

# QUICK START GUIDE

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ACX1MT, ACXIMR

# MODULAR EXTENDERS

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24/7 TECHNICAL SUPPORT AT 877.877.2269 OR VISIT [BLACKBOX.COM](http://BLACKBOX.COM)



# STEP 1: CHECK THE PACKAGE CONTENTS

## PACKAGE CONTENTS

- At least one KVM Extender pair (CPU Unit and CON Unit)
- One or more Extender Chassis including power supply and country-specific power cords

**NOTE: A complete installation also includes the following components (ordered separately):**

- Video cable (1.8 m, for CPU Unit)
- USB cable (1.8 m, for CPU Unit)

**For Upgrade module analog audio/serial:**

- Serial cable (1.8 m, for CPU Unit)
- Stereo jack cable (1,6 m, for CPU Unit)

**For Upgrade module digital audio:**

- RCA cable (2.5 m, for CPU Unit)
- TOSLINK cable (1.8 m, for CPU Unit)

**For Upgrade module USB-HID and USB 2.0 module:**

- USB cable (1.8 m, for CPU Unit)

# STEP 2: SYSTEM SETUP

## STEP 2A: SET UP TEST INSTALLATION

If you are a first-time user, we recommend that you set up the system with the CPU Unit and the CON Unit in the same room. This will act as a test setup and allow you to identify and solve any cabling problems, and experiment with your system more conveniently.

1. Switch off all devices.

## STEP 2B: CON UNIT INSTALLATION

1. Connect the monitor(s), keyboard and mouse to the CON Unit.
2. Connect the CON Unit with the interconnect cable(s).
3. Connect the power supply to the CON Unit. When installing several matrices at the same time, we strongly recommend that you install them in sequence and to assign unique IP addresses to avoid IP address conflicts.

## STEP 2C: CPU UNIT INSTALLATION

1. Connect the source (computer, CPU) with the supplied cables to the CPU Unit. Ensure that cables are not strained.
2. Connect the CPU Unit to the interconnect cable(s).
3. Connect the power supply to the CPU Unit.
4. Power the system.

To power up the system, the following sequence is recommended:

Monitor – CON Unit – CPU Unit – source.

## STEP 2D: DDC INFORMATION DOWNLOAD

By default, data from the internal DDC list is reported to the source (computer, CPU). If these are not optimal settings for the display device, the DDC information of the console monitor can be downloaded and stored internally. The devices have to be configured accordingly.

On all KVM Extenders with USB-HID support, the user can load the DDC information from the console monitor via keyboard command under operating conditions.

1. Enter Command Mode with the hotkey.
2. Press the <a> key to download the DDC information from the console monitor.

The screen will blank for a short time.

At the same time Command Mode is closed and the keyboard LEDs return to previous status.

3. Restart the corresponding source (computer, CPU).

The video mode has been readjusted. Screen quality should be optimal. The CPU will show the console monitor as the current screen, together with the available video resolutions.

The DDC information from the console monitor is now loaded. Reloading is possible by repeating the operation.



## STEP 3: TECHNICAL SUPPORT

Before contacting support, make sure you have read the manual, and installed and setup your KVM Extenders as recommended.

### SUPPORT CHECKLIST

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

1. Company, name, phone number, and email
2. Type and serial number of the device (see bottom of device)
3. Issue date of the existing manual
4. Nature, circumstances, and duration of the problem
5. Involved components (such as graphic source/CPU, OS, graphic card, monitor, USB-HID/USB 2.0 devices, interconnect cable) including manufacturer and model number
6. Results from any testing you have done

### SHIPPING CHECKLIST

1. To return your device, contact Black Box Technical Support at 877-877-2269 or [info@blackbox.com](mailto:info@blackbox.com) to obtain a Return Material Authorization (RMA) number.
2. Package your devices carefully, preferably using the original box. Add all pieces that you received originally.
3. Note the RMA number visibly on your shipment. Devices sent in without an RMA number cannot be accepted.

## STEP 4: DOWNLOADS

### 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.

The quick start guides and full user manual/installation guides can be downloaded from the Black Box Web site.

FOR US, AUSTRALIA, NEW ZEALAND AND CANADA:

1. Go to [BLACKBOX.COM](http://BLACKBOX.COM)
2. Enter the part number in the search box (for example, ACX1MT, ACX1MR).
3. Click on the product in the "Products" page.
4. Click on the "Support" tab on the product page and select the document you wish to download.

FOR OTHER COUNTRIES:

1. Go to [BLACK-BOX.EU/SUPPORTCENTER](http://BLACK-BOX.EU/SUPPORTCENTER)
2. Enter the part number in the search box and check the file type: application diagram, datasheet, firmware, or manual.
3. Select the document you want to download.

### DKM UTILITY TOOL

Download the DKM Utility Tool for configuration and operation of the KVM matrix.

The DKM Utility Tool comes with the firmware download from the <http://www.blackbox.com> website on the product page.



**NEED HELP?  
LEAVE THE TECH TO US**

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**LIVE 24/7  
TECHNICAL  
SUPPORT**

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**1.877.877.2269**

