



3. Technical Support

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

Support Checklist

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

ihse.com/checklist

Please have the following information available before you call:

- Company, name, phone number and e-mail
- Type and serial number of the device (see bottom of device)
- Date and number of sales receipt, name of dealer if necessary
- Issue date of the existing manual
- Nature, circumstances and duration of the problem
- Involved components (such as graphic source/CPU, OS, graphic card, monitor, USB-HID/USB 2.0 devices, interconnect cable) including manufacturer and model number
- Results from any testing you have done

Shipping Checklist

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

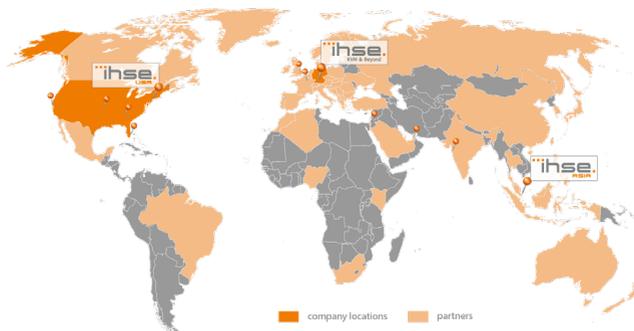


Please understand that devices which are sent in without a RMA number cannot be accepted.

4. Download

We continue to develop and improve our products, adding new functions and features on a regular basis, so we want you to always have the latest manual. For this reason, we do not include a manual in an electronic or printed form but kindly ask you to download the latest manual using the following link:

ihse.com/manuals



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

Support hours: Monday - Friday
EST
 9.00 am to 5.00 pm

IHSE ASIA (APAC)
 IHSE GmbH Asia Pacific Pte Ltd
 158 Kallang Way, #07-13A
 349245 Singapore
 Singapore
 tel. +65 6841 4707
 sales@ihseapac.com
 www.ihseapac.com

Support hours: Monday - Friday
SGT
 9.00 am to 6.00 pm

IHSE Headquarters (EUROPE)
 IHSE GmbH
 Benzstrasse 11
 88094 Oberteuringen
 Germany
 tel. +49 7546 9248-43
 fax +49 7546 9248-48
 techsupport@ihse.de
 Skype: ihse.support
 www.ihse.de

Support hours: Monday - Thursday
 Friday
CET
 8.00 am to 6.00 pm
 8.00 am to 5.00 pm



QUICK SETUP

Draco Video (Media/DVI) Converter (Series 238)



1. System Setup

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

i Please verify that interconnect cables, interfaces and handling of the devices comply with the requirements (see Chapter 7, Page 42 in the manual).

1. Switch off all devices
2. Connect the monitor to the Draco Video Converter.
3. Connect the source (e.g. computer, video camera or control unit) to the Draco Video Converter with the provided cables. Please ensure the cables are not strained.
4. Connect the provided 5VDC power supply to the Draco Video Converter.
5. Power the system.

i To power up the system, the following sequence is recommended: Monitor – CON Unit – CPU Unit – source.

2. Specifications

2.1 Package Contents

You should receive the following items in your package:

- Draco Video Converter device
- 5VDC international power supply unit
- Country specific power cord
- Quick Setup
- VGA cable (1.8 m, VGA connector to DVI-I connector)

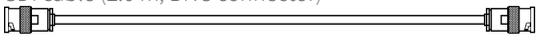
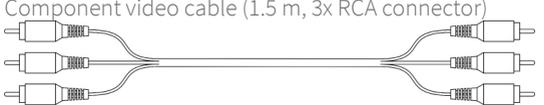


- Infrared remote control

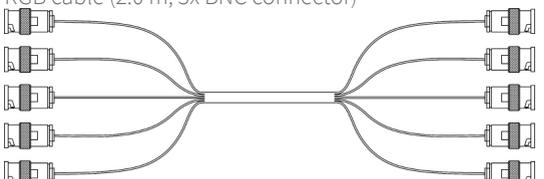
Additional content for K238-5VE:

- EGA cable (1.8 m, D-Sub 9 connector) 
- Component video cable (1.5 m, 3x RCA connector) 
- S-Video (3.0 m, Mini-DIN connector, 4 pole) 

Additional content for K238-5VS:

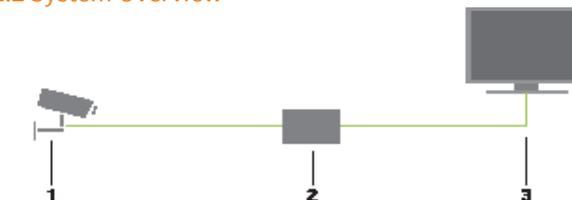
- SDI cable (2.0 m, BNC connector) 
- Component video cable (1.5 m, 3x RCA connector) 
- S-Video (3.0 m, Mini-DIN connector, 4 pole) 

Additional content for K238-5FBNC:

- RGB cable (2.0 m, 5x BNC connector) 

i If anything is missing, please contact your dealer.

2.2 System Overview



1. Source (e.g. observation camera)
2. Draco Video Converter
3. Monitor

2.3 Optimization of Picture Settings

All common video modes are pre-installed in an internal table of the Draco Video Converter. If the input signal corresponds to one of these video modes, the signal will be automatically detected and the picture will be displayed. If picture quality is not satisfying or no picture is displayed, proceed as follows:

1. Optimize the output settings (see Chapter 6.1.1, Page 37 in the manual). Thus, the picture display will be adapted to the properties of the monitor.
2. Optimize the input settings (see Chapter 6.1.2, Page 38 in the manual). Check if the automatically detected video mode corresponds to your input signal. Alternatively, you can manually select the most suitable video mode, even if you have an unknown input signal.
3. Optimize the picture settings for your input signal (see Chapter 6.1.3, Page 39 in the manual).

3. Download of DDC Information

Loading DDC information is only relevant if you want to connect a DVI or VGA source. By default, the factory DDC information is reported to the source (computer, CPU). If these settings do not lead to a satisfying result, the DDC information of the connected monitor can be downloaded and stored internally.

3.1 Download of DDC by Infrared Remote Control

1. Press the <DDC> button on your infrared remote control.
2. Save the DDC as DVI or VGA DDC matching the input video signal. The DDC information of the connected monitor is saved in the Draco Video Converter in the selected format. The source (computer, CPU) can read the DDC information of the monitor and display the available video resolutions.

3.2 Download of DDC via OSD

1. Open the OSD with the infrared remote control.
2. Select, 'General Settings' in the main menu (see Chapter 5.3.5, Page 33 in the manual).
3. Select the menu item 'Read DDC' in the submenu 'DDC'.
4. Save the DDC as DVI or VGA DDC matching the input video signal. The DDC information of the connected monitor is saved in the Draco Video Converter in the selected format and is displayed at the bottom of the OSD menu under 'DEV:'. The source (computer, CPU) can read the DDC information of the monitor and display the available video resolutions.