Some mal programmed drivers have strange reactions to this DDC information: Some do only display the preferred (native) resolution. Others do, if you have 1600x1200 for preferred resolution, not display 1920x1080 because 1920 is bigger than 1600. On the other hand, if you have 1920x1080 for maximum resolution, it will not display 1600x1200 because 1200 is bigger than 1080.

Under some circumstances, it is helpful, to deselect ‚Hide modes that this monitor cannot display‘ in … ‘Graphic Properties’ – ‘Settings’ – ‘Advanced’ – ‘Monitor’
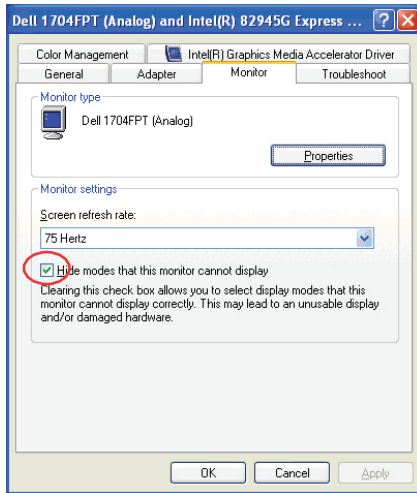


## 3. Technical Support

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

### 3.1 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

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# ihse.
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Office hours:
Monday - Thusday    8:00 am to 4:30 pm
Friday                8:00 am to 3:00 pm

### 3.2 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.

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# DVI-D to VGA Converter
## DVI-Single Link

# Quick Setup
## Series K469-DV

## 1. Introduction

This DVI to VGA Converter is mainly designed to connect DVI-KVM Extenders local outputs to traditional VGA KVM-Switches. Additionally they may be used to convert DVI signals of a graphic card, to be displayed on a VGA monitor – especially on older, expensive beamers etc. Depending on a strange behavior of some display drivers, it cannot be guaranteed, that it will work (on first attempt, without modifications) on each graphic card. For further information on this, please contact 'Technical Support'.

## 2. Quick Setup

This section briefly describes how to install your DVI to VGA Converter. Unless you are an experienced user, we recommend that you follow the full procedures described in the rest of this manual.

**Install system**
1. Connect VGA monitor cable to converter.
2. Connect DVI-D graphic source to converter.
3. Connect p.s.u. to converter.
4. Power up the system.

## 3. Installation

For first-time users, we recommend that you carry out a test placement, confined to a single room, before commencing full installation. This will allow you to identify and solve any cabling problems, and experiment with the DVI to VGA Converter more conveniently.

### 3.1 Package Contents

To install your DVI to VGA Converter

■ DVI-D to VGA Converter unit

■ 1x 5V DC universal power supply for the DVI-D to VGA Converter

■ 1x German power cord

■ Quick Setup

■ CPU cable (1.8 m) DVI-D video (DVI-D single link male) connector – DVI-D video (DVI-D single link male) connector

### 3.2 System Setup

To install your DVI to VGA Converter:
1. Switch off all devices.
2. Connect the monitor to the Converter unit
3. Using the supplied CPU cable, connect the converter to your DVI-D graphic source.
4. Connect the 5V power supply to power the unit.

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> ⚠ Only use the power supply originally supplied with this equipment or a manufacturer-approved replacement.

5. Power up the system.

## 3.3 Interconnection Cable Requirements

To connect the converter unit you will need:

**DVI-D:** Please ensure, that you use high quality DVI-D cables, to attach the system to your CPU. The length of the cable should not expire 1.8 m (6ft). The device should also work with longer cables . however this can never be guaranteed. To our experiences, lengths above of 5m normally fail.

**VGA:** Please ensure, that you use high quality VGA cables, to attach the monitor to your Converter. The length of the cable should not expire 1.8 m (6ft). The device should also work with longer cables . however this can never be guaranteed. To our experiences, lengths above of 20 m normally fail.
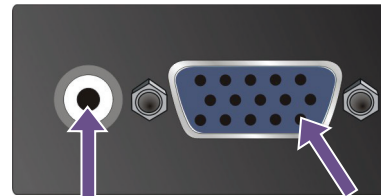
## 4. Device view

**DVI to VGA Converter – DVI side view**
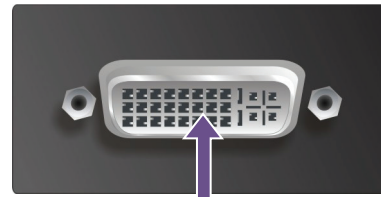


Connect to DVI-D graphic source

**DVI to VGA Converter – VGA side view**



Connect to 5V power supply    VGA-Monitor port - connect to VGA monitor

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## 5. Supported Resolutions

The Converter can handle all known DVI resolutions up to 1920x1080. Nevertheless, there is only a selection of most common resolutions stored in the DDC (EDID) table. If the converter does not show any picture on the VGA output, it may depend on a missing resolution in the table or a mal programmed driver, which is not able, to use any other than the preferred resolution. In this case, please contact Technical Support, to program a user defined DDC-table.

**Detailed Timings:**
1.) 1024x768 at 60Hz fh = 48kHz, fd = 65MHz (preferred)
2.) 1600x1200 at 60Hz fh = 75kHz, fd = 162MHz

**Standard timings supported:**

| | | |
|---|---|---|
| 640x480/60Hz | 640x480/67Hz | 640x480/72Hz |
| 640x480/75Hz | 720x400/70Hz | 720x400/88Hz |
| 800x600/56Hz | 800x600/60Hz | 800x600/72Hz |
| 800x600/75Hz | 832x624/75Hz | 1024x768/60Hz |
| 1024x768/60Hz | 1024x768/70Hz | 1024x768/75Hz |
| 1152x870/75Hz | 1280x720/60Hz | 1280x960/60Hz |
| 1280x1024/60Hz | 1280x1024/75Hz | 1360x765/60Hz |
| 1400x1050/60Hz | 1600x900/60Hz | 1600x1200/60Hz |
| 1680x1050/60Hz | 1920x1080/60Hz | |

**Timing characteristics :**

| | |
|---|---|
| VESA GTF support | Not supported |
| Horizontal scan range | 22-95kHz |
| Vertical scan range | 48-90Hz |
| Video bandwidth | 170MHz |

## 6. Troubleshooting

***There isn't a picture.***

■ Check the power supply.

■ Your DVI Source provides a 1920x1200 resolution. VGA cannot display the 1920x1200 resolution, because this has a timing with no black shoulders. VGA monitors cannot detect the synchronization signals, if there is no black shoulder.

■ The DVI to VGA Converter has a built-in, virtual 'Digital DDC' to show the graphic source, that a DVI monitor is attached. As there is no possibility, to translate 'analogue DDC' from the attached VGA monitor, this virtual DDC simulates the presence of a DVI monitor.