

# MiniView™ Ultra 8 Port KVM Switch

*User Manual (GCS138)*



## Welcome

For businesses that have grown faster than expected and four computers simply are no longer enough to meet constant needs, IOGEAR's eight-port MiniView™ Ultra is just the tool you need. The MiniView Ultra can reduce the need for redundant hardware monitors, mice and keyboards. Now you can control all up to 512 computers with a single keyboard, monitor and mouse. The cumulative time, space and financial savings can be considerable.

The MiniView™ Ultra is more than a simple eight-port KVM switch. Built-in AutoScan mode lets you conveniently monitor every attached computer for a specified amount of time, while our On Screen Display technology allows you to assign a unique name to each computer and access it via a slick, menu-driven interface. With its 1U, 19" rack-mountable casing and status-monitoring LEDs, the MiniView™ Ultra is the perfect switch for your server room or any other multi-computer environment.

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## Package Contents & Requirements

### Package Contents:

- 1 MiniView Ultra KVM switch
- 1 Power Adapter
- 1 Rack Mount Kit
- 1 Installation Manual
- 1 Quick Start Guide
- 1 Warranty Registration Card

### Note:

Please check to make sure that all components are included and nothing is damaged. If you discover a problem, please contact your dealer. Before connecting your MiniView™ Ultra, read the manual thoroughly and follow the installation and operation procedures carefully in order to prevent any damage to the unit and/or any devices it connects to.

### System Requirements:

Computers with PS/2 or serial mouse\* connection, PS/2 or AT keyboard\*\* connections, and HDB15 VGA connection.

\*Additional PS/2 to serial adapter required;

\*\*Additional PS/2 to AT adapter required.

### Optional Accessories:

G2L5002P – Bonded Microlite PS/2 KVM cable, 6’.

GUC100KM – PS/2 to USB adapter.

GCV160 – PS/2 to Mac ADB adapter

## Features

- Use one keyboard, monitor and mouse to control eight computers
- Control up to 512 computers by connecting multiple GCS138s together
- On Screen Display provides a convenient method for accessing the computers
- Add Macintosh support with IOGEAR's optional Mac Adapter (GCV160)
- Connected computers can be added or removed from the setup without disturbing the other computers
- Keyboard/mouse translation allows PS/2 peripherals to control both PS/2 and serial-based computers
- Plug-n-Play monitor support. High-resolution video support (up to 1920 x 1440)
- No software required; built in AutoScan mode
- LEDs allow for easy status monitoring
- Lifetime technical support
- 3 Year Limited Warranty

## Introduction

The MiniView™ Ultra GCS138 is a KVM switch that controls access to multiple computers from a single console (keyboard, monitor, and mouse). Before the development of the MiniView™ Ultra, the only way to control multiple computer configurations from a single console was through a complex and costly network system. Now, with the MiniView™ Ultra, you can easily access multiple computers in a simple and cost effective manner.

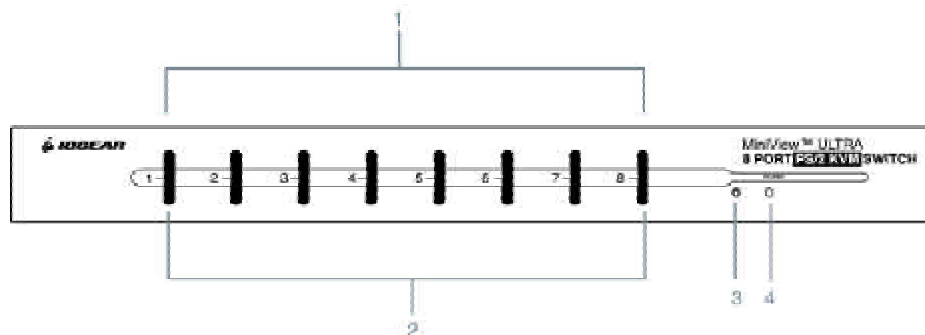
One MiniView™ Ultra can control up to eight PCs. Units can be cascaded to three levels, which means that as many as 73 MiniView™ units can control up to 512 PCs - all from a single console.

Setup is fast and easy; just plug the cables into their appropriate ports. There is no software to configure so there is no need to get involved in complex installation routines or be concerned with incompatibility problems. Since the MiniView™ Ultra accepts keyboard input directly, it works on virtually any hardware platform with all operating systems.

The MiniView™ Ultra provides three convenient methods to access any PC connected to the system: (1) using the port selection buttons on the front panel of each unit; (2) entering HotKey combinations from the keyboard; and (3) selecting from on-screen menus through the On Screen Display (OSD) feature. In addition, a powerful Quick View Scan feature allows you to auto scan and monitor the activities of all operating PCs on the installation one by one.

There is no better way to save time and money than with a MiniView™ Ultra. By allowing the MiniView™ Ultra to manage all the attached PCs, there is no need to purchase a separate keyboard, monitor, and mouse for each PC, saving an enormous amount of space. It also eliminates the inconvenience and wasted effort involved in constantly moving around from one PC to another.

## Front

**1. Port LEDs**

On Line: Lights ORANGE to indicate that the PC attached to the corresponding port is up and running. If the LED is flashing, it indicates that the Port is being used for Cascading to another MiniView™ ULTRA switch. Selected: Lights Green to indicate the current selected port. The LED is steady under normal conditions, but flashes when its port is accessed under Auto Scan mode.

**2. Port Selection Switches**

Press a switch to access the PC attached to the corresponding port. Pressing Buttons 1 and 2 simultaneously for 3 seconds performs a Keyboard and Mouse reset; pressing Buttons 7 and 8 simultaneously starts Auto Scan Mode.

**3. MiniView™ ULTRA Reset Switch**

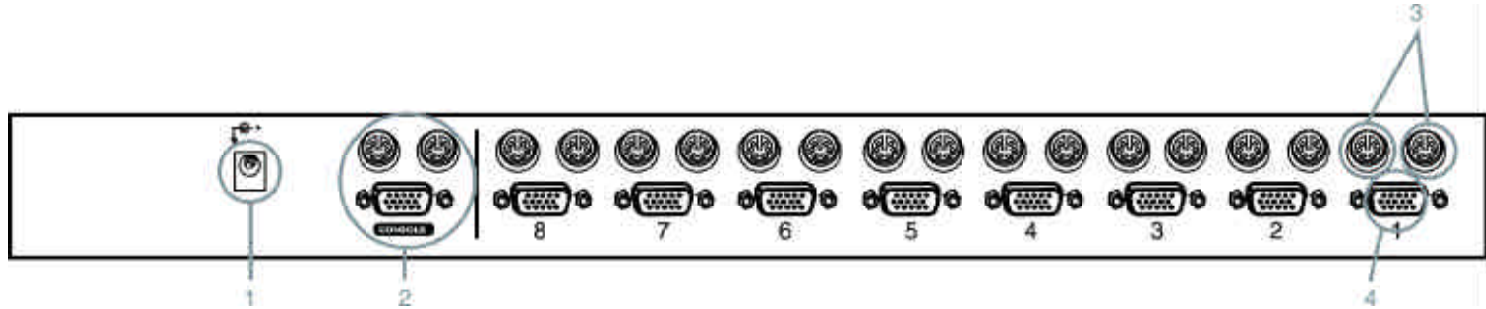
To reset the MiniView™ ULTRA, use a thin object (such as the end of a paper clip, or a ballpoint pen), to press this recessed switch in to initiate a warm reset. If the switch is kept in for longer than three seconds, a cold reset takes place.

**4. Power LED**

Lights to indicate that the MiniView™ ULTRA is receiving power.

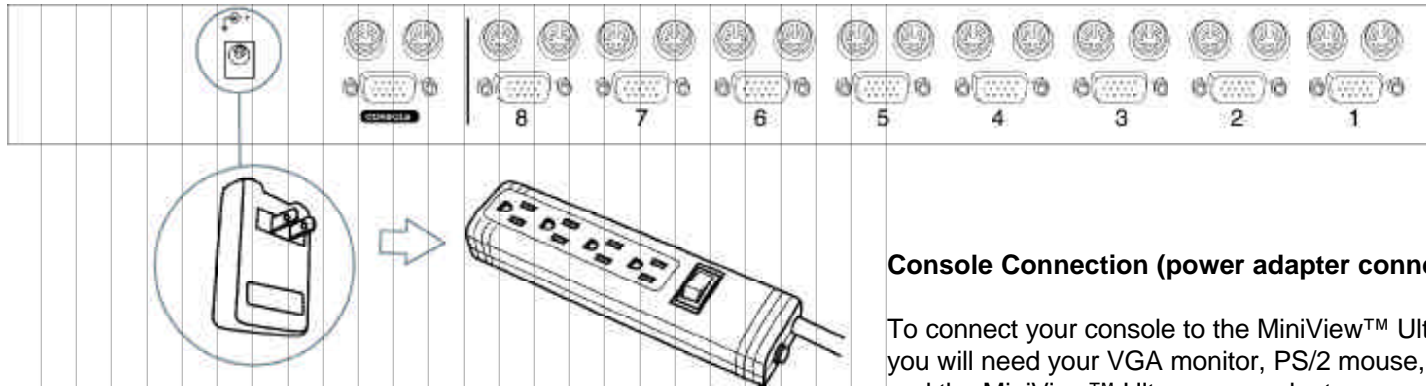
## Overview

### Back



1. Port for optional power adapter
2. Console ports
3. CPU ports to connect computer, keyboard and mouse via our premium bonded KVM cables
4. VGA CPU ports to connect to your computer via our premium bonded KVM cables



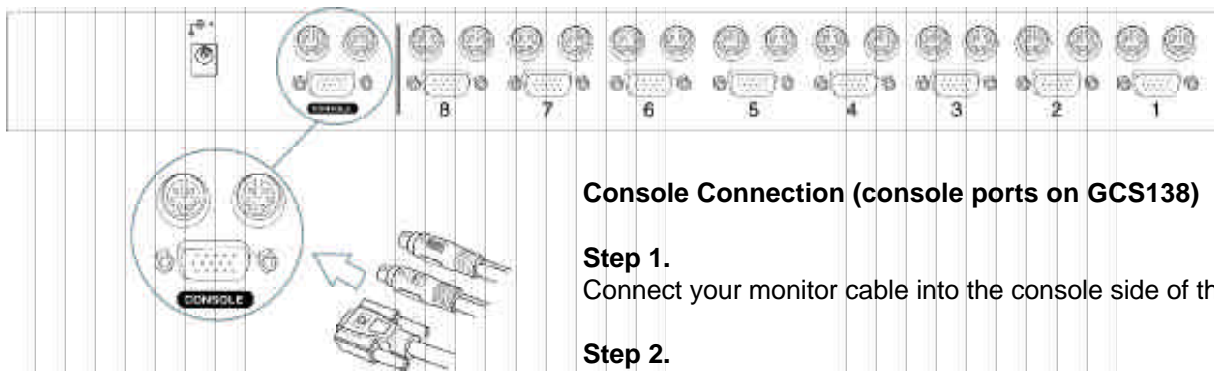


### Console Connection (power adapter connection)

To connect your console to the MiniView™ Ultra, you will need your VGA monitor, PS/2 mouse, PS/2 keyboard and the MiniView™ Ultra power adapter.

Attach the power adapter to your MiniView™ Ultra and plug the other end of the adapter into a standard surge protector.

## Installation



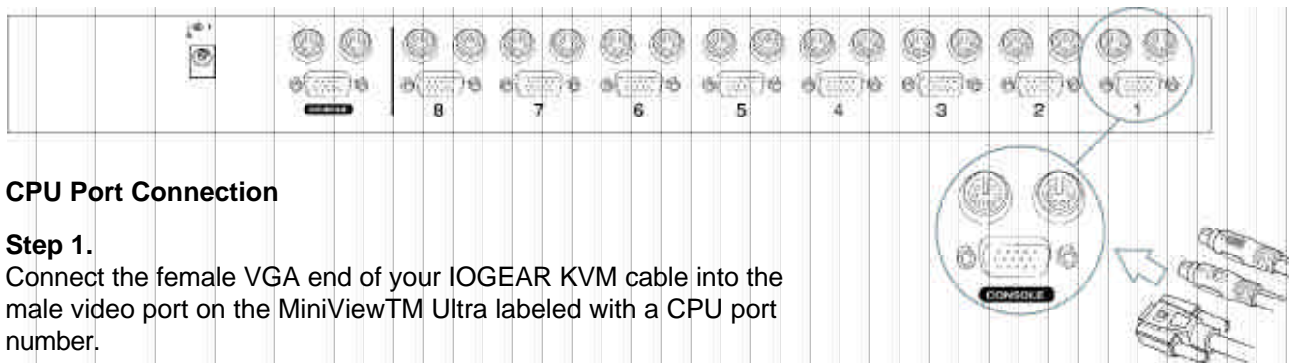
### Console Connection (console ports on GCS138)

#### Step 1.

Connect your monitor cable into the console side of the MiniView™ Ultra video port.

#### Step 2.

Plug your PS/2 mouse and PS/2 keyboard into their designated ports on the console side of the MiniView™ Ultra.



### CPU Port Connection

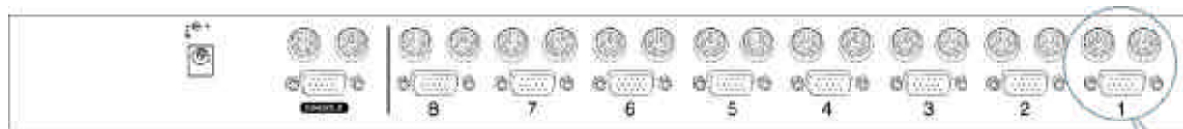
#### Step 1.

Connect the female VGA end of your IOGEAR KVM cable into the male video port on the MiniView™ Ultra labeled with a CPU port number.

#### Step 2.

Plug in the PS/2 mouse and PS/2 keyboard connectors located on the same end as the female video connector. The cables have images on them indicating that they are for the keyboard or mouse.

## Installation



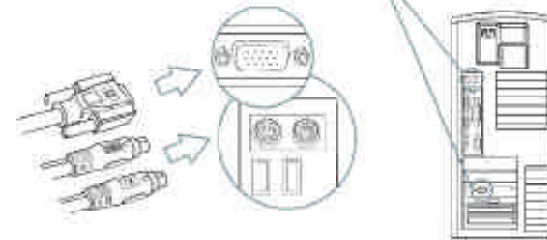
### Connecting the Computer (ports on the back of the computer)

#### Step 3.

Plug in the remaining PS/2 mouse and PS/2 keyboard connectors into your computer's keyboard and mouse ports.

#### Step 4.

Repeat steps 1-3 for any additional computers you wish to connect



#### NOTE:

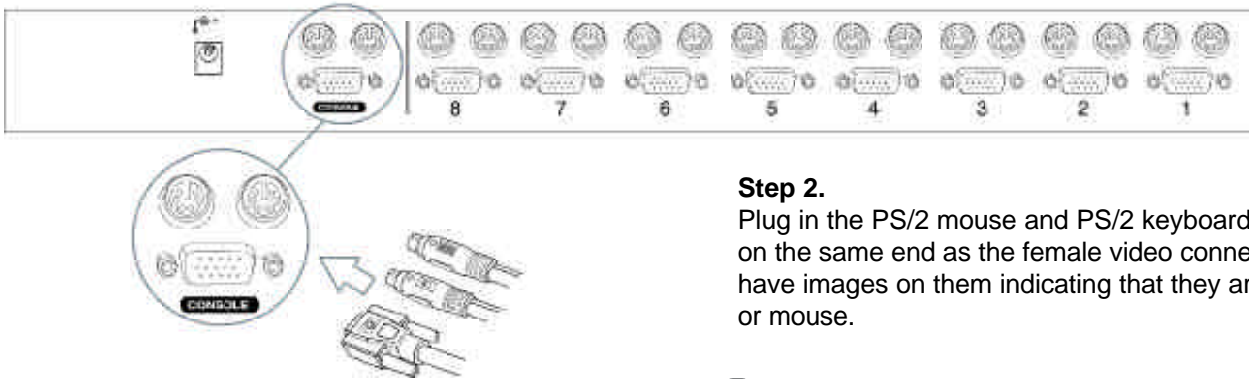
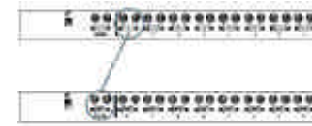
You may need to attach a PS/2 to AT adapter on the keyboard cable if your computer has an AT keyboard connection. Also, if you do not have a PS/2 mouse port you will need to use our PS/2 to Serial adapter to connect the mouse cable. You can use any manufacturer's PS/2 to AT adapter but you must use our PS/2 to Serial adapters for the mouse.

## Cascading MiniView™ Ultra units

Use standard IOGEAR PS/2 KVM cables to cascade units.

### Step 1.

Connect the female VGA end of your IOGEAR KVM cable into the male video port on an available CPU port of the MiniView™ Ultra.



### Step 2.

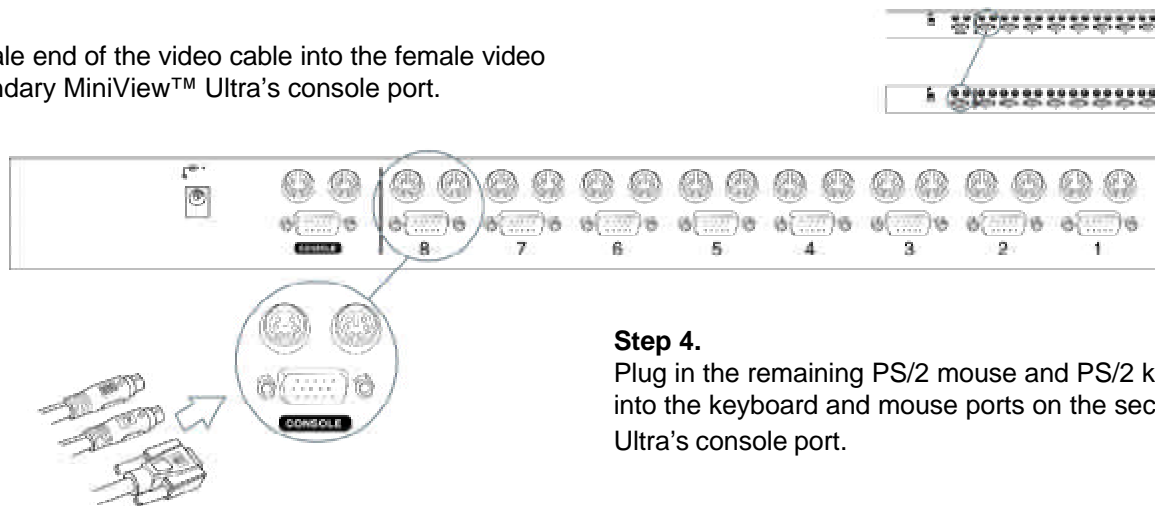
Plug in the PS/2 mouse and PS/2 keyboard connectors located on the same end as the female video connector. The cables have images on them indicating that they are for the keyboard or mouse.

## Installation

### Cascading MiniView™ Ultra units (continued)

#### Step 3.

Now, plug the male end of the video cable into the female video port on the secondary MiniView™ Ultra's console port.

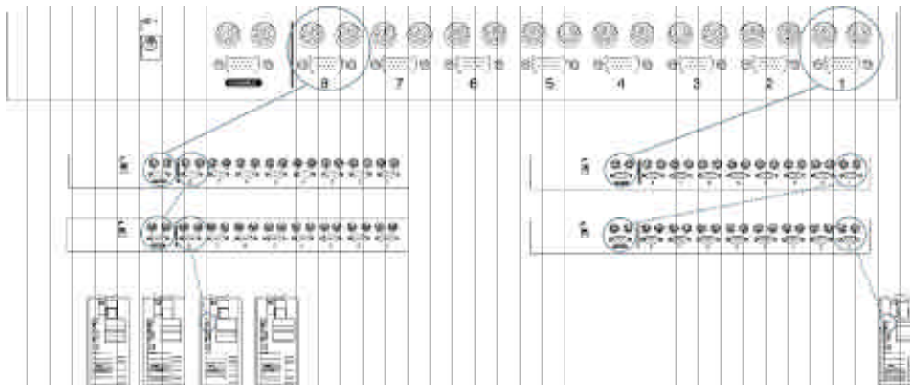


#### Step 4.

Plug in the remaining PS/2 mouse and PS/2 keyboard connectors into the keyboard and mouse ports on the secondary MiniView™ Ultra's console port.

## Root/Slave Switch

Cascading units works in a pyramid format. The root unit is the first unit (top of pyramid) and the cascaded MiniView™ Ultras are the secondary slave units. Only the first unit will be set to root while the preceding switches will be set to slave mode. There is a maximum of three levels of MiniView™ Ultra for a maximum of 512 PCs.



### Cascading in Pyramid Format (Max: 512 computers)

- ( — ) connection indicate level 1 (8 computers)
- ( ..... ) connection indicate level 2 (64 computers)
- ( - - - - - ) connection indicate level 3 (512 computers)

Congratulations! You have now completed the installation!

## Powering Off

### Powering Off and Restarting

If it becomes necessary to power off one of the MiniView™ units, you must do the following before restarting it.

1. Shut down all the computers that are attached to it, as well as all the stations and all the computers that are daisy chained down from it (all the child stations and the computers attached to them).

**NOTE:** (1) If the unit is operating under Bus Power (without the optional Power Adapter), you must unplug the power cords of any PCs that are connected to it that have the Keyboard 'Power On' function, otherwise the switch will still receive power from the PC.

(2) If the unit is operating under external power, unplug the power adapter cable.

(3) It is not necessary to shut down and restart any of the stations or computers above the station you powered off.

2. Wait 10 seconds, then power on the MiniView™ GCS138 stations starting with the last station in the chain and working back to the station you originally shut down.
3. After the MiniViews are up, Power On the PCs, starting with the ones attached to the last station in the chain and working back to the station you originally shut down.



### Hot Plugging

The MiniView™ Ultra supports hot plugging, which means that components can be removed and added back into the installation by unplugging their cables from the CPU ports without shutting the unit down. There are certain procedures that must be followed in order for hot plugging to work properly:

- Hot Plugging CPU Ports:

1. The cable must be plugged back into the same port from which it was removed.
2. The mouse cable must be plugged in before the keyboard cable.
3. After plugging the cable back in, you must perform a KVM Reset on the First Stage unit (by pressing the Reset switch).

- Hot Plugging Console Ports:

1. You may unplug the mouse and plug it back in again (to reset the mouse, for example), as long as you use the same mouse.
2. If you plug in a different mouse, all the stations and all the computers on the installation must be shut down for 10 seconds, then restarted.

**Note:** All MiniView™ units must be plugged in and receiving power prior to turning on the power to the PCs. Press Port Selection Buttons 1 and 2 on the Level 1 unit simultaneously for three seconds to perform a keyboard and mouse reset, if necessary.

## Port ID Numbering

Since each CPU Port on a MiniView installation is assigned a unique Port ID, you can directly access any computer on any level. Specify the Port ID using the Hotkey port selection method or the On Screen Display menu.

The Port ID is a one, two, or three digit number that is determined by the Stage Level and CPU Port number of the MiniView unit that the computer is connected to. The first digit represents the CPU Port number of the First Stage unit; the second digit represents the CPU Port number of the Second Stage; the third digit represents the CPU Port number of the Third Stage.

For example, a computer attached to a First Stage unit has a one digit Port ID Number (1 - 8), that corresponds to the CPU Port number to which the computer is connected.

A computer attached to a Second Stage unit has a two digit Port ID number. The first digit represents the CPU Port number (1 - 8), on the First Stage unit that the Second Stage unit is cascaded down from; the second digit represents the CPU Port number on the Second Stage unit that the computer is connected to. For example, a Port ID of 23 refers to a computer that is connected to CPU Port 3 of a Second Stage unit that, in turn, is cascaded down from CPU Port 2 of the First Stage unit.

### Port Selection

Controlling all the PCs connected up in your MiniView™ Ultra GCS138 installation from a single console is simple. Four methods are available that provide instant access to any PC on the chain: Manual, Quick View Scanning, HotKey, and OSD.

#### Manual

Simply press the appropriate port selection switch on the MiniView™ Ultra's front panel. After you press the switch, the *Selected* LED lights to indicate that the port is currently selected. The On Screen Display automatically switches to highlight the PC that you have selected.

**Note:** On a daisy chained installation, you must press the Port Selection switch on the MiniView™ Ultra Station that connects directly to the PC you want to access.

#### Quick View Scanning

Press Port Selection buttons 7 and 8 simultaneously for three seconds to start the Quick View mode. This will cycle through the ports one at a time. Press the [Space Bar] or a port key to stop it. (See F2, p. 21)

### HotKey

HotKey navigation allows you to conveniently access connected PCs directly from the keyboard, instead of having to manually select them by pressing Port Selection switches. To select a port with the HotKey method, do the following:

1. To access a computer attached to Port 3 of a Single Stage installation, key in 3 for the Port ID, as follows:

[Ctrl], [Alt], [Shift], [3], [Enter]

2. To access a computer attached to Port 3 of a Second Stage unit that is cascaded down from Port 2 of the First Stage unit, key in 23 for the Port ID, as follows:

[Ctrl], [Alt], [Shift], [2], [3], [Enter]

**Note:** You must key in the numbers one at a time.

3. To access a computer attached to Port 1 of a Third Stage unit that is cascaded down from Port 4 of a Second Stage unit, which, in turn, is cascaded down from CPU Port 2 of the First Stage unit key in 241 for the Port ID, as follows:

[Ctrl], [Alt], [Shift], [2], [4], [1], [Enter]

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**Note:** After invoking the HotKey function with the [Ctrl+Alt+Shift] combination, you must key in the Port ID and press [Enter] within one second for each keypress.

## OSD Operation

### OSD Operation

On Screen Display (OSD), provides a menu driven interface to handle the computer switching procedure. Although HotKey switching still works, using OSD is a great deal more convenient - especially in large, daisy chained installations where a great number of computers are connected to several MiniView™ Ultra GCS138 units, and it is difficult to keep track of which port a particular PC is attached to.

All operations start from the OSD Main Menu. To activate the Main Menu, press the Control key twice ([Ctrl] [Ctrl]):

**Note:** You can use either the left or right Ctrl keys, but they must both be on the same side (both left, or both right).

OSD always starts in List view, with the highlight bar at the same position it was in the last time it was closed.

**Note:** You can optionally change the OSD HotKey to the Scroll Lock key (see F6, p. 21), in which case you would press [Scroll Lock] [Scroll Lock].

- To activate a port, move the Highlight Bar to it then press [Enter].
- [Esc] cancels the current selection, or dismisses the current menu and moves back to the menu one level above. If you are at the highest menu level, it deactivates OSD.

After executing any action by pressing [Enter], you automatically go back to the menu one level above. Use the Up and Down Arrow Keys to move up or down through the list one line at a time

- Use [Pg Up] and [Pg Dn] to move up or down through the list one screen at a time

## OSD Main Menu Headings:

- PN** This column lists the Port ID numbers (Station Number - Port Number) for all the CPU Ports on the installation. The simplest method to access a particular PC (assuming you know which port it is attached to), is to use the Navigation Keys to move the Highlight Bar to the desired location, then press [Enter].
- QV** Ports that have been selected for Quick View scanning have an arrowhead displayed in this column to indicate so.
- PC** Lists all the PCs that are Powered On and are On Line.
- Name** If a port has been given a name (see F5, below), its name appears in this column.

PN	QV	PC	NAME
2-5	▶	*	ABC
2-6			XYZ
2-7			
2-8			
3			
4			
5-1			
5-2			

F1 GOTO    F2 SCAN    F3 LIST    F4 QVSW    F5 EDIT    F6 SET

Example of the OSD display

## Function Keys

### Function Keys

Pressing a Function Key brings up a related submenu that is used to conveniently configure and control the OSD. For example, you can rapidly switch to any port, scan selected ports only limit the list you wish to view, designate a port to be included in the Quick View scan group, create or edit a port name, or make OSD setting adjustments.

#### F1 GoTo:

GoTo allows you to switch directly to a port by the following methods:

- a) Move the Highlight Bar to the port you want then press [Enter] or Double Click with the left mouse button.

**Note:** GoTo has a special feature that narrows the list of available choices as you type the name. For example, if the first letter you type is a, the list only displays those ports whose names begin with a. If the next letter you type is b, the list is further narrowed to only those ports whose names begin with ab, etc. Return to the OSD Main Menu without making a choice, press [Esc].

#### F2 Quick View Scanning:

Pressing [F2] initiates Scanning, in which the OSD cycles through all the ports that are currently selected in the List view (see F3, below), and displays each one for the amount of time set with the Set Scan Duration function (see F6, below). When you want to stop at a particular location, press the [Spacebar] to stop scanning.

- Note:**
- (1) If the scanning stops on an empty port, or one where the computer is attached but is powered off, the monitor screen will be blank, and the mouse and keyboard will have no effect. To recover, key in the HotKey sequence (see HotKey Selection above) for any Port ID that has an active PC attached.
  - (2) As the OSD cycles through the selected ports, an "S" appears in front of the Port ID display as each computer is accessed to indicate that the computer is being accessed under Quick View Scan Mode.

**F3 List:**

This function brings up a submenu that lets you broaden or narrow the scope of which ports the OSD lists. The choices and their meanings are given in the following table.

Move the Highlight Bar to your choice, then press [Enter]. An icon appears before the choice to indicate that it is the currently selected one.

Choice	Meaning
<b>All</b>	Lists the Port ID numbers and Names (if names have been specified - see F5) of all the ports on the installation.
<b>QView</b>	Lists only the ports that have been selected for Quick View scanning (Disabled).
<b>Powered On + QView</b>	Lists only the ports that have been selected for Quick View scanning, and that have their attached PCs Powered On.
<b>QView + Name</b>	Lists only the ports that have been selected for Quick View scanning (see F4, below), <i>and</i> have been assigned names (see F5, below).
<b>Name</b>	Lists only the ports that have been assigned names (see F5, below).
<b>Powered On</b>	Lists only the ports that have their attached PCs Powered On.

- Note:** (1) You can access any port on any list by using the Navigation Keys or Mouse to move the Highlight Bar to it, then pressing [Enter].
- (2) If you select a port that does not have a PC attached to it, or if the attached PC is powered Off, the OSD will still switch to it, and will not show an error.

## Function Keys

### F4 QV.

The QuickView function is disabled in GCS138.

### F5 Edit:

For convenience in remembering which PC is attached to a particular port, every port can be named. The *Edit* function allows you to name the currently highlighted CPU Port (if it doesn't already have a name), or to modify/delete the Port Name if it does. To edit a Port Name:

1. Use the Navigation Keys to move the highlight bar to the port you want (you can use the F3 List function to broaden or narrow the port selection list).
2. Press [F5].
3. Add, modify or delete the Port Name.

A maximum of 15 characters is allowed for the Port Name. Legal characters include:

- " All alpha characters: a - z; A - Z
- " All numeric characters: 0 - 9
- " +, -, /, :, ., and Space

Case does not matter; OSD displays the Port Name in all capitals no matter how they were keyed in.

4. When you have finished editing, press [Enter] to have the change take effect. To abort the change, press [Esc].



### F6 Set

When you press [F6] an OSD configuration submenu opens. To change a setting, move the highlight bar to the choice you want, then press [Enter]. On the submenu that appears next, move the highlightbar to the choice you want and press [Enter]. An icon of a pointing finger indicates which choice is the currently selected one.

An explanation of the choices is given in the table (right):

Setting	Function
<b>Channel Display Duration</b>	Determines how long a Port ID is displayed for. There are two choices: 3 Seconds - which displays the Port ID for 3 seconds after a port change has taken place; and Always On - which displays the Port ID at all times.
<b>Channel Display Position</b>	Allows you to position where the Port ID is shown on the screen. After you highlight this item and press Enter], the menu disappears and the Port ID is displayed. Use the Arrow Keys, Pg Up, Pg Dn, Home, End, and 5 (on the numeric keypad with Num Lock off), to position the Port ID display, then press [Enter] to lock the position and return to the Set submenu.
<b>Channel Display Mode</b>	Selects how the Port ID is displayed. There are three choices: the Number plus the Name (PN + NAME); the Number alone (PN); or the Name alone (NAME).
<b>Scan Duration</b>	Determines how long the display pauses on each port when it cycles through the selected ports in Quick View Scan Mode. The available options are: 3, 5, 10, 15, 20, 30, 40, and 60 seconds.
<b>Clear the Name List</b>	Clears all Port Names from the Name List. You are asked to confirm before the procedure goes on. Key in Y, then press [Enter] to confirm. While the names are being cleared, a message appears on the display to indicate so. After the names have been cleared, another message appears to indicate that the procedure completed successfully.

## Function Keys

Setting	Function
<b>Restore Default Values</b>	Clears all settings from memory, and returns the unit to the factory defaults. You are asked to confirm before the procedure goes on. Key in Y, then press [Enter] to confirm. While the settings are being cleared, a message appears on the display to indicate so. After the settings have been cleared, another message appears to indicate that the procedure completed successfully.
<b>OSD Activating Hotkey</b>	Selects which HotKey combination will activate the OSD function: [Ctrl] [Ctrl] or [Scroll Lock] [Scroll Lock]. The default is the Ctrl key combination, but this may conflict with programs running on the computers, in which case, the Scroll Lock option should be selected
<b>Set Password</b>	Allows you to set a password in order to control access to Locking/Unlocking the Console (see the OSD Security Features section, below, for details).

### Factory Default Settings

The factory default settings are as follows:

Setting	Default
<b>Display Duration</b>	Always On
<b>Display Mode</b>	The Port Number plus the Port Name
<b>Scan Duration</b>	5 Seconds

### Access Authorization

The OSD password function is used to control locking and unlocking consoles. To prevent unauthorized switching, the administrator can use the password to lock the console on a particular computer, or even a null port to prevent unauthorized access of any computers.

OSD password also gives the administrator control over the value stored in the KVM, any time someone wants to alter the value stored in KVM such as station name, he will be asked to provide the password.

### Setting a Password

1. Highlight this item, then press [Enter]. You are presented with a screen that allows you to key in your password. The password may be up to 8 characters long, and can consist of any combination of letters and numbers (A - Z, 0 - 9).
2. Key in the new password, then press [Enter]. You are asked to key the password in again, in order to confirm that it is correct.
3. Key in the new password again, then press [Enter]. If the two entries match, the new password is accepted and the screen displays the following message:

**SET PASSWORD OK**

If the entries do not match, the screen displays the message:

**PASSWORD NOT MATCH**

in which case you must start again from the beginning.

**Note:** To modify or delete a previous password, access the password function as in Step 1, above, then use the backspace or delete key to erase the individual letters or numbers.

## PC Connection Table

### Mini Viewä Ultra - PC Connection Table

The following table indicates the relationship between the number of MiniView™ Ultra units and the number of PCs that they control:

MVs	PCs	MVs	PCs	MVs	PCs	MVs	PCs
1	8	9	57 - 64	17	113 - 120	25	169 - 176
2	8-15	10	64 - 71	18	120 - 127	26	176 - 183
3	15 - 22	11	71 - 78	19	127 - 134	27	183 - 190
4	22 - 29	12	78 - 85	20	134 - 141	28	190 - 197
5	29 - 36	13	85 - 92	21	141 - 148	29	197 - 204
6	36 - 43	14	92 - 99	22	148 - 155	30	204 - 211
7	43 - 50	15	99- 106	23	155 - 162	31	211 - 218
8	50 - 57	16	106 - 113	24	162 - 169	32	218 - 225

MVs	PCs	MVs	PCs	MVs	PCs	MVs	PCs
33	225 - 232	42	288 - 295	51	351 - 358	60	414 - 421
34	232 - 239	43	295 - 302	52	358 - 365	61	421 - 428
35	239 - 246	44	302 - 309	53	365 - 372	62	428 - 435
36	246 - 253	45	309 - 316	54	372 - 379	63	435 - 442
37	253 - 260	46	316 - 323	55	379 - 386	64	442 - 449
38	260 - 267	47	323 - 330	56	386 - 393	65	449 - 456
39	267 - 274	48	330 - 337	57	393 - 400	-	-
40	274 - 281	49	337 - 344	58	400 - 407	-	-
41	281 - 288	50	344 - 351	59	407 - 414	73	505 - 512

## Specifications

Function		Specification
<b>PC Connections</b>	Direct	8
	Max	512 (via Daisy Chain)
<b>Port Selection</b>		Front Panel Switches
		Hot Keys
		On Screen Display
<b>LEDs</b>	Power	1 (Blue)
	On Line Port	8 (Orange)
	Selected Port	8 (Green)
<b>Connectors</b>	Keyboard	1 x 6 pin mini-DIN female (PS/2 style) - Console 8 x 6 pin mini-DIN female (PS/2 style) - CPU Ports
	Mouse	1 x 6 pin mini-DIN female (PS/2 style) - Console 8 x 6 pin mini-DIN female (PS/2 style) - CPU Ports
	Video	1 x HDB-15 female (std. VGA/SVGA) - Console 8 x HDB-15 male (std. VGA/SVGA) - CPU Ports

Function	Specification
<b>Scan Interval (OSD Select)</b>	3, 5, 10, 15, 20, 30, 40, 60 secs.
<b>Power Consumption</b>	DC 9V 1080mW
<b>Operating Temperature</b>	5 - 40° C (41 - 104° F)
<b>Storage Temperature</b>	-20 - 60° C (32 - 140° F)
<b>Humidity</b>	0 ~ 80% RH, Noncondensing
<b>Housing</b>	Metal
<b>Weight</b>	2850 g (6.3 lbs.)
<b>Dimensions (L x W x H)</b>	483 x 150 x 44.5 mm (19" 1U)

## Trouble Shooting

### Troubleshooting:

If you are experiencing any erratic behavior from your MiniView™ Ultra, first make sure there are no problems with the cables and that they are all properly connected.

Symptom	Possible Cause	Action
Pressing the Hot Keys gets no response.	The connection from the selected port to the target PC has been broken, or the PC is turned OFF.	<p>Check the Online LED for the selected port. If it is not lit:</p> <ol style="list-style-type: none"> <li>1. Manually press one of the Select switches to connect to a PC that is powered ON.</li> <li>2. Check the cables to make sure they are all properly connected.</li> </ol>
	Improper keyboard reset.	<ol style="list-style-type: none"> <li>1. Reset the keyboard (and mouse) by simultaneously pressing Buttons 1 and 2 on the First Stage unit for 3 seconds.</li> <li>2. Unplug the keyboard connector from the Console Keyboard Port, then plug it back in.</li> </ol>

Symptom	Possible Cause	Action
Pressing the Hot Keys gets no response.	Improper MiniView Ultra G-CS138 reset.	<p>Turn off all MiniView Ultra G-CS138 units and wait five seconds before turning them back on.</p> <p>Note: If the unit is operating under Bus Power (without the optional Power Adapter), you must unplug the power cords of any PCs that are connected to it that have the Keyboard 'Power On' function, otherwise the switch will still receive power from the PC.</p>
	Incorrectly keying in the Port ID.	After invoking the hotkey function with (Ctrl+Alt+Shift) combination, be sure to key in the port ID and press (Enter) within 1 second for each key
Mouse is not responding.	Improper mouse reset.	<ol style="list-style-type: none"> <li>1. Reset the mouse (and keyboard) by simultaneously pressing Buttons 1 and 2 on the First Stage unit for 3 seconds.</li> <li>2. Unplug the mouse connector from the Console Mouse Port, then plug it back in.</li> </ol>

## Technical Support

To help IOGEAR® customers obtain the highest level of performance from their ION™ Drive, IOGEAR® Service Support team is available to answer your technical questions. Do not hesitate to call if you are having trouble getting your drive to work correctly. Service Support can be reached at IOGEAR® from 8am to 5pm Pacific Standard Time, Monday through Friday or at the following address:

23 Hubble Drive  
Irvine, CA 92618

You may also reach us online at [www.iogear.com/support](http://www.iogear.com/support) 24 hours a day.

Please be ready to give a brief description of the problem, and what you were doing when the problem occurred, before calling Service Support. The Service Support representative will be able to serve you much quicker if you are prepared to answer the following questions listed below.

- 1) What version of OS are you using?
- 2) What type of computer are you using?
- 3) Can the problem be reproduced? If so, what are the steps necessary to reproduce the problem?
- 4) When does the problem occur?
- 5) What have you already tried to get the problem resolved?
- 6) What is the purchase date and serial number of the drive?
- 7) Are you on a network? If so, what type of network is it?
- 8) Were any messages displayed on the screen when the error occurred? If so, what was the exact wording of the message?
- 9) What type of data are you trying to record?

## Radio & TV Interference Statement & Limited Warranty

### Radio & TV Interference Statement

WARNING!!! This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause interference to radio communications. This equipment has been tested and found to comply with the limits for a Class B computing device pursuant to Subpart J of Part 15 of FCC Rules, which are designed to provide reasonable protection against such interference when operated in a commercial environment. Operation of this equipment in a residential area is likely to cause interference, in which case the user at his own expense will be required to take whatever measures may be required to correct the interference.

### Limited Warranty

IN NO EVENT SHALL THE DIRECT VENDOR'S LIABILITY FOR DIRECT, INDIRECT, SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES RESULTING FROM THE USE OF THE PRODUCT, DISK, OR ITS DOCUMENTATION EXCEED THE PRICE PAID FOR THE PRODUCT.

The direct vendor makes no warranty or representation, expressed, implied, or statutory with respect to the contents or use of this documentation, and especially disclaims its quality, performance, merchantability, or fitness for any particular purpose.

The direct vendor also reserves the right to revise or update the device or documentation without obligation to notify any individual or entity of such revisions, or updates. For further inquiries please contact your direct vendor.





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**Contact info.**