

4. Technical Support

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

4.1 Support Checklist

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

<http://www.ihse.de/fileadmin/redakteur/pdf/support/checklist.pdf>

Please keep the following information available before you call:

- Company, name, phone number and email
- 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

4.2 Shipping Checklist

1. To return your device, 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. Note your RMA number visibly on your shipment.



Devices that are sent in without a RMA number cannot be accepted. The shipment will be sent back without being opened, postage unpaid.

ihse.
Excellence in KVM and Video

IHSE GmbH
Maybachstrasse 11
88094 Oberteuringen
Germany



Phone +49 7546 9248-43
Fax +49 7546 9248-48

Web www.ihse.de
E-Mail techsupport@ihse.de
Skype [ihse.support](https://www.skype.com/partner/ihse.support)

Office hours:
Monday - Thursday 8:00 am to 4:30 pm
Friday 8:00 am to 3:00 pm

Manual

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:

<http://www.ihse.de/fileadmin/redakteur/pdf/manuals/m238.pdf>



Media- / DVI- Converter

Quick Setup Series 238



1. System Setup



First time users are recommended to setup the system with the CPU Unit and the CON Unit in the same room as a test setup. This will allow you to identify and solve any cabling problems, and experiment with your system more conveniently.



Please verify that interconnect cables, interfaces and handling of the devices comply with the requirements (see Chapter 7, Page 39 in the manual).

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



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

2. Specifications

2.1 Package Contents

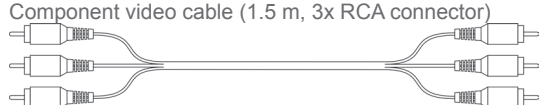
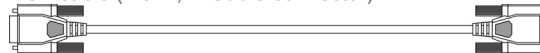
Your K238-5V package contains the following items:

- Media- / DVI-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



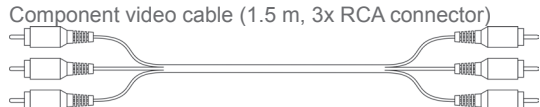
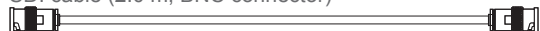
Additional content for K238-5VE:

- 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)



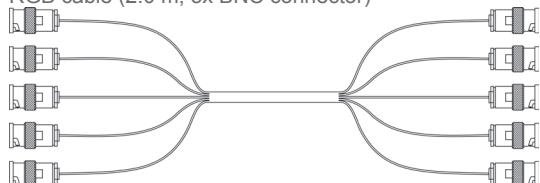
Additional content for K238-5VS:

- 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)



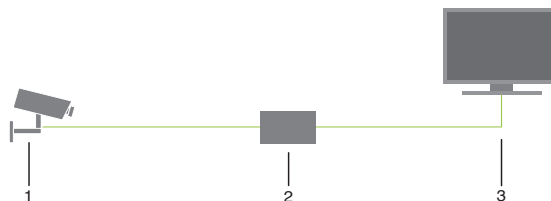
Additional content for K238-5FBNC:

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



If anything is missing, please contact your dealer.

2.2 System Overview



1. Source (e.g. observation camera)
2. Media- / DVI-Converter
3. Monitor

2.3 Optimization of Picture Settings

All common video modes are pre-installed in an internal table of the Media- / DVI-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 36 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 36 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 37 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 Media- / DVI-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 5.2.5, Page 31 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 Media- / DVI-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.