

## 4 Technical Support

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

### Support Checklist

To efficiently handle your request, it is necessary that you complete a support request checklist:

[ihse.com/checklist](http://ihse.com/checklist)

Please have the following information available before you call:

- Company, name, phone number and e-mail address
- Type and serial number of the device (see rear side of device)
- Date and number of sales receipts, 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 an 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 an RMA number cannot be accepted. The shipment will be sent back without being opened; postage unpaid.

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#### Support hours:

Monday - Thursday  
Friday

#### CET

8.00 am to 6.00 pm  
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#### Support hours:

Monday - Friday

#### EST

9.00 am to 5.00 pm

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#### Support hours:

Monday - Friday

#### SGT

9.00 am to 6.00 pm

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#### Support hours:

Monday - Friday

#### CST

9.00 am to 6.00 pm

## Draco tera flex

### KVM Matrix Switch Series 480f



## 1 Scope of Delivery

### Package Contents

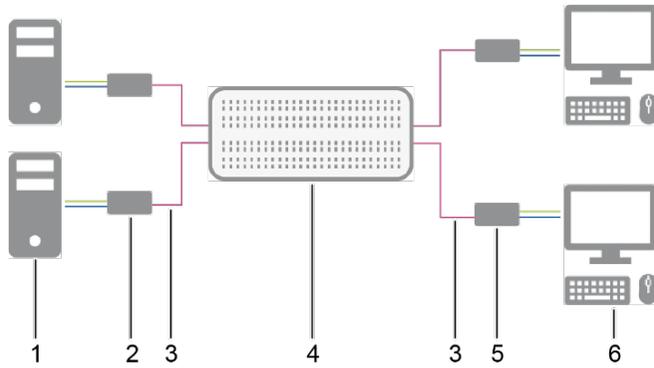
Please check if your package contains following items:

- Draco tera flex
- 1x power cord per built-in power supply unit
- Mounting accessories
- Quick Setup

 If anything is missing, please contact your dealer.

## 2 System Setup

 First-time users are recommended to set up the system in a test environment that is limited to a single room. This makes it easier to identify and solve any cabling problems, and experiment with your system more conveniently.



- |                   |                                       |
|-------------------|---------------------------------------|
| 1 Source          | 5 CON Unit                            |
| 2 CPU Unit        | 6 Sink (monitor, keyboard, and mouse) |
| 3 Interconnection |                                       |
| 4 Matrix          |                                       |

### Matrix Setup

- Switch off all devices.

 To achieve a failure-free installation of a matrix system, we recommend to first establish a point-to-point connection before connecting to the matrix:

- Sequence: Source (computer, CPU) - CPU Unit - Link - CON Unit - console (monitor, keyboard, mouse)
- Ensure that this most simplistic setup works before continuing as follows.

1. Connect a CON Unit to an I/O port of the matrix.
2. Connect keyboard, mouse, and monitor to the CON Unit.
3. Establish the power supply to the matrix and the chassis of the CON Unit.
4. Open the On-Screen Display (OSD) using the following keyboard command: press **left Shift** twice rapidly, then **o** and subsequently **Esc**.
5. Log in to the **Configuration** menu with administrator rights using the default account: username: **admin**, password: **admin** (please refer to the manual).
6. Configure your system as required.

 We recommend, to save the configuration to the matrix and to restart the matrix after setting up the system.

Select **Configuration > Save** and then restart the matrix by selecting **Configuration > Restart Matrix**.

 When installing several matrices at the same time, it is strongly recommended to install them in sequence and to assign unique IP addresses to avoid IP address conflicts.

7. Optional: Establish a network connection between the matrix and the Tera Tool to set an extended configuration (please refer to the manual). The default IP address is 192.168.100.99 and DHCP is deactivated.

### Extender Module Setup

1. Connect the CON Units to the matrix by using the interconnect cables (Cat X or fiber).
2. Connect the CON Units to the input devices to be used (for example keyboard and mouse).
3. Connect the power supply units to the chassis of the CON Units.
4. Check the basic function of each CON Unit by opening the OSD with the keyboard command: press **left Shift** twice rapidly, then **o**. Close the OSD by pressing **left Shift + Esc**.
5. Connect the sources (computer, CPU) to the CPU Units by using the provided connection cables.
6. Connect the CPU Units to the matrix by using the interconnect cables (Cat X or fiber).
7. Connect the chassis of the CPU Units to the power supply.
8. Start the system.

## 3 Download

### 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:

[ihse.com/manual](https://ihse.com/manual)

### Tera Tool

The Tera Tool provides following functions:

- Advanced configuration
- Extended monitoring options
- System update (firmware update)
- Local backup option
- Documentation

Please download the Tera Tool from the following download link:

[ihse.com/software](https://ihse.com/software)