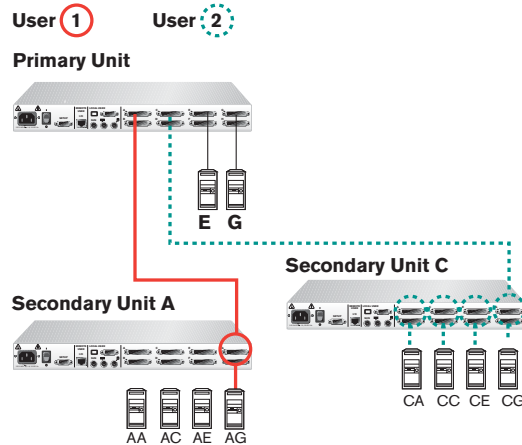


Figure 4.3: Independent Operation in a Multiple Switch System

User 1 is working on channel G of the secondary unit A. User 2 wants to access channel CG.

Behavior: User 2 can be independently using any computer attached to the primary unit or to secondary unit C. User 2 cannot independently access any computer attached to secondary unit A until the first user connects to a computer attached to a different unit.

Keyboard Translation (AutoView 400 only)

The AutoView 400 allows you to use PS/2 or Sun keyboards to operate any type of attached computer. However, when crossing platforms, certain keys will need to be remapped in order to provide all of the functions available on the keyboard native to that platform.

For example, if you access a Sun workstation with a PS/2 keyboard, you will notice that the PS/2 keyboard does not have the **Stop** and **Again** keys that are on a true Sun keyboard. But, by turning **Scroll Lock** on, the **F1** and **F2** keys on the PS/2 keyboard function as the Sun **Stop** and **Again** keys. With **Scroll Lock** off, **F1** and **F2** function normally.

The following table shows the translations for a PS/2 keyboard to a Sun computer. All mapped functions will only be valid when the **Scroll Lock** is on.

PS/2 Keyboard to Sun Computer

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 +

Sun keyboards have a **Power** key used to power the workstation up and down. PS/2 keyboards may have a **Sleep** key to place the computer in a stand-by or power saving mode.

Power/Sleep for USB Computers

Keyboard	Peripheral Key	Scroll Lock	Computer
PS/2	Shift - F11	On	Win 98/2000
	F11	On	Win 98/Mac
	Sleep	On	Win 98/Mac
Sun	Power	On	Win 98/2000
	Power	Off	Win 98/Mac

To issue the Power/Sleep command:

Press **Scroll Lock - F11** (or **Sleep** key) on a PS/2 keyboard.

-or-

For a Sun computer, press the **Power** key.



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Appendices

Appendix A: FLASH Upgrades

To ensure optimum operation, always use the latest firmware version available for your AutoView system.

To upgrade your AutoView firmware:

1. Download the latest FLASH firmware revision from the Avocent web site.
2. Connect a serial cable from the serial port of your computer to your setup port on the back of your AutoView.
3. You will need some form of terminal software on your attached computer so that it can communicate with the AutoView. There are several that are commercially available. Select one that you are comfortable with and be sure that it can communicate at 38,400 baud.
4. Configure your terminal program to the following settings:
 - 38,400 Baud
 - 8 Bits
 - No Parity
 - 1 Stop Bit
 - No Flow Control
5. Activate the Administrator Channel List on your AutoView by pressing the **Control** key twice. Press **Control** twice more to activate the Administrator Commands menu, then highlight *Administrator Functions*.
6. Use the **Down Arrow** key to highlight FLASH Upgrade, then press **Enter**.
7. You will be prompted to indicate whether you wish to continue. Type **Yes**. Once you have done this, the AutoView will go into a standby mode and wait for data from the computer.

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

8. Now send the FLASH file from your terminal program. To do this, you will need to use the transfer function of your communications software. Send the FLASH file using the XMODEM protocol. The transfer should be completed within four minutes.
9. The AutoView will automatically check the upgrade and make sure that it is valid. If the AutoView detects an error it will abort the upgrade and prompt you to re-transfer the file. Otherwise, it will return the message *Flash Upgrade Successful*.

Appendix B: Technical Specifications

AutoView Product 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

AutoView 400: Computer: IBM PC/AT, PS/2, Sun workstations, USB computers and 100% compatibles
 AutoView 200: Computer: IBM PC/AT, PS/2 and 100% compatibles

Video Modes: VGA, SVGA, (XGA, XGA-II with adaptor)

Maximum Resolution: 1600 x 1200 @ 85 Hz

Peripherals for AutoView 200/400: 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.
 Peripherals for AutoView 400 only: Sun Type 5 and Type 6.

Agency Approvals

UL 1950, CSA C22.2 No. 950, EN60950

FCC part 15A, EN55022, EN55024

LongView Product 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 included supply

Appendix C: Technical Support

Our Technical Support staff is ready to assist you with any installation or operating issues you encounter with your Avocent product. If an issue should develop, follow the steps below for the fastest possible service:

1. Check the Troubleshooting section of this manual to see if the issue can be resolved by following the procedures outlined (see *Appendix D*).
2. Check our web site at www.avocent.com/support to search the knowledge base or use the on-line service request.
3. Call Avocent Technical Support for assistance at (888) 793-8763. Visit the Avocent web site at <http://www.avocent.com/support> and highlight *Getting Support* for current phone support hours.

Appendix D: Troubleshooting

No status light

Verify that the unit is turned on. Check the power cable. If the 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 Avocent Technical Support.

Red status LED lit

Internal unit failure. Contact Avocent Technical Support.

Red status LED blinking

Bad FLASH memory on power up. Contact Avocent Technical Support.

Green channel LED not lit

Verify that the computer is powered on. Check the cabling between your computer and the AutoView. Verify that a keyboard works when plugged directly into your computer. If the problem persists, contact Technical Support.

Unable to hotkey switch to a channel

Check the power indicator on the OSD menu to ensure that the system is powered.

Verify that you are not in secure mode. (No lock symbol on OSD menu.)

Verify that you are in hotkey mode by ensuring that the green status LED is blinking. If it is not, press **Escape** and enter Command Mode again. If the problem persists, contact Avocent Technical Support.

Unable to push-button switch to a channel

Verify that the channel being selected is not serving as an expansion unit.

Verify that you are not in secure mode. (No lock symbol on OSD menu.)

Verify that a computer is attached to that channel. If the problem persists, contact Technical Support.

No video

Verify that the video cable between the computer and the AutoView is correctly connected. Verify that the monitor cable is correctly connected to the AutoView.

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 Avocent 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 more information on Command Mode, see *Keyboard Switching* in Chapter 3.) If the problem persists, contact Avocent Technical Support.

Mouse is inoperable on one computer channel

If the mouse is inoperable on a channel, perform the mouse reset command **<MR>** or **<MW>** with that PC selected. (For more information, see *Keyboard Switching* in Chapter 3.)

Verify that the cables from the computer to the AutoView 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 Avocent Technical Support.

Mouse is inoperable on all computer channels

Verify that the mouse is plugged into the correct PS/2 port on the AutoView.

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 more information on Command Mode, see *Keyboard Switching* in Chapter 3.)

Verify that the mouse works when connected directly to a computer.

Cycle power to the AutoView 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 AutoView, then repower the computers. If the problem persists, contact Avocent Technical Support.

Extended access video is unrecognizable

Verify the extended access monitor capabilities are equal to or greater than the local monitor capabilities. Plug and Play video is only supported on the local video port.

Keyboard is inoperable on one computer channel

If the keyboard does not function on one channel, verify that the cables from the computer to the AutoView 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 Avocent Technical Support.

Keyboard is inoperable on all channels

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 AutoView unit.

Cycle power on all attached computers and the AutoView unit and try again. If the problem persists, contact Avocent Technical Support.

Keyboard is inoperable after switching channels

If you are operating in secure mode, verify your keyboard and mouse privileges. If the problem persists, call Avocent Technical Support.

Try changing the keyboard scan set for that channel by using the keyboard command sequence **<Kn>**. (For more information on Command Mode, see *Keyboard Switching* in Chapter 3.)

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 on Command Mode, see *Keyboard Switching* in Chapter 3.) If the problem persists, call Avocent Technical Support.

No keyboard, video or mouse on expansion unit; 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 Avocent Technical Support.

OSD menu does not pop-up

Verify that you are pressing the **Control** key twice within one second. If the problem persists, contact Avocent Technical Support.

Unable to change channels using the OSD

Verify that the channel is powered. Check the address configured in OSD. If the computer is powered and the address is correct, call Avocent Technical Support.

Administrator password is forgotten

Call Avocent Technical Support.

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 AutoView and the monitor are on the same phase. Best results are obtained when they are on the same circuit.

Use only Avocent-supplied cable. Avocent warranties do not apply to damage resulting from user-supplied cable.

Do not use a 2-wire extension cord in any Avocent product configuration.

Test the AC outlets at the computer, AutoView and monitor for proper polarity and grounding.

Use only with grounded outlets at the computer, AutoView and monitor. When using a backup power supply (UPS), power the computer, AutoView and the monitor off the supply.

Poor video quality at extended access user

Verify that the length of the CAT 5 cable between the AutoView and receiver is 500 ft or less. Make sure the video connectors at both ends are firmly seated. Make sure that the CAT 5 connectors are properly inserted. Make sure that the modular plugs on the CAT 5 cable were properly crimped onto the cable.

LIMITED WARRANTY

Avocent Corporation warrants to the original retail purchaser that this product is and will be free from defects in materials and workmanship for a period of 24 months from the date of purchase.

Additionally, all Avocent products carry an unconditional thirty-day satisfaction guarantee. If, for any reason, you are dissatisfied with the performance of this product, you may return it to the point of purchase for a refund of the purchase price (excluding shipping charges). This guarantee does not apply to special order products, and may not be available through all resellers. During the warranty period, purchaser must promptly call Avocent for a RETURN MATERIALS AUTHORIZATION (RMA) number. Make sure that the RMA number appears on the packing slip, proof of purchase, AND ON THE OUTSIDE OF EACH SHIPPING CARTON. Unauthorized returns or collect shipments will be refused.

Ship prepaid to: Avocent Corporation
 4991 Corporate Drive
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The above limited warranty is voided by occurrence of any of the following events, upon which the product is provided as is, with all faults, and with all disclaimers of warranty identified below:

1. If non-Avocent approved cabling is attached to the unit. Poorly constructed and miswired cabling can diminish video quality and damage equipment. Avocent manufactured cabling is built to high quality standards utilizing overall braided shield to comply with FCC emission standards, and each cable is individually tested under load.
2. If defect or malfunction was caused by abuse, mishandling, unauthorized repair, or use other than intended.
3. If unauthorized modifications were made to product.
4. If unreported damages occurred in any shipment of the product.
5. If damages were due to or caused by equipment or software not provided by Avocent.
6. If the unit is used with non-grounded or incorrectly polarized AC power.
7. If the product is used in contradiction to any instruction provided by any User Guide or Instruction Sheet provided to you or with the product.
8. If the product is damaged due to power surges, water exposure or act of God including lightning.

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The Power of Being There™

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