



## CS1822 / CS1824

2/4-Port USB 3.0 4K HDMI  
KVMP™ Switch  
User Manual

## Compliance Statements

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### FEDERAL COMMUNICATIONS COMMISSION INTERFERENCE STATEMENT

This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense.

The device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

### FCC Caution

Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate this equipment.

### Warning

Operation of this equipment in a residential environment could cause radio interference.

### Achtung

Der Gebrauch dieses Geräts in Wohnumgebung kann Funkstörungen verursachen.



### KCC Statement

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이 기기는 업무용 (A 급) 전자파적합기기로서 판매자 또는 사용자는 이  
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합니다.

### **Industry Canada Statement**

This Class A digital apparatus complies with Canadian ICES-003.

## **CAN ICES-003 (A) / NMB-003 (A)**

### **HDMI Trademark Statement**

The terms HDMI, HDMI High-Definition Multimedia Interface, and the HDMI Logo are trademarks or registered trademarks of HDMI Licensing Administrator, Inc.



### **RoHS**

This product is RoHS compliant.

**KVM+ 多電腦切換器類產品**

設備名稱 Equipment Name	2 埠 USB 3.0 4K HDMI KVMP™ 多電腦切換器 / 4 埠 USB 3.0 4K HDMI KVMP™ 多 電腦切換器			型號 ( 型式 ) Type designa- tion (Type)	CS1822 / CS1824	
單元 Unit	限用物質及其化學符號 Restricted substances and its chemical symbols					
	鉛 Lead (Pb)	汞 Mercury (Hg)	鎘 Cadmium (Cd)	六價鉻 Hexavalent chromium (Cr <sup>+6</sup> )	多溴聯苯 Polybrominated biphenyls (PBB)	多溴二苯醚 Polybrominated diphenyl ethers (PBDE)
電纜線 Cable	-	○	○	○	○	○
印刷電路部件 PCBA	-	○	○	○	○	○
塑膠 / 其他部件 Plastic / Other parts	○	○	○	○	○	○
金屬部件 Metal parts	-	○	○	○	○	○

備考 1. “超出 0.1 wt %” 及 “超出 0.01 wt %” 係指限用物質之百分比含量超出百分比含量基準值。

Note 1: “Exceeding 0.1 wt %” and “exceeding 0.01 wt %” indicate that the percentage content of the restricted substance exceeds the reference percentage value of presence condition.

備考 2. “○” 係指該項限用物質之百分比含量未超出百分比含量基準值。

Note 2: “○” indicates that the percentage content of the restricted substance does not exceed the percentage of reference value of presence.

備考 3. “-” 係指該項限用物質為排除項目。

Note 3: “-” indicates that the restricted substance corresponds to the exemption.

**製造商：**宏正自動科技股份有限公司

**地址：**新北市汐止區大同路二段 125 號三樓

**警告：**為避免電磁干擾，本產品不應安裝或使用於住宅環境。

**最大操作環境溫度：**40°C

**最大額定電壓：**DC 5V, 4A



D33866  
RoHS

## User Information

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### Online Registration

Be sure to register your product at our online support center:

International	<a href="http://eservice.aten.com">http://eservice.aten.com</a>
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### Telephone Support

For telephone support, call this number:

International	886-2-8692-6959
China	86-400-810-0-810
Japan	81-3-5615-5811
Korea	82-2-467-6789
North America	1-888-999-ATEN ext 4988 1-949-428-1111

### User Notice

All information, documentation, and specifications contained in this manual are subject to change without prior notification by the manufacturer. The manufacturer makes no representations or warranties, either expressed or implied, with respect to the contents hereof and specifically disclaims any warranties as to merchantability or fitness for any particular purpose. Any of the manufacturer's software described in this manual is sold or licensed *as is*. Should the programs prove defective following their purchase, the buyer (and not the manufacturer, its distributor, or its dealer), assumes the entire cost of all necessary servicing, repair and any incidental or consequential damages resulting from any defect in the software.

The manufacturer of this system is not responsible for any radio and/or TV interference caused by unauthorized modifications to this device. It is the responsibility of the user to correct such interference.

The manufacturer is not responsible for any damage incurred in the operation of this system if the correct operational voltage setting was not selected prior to operation. PLEASE VERIFY THAT THE VOLTAGE SETTING IS CORRECT BEFORE USE.

## Product Information

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For information about all ATEN products and how they can help you connect without limits, visit ATEN on the Web or contact an ATEN Authorized Reseller. Visit ATEN on the Web for a list of locations and telephone numbers:

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International	<a href="http://www.aten.com">http://www.aten.com</a>
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## **Package Contents**

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Check to make sure that all the components are in working order. If you encounter any problem, please contact your dealer.

### **CS1822**

- ◆ 1 CS1822 2-Port USB3.0 4K HDMI KVMP™ Switch
- ◆ 2 HDMI Cables\*
- ◆ 2 USB 3.0 Cables
- ◆ 2 Audio Cables
- ◆ 1 Power Adapter
- ◆ 1 User Instructions\*\*

### **CS1824**

- ◆ 1 CS1824 4-Port USB3.0 4K HDMI KVMP™ Switch
- ◆ 4 HDMI Cables\*
- ◆ 4 USB 3.0 Cables
- ◆ 4 Audio Cables
- ◆ 1 Power Adapter
- ◆ 1 User Instructions\*\*

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**Note:** \* 4K video resolution needs the high quality HDMI Cable.

\*\* Features may have been added to the unit since this manual was printed. Please visit our website to download the most up-to-date version of the manual.

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## About this Manual

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This User Manual is provided to help you get the most from your CS1822 / CS1824 unit. It covers all aspects of installation, configuration and operation. An overview of the information found in the manual is provided below.

**Chapter 1, Introduction**, introduces you to the CS1822 / CS1824. Its purpose, features and benefits are presented, and its front, side, and back panel components are described.

**Chapter 2, Hardware Setup**, describes how to set up your installation. The necessary steps are provided.

**Chapter 3, Basic Operation**, explains the fundamental concepts involved in operating the CS1822 / CS1824.

**Chapter 4, Hotkey Operation**, details all of the concepts and procedures involved in the Hotkey operation of your CS1822 / CS1824 installation.

**Chapter 5, Keyboard Emulation**, provides tables that list the PC to Mac and PC to Sun keyboard emulation mappings.

**Chapter 6, The Firmware Upgrade Utility**, explains how to use the CS1822 / CS1824's firmware with the latest available versions.

**Appendix**, which provides specifications and other technical information regarding the CS1822 / CS1824.


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### Note:

- ◆ Read this manual thoroughly and follow the installation and operation procedures carefully to prevent any damage to the unit or any connected devices.
- ◆ The product may be updated, with features and functions added, improved or removed since the release of this manual. For an up-to-date user manual, visit <http://www.aten.com/global/en>

## **Conventions**

This manual uses the following conventions:

- |   |  |
|---|--|
| Monospaced  | Indicates text that you should key in.   |
| [ ]   | Indicates keys you should press. For example, [Enter] means to press the <b>Enter</b> key. If keys need to be chorded, they appear together in the same bracket with a plus sign between them: [Ctrl+Alt]. |
| 1.  | Numbered lists represent procedures with sequential steps.   |
| ◆   | Bullet lists provide information, but do not involve sequential steps.   |
| >   | Indicates selecting the option (on a menu or dialog box, for example), that comes next. For example, Start > Run means to open the <i>Start</i> menu, and then select <i>Run</i> .                         |
|  | Indicates critical information.  |

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# Chapter 1

## Introduction

### Overview

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The CS1822 / CS1824 2/4-Port USB3.0 4K HDMI KVM<sup>™</sup> Switch combines KVM switch with HDMI video interface and 2-port USB 3.1 Gen 1 hub. The HDMI interface provides 4K UHD @ 60 Hz and 4K DCI @ 60Hz resolution that displays the most vivid high-definition images available while producing premium sound for music, movies, and games.

The CS1822 / CS1824 respectively allows users to access two or four HDMI computers from a single USB keyboard, USB mouse and HDMI monitor. In addition to the front panel pushbuttons, Hotkeys, and the mouse port-switching functionality, the CS1822 / CS1824 offers serial commands to help switch ports and configure device settings. ATEN default EDID Mode is available for smooth power-up, high-quality display and eliminates monitor compatibility issue. A Power On Detection feature also ensures that if one computer is powered off, the CS1822 / CS1824 will automatically switch ports to the next powered-on computer.

With a built-in USB 3.1 Gen 1 hub, the CS1822 / CS1824 provides SuperSpeed 5 Gbps transfer rates to all connected USB peripherals. The unit's independent (asynchronous) switching feature, allows the KVM focus to be on one computer while the USB peripheral focus is on another computer. This eliminates the need to purchase a separate USB hub or stand-alone peripheral sharer – such as a print server, modem splitter, etc. For further customization, the CS1822 / CS1824 provides audio mixing modes where you can combine up to two audio sources as your audio output.

Featuring an unbeatable combination of ultra high 4K resolutions, a next generation USB 3.1 Gen 1 hub and enhanced, user-friendly operations, the CS1822 / CS1824 delivers the latest innovations in desktop KVM switching technology.

## Features

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- ◆ One USB keyboard/mouse and one HDMI monitor to control two or four HDMI computers
- ◆ Video DynaSync™ – An exclusive ATEN technology that eliminates boot-up display problems and optimizes the resolution when switching among different sources
- ◆ Supports superior video quality – 4K UHD (3840 x 2160 @ 60 Hz) and 4K DCI (4096 x 2160 @ 60Hz)
- ◆ ATEN default EDID mode – smooth power-up, high quality display and resolution optimization to eliminate compatibility issue
- ◆ Computer selection via pushbuttons, hotkeys, mouse<sup>1</sup>, and RS-232 Commands<sup>2</sup>
- ◆ Built-in 2- Port USB 3.1 Gen 1 hub with SuperSpeed 5 Gbps data transfer rates
- ◆ Supports Console keyboard emulation/bypass feature
- ◆ Supports Console mouse emulation/bypass feature
- ◆ Independent switching of KVM, USB peripheral, and stereo audio focus
- ◆ Multilingual keyboard mapping - supports English, Japanese, French, and German keyboards
- ◆ Supports HD Audio<sup>3</sup>
- ◆ Audio Mixer Modes – mixes up to two audio sources as audio output
- ◆ Power on detection – if a computer is powered off, the CS1822 / CS1824 automatically switches to the next powered-on computer
- ◆ Hot pluggable – add or remove computers without powering down the switch
- ◆ Sun and Mac keyboard support and emulation<sup>4</sup>
- ◆ Auto Scan Mode for monitoring all computers
- ◆ Firmware upgradeable
- ◆ Supports N-key Rollover<sup>5</sup> (NKRO) – Permits collision-free keying

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**Note:** 1. Mouse port switching is only supported under mouse emulation mode with a USB 3-button mouse wheel.

2. Connect an RJ-11-to-DB-9 cable for the KVM switch to receive RS-232 commands. Please refer to the CS1822 / CS1824 RS-232 Commands document.
  3. HD audio through HDMI channel cannot be switched independently.
  4. PC keyboard combinations emulate Mac keyboards. Mac keyboards only work with their own operating system.
  5. N-key Rollover supports up to 15 simultaneous keystrokes.
-

## **Requirements**

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### **Console**

- ◆ An HDMI monitor capable of the highest possible resolution
- ◆ A USB mouse
- ◆ A USB keyboard
- ◆ Speakers

### **Computers**

The following equipment must be available on each computer:

- ◆ An HDMI port
- ◆ A USB Type A port
- ◆ An Audio port

### **Operating Systems**

- ◆ Windows
- ◆ Mac
- ◆ Linux

### **Cables**

To guarantee video quality, we recommend using only ATEN HDMI KVM cables. Two (CS1822) or four (CS1824) cables are provided with this package.

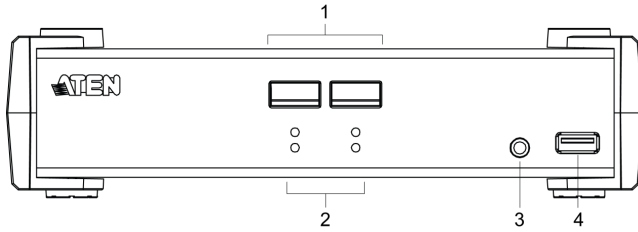
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**Note:** The quality of the display is affected by the quality of the cables. We recommend the total length from the source to the monitor to not exceed 6 meters (3 meters between the PC and the KVM switch. 3 meters between the KVM switch and the monitor). If you need additional cables, please contact your dealer to purchase ATEN approved cables.

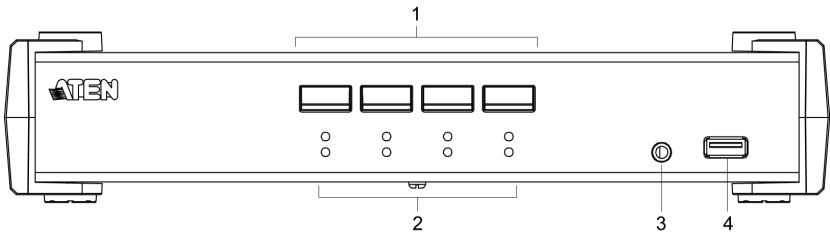
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## Components

### CS1822 Front View



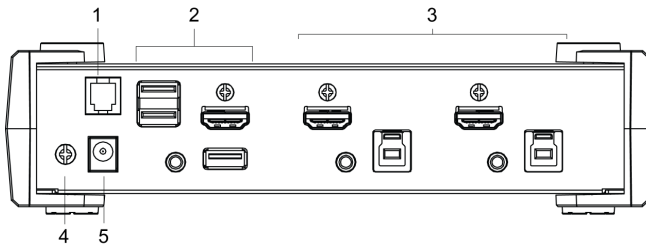
### CS1824 Front View



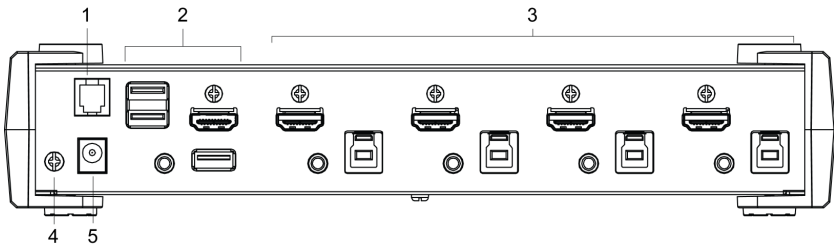
No.	Component	Description
1	port selection pushbuttons	<p>For manual port selection (see <i>Port Switching</i>, page 13):</p> <ul style="list-style-type: none"> <li>◆ Press a switch for less than two seconds to bring the KVM, USB hub, and audio focus to the computer attached to its corresponding port.</li> <li>◆ Press a port selection pushbutton twice to bring the audio focus to the computer attached to its corresponding port.</li> <li>◆ Press a port selection pushbutton for longer than two seconds to bring only the KVM focus to the computer attached to its corresponding port.</li> <li>◆ Press switches 1 and 2 simultaneously for 2 seconds to start Auto Scan Mode (see <i>Auto Scanning</i>, page 21).</li> <li>◆ (CS1824 only) Press switches 3 and 4 simultaneously for 2 seconds to start keyboard/mouse reset.</li> </ul>

No.	Component	Description
2	port LEDs	<p>The LEDs will light to indicate its mode and status:</p> <p><b>KVM</b></p> <ul style="list-style-type: none"> <li>◆ Lights DIM ORANGE to indicate that the computer attached to the corresponding port is connected (online).</li> <li>◆ Changes to BRIGHT ORANGE to indicate that the computer attached to its corresponding port is the one that has the KVM focus (Selected).</li> <li>◆ Flashes to indicate that the computer attached to its corresponding port is being accessed under Auto Scan mode.</li> </ul> <p><b>USB</b></p> <ul style="list-style-type: none"> <li>◆ Lights GREEN to indicate that the computer attached to its corresponding port is the one that has access to the USB peripherals.</li> </ul> <p><b>Audio</b></p> <ul style="list-style-type: none"> <li>◆ Lights GREEN to indicate that the audio is being outputted from the corresponding port(s).</li> </ul>
3	audio port	Plug your main speakers here. The speakers plugged in here have priority over those on the rear panel.
4	USB 3.1 Gen 1 peripheral port	USB peripherals (printers, scanners, drives etc.) plug into this port. This USB 3.1 Gen 1 port features 5 Gbps data transfer rates for compatible USB peripherals.

### CS1822 Rear View



### CS1824 Rear View



No.	Component	Description
1	RJ-11 serial port	Connect an RJ-11 to DB-9 cable to this port for RS-232 serial commands.
2	console ports section	The cables from your HDMI monitor, USB keyboard, USB mouse, speakers and USB peripherals* plug in here. Each connector is marked with an appropriate icon to indicate itself. *This USB 3.1 Gen 1 port features 5 Gbps data transfer rates for compatible USB peripherals.
3	KVM ports section	The cables that link the switch to your computers plug in here. Each KVM port section is comprised of a speaker jack, a USB Type B socket and an HDMI port.
4	grounding terminal	The grounding wire (used to ground the unit) attaches here.
5	power jack	The power adapter cable plugs into this jack.

## Buzzer Behavior

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Sound	Description
1 beep	<ul style="list-style-type: none"><li>◆ Changing port</li><li>◆ Activating auto-scan mode</li><li>◆ Pausing/resuming auto-scan</li><li>◆ Enabling/disabling audio mixer</li><li>◆ Invalid command</li></ul>
1 long beep	<ul style="list-style-type: none"><li>◆ Powering on the unit</li><li>◆ Resetting the unit</li></ul>
2 beeps	<ul style="list-style-type: none"><li>◆ Interrupting auto-scan</li><li>◆ Entering keyboard emulation off mode</li><li>◆ Finishing USB synchronization</li></ul>

---

Refer to *Buzzer Control* on page 23 if you wish to turn the buzzer on or off.

## Chapter 2

# Hardware Setup



1. Important safety information regarding the placement of this device is provided on page 43. Please review it before proceeding.
2. To prevent damage to your installation from power surges or static electricity. It is important that all connected devices are properly grounded.
3. Make sure that power to all the devices you will be installing has been turned off. You must unplug the power cords of any computers that have the Keyboard Power On function.
4. Please operate the device with caution when under high environmental temperatures, as the surface of the device may become overheated under such conditions. For instance, the surface temperature of the device may reach 70 °C (158 °F) or higher when the environmental temperature reaches close 50 °C (122 °F).

## Cable Connections

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To set up your installation, refer to the installation diagram on the following page (the numbers in the diagram on page 11 correspond to the steps below), and do the following:

1. To prevent damages from power surges or static electricity, ground the unit by connecting one end of a grounding wire to the grounding terminal, and the other end of the wire to a suitable grounded object.

---

**Note:** 1. The grounding wire is not included in the package. Contact your dealer for the appropriate cable.

2. Make sure the computers and devices that the unit connects to are also properly grounded.
- 

2. Plug your USB keyboard and USB mouse into the USB console ports located on the unit's rear panel.

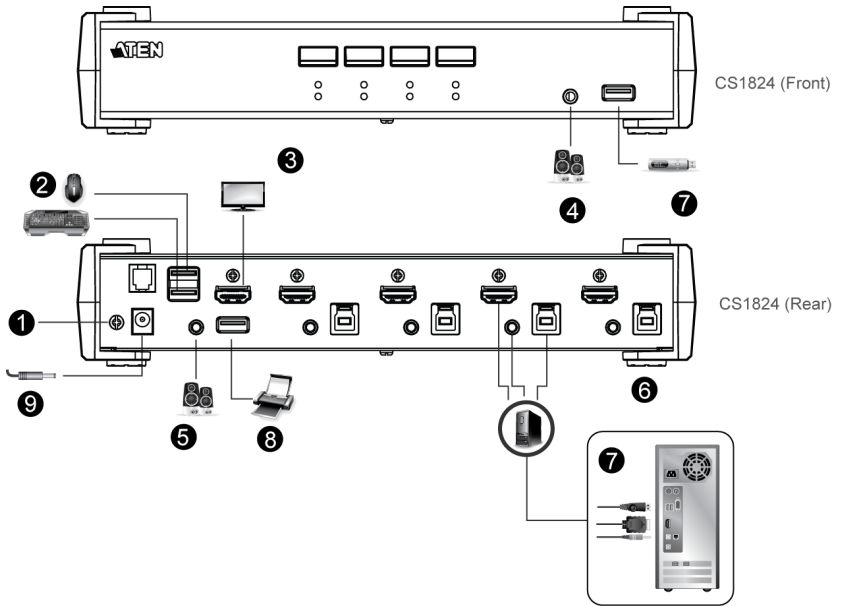
3. Plug your monitor into the HDMI console port located on the unit's rear panel and power it on.
4. Plug your speakers into the console speaker jack located on the unit's front panel. Audio cable needs to be connected on the CPU side for this connection to work.
5. Plug your speakers into the audio console port located on the unit's rear panel. The speakers plugged into the front panel have priority over those plugged into the rear panel.
6. Using the HDMI cable, plug the HDMI connector into an available HDMI socket on the KVM port section of the switch. Plug the USB 3.0 cable and speaker cable into their corresponding sockets.
7. At the other end of the cables from step 5, plug the HDMI cable, USB 3.0 cable and speaker cable into their respective ports on the computer.
8. (Optional) Plug your USB peripherals into the front or rear USB peripheral ports.
9. Plug the power adapter that came with your switch into an AC power source, then plug power adapter cable into the switch's power jack.
10. Power on the computers.

---

**Note:**

- ◆ The unit used in the diagram below is CS1824, the procedure for connecting CS1822 is identical with fewer KVM ports.
  - ◆ By default, the switch links to the first computer that is powered on.
  - ◆ The total cable length from the PC to monitor (including KVM) cannot exceed 6 meters.
  - ◆ Choosing high quality cables helps to ensure that 4K UHD (3840x2160 @ 60 Hz) or 4K DCI (4096x2160 @ 60 Hz) resolutions can be reached.
  - ◆ It is highly recommended that the unit is kept powered on at all times.
  - ◆ Make sure the computers and devices that the CS1822 / CS1824 connects to are also properly grounded.
-

## Installation Diagram



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# Chapter 3

## Basic Operation

### Port Switching

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There are four convenient methods to switch between the computers: Manual – by pressing the port selection pushbuttons on the front panel, Mouse – by clicking the scroll wheel of the mouse, Hotkey – by entering combinations on the keyboard, and RS-232 Commands – by entering the correct command and control.

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**Note:** If Audio Mixer Mode is enabled, audio focus switching will be altered. Refer to *Stereo Audio Mixer* on page 27 for more information.

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### Manual Switching

For manual port selection:

- ◆ Press and release a port selection pushbutton to bring the KVM focus, plus the USB and Audio focus, to the computer attached to its corresponding port.
- ◆ Press and hold a port selection pushbutton for more than 2 seconds to bring the KVM focus to the computer attached to its corresponding port. The USB and Audio focus does not change – they stay with the port that they are already on.
- ◆ Press a port selection pushbutton twice to bring the audio focus to the computer attached to its corresponding port.
- ◆ Press and hold port selection pushbutton 1 and 2 for more than 2 seconds to start Auto Scan Mode (see page 21 for details).
- ◆ Press and release either port selection pushbutton to stop Auto Scan Mode. The KVM focus goes to the computer attached to the corresponding port of the switch you pressed.

## **Mouse Switching**

For mouse port selection: Double-click the scroll wheel of your USB mouse to cycle through the ports.

- 
- Note:** 1. Mouse switching is only supported by USB 3-key scroll wheel mice.
2. Mouse switching is disabled by default. See *Hotkey Setting Mode (HSM)*, page 22, to enable mouse switching.
  3. Mouse switching is only supported when Mouse Emulation is enabled.
- 

## **Hotkey Switching**

For Hotkey port selection: All port switches from the keyboard begin by pressing the Scroll Lock key twice. Regarding details of the Hotkey parameters, see *Hotkey Operation*, page 17.

## **RS-232 Commands**

For RS-232 port selection: Enter the correct command and control to switch port. Regarding details of the RS-232 command and control, please refer to the *CS1822-CS1824 RS-232 Command User Manual*.

## **Hot Plugging**

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The CS1822 / CS1824 supports USB hot plugging – components can be removed and added back into the installation by unplugging their cables from the USB hub ports without the need to shut the unit down.

## **Powering Off and Restarting**

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If it becomes necessary to power off the CS1822 / CS1824 unit, before starting it back up, you must do the following:

1. Shut down all the computers that are attached to the switch.
2. Unplug the switch's power adapter cable.
3. Wait for 10 seconds and replug the switch's power adapter cable.
4. Once the switch is powered up, power on the computers.

## Port ID Numbering

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Each KVM port section on the CS1822 / CS1824 switch is assigned a port number (respectively, 1 to 2 or 1 to 4). The port numbers are marked on the rear panel of the switch (see page 7 for details).

The Port ID of a computer is derived from the KVM port number it is connected to. For example, a computer connected to KVM port 2 has a Port ID of 2.

The Port ID is used to specify which computer gets the KVM, USB peripheral, and audio focus with the Hotkey port selection method (see page 19 for details).

## Alternative Manual Port Selection Settings

---

When Hotkey Setting Mode has been activated, pressing [S] will invoke the alternative front panel pushbutton manual port selection functions, as explained below:

- ◆ Press a port selection pushbutton once to bring only the KVM focus to the computer attached to its corresponding port.
- ◆ Press a port selection pushbutton twice to bring the audio focus to the computer attached to its corresponding port.
- ◆ Press and hold a port selection pushbutton for more than 2 seconds to bring the KVM, audio and USB focus to the computer attached to its corresponding port.
- ◆ Press and hold port selection pushbuttons 1 and 2 for more than 2 seconds to start Auto Scan Mode, see page 21 for details.

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# Chapter 4

## Hotkey Operation

The CS1822 / CS1824 provides an extensive, easy-to-use, Hotkey function that makes it convenient to control and configure your KVM installation from the keyboard. Hotkeys provide asynchronous (independent) switching of the KVM, USB hub and audio focus. If you wish, you can give one computer the KVM console focus, another the USB hub focus and the other two the audio focus.

### Hotkey Port Switching

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All port switches begin with tapping the **[Scroll Lock]** key twice.

- Note:**
- ♦ If using the Scroll Lock key conflicts with other programs running on the computer, the **[Ctrl]** key can be used instead. See *Alternate Port Switching Keys*, page 23, for details.
  - ♦ There are two audio mixer functions that will alter the audio port switching function described in the following sections. Refer to *Stereo Audio Mixer* on page 27 for more information.
- 

### Cycling Through the Ports

Hotkey	Action
[Scroll Lock] [Scroll Lock] [Enter]	Brings the <b>KVM</b> , <b>USB hub</b> , and <b>audio</b> focus from the port that currently has the KVM focus to the next port on the installation (CS1822: 1 to 2; 2 to 1. CS1824: 1 to 2; 2 to 3; 3 to 4; 4 to 1). <b>Example:</b> <ol style="list-style-type: none"><li>1. Press <b>[Scroll Lock]</b> twice.</li><li>2. Press <b>[Enter]</b>.</li></ol>

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Hotkey	Action
[Scroll Lock] [Scroll Lock] [K] [Enter]	<p>Brings only the <b>KVM</b> focus from the port that currently has it to the next port on the installation. The USB and audio focus remain where they are.</p> <p><b>Example:</b></p> <ol style="list-style-type: none"><li>1. Press <b>[Scroll Lock]</b> twice.</li><li>2. Press <b>[K]</b>.</li><li>3. Press <b>[Enter]</b>.</li></ol>
[Scroll Lock] [Scroll Lock] [U] [Enter]	<p>Brings only the <b>USB hub</b> focus from the port that currently has it to the next port on the installation. The KVM and audio focus remain where they are.</p> <p><b>Example:</b></p> <ol style="list-style-type: none"><li>1. Press <b>[Scroll Lock]</b> twice.</li><li>2. Press <b>[U]</b>.</li><li>3. Press <b>[Enter]</b>.</li></ol>
[Scroll Lock] [Scroll Lock] [S] [Enter]	<p>Brings only the <b>audio</b> focus from the port that currently has it to the next port on the installation. The KVM and USB hub focus remain where they are.</p> <p><b>Example:</b></p> <ol style="list-style-type: none"><li>1. Press <b>[Scroll Lock]</b> twice.</li><li>2. Press <b>[S]</b>.</li><li>3. Press <b>[Enter]</b>.</li></ol>

## Going Directly to a Port

Hotkey	Action
[Scroll Lock] [Scroll Lock] [n] [Enter]	Brings the <b>KVM</b> , <b>USB hub</b> , and <b>audio</b> focus to the computer attached to the port corresponding to the specified Port ID. <b>Example:</b> <ol style="list-style-type: none"> <li>1. Press <b>[Scroll Lock]</b> twice.</li> <li>2. Press <b>[2]</b>.</li> <li>3. Press <b>[Enter]</b>.</li> </ol>
[Scroll Lock] [Scroll Lock] [n] [K] [Enter]	Brings only the <b>KVM</b> focus to the computer attached to the specified port. The USB hub and audio focus remain where they are. <b>Example:</b> <ol style="list-style-type: none"> <li>1. Press <b>[Scroll Lock]</b> twice.</li> <li>2. Press <b>[2]</b>.</li> <li>3. Press <b>[K]</b>.</li> <li>4. Press <b>[Enter]</b>.</li> </ol>
[Scroll Lock] [Scroll Lock] [n] [U] [Enter]	Brings only the <b>USB hub</b> focus to the computer attached to the specified port. The KVM and audio focus remain where they are. <b>Example:</b> <ol style="list-style-type: none"> <li>1. Press <b>[Scroll Lock]</b> twice.</li> <li>2. Press <b>[2]</b>.</li> <li>3. Press <b>[U]</b>.</li> <li>4. Press <b>[Enter]</b>.</li> </ol>
[Scroll Lock] [Scroll Lock] [n] [S] [Enter]	Brings only the <b>audio</b> focus to the computer attached to the specified port. The KVM and USB hub focus remain where they are. <b>Example:</b> <ol style="list-style-type: none"> <li>1. Press <b>[Scroll Lock]</b> twice.</li> <li>2. Press <b>[2]</b>.</li> <li>3. Press <b>[S]</b>.</li> <li>4. Press <b>[Enter]</b>.</li> </ol>

Hotkey	Action
[Scroll Lock] [Scroll Lock] [n] [K] [U] [Enter]	<p>Brings the <b>KVM</b> and <b>USB hub</b> focus to the computer attached to the specified port. The audio focus remains where it is.</p> <p><b>Example:</b></p> <ol style="list-style-type: none"> <li>1. Press <b>[Scroll Lock] twice</b>.</li> <li>2. Press <b>[2]</b>.</li> <li>3. Press <b>[K]</b>, and then press <b>[U]</b>.</li> <li>4. Press <b>[Enter]</b>.</li> </ol>
[Scroll Lock] [Scroll Lock] [n] [K] [S] [Enter]	<p>Brings the <b>KVM</b> and <b>audio</b> focus to the computer attached to the specified port. The USB hub focus remains where it is.</p> <p><b>Example:</b></p> <ol style="list-style-type: none"> <li>1. Press <b>[Scroll Lock] twice</b>.</li> <li>2. Press <b>[2]</b>.</li> <li>3. Press <b>[K]</b>, and then press <b>[S]</b>.</li> <li>4. Press <b>[Enter]</b>.</li> </ol>
[Scroll Lock] [Scroll Lock] [n] [U] [S] [Enter]	<p>Brings the <b>USB hub</b> and <b>audio</b> focus to the computer attached to the specified port. The KVM focus remains where it is.</p> <p><b>Example:</b></p> <ol style="list-style-type: none"> <li>1. Press <b>[Scroll Lock] twice</b>.</li> <li>2. Press <b>[2]</b>.</li> <li>3. Press <b>[U]</b>, and then press <b>[S]</b>.</li> <li>4. Press <b>[Enter]</b>.</li> </ol>
[Scroll Lock] [Scroll Lock] [n] [K] [S] [U] [Enter]	<p>Brings the <b>KVM</b>, <b>USB hub</b> and <b>audio</b> focus to the computer attached to the specified port.</p> <p><b>Example:</b></p> <ol style="list-style-type: none"> <li>1. Press <b>[Scroll Lock] twice</b>.</li> <li>2. Press <b>[2]</b>.</li> <li>3. Press <b>[K]</b>, <b>[S]</b>, and then press <b>[U]</b>.</li> <li>4. Press <b>[Enter]</b>.</li> </ol> <p><b>Note:</b> This is the same action as [Scroll Lock] [Scroll Lock] [n] [Enter].</p>

**Note:** The **n** stands for the computer's Port ID number (CS1822: 1 or 2. CS1824: 1, 2, 3, or 4). See *Port ID Numbering*, page 15 for details. Replace the **n** with the appropriate Port ID when entering Hotkey combinations.

## Auto Scanning

The CS1822 / CS1824's Auto Scan feature automatically cycles the KVM focus through the computer ports at regular intervals. This allows you to monitor the computer activity without having to take the trouble of switching from port to port manually. See the table below for details.

Hotkey	Action
[Scroll Lock] [Scroll Lock] [A] [Enter]	Invokes Auto Scan. The KVM focus cycles from port to port at <b>5 second intervals</b> . Five second intervals is the Default setting.
[Scroll Lock] [Scroll Lock] [A] [n] [Enter]	The KVM focus cycles from port to port at <b>n</b> second intervals.

- Note:**
1. The **n** stands for the number of seconds that the CS1822 / CS1824 should dwell on a port before moving on to the next. Replace the **n** with a number between 1 and 99 when entering this Hotkey combination.
  2. While Auto Scan Mode is in effect, ordinary keyboard and mouse functions are suspended – only Auto Scan Mode compliant keystrokes and mouse clicks can be input. You must exit Auto Scan Mode in order to regain normal control of the console.
  3. Although the video focus switches from port to port, the audio and USB focus do not switch. They stay at the port they were on when Auto Scanning started.
  4. To exit Auto Scan Mode, press the **[Esc]** key, or the **[Spacebar]**.

## Hotkey Setting Mode (HSM)

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Hotkey Setting Mode (HSM) is used to set up your CS1822 / CS1824 switch configuration. All operations begin with invoking Hotkey Setting Mode.

To invoke HSM do the following:

1. Press and hold down [**Num Lock**].
2. Press and release [-].
3. Release [**Num Lock**].

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**Note:** There is an alternate key combination to invoke HSM. See below for details.

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When HSM is active, the Caps Lock, and Scroll Lock LEDs flash in succession to indicate that HSM is in effect. They stop flashing and revert to normal status when you exit HSM.

Ordinary keyboard and mouse functions are suspended – only Hotkey compliant keystrokes and mouse clicks (described in the sections that follow), can be input.

At the conclusion of some Hotkey operations, you automatically exit Hotkey mode. With some operations, you must exit manually. To exit HSM manually, press the [**Esc**] key, or the [**Spacebar**].

## **Alternate HSM Invocation Keys**

An alternate set of HSM invocation keys is provided in case the default set conflicts with programs running on the computers.

To switch to the alternate HSM invocation set, do the following:

1. Invoke HSM (see page 22).
2. Press and release [**H**].

The HSM invocation keys become the [**Ctrl**] key (instead of [**Num Lock**]) and the [**F12**] key (instead of [-]).

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**Note:** This procedure is a toggle between the two methods. To revert back to the original HSM invocation keys, invoke HSM, then press and release the [**H**] key again.

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## **Alternate Port Switching Keys**

An alternate way of activating port switching is by pressing the [**Ctrl**] key twice. To use the alternate port switching hotkeys, do the following:

1. Invoke HSM (see page 22).
2. Press and release [**T**].

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**Note:** This procedure is a toggle between the two methods. To revert back to the original [**Scroll Lock**] [**Scroll Lock**] method, go through the steps above.

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## **ATEN Default EDID Mode**

Enable ATEN default EDID mode for smooth power-up, high-quality display and use of the best resolutions to eliminate monitor compatibility issue.

To enable/disable ATEN default EDID mode, do the following:

1. Invoke HSM (see page 22).
2. Press [**V**] [**Enter**].

## **Buzzer Control**

The buzzer can be turned on or off. To turn the buzzer on/off, do the following:

1. Invoke HSM (see page 22).
2. Press and release [**B**].

## **Firmware Upgrade Mode**

To enter Firmware Upgrade Mode, do the following:

1. Invoke HSM (see page 22).
2. Key in: upgrade
3. Press **[Enter]**.

The front panel LEDs flash to indicate Firmware Upgrade Mode is in effect.

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**Note:** To exit Firmware Upgrade Mode, you must power off the switch.

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## **Hotkey Port Switching**

To enable/disable hotkey port switching, do the following:

1. Invoke HSM (see page 22).
2. Press **[X] [Enter]**.

When disabled, port switching hotkeys **[Scroll Lock] [Scroll Lock]** (and the alternative **[Ctrl] [Ctrl]**) will not work.

## **Keyboard Emulation Control**

To enable/disable keyboard emulation, do the following:

1. Invoke HSM (see page 22).
2. Press **[N]**.

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**Note:** When keyboard emulation is disabled, the **[M]**, **[W]**, **[F2]**, **[F3]**, **[F4]**, **[F5]**, **[F6]**, and **[F10]** hotkey operations are disabled. See page 30, for details.

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## **Keyboard Language Layout**

To select keyboard layout, do the following:

1. Invoke HSM (see page 22).
2. Press **[F6] [n] [n] [Enter]**.

**[n] [n]** combine to be a two digit number that represents the keyboard language code.

Where US English: 33, French: 08, German: 09, and Japanese: 15

## **Keyboard Operating Platform**

The CS1822 / CS1824's default port configuration is for a PC compatible keyboard operating platform. If your console uses a PC compatible keyboard and you have a Mac or Sun attached to a port, for example, you can change the port's keyboard operating platform configuration so that the PC compatible keyboard emulates the Mac or Sun keyboard. The procedure is as follows:

1. Bring the KVM focus to the port you want to set.
2. Invoke HSM (see page 22).
3. Press and release the appropriate Function key (see table below). After completing this procedure, you automatically exit HSM.

<b>Function Key</b>	<b>Operation</b>
[F1]	Sets the SPC mode so that it can work under special operating systems as a standard (104 key) keyboard.
[F2]	Enables Mac keyboard emulation, see page 33, for details.
[F3]	Enables Sun keyboard emulation, see page 33, for details.
[F10]	Enables Windows keyboard emulation.

## **List Switch Settings**

To see a listing of the current switch settings, do the following:

1. Open a text editor or word processor and place the cursor in the page window.
2. Invoke HSM (see page 22).
3. Press and release **[F4]** to display the settings.

## **Mouse Emulation Control**

To enable/disable mouse emulation, do the following:

1. Invoke HSM (see page 22).
2. Press **[M]**.

## **Mouse Port Switching**

Mouse Port Switching allows you to switch ports using mouse wheel button (clicked twice). For Mouse Port Switching to work, Mouse Emulation must be enabled. To enable/disable mouse port switching, do the following:

1. Invoke HSM (see page 22).
2. Press [W].

## **N-Key Rollover Keyboard Supporting Function**

Enabling N-key Rollover allows up to 15 simultaneous keystrokes. To enable/disable N-key Rollover, do the following:

1. Invoke HSM (see page 22).
2. Press [K] [Enter].

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**Note:** If you encounter any problem when using the BIOS when your computer is starting up, please turn off the N-Key rollover keyboard supporting function and then try again.

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## **Power-on Detection**

To turn on/off power-on detection, do the following:

1. Invoke HSM (see page 22).
2. Press [E].

## **Restore Default Settings**

To reset the CS1822 / CS1824 to its default Hotkey settings, do the following:

1. Invoke HSM (see page 22).
2. Press [R] [Enter].

All the Hotkey settings return to the factory default settings.

## **Stereo Audio Mixer**

Stereo audio mixer is a mode function that mixes up to two audio sources and output the mixed audio (to the speakers).

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**Note:** HDMI audio mixing is unavailable, use audio cable connections for audio mixing.

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There are two ways to mix audio with two different hot keys:

### **Single Focus Audio Mixing Mode**

This mode fixes one audio source to a port while letting the second audio source\* to combine with the fixed audio source, and mixes them as the audio output, see the examples below:

- ◆ If the audio source is fixed on Port 2, Port 1 and Port 2 audio sources are mixed up as a an audio output when the KVM focus is on Port 1.
- ◆ If the audio source is fixed on Port 3, Port 1 and Port 3 audio sources are mixed up as a an audio output when the KVM focus is on Port 1.
- ◆ If the audio source is fixed on Port 1, Port 1 is the only audio output when the KVM focus is on Port 1.

To set the single focus audio mixing mode, do the following:

1. Invoke HSM (see page 22).
2. Press **[A] [P] [n] [Enter]**.

The **n** stands for the computer's Port ID number (CS1822: 1 or 2. CS1824: 1, 2, 3, or 4).

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**Note:** This second audio source follows the KVM and can be selected using pushbutton, hotkey, and mouse wheel.

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## Double Focus Audio Mixing Mode

This mode fixes two audio sources and mixes them as the audio output, see the examples below:

- ♦ If the audio sources are fixed on Port 1 and Port 2, Port 1 and Port 2 audio sources are mixed up as an audio output regardless which port has the KVM focus.
- ♦ If the audio sources are fixed on Port 1 and Port 3, Port 1 and Port 3 audio sources are mixed up as an audio output regardless which port has the KVM focus.

To set the double focus audio mixing mode, do the following:

1. Invoke HSM (see page 22).
2. Press **[A] [R] [n] [m] [Enter]**.

The **n** and **m** stand for the computer's Port ID number (CS1822: 1 or 2. CS1824: 1, 2, 3, or 4) and they cannot be the same port.

## Disable Audio Mixing

This function disables audio mixing mode.

1. Invoke HSM (see page 22).
2. Press **[A] [O] [Enter]**.

## USB Reset

If the USB loses focus and needs to be reset, do the following:

1. Invoke HSM (see page 22).
2. Press and release **[F5]**.

## **Switching Mode Selection**

The Switching Mode Selection allows you to select an appropriate switching mode between Normal Switching Mode and Fast Switching Mode.

**Note:** 1. This hotkey is only supported by CS1822 / CS1824 using firmware v. 1.1.101 or later.

2. The function (press a port selection pushbutton twice to bring the audio focus to the computer attached to its corresponding port) will be disabled when the fast switching mode is enabled, see *Alternative Manual Port Selection Settings*, page 15.

1. Invoke HSM (see page 22).
2. Press **[P]**.
3. Press and release the appropriate Function key (see table below).

Function Key	Operation
1	Sets the KVM to Normal Switching Mode (Default).
2	Sets the KVM to Fast Switching Mode.

4. Press **[Enter]**. After completing this procedure, you automatically exit HSM.

**Note:** The configuration of Fast Switching Mode might not work with some monitors. If your video output does not display successfully or work properly, please use the default Normal Switching Mode instead.

## **Alternative Manual Port Selection Settings**

To toggle between the default and the alternative front panel pushbutton manual port selection settings, do the following:

1. Invoke HSM (see page 22).
2. Press **[S]**.

See *Alternative Manual Port Selection Settings*, page 15, for full details of the alternative front panel pushbutton manual port selection settings.

## HSM Summary Table

After invoking HSM (see page 22), key in one of the following keys to perform the corresponding function:

Key	Function
[F1]	Sets the keyboard and mouse to SPC mode so that it can work under special operating systems as a standard (104 key) keyboard and mouse.
[F2]	Enables Mac keyboard emulation.
[F3]	Enables Sun keyboard emulation.
[F4]	Print the switch's current settings via a text editor or word processor.
[F5]	Performs a USB keyboard and mouse reset.
[F6] [n][n] [Enter]	Sets the keyboard language layout. Where nn is a two digit number that represents the keyboard language code (US English: 33, French: 08, German: 09, Japanese: 15).
[F10]	Enables Windows keyboard emulation.
[A] [P] [n] [Enter]	Enables single focus audio mixing mode where n represents the port ID (CS1822: 1 or 2. CS1824: 1, 2, 3 or 4).
[A] [R] [n] [m] [Enter]	Enables double focus audio mixing mode where n and m represent the port ID (CS1822: 1 or 2. CS1824: 1, 2, 3 or 4). n and m cannot be the same port ID number.
[A] [O] [Enter]	Disables audio mixing mode.
[B]	Enables/disables the buzzer.
[E]	Turns the Power-on Detection function on/off.
[H]	Toggles between the default and alternate HSM invocation keys.
[K] [Enter]	Enables/disables N-key Roll-over keyboard supporting function.
[M]	Enables/disables mouse emulation.
[N]	Enables/disables keyboard emulation.
[R] [Enter]	Resets the Hotkey settings to their default status.
[T]	Toggles between the default and alternate Port Switching keys.
[u] [p] [g] [r] [a] [d] [e] [Enter]	Invokes Firmware Upgrade Mode.

Key	Function
[V] [Enter]	Enables/disables ATEN default EDID mode.
[W]	Enables/disables Mouse Port Switching. When enabled, click the mouse wheel twice to switch ports. Mouse emulation must be enabled.
[P] [n] [Enter]	<p>Sets the KVM switching mode.</p> <ul style="list-style-type: none"> <li>◆ n = 1, sets the KVM to Normal Switching Mode.</li> <li>◆ n = 2, sets the KVM to Fast Switching Mode.</li> </ul> <p><b>Note:</b></p> <ol style="list-style-type: none"> <li>1. This hotkey is only supported by CS1822 / CS1824 using firmware v. 1.1.101 or later.</li> <li>2. The function (press a port selection pushbutton twice to bring the audio focus to the computer attached to its corresponding port) will be disabled when the fast switching mode is enabled, see <i>Alternative Manual Port Selection Settings</i>, page 15.</li> </ol>
[X] [Enter]	Enables/disables Hotkey Port Switching.
[Esc] or [Spacebar]	Quits setting mode.
[S]	Toggles between the default and alternate manual port selection pushbutton settings.

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# Chapter 5

## Keyboard Emulation

### Mac Keyboard

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The PC compatible (101/104 key) keyboard can emulate the functions of the Mac keyboard. The emulation mappings are listed in the table below.

PC Keyboard	Mac Keyboard
[Shift]	Shift
[Ctrl]	Ctrl
	
[Ctrl] [1]	
[Ctrl] [2]	
[Ctrl] [3]	
[Ctrl] [4]	
[Alt]	Alt
[Print Screen]	F13
[Scroll Lock]	F14
	=
[Enter]	Return
[Backspace]	Delete
[Insert]	Help
[Ctrl] 	F15








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**Note:** When using key combinations, press and release the first key (Ctrl), then press and release the activation key.

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## Sun Keyboard

The PC compatible (101/104 key) keyboard can emulate the functions of the Sun keyboard when the control key [Ctrl] is used in conjunction with other keys. The corresponding functions are shown in the table below.

PC Keyboard	Sun Keyboard
[Ctrl] [T]	Stop
[Ctrl] [F2]	Again
[Ctrl] [F3]	Props
[Ctrl] [F4]	Undo
[Ctrl] [F5]	Front
[Ctrl] [F6]	Copy
[Ctrl] [F7]	Open
[Ctrl] [F8]	Paste
[Ctrl] [F9]	Find
[Ctrl] [F10]	Cut
[Ctrl] [1]	
[Ctrl] [2]	
[Ctrl] [3]	
[Ctrl] [4]	
[Ctrl] [H]	Help
	Compose
	

**Note:** When using key combinations, press and release the first key (Ctrl), then press and release the activation key.

## Chapter 6

# The Firmware Upgrade Utility

The Windows-based Firmware Upgrade Utility (FWUpgrade.exe) provides a smooth, automated process for upgrading the CS1822 / CS1824's firmware.

The Utility comes as part of a Firmware Upgrade Package that is specific for each device. New firmware upgrade packages are posted on our website as new firmware revisions become available. Check the website regularly to find the latest packages and information relating to them:

<http://www.aten.com/global/en/support-and-downloads/downloads/>

### Before You Begin

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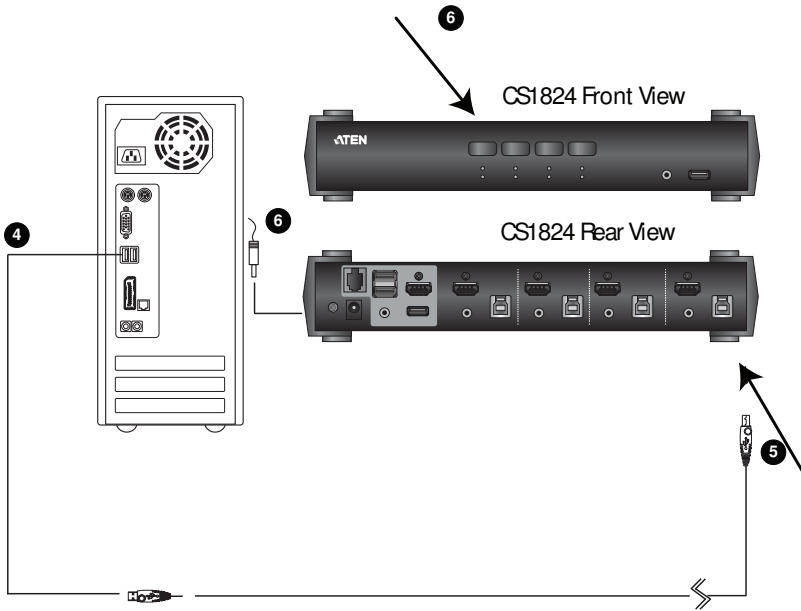
To prepare for the firmware upgrade, do the following:

1. From a computer that is not part of your KVM installation, go to the ATEN Support & Download site and choose the model name that relates to your device (CS1822 / CS1824) to get a list of available Firmware Upgrade Packages.
2. Choose the Firmware Upgrade Package you want to install (usually the most recent), and download it to your computer.
3. Unzip the downloaded firmware upgrade package.
4. Disconnect the CS1822 / CS1824 from your KVM installation and power it off. Connect the USB cable's Type A USB connector to a USB port on your computer.

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**Note:** The unit used in the diagram below is CS1824, the procedure for connecting the CS1822 is identical with fewer KVM ports.

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5. At the other end of the USB cable, connect the USB Type B connector to the Type B USB port in the Port 1 KVM section.

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**Note:** The USB cable's USB Type B connector can be connected to any KVM port section, but the Port Selection pushbutton in Step 5, below, must be Port 1.

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6. Press and hold the Port 1 selection pushbutton. While holding the button, connect the power adapter to the CS1822 / CS1824 to enter Firmware Upgrade Mode. The front panel LEDs flash together to indicate Firmware Upgrade Mode is in effect.

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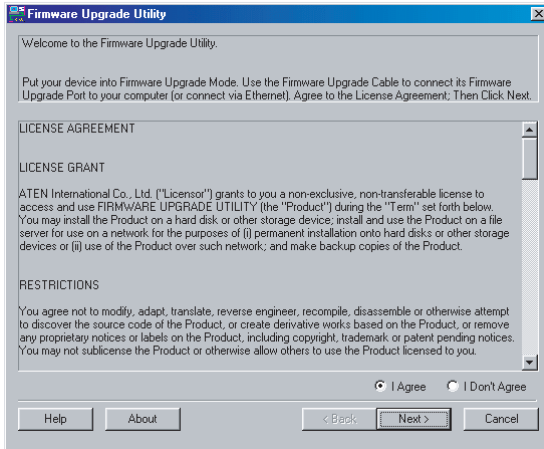
## Starting the Upgrade

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To upgrade your firmware:

1. Run the downloaded Firmware Upgrade Package file – either by double clicking the file icon, or by opening a command line and entering the full path to it.

The *Firmware Upgrade Utility* Welcome screen appears:



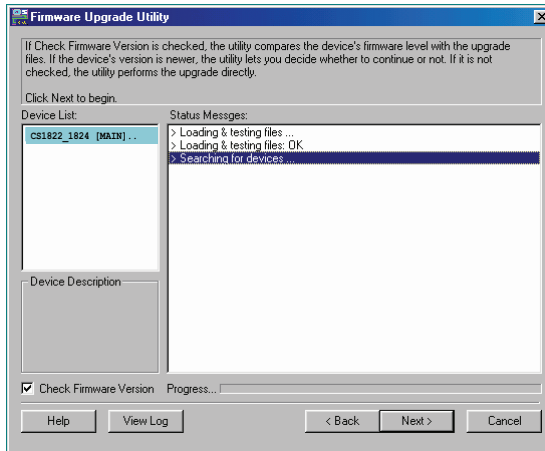
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**Note:** The screens shown in this section are for reference only. The wording and layout of the actual screens put up by the Firmware Upgrade Utility may vary slightly from these examples.

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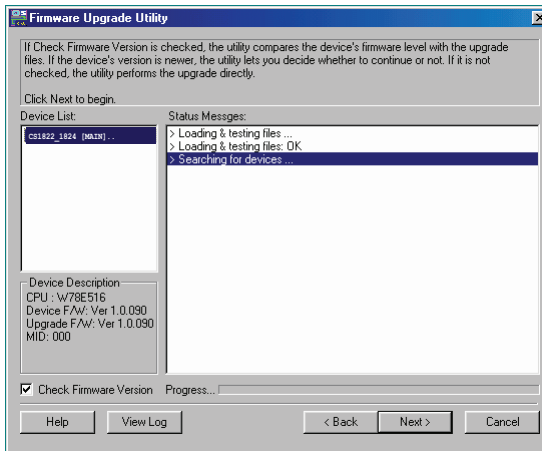
2. Read the License Agreement (enable the *I Agree* radio button).

3. Click **Next** to continue. The Firmware Upgrade Utility main screen appears:

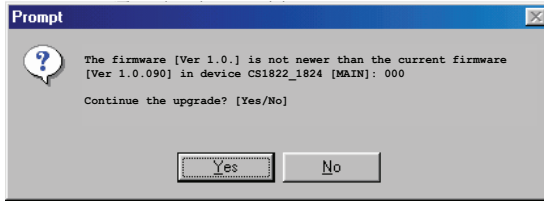


The Utility inspects your installation. All the devices capable of being upgraded by the package are listed in the *Device List* panel.

4. As you select a device in the list, its description appears in the Device Description panel.



5. After you have made your device selection(s), Click **Next** to perform the upgrade.



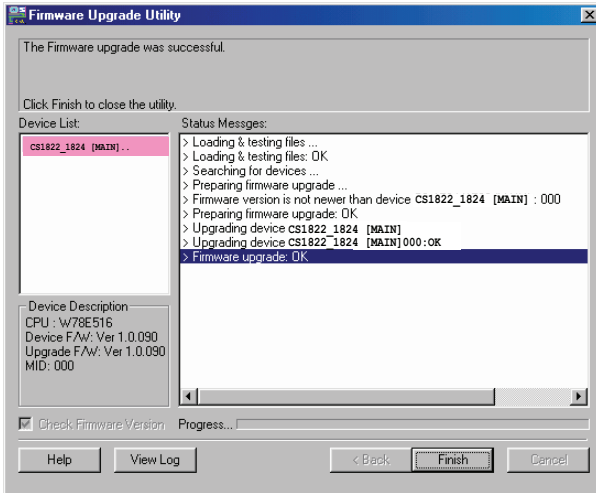
If you enabled *Check Firmware Version*, the Utility compares the device's firmware level with that of the upgrade files. If it finds that the device's version is higher than the upgrade version, it brings up a dialog box informing you of the situation and gives you the option to Continue or Cancel.

If you didn't enable *Check Firmware Version*, the Utility installs the upgrade files without checking whether they are a higher level, or not.

As the Upgrade proceeds, status messages appear in the Status Messages panel, and the progress toward completion is shown on the *Progress* bar.

## Upgrade Succeeded

After the upgrade has completed, a screen appears to inform you that the procedure was successful:



Click **Finish** to close the Firmware Upgrade Utility.

After a successful completion, the switches exit Firmware Upgrade Mode, and reset themselves.

## Upgrade Failed

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If the *Upgrade Succeeded* screen doesn't appear, it means that the upgrade failed. Repeat the upgrade procedure to try again.

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## Safety Instructions

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- ◆ Read all of these instructions. Save them for future reference.
- ◆ This device is for indoor use only.
- ◆ Follow all warnings and instructions marked on the device.
- ◆ Do not place the device on any unstable surface (cart, stand, table, etc.). If the device falls, serious damage will result.
- ◆ Do not use the device near water.
- ◆ Do not place the device near, or over, radiators or heat registers.
- ◆ The device cabinet is provided with slots and openings to allow for adequate ventilation. To ensure reliable operation, and to protect against overheating, these openings must never be blocked or covered.
- ◆ The device should never be placed on a soft surface (bed, sofa, rug, etc.) as this will block its ventilation openings. Likewise, the device should not be placed in a built in enclosure unless adequate ventilation has been provided.
- ◆ Never spill liquid of any kind on the device.
- ◆ Unplug the device from the wall outlet before cleaning. Do not use liquid or aerosol cleaners. Use a damp cloth for cleaning.
- ◆ The device should be operated from the type of power source indicated on the marking label. If you are not sure of the type of power available, consult your dealer or local power company.
- ◆ Avoid circuit overloads. Before connecting equipment to a circuit, know the power supply's limit and never exceed it. Always review the electrical specifications of a circuit to ensure that you are not creating a dangerous condition or that one doesn't already exist. Circuit overloads can cause a fire and destroy equipment.
- ◆ To prevent damage to your installation, it is important that all devices are properly grounded.
- ◆ Do not allow anything to rest on the power cord or cables. Route the power cord and cables so that they cannot be stepped on or tripped over.
- ◆ Position system cables and power cables carefully; Be sure that nothing rests on any cables.

- ◆ Never push objects of any kind into or through cabinet slots. They may touch dangerous voltage points or short out parts resulting in a risk of fire or electrical shock.
- ◆ Do not attempt to service the device yourself. Refer all servicing to qualified service personnel.
- ◆ If the following conditions occur, unplug the device from the wall outlet and bring it to qualified service personnel for repair.
  - ◆ The power cord or plug has become damaged or frayed.
  - ◆ Liquid has been spilled into the device.
  - ◆ The device has been exposed to rain or water.
  - ◆ The device has been dropped, or the cabinet has been damaged.
  - ◆ The device exhibits a distinct change in performance, indicating a need for service.
  - ◆ The device does not operate normally when the operating instructions are followed.
- ◆ Only adjust those controls that are covered in the operating instructions. Improper adjustment of other controls may result in damage that will require extensive work by a qualified technician to repair.
- ◆ Do not connect the RJ-11 connector marked “SERIAL” to a public telecommunication network.

## Technical Support

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Technical support is available both by email and online (with a browser over the web):

### International

- ◆ For online technical support – including troubleshooting, documentation, and software updates: <http://support.aten.com>
- ◆ For telephone support, see *Telephone Support*, page v.

### North America

Email Support		support@aten-usa.com
Online Technical Support	Troubleshooting Documentation Software Updates	<a href="http://www.aten-usa.com/support">http://www.aten-usa.com/support</a>
Telephone Support		1-888-999-ATEN ext 4988 1-949-428-1111

When you contact us, please have the following information ready beforehand:

- ◆ Product model number, serial number, and date of purchase.
- ◆ Your computer configuration, including operating system, revision level, expansion cards, and software.
- ◆ Any error messages displayed at the time the error occurred.
- ◆ The sequence of operations that led up to the error.
- ◆ Any other information you feel may be of help.

## Specifications

Function		CS1822	CS1824	
Computer Connections		2	4	
Port Selection		Pushbutton, Hotkey, RS-232 Commands, Mouse*		
Connectors	Console Ports	Keyboard	1 x USB Type A Female	
		Mouse	1 x USB Type A Female	
		Video	1 x HDMI Female (Black)	
		Speakers	2 x 3.5mm Audio Jack Female (Green; 1 x front, 1 x rear)	
	KVM Ports	Keyboard / Mouse	2 x USB 3.1 Gen 1 Type B Female (Blue)	4 x USB 3.1 Gen 1 Type B Female (Blue)
		Video	2 x HDMI Female (Black)	4 x HDMI Female (Black)
		Speakers	2 x 3.5mm Audio Jack Female (Green)	4 x 3.5mm Audio Jack Female (Green)
	Power	1 x DC Jack		
	USB Hub	2 x USB 3.1 Gen 1 Type A Female (Blue; 1 x front, 1 x rear)		
	Serial	1 x RJ-11 Female		
Switches	Selector	2 x Pushbuttons	4 x Pushbuttons	
LED	On Line / Selected	2 (Orange)	4 (Orange)	
	Audio	2 (Green)	4 (Green)	
	USB Link	2 (Green)	4 (Green)	
Emulation	Keyboard / Mouse	USB		
Video		4096 x 2160 @ 60 Hz, 2560 x 1440 @ 144 Hz		
Scan Interval		1 – 99 seconds (default 5 sec)		
Power Consumption		DC 5V:1.78W: 50.97 BTU/h	DC 5V: 2.535W: 54.5 BTU/h	
		<b>Note:</b> <ul style="list-style-type: none"> <li>◆ The measurement in Watts indicates the typical power consumption of the device with no external loading.</li> <li>◆ The measurement in BTU/h indicates the power consumption of the device when it is fully loaded.</li> </ul>		
Environment	Operating Temp.	0–40°C		
	Storage Temp.	-20–60°C		
	Humidity	0–80% RH, Non-condensing		
Physical Properties	Housing	Metal, plastic		
	Weight	0.74 kg (1.63 lb)	0.94 kg (2.07 lb)	
	Dimensions (L x W x H)	21.00 x 8.80 x 5.55 cm (8.27 x 3.46 x 2.19 in)	27.00 x 8.80 x 5.55 cm (10.63 x 3.46 x 2.19 in)	

\* Port switching only works with 3-key USB mouse wheel in emulation mode.

## Troubleshooting

### Overview

Operation problems can be due to a variety of causes. The first step in solving them is to make sure that all cables are securely attached and seated completely in their sockets.

In addition, updating the product's firmware may solve problems that have been discovered and resolved since the prior version was released. If your product is not running the latest firmware version, we strongly recommend that you upgrade. See Chapter 6, *The Firmware Upgrade Utility*, for upgrade details.

Symptom	Possible Cause	Action
Mouse and/or Keyboard not responding.	Improper mouse and/or keyboard reset.	Unplug the cable(s) from the console port(s), then plug it/them back in.
	CS1822 / CS1824 needs to be reset.	Power off all devices on the installation (see safety note, top of page 9); power off the CS1822 / CS1824; wait five seconds; then power up
USB devices not responding.	USB ports need to reset.	Unplug the device's USB cable from the USB port on the CS1822 / CS1824's rear panel, then plug it back in.
	PC or OS does not support USB 2.0/3.0.	The CS1822 / CS1824 has a built-in USB 3.0 hub, so will not support PCs or OS that do not support USB 2.0/3.0.  For an OS that does not support USB 2.0, keyboard and mouse functions can be reset using the [F1] Hotkey function. See page 30.
Device not recognized (Windows).	Windows timing problem.	<ol style="list-style-type: none"> <li>1. Unplug the KVM cable from the computer's USB port.</li> <li>2. Go into Windows' <i>System Settings</i> and remove the <i>Unknown Device</i> entry.</li> <li>3. Plug the KVM cable back in. Windows will now recognize the device.</li> </ol>
The Front Panel Pushbutton Combo key doesn't work after its set.	Some Hotkeys are not supported as front panel pushbutton combo keys.	The <b>[X] [Enter]</b> , <b>[R] [Enter]</b> , and <b>[upgrade] [Enter]</b> Hotkeys can not be set as a front panel pushbutton combo key. Select a different Hotkey to use.

## **ATEN Warranty Policy**

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The warranty policy may vary by product category and region of purchase. For details, please visit ATEN's official website, select your purchase countries/regions and then go to the Support Center, or contact your local ATEN sales representative for further assistance.



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