



## **Troubleshooting**

1. The computer boots up fine, but keyboard doesn't work
  - PS/2 keyboard or PS/2 mouse port is not designed for Hot Plug. USB mouse and keyboard can Hot Plug, but need to wait few seconds for Computer bus emulations.
  - Don't press any keys on the keyboard while the selected computer is booting up. Otherwise it might cause the keyboard error or keyboard is not detected at Host side.
  - Try a different keyboard, but use only 101, 102 or 104-keyboard.
2. The Mouse is not detected during PC boot up
  - Make sure to plug in mouse first, and then plug in keyboard.
  - Make sure the USB or PS/2 mouse works when directly plugged into the computer.
  - Avoiding moving the mouse or pressing the mouse buttons when switching ports.
3. No video signal display on the remote monitor.
  - Please go to check all of VGA cables & connector are firmly connected.

## **FAQ's and Answers**

1. Have the console units been tested with Windows 2000 Server, 2003 Server? Other operation systems?
  - Yes. The consoles units support Dos, Windows (3.1, 9x, 2000, NT4, ME, XP, 2003 Server), Linux, Novell (3.12-16), HP UX, and Sun operating systems.
2. Do the units support SUN configuration? How is the SUN configuration different than USB?
  - Yes. The console units support Sun Micro Systems with USB port. There's no difference for SUN Configuration and USB.
3. Do the console units support SUN Native resolution (1152x900)?
  - Yes. The console units will auto detect the resolution.

4. Do the console units support MAC configuration? How is the Mac configuration different than USB?

- Yes. The console units support iMAC and Power MAC with USB port. There's no difference

5. Do the KVM switch have "Hot Plug" function? What is "Hot Plug"?

- Yes. The KVM switch support "Hot Plug" function for any non-Ps/2 connectors. It means to add or remove connected computers without powering off the KVM switch or computers. Some O.S. (Operating Systems) like SCO Unix does not support "Hot Plug" function. If you apply "Hot Plug" kind of O.S., it will cause unpredictable behavior or shut down the computer.

6. Do the consoles have plug-n-play monitor support?

- Yes. They do.

7. As to the 1 port KVM combo-free console, is the 3-in-3 PS/2 and USB cable connections different than 8/16 port combo-free KVM switch?

- Yes. A 3-in-3 PS/2 cable and 1-in-1 USB cable are provided. If USB is desired then the customer would only plug in the USB and VGA and not the attached PS/2.

8. Is there a way to reset the factory password-to access a password protected unit if a customer changes the password and forgets their password?

- No. Factory resets only.

9. How to change the hotkey from right control lock to scroll lock?

- Simultaneously press right mouse button and Esc key for a few seconds. Then the main menu will be back on screen. At then choose Scroll lock from the main menu.

10. How to turn off security (user login and password) and 1-minute screen saver?

- Turn off "security mode" by "scr-lock + scr-lock + u" after login. But it still go "power saving" after ten mins.

11. I have a 16 port kvm ip but I can't connect it by serial port.

I have set up the hyperterminal with flow control without flow control but I can't connect.

I need to reset the ip address of the kvm. Can you help me?

- If you need to reset the IP address, just run setting program (psetup) again. New address will cover the old one. If you forget the password, then you need to reset the IP KVM. Please see the attached file for the instruction to reset IP KVM switch.

12. How to change factory default hotkey from “Caps Lock” to Scroll Lock” after login when there is neither OSD (On Screen Display) menu nor security input frame appearing on screen?

- Please follow the instruction below.  
Step 1: Press Caps Lock + Caps Lock+ Spacebar to bring back the OSD menu [or say, PORT NAME screen].  
Step 2: Select F1 from OSD menu [or say, PORT NAME screen], then MAIN MENU will appear.  
Step 3: Select 06 HOTKEY and press Enter Key. Then the “HOTKEY” screen will appear.  
Step 4: Select “Scroll Lock” and press Enter key. Then the MAIN MENU will appear. At then, the Scroll Lock will be your command hotkey.  
Step 5: Press Esc Key and it will bring you back to 101 System01 with yellow highlighted Scroll screen.

13. How to turn console security back “On” again after ROM REFLASH (or say, OSD setting back to factory default)?

- Please follow the instructions below  
Step 1: Please Scroll Lock+ Scroll Lock+ “U”, after completing the 5 steps above from answer 12.  
Step 2: Press Scroll Lock+ Scroll Lock+ Spacebar, then the OSD menu [or say, PORT NAME screen] appear.  
Step 3: Select F2 from the OSD menu [or say, PORT Name screen], the security input frame will appear. At then, it means the console security is back on again.

14. Please see the picture below where the yellow highlighted red words indicate is your hotkey you login the LCD/KVM with user name and password. It is either “Scroll Lock” or “Caps Lock” according to factory default hotkey.



Scroll Lock is your hotkey!!!