



Subject: Technical Notice

We are sorry to inform you that we found a wrong firmware on **April** shipment during **1<sup>st</sup> to 22<sup>nd</sup>** period, which will cause the following symptoms. The date has been indicated on the serial number that you can find.

S/N 1<sup>st</sup> 2<sup>nd</sup> 3<sup>rd</sup> 4<sup>th</sup> 5<sup>th</sup> 6<sup>th</sup> XXXXXX

Digit 2 & 3 – Date

Digit 4 & 5 – Month

Digit 6 – Year

For example: 112044XXXXXX means 12.04.2004

We highly recommend do an initialize processing once you are facing the problem.

#### Symptoms

- No display seems to dead screen in normal condition.
- LCD light on for a while and turn- off itself.

#### Solution

Step 1: Disconnect the power of KVM system.

Step 2: Connecting the PC to one of the KVM port.

Step 3: Press all the LCD membrane button (Five buttons) and hold at the same time and connect the power.

Step 4: You will see an “INITIALIZE DDC DATA OK” show on the display.

Step 5: Disconnect the VGA cable & power and re-plug it again.

This procedure just do 1 times only and we ensure that this problem never happen again.

After the initialize processing, you need to tune the LCD menu from Chinese to English.

The procedure are as following;

1. Push the menu buttons ( open the LCD menu)
2. Select the 5th item in the menu ( use up or down button to select the "MISC")
3. Push the menu buttons ( to confirm your selection and go to next-step menu)
4. Select the 4th item ( use up or down button to select the "Language")
5. Push the menu buttons ( to confirm your selection and go to next-step menu)
6. Select the first item ( for English)
7. Push the menu buttons ( to confirm your selection and all done)



Note:

If the KVM cannot be power on and the serial no. is within April, try to do the previous processing.

Otherwise, check the following list

- 1). Power adapter or Power switch at the back is workable  
(the light is green when the power is on)
- 2). Middle switch is inactive  
(slide out the monitor drawer and the power will turn "On")
- 3). LCD button is at "ON" status.  
(plug the power cable first, if there is a error message appear("No input signal"), the LCD switch is "ON" status. Otherwise just push one time the LCD on/off switch to turn on the LCD.

Other problem with LCD:

- 1). White screen and no display. The problem is come from LCD or inverter.
- 2). Color background. The KVM cable or internal VGA cable loose
- 3). Screen scrambled. The internal VGA cable loose.
- 4). Band line on the screen. The setting of refresh rate is too low, Try go into the windows' display property -> Settings -> Advanced -> Minitor -> Screen refresh rate to select a higher rate (between 60 MHZ to 72 MHZ)