



Simply Better Connections

## CS1922A / CS1924A

2/4-Port USB 3.0 8K DisplayPort  
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

유선 제품용 / A 급 기기 (업무용 방송 통신 기기)  
이 기기는 업무용 (A 급) 전자파적합기기로서 판매자 또는 사용자는 이  
점을 주의하시기 바라며, 가정 외의 지역에서 사용하는 것을 목적으로  
합니다.

**Industry Canada Statement**

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

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

**RoHS**

This product is RoHS compliant.

## User Information

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### **Online Registration**

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

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

For telephone support, call this number:

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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

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### **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>
North America	<a href="http://www.aten-usa.com">http://www.aten-usa.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.

### **CS1922A**

- ◆ 1 CS1922A 2-Port USB 3.0 8K DisplayPort KVMPTM Switch
- ◆ 2 DisplayPort cables\*
- ◆ 2 USB Type-A to USB Type-B cables
- ◆ 2 microphone cables
- ◆ 2 speaker cables
- ◆ 1 remote port selector
- ◆ 1 power adapter and power cord
- ◆ 1 user instructions

### **CS1924A**

- ◆ 1 CS1924A 4-Port USB 3.0 8K DisplayPort KVMPTM Switch
- ◆ 4 DisplayPort cables\*
- ◆ 4 USB Type-A to USB Type-B cables
- ◆ 4 microphone cables
- ◆ 4 speaker cables
- ◆ 1 remote port selector
- ◆ 1 power adapter and power cord
- ◆ 1 user instructions

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**Note:** The high quality DisplayPort cables included in the package (or cable of equal standards) are required to achieve 8K video resolutions.

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## About this Manual

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This User Manual is provided to help you get the most from your CS1922A / CS1924A 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 CS1922A / CS1924A. 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 CS1922A / CS1924A.

**Chapter 4, Hotkey Operation**, details all of the concepts and procedures involved in the Hotkey operation of your CS1922A / CS1924A installation.

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

**Chapter 6, RS-232 Operation**, provides details on the functions and RS-232 commands that you can use to control the CS1922A / CS1924A using a serial controller.

**Chapter 7, The Firmware Upgrade Utility**, explains how to use the CS1922A / CS1924A's firmware with the latest available versions.

**Appendix**, which provides specifications and other technical information regarding the CS1922A / CS1924A.


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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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**Built on ATEN's enterprise-grade design heritage, the CS1922A / CS1924A belongs to ATEN's first KVM switch series with 8K support, delivering professional-grade performance and reliable multi-computer control from a single console.**

#### **Ultra-High Resolution for Versatile Professional Applications**

The CS1922A / CS1924A delivers up to 8K@60 Hz and 4K@120 Hz, providing precise, clear visuals for demanding tasks. It enables users to control multiple computers from a single console, supporting efficient multitasking and high-resolution workflows while keeping the workspace clean and organized.

#### **Multi-Display Expansion and Broad Display Compatibility**

Daisy-chaining further allows multi-display setups using a single keyboard and mouse, streamlining multi-screen workflows and enhancing productivity for complex tasks. With DisplayPort Dual-Mode (DP++) support, the switch can connect to HDMI or DVI displays via compatible adapters, expanding compatibility with a wide range of monitors.

#### **Flexible and Intuitive Switching for Efficient Workflows**

Multiple switching methods, including front panel pushbuttons, a remote port selector, hotkeys, mouse switching, and RS-232 commands, allow users to control connected computers seamlessly. This flexibility enables fast, efficient workflow management tailored to individual preferences, ensuring smooth transitions between multiple systems.

#### **Efficient Peripheral Sharing and Easy Installation**

The integrated USB 3.1 Gen 1 hub provides 5 Gbps data transfer speeds, enabling fast sharing of peripherals between connected computers. All required DisplayPort and USB cables, along with a power adapter, are included for quick, plug-and-play setup, helping users maintain a clean, organized, and fully functional workspace from the start.

## Features

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### **High-Performance Hardware and Display Capabilities**

- ◆ Superior video quality – up to 7680 × 4320 @ 60 Hz, 5120 × 2880 @ 60 Hz and 4096 × 2160 @ 120 Hz
- ◆ Two USB 3.1 Gen 1 ports with SuperSpeed 5 Gbps transfer rates
- ◆ Supports DisplayPort Dual-Mode technology (DP++)<sup>1</sup>
- ◆ Supports MST (Multi-Stream Transport)<sup>2</sup>
- ◆ DisplayPort 1.4 compliant; HDCP compliant
- ◆ Supports HDR 10+
- ◆ Supports HD Audio<sup>3</sup>
- ◆ Supports Daisy-chaining setup<sup>4</sup>
- ◆ Supports hot-plugging

### **Comprehensive Management and Switching Controls**

- ◆ One USB keyboard and mouse control two/four DisplayPort computers and share two USB peripherals
- ◆ Computer selection via pushbuttons, remote port selector, hotkeys, mouse<sup>5</sup>, and RS-232 commands
- ◆ Independent switching of KVM, USB, and Audio
- ◆ Supports Console keyboard/mouse emulation/bypass feature
- ◆ Power-on detection automatically switches to the next active computer
- ◆ Firmware upgradable
- ◆ Multilingual keyboard mapping – supports English, Japanese, French, and German keyboards<sup>6</sup>

### **Streamlined, Ready-to-use Experience**

- ◆ Plug & play
- ◆ All DisplayPort/USB cables and power adapter included for hassle-free installation—no extra purchases needed
- ◆ Multiplatform support – Windows, Mac, and Linux

- Note:**
1. DP++ (DP Dual Mode) requires a DP++ adapter (powered DP++ adapter recommended). The graphics source must be DP++ compliant.
  2. MST (Multi-Stream Transport) requires monitors capable of DisplayPort 1.4 daisy-chaining or the use of a powered DisplayPort MST hub. The PC source must be DisplayPort 1.4 compliant. A DisplayPort 1.1a or 1.2 display can be the last display in a DisplayPort 1.4 chain.
  3. HD audio through DisplayPort cannot be switched independently.
  4. Supports Daisy-chaining setup for dual- or triple-display control - single-display models can connect with single- or dual-display models for dual- or triple-display setups using one keyboard and mouse.
  5. For 3-button USB wheel mouse only. Mouse-port switching is supported only under mouse emulation mode.
  6. PC keyboard combinations emulate Mac keyboards. Mac keyboards only work with Mac computers.
-

## **Requirements**

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### **Console**

- ◆ A DisplayPort monitor capable of the highest possible resolution
- ◆ A USB mouse
- ◆ A USB keyboard
- ◆ Microphone and speakers

### **Computers**

The following equipment must be available on each computer:

- ◆ One DisplayPort port
- ◆ A USB Type-A port
- ◆ Audio ports

### **Cables**

To guarantee video quality, we recommend using only ATEN DisplayPort KVM cables. Two (CS1922A) or four (CS1924A) cables are provided with this package.

- 
- Note:** 1. The quality of the display is affected by the quality and length of the cables you use. We recommend the total length from the source to the monitor not exceed 3 meters. If you need additional cable sets, please contact your dealer to purchase ATEN approved cables.
2. If you use DisplayPort cables that are DP 1.1 compliant, make sure the DisplayPort setting on the monitor is set to auto or DP 1.1.
-

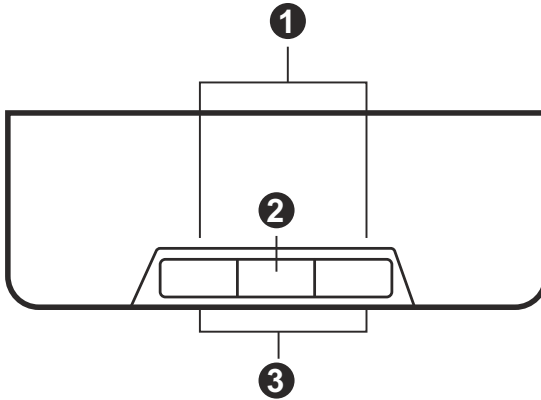
## **Operating Systems**

<b>OS</b>		<b>Version</b>
Windows		2K / XP / 2003 / 2008 / Vista (x64 / x86) / 7 / 10 or above
Linux	RedHat	9.0, Fedora and higher, RHEL AS 4, RHEL 5
	SuSE	10 / 11.1 and higher; OpenSUSE 10.2; SLES 10 SP1
	Debian	3.1 / 4.0
	Ubuntu	7.04 / 7.10 or later
Unix	IBM AIX	4.3 / 5L (V5.2, V5.3) / V6 (V6.1)
	FreeBSD	5.5 / 6.1 / 6.2
	Novell	Netware 6.0 / 6.5
Mac	OS	10.1 / 10.2 / 10.3 / 10.4 / 10.5 / 10.7 / 10.8 or later

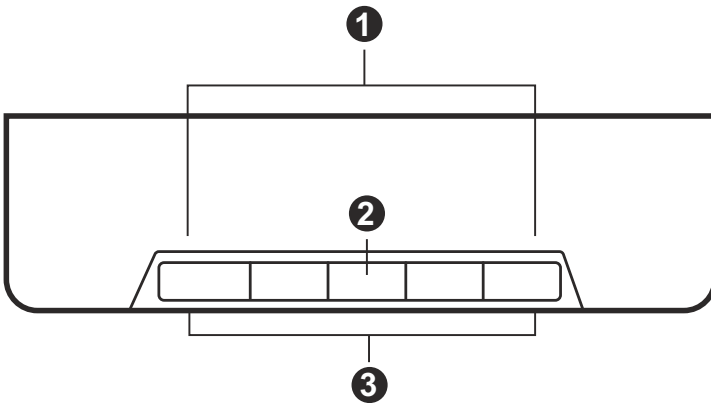
## Components

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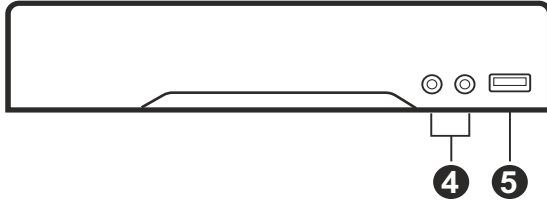
### CS1922A Top View



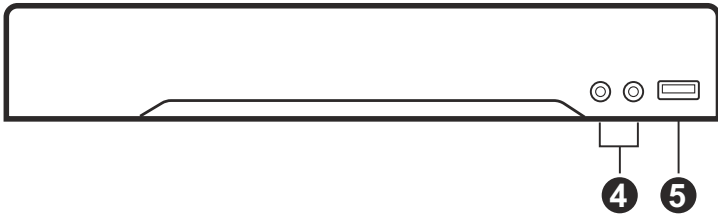
### CS1924A Top View



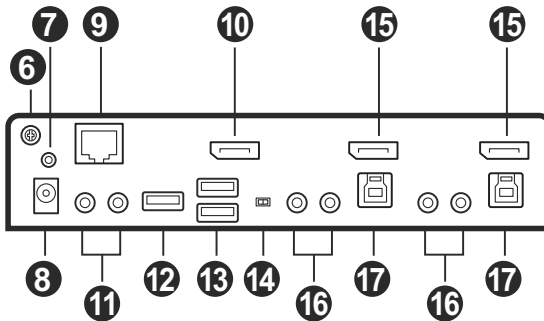
**CS1922A Front View**



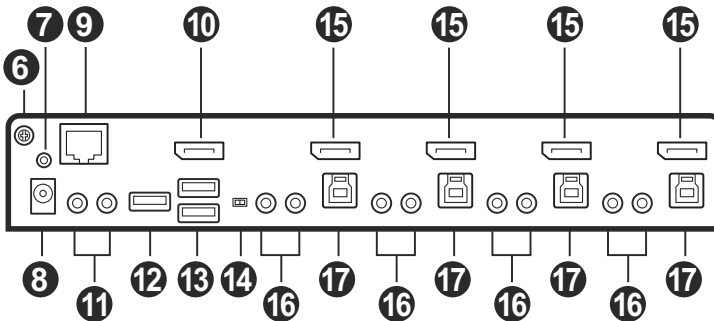
**CS1924A Front View**



## CS1922A Rear View



## CS1924A Rear View



No.	Component	Description
<b>Front View</b>		
1	port LEDs	This panel contains LED icons that light to indicate mode and port status. The mode and port selection pushbuttons have three corresponding LED icons that light to indicate status – <b>KVM</b> , <b>Audio</b> , and <b>USB</b> .
2	mode selection pushbutton	<ul style="list-style-type: none"> <li>◆ This pushbutton allows you to cycle through the four focus modes – complete, KVM, audio, and USB.</li> <li>◆ Press and hold mode selection pushbutton before powering on to enter firmware upgrade mode. See <i>The Firmware Upgrade Utility</i>, page 63.</li> </ul>

No.	Component	Description
3	port selection pushbuttons	<p>For manual port selection (see <i>Manual Switching</i>, page 19):</p> <ul style="list-style-type: none"> <li>◆ Press a port selection pushbutton for less than two seconds to bring the KVM, USB hub, and audio focus to the computer attached to its corresponding port.</li> </ul> <p><b>Note:</b> This function is disabled when the fast switching mode is enabled, see <i>Power Saving Mode</i>, page 31.</p> <ul style="list-style-type: none"> <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 only bring the KVM focus to the computer attached to its corresponding port.</li> <li>◆ Press port selection pushbutton 1 and 2 simultaneously for 2 seconds to start Auto Scan Mode (see <i>Auto Scanning</i>, page 27).</li> <li>◆ Press port selection pushbutton 3 and 4 simultaneously for 2 seconds to perform a Keyboard/Mouse reset.</li> </ul> <p><b>Note:</b> This feature is for CS1924A only.</p>
4	audio jacks	<p>Your main console microphone and speakers plug in here.</p> <p><b>Note:</b> The microphone and speakers plugged into the front panel have priority over those plugged into the rear panel.</p>
5	USB 3.1 Gen 1 Type-A port (peripheral)	<p>USB peripheral (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.</p>

#### Rear View

6	grounding terminal	<p>The grounding wire used to ground the switch attaches here.</p>
7	remote port selector jack	<p>The supplied remote port selector plugs in here. To use a remote port selector for port selection, make sure to slide the primary / secondary switch to the p position. See page 10.</p>
8	power jack	<p>The power adapter cable plugs into this lockable jack.</p>

#### Rear View (Console Ports Section)

9	RJ-45 port (Daisy Chain Control)	<p>This RJ-45 port is used to connect two units together when setting up DCC mode for a dual-display mode. See <i>DCC Installation</i>, page 17.</p>
---	----------------------------------	------------------------------------------------------------------------------------------------------------------------------------------------------

No.	Component	Description
10	DisplayPort output port	The cables from your monitors plug in here. Each connector is marked with an appropriate icon to indicate itself.
11	audio jacks	The cables from your microphone and speakers plug in here. Each connector is marked with an appropriate icon to indicate itself.
12	USB 3.1 Gen 1 Type-A port (peripheral)	USB peripheral (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.
13	USB 2.0 Type-A ports (keyboard / mouse)	The cables from your keyboard and mouse plug in here. Each connector is marked with an appropriate icon to indicate itself.
14	primary / secondary switch	Slide the primary / secondary switch to the S position to allow the KVM switch to receive RS-232 commands via an RJ45-to-DB9 cable. Please see <i>RS-232 Operation</i> , page 41.

#### Rear View (KVM Ports Section)

15	DisplayPort input ports	The monitor cables that link the switch to your computers plug in here. Each KVM port section is comprised of a microphone jack, speaker jack, USB Type-B port, and a DisplayPort connector.
16	audio jacks	The audio cables that link the switch to your computers plug in here. Each KVM port section is comprised of a microphone jack, speaker jack, USB Type-B port, and a DisplayPort connector.
17	USB Type-B ports	The USB Type-A to USB Type-B cables that link the switch to your computers plug in here. Each KVM port section is comprised of a microphone jack, speaker jack, USB Type-B port, and a DisplayPort connector.

## **Mode Selection Pushbutton and Mode LED Behavior**

Pressing the Mode Selection Pushbutton different number of times will light up different Mode LED, which allows for the follow-up action shown in the table. For more information on the follow-up actions, please refer to *Manual Switching* on page 19.

<b>Button Press</b>	<b>Mode LED that Lights up</b>	<b>Follow-Up Action</b>
Once	KVM, Audio, USB	Press any of the port selection pushbutton to select focus for <b>all connectors</b>
Twice	KVM	Press any of the port selection pushbutton to select focus for <b>KVM connector</b>
Three times	Audio	Press any of the port selection pushbutton to select focus for <b>audio connectors</b>
Four times	USB	Press any of the port selection pushbutton to select focus for <b>USB link</b>

## Buzzer Behavior

---

To diagnose which task the CS1922A / CS1924A is performing through the buzzer, please refer to the table below.

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></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 31 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 71. 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

---

To set up your installation, refer to the installation diagram on the following page (the numbers in the diagram on page 15 correspond to the steps below), and do the following:

1. Ground the CS1922A / CS1924A by connecting one end of a grounding wire to the grounding terminal and the other end to a suitable grounded object.

---

**Note:** Do not omit this step. Proper grounding helps to prevent damage to the unit from power surges or static electricity.

---

2. Connect your USB keyboard and USB mouse to the unit's USB 2.0 Type-A ports (keyboard / mouse).
3. Connect your DisplayPort-enabled display to the unit's DisplayPort output port.

4. Connect your primary microphone and speakers to the unit's audio jacks located on the front panel. Optionally, connect your secondary microphone and speakers to the unit's audio jacks located on the rear panel.

---

**Note:** The microphone and speakers plugged into the front panel have priority over those plugged into these jacks.

---

5. Use the provided cables, connect the audio, video, and USB ports of up to 2 PCs (for CS1922A) or 4 PCs (for CS1924A) to the KVM ports section on the KVM switch.

---

**Note:** Make sure that all the connectors from one PC are connected to the same KVM ports section (all in CPU1, all in CPU2, etc.).

---

6. (Optional) Connect your USB peripherals to the unit's USB 3.1 Gen 1 Type-A ports (peripheral).
7. (Optional) Connect the remote port selector to the unit's remote port selector jack for port selection.

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**Note:** To use the remote port selector for port selection, make sure to slide the primary / secondary switch to the **P** position.

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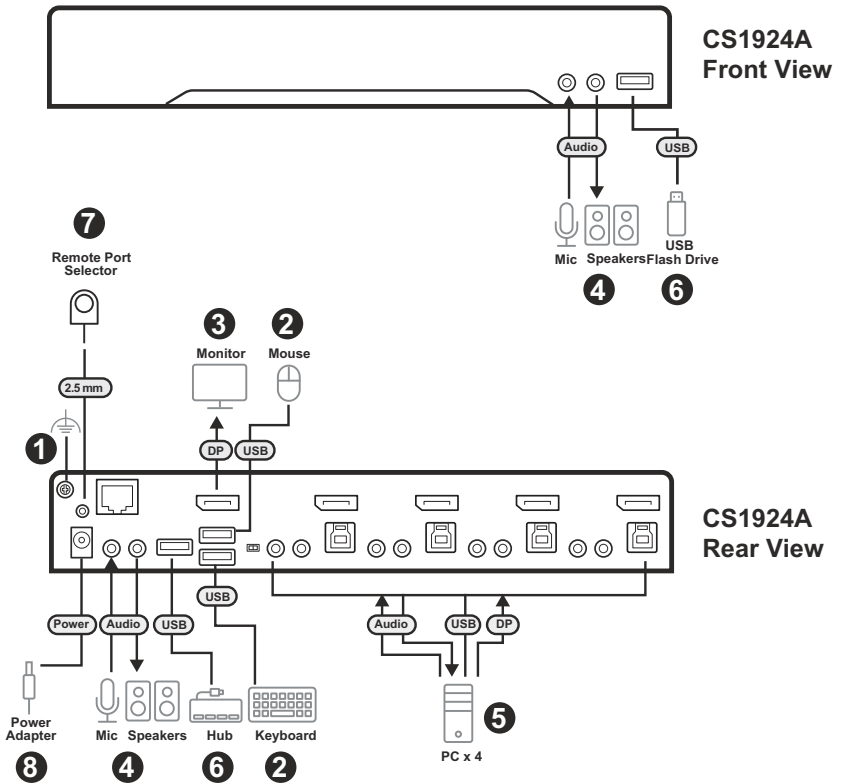
8. Connect the power adapter to the unit's power jack. Now the CS1922A / CS1924A is turned on.
9. Power on the computers, displays, and the other connected devices.

---

**Note:**

- ◆ By default, the switch links to the first computer that is powered on.
  - ◆ We recommend that the total video cable length from the PC to the console monitor cannot exceed 3 meters.
  - ◆ Choosing high quality cables helps to ensure that 8K UHD (7680 x 4320 @ 60 Hz) resolutions can be reached.
  - ◆ Make sure the computers and devices that the CS1922A / CS1924A connects to are also properly grounded.
-

## Installation Diagram



## DCC Mode

---

To expand your installation, you can use DCC Mode to connect two CS1922A / CS1924A units together.

To set up DCC mode, power off all devices, refer to the installation diagram on the next page (the numbers in the diagram correspond to the steps, below), and do the following:

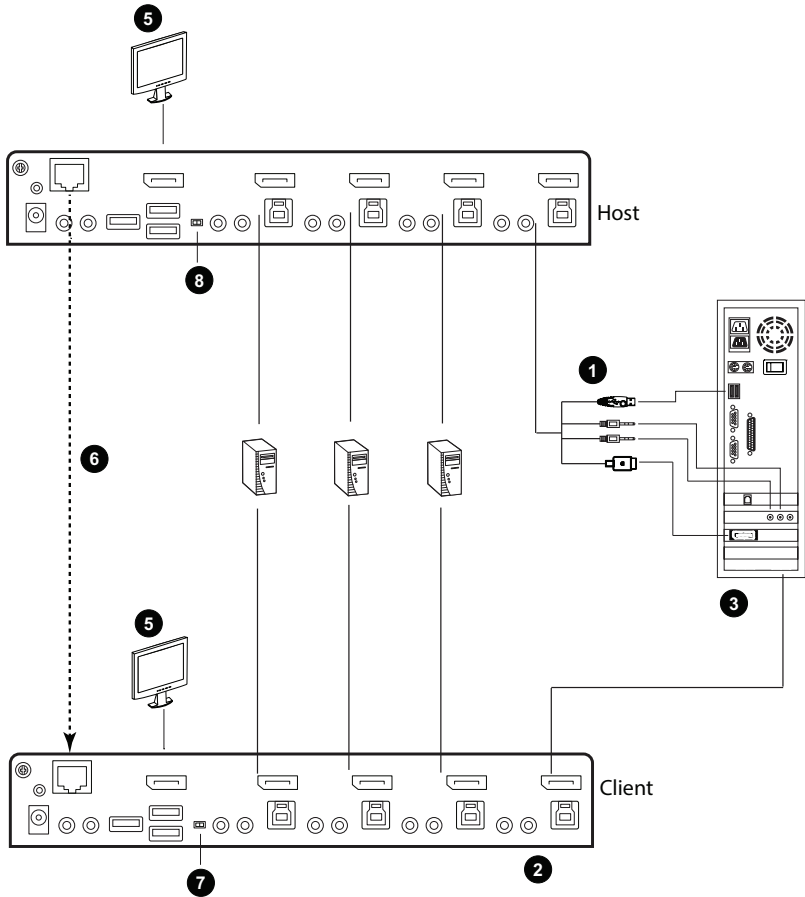
1. Connect all the computers to the *Host* as described in *Hardware Setup, Cable Connections*, page 13.
2. On the *Client*, using one DisplayPort cable, plug the DisplayPort connector into the DisplayPort socket in the same KVM port section of the switch.
3. At the other end of the DisplayPort cable, plug the monitor cable into the respective port on the computer.
4. Repeat steps 2 and 3 for all computers.
5. Plug the console monitors into the DisplayPort console ports located on the *Host's* and *Client's* rear panel.
6. Use an RJ-45 cable to connect the RJ-45 port (Daisy Chain Control) of the *Host* to the RJ-45 port (Daisy Chain Control) port of the *Client*.
7. On the rear of the *Client* set the primary / secondary switch to **S (Secondary)**.\*
8. On the rear of the *Host* set the primary / secondary switch to **P (Primary)**.
9. Power up the installation: plug in the power cord for the *Host* and *Client*, then power on both. After both units are up, power on the computer/video source devices.

---

**Note:** ♦ P means Primary, and S means Secondary.

- ♦ In DCC mode, the *Client's* front panel pushbuttons are disabled, and it takes all commands directly from the *Host*.
  - ♦ Setting the primary / secondary switch to the *S* position will disable all front panel pushbuttons on that switch.
  - ♦ Make sure the computers and devices that the CS1922A / CS1924A connects to are also properly grounded.
  - ♦ For more compatible Desktop KVM Switches such as dual-display or triple-display modes, please refer to the Compatible Products section on the product page.
-

## DCC Installation



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# Chapter 3

## Basic Operation

### Port Switching

---

There are five 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, Remote Port Selector – by pressing the remote port selector button, and RS-232 Commands – by entering the correct command and control.

#### Manual Switching

For manual port selection:

- ◆ To bring complete focus (**audio, KVM, and USB**) to a computer, *either*,  
a) press the port selection pushbutton that corresponds to that computer; *or*  
b) press the Mode pushbutton **once** (the Mode pushbutton's three icons light up) and then press the port selection pushbutton that corresponds to that computer. All three port icons light up.
- ◆ To bring only the **KVM** focus to a computer, press the Mode pushbutton **twice** (the Mode pushbutton's KVM icon lights up), and then press the port selection pushbutton that corresponds to that computer. The port's KVM icon (the port number) lights up.
- ◆ To bring only the **audio** focus to a computer, press the Mode pushbutton **three times** (the Mode pushbutton's audio icon lights up), and then press the port selection pushbutton that corresponds to that computer. The port's audio icon lights up.
- ◆ To bring only the **USB** focus to a computer, press the Mode pushbutton **four times** (the Mode pushbutton's USB icon lights up), and then press the port selection pushbutton that corresponds to that computer. The port's USB icon lights up.

---

**Note:** If a port is not selected within five seconds of pushing the Mode pushbutton, the Mode pushbutton will power off.

---

- ◆ Press and hold port selection pushbutton 1 and 2 for more than 2 seconds to start Auto Scan Mode (see page 27 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.
- ◆ Press and hold port selection pushbutton 3 and 4 for more than 2 seconds to start keyboard and mouse reset, see *USB Reset*, page 30.

---

**Note:** This function is only applicable to CS1924A.

---

## **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 28, 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 23.

## **Remote Port Selector**

For remote port selector port selection: Press the remote port selection pushbutton to bring the KVM focus, plus the USB and Audio focus, to the computer attached to its corresponding port.

## **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, see *Switch Port*, page 46.

## Hot Plugging

---

The CS1922A / CS1924A 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

---

If it becomes necessary to power off the switch, before powering it back on, 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 10 seconds, then plug the switch's power adapter cable back in.
4. Once the switch is powered up, power on the computers.

## Port ID Numbering

---

Each KVM port section on the switch is assigned a port number (1 or 2 for the CS1922A) or (1 to 4 for the CS1924A). The port numbers are marked (CPU 1, CPU 2, CPU 3, etc.) on the rear panel of the switch.

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 25 for details).

## Alternative Manual Port Selection Settings

---

When Hotkey Setting Mode has been activated (page 37), 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.

---

**Note:** This function is disabled when the fast switching mode is enabled, see *Power Saving Mode*, page 35.

---

- ◆ 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 27 for details.
- ◆ Press and hold port selection pushbuttons 3 and 4 for more than 2 seconds to start keyboard and mouse reset, see page 30 for details.

---

**Note:** This function is only applicable to CS1924A.

---

# Chapter 4

## Hotkey Operation

The switch provides an extensive, easy-to-use, hotkey function that makes it convenient to control and configure your KVM installation from the keyboard.

### Hotkey Port Switching

---

All port switches begin with tapping the **[Scroll Lock]** key twice. The tables below describe the actions that each combination performs.

---

**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 29, for details.

---

### Cycling Through the Ports

Hotkey	Action
[Scroll Lock] [Scroll Lock] [Enter]	Brings the KVM, USB hub, and audio focus from the port that currently has the KVM focus to the next port on the installation (CS1922A: 1 to 2; 2 to 1) (CS1924A: 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>
[Scroll Lock] [Scroll Lock] [K] [Enter]	Brings only the KVM focus from the port that currently has it to the next port on the installation (CS1922A: 1 to 2; 2 to 1) (CS1924A: 1 to 2; 2 to 3; 3 to 4; 4 to 1). The USB 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>[K]</b>.</li><li>3. Press <b>[Enter]</b>.</li></ol>

Hotkey	Action
[Scroll Lock] [Scroll Lock] [U] [Enter]	<p>Brings only the USB hub focus from the port that currently has it to the next port on the installation (CS1922A: 1 to 2; 2 to 1) (CS1924A: 1 to 2; 2 to 3; 3 to 4; 4 to 1). 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 audio focus from the port that currently has it to the next port on the installation (CS1922A: 1 to 2; 2 to 1) (CS1924A: 1 to 2; 2 to 3; 3 to 4; 4 to 1). 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]	<p>Brings the KVM, USB hub, and audio focus to the computer attached to the port corresponding to the specified Port ID (CS1922A: 1 and 2) (CS1924A: 1, 2, 3, and 4).</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>[2]</b>.</li> <li>3. Press <b>[Enter]</b>.</li> </ol>
[Scroll Lock] [Scroll Lock] [n] [K] [Enter]	<p>Brings only the KVM focus to the computer attached to the specified Port ID (CS1922A: 1 and 2) (CS1924A: 1, 2, 3, and 4). The USB hub 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>[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]	<p>Brings only the USB hub focus to the computer attached to the specified Port ID (CS1922A: 1 and 2) (CS1924A: 1, 2, 3, and 4). 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>[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]	<p>Brings only the audio focus to the computer attached to the specified Port ID (CS1922A: 1 and 2) (CS1924A: 1, 2, 3, and 4). 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>[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 KVM and USB hub focus to the computer attached to the specified Port ID (CS1922A: 1 and 2) (CS1924A: 1, 2, 3, and 4). 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]</b> twice.</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 KVM and audio focus to the computer attached to the specified Port ID (CS1922A: 1 and 2) (CS1924A: 1, 2, 3, and 4). 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]</b> twice.</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 USB hub and audio focus to the computer attached to the specified Port ID (CS1922A: 1 and 2) (CS1924A: 1, 2, 3, and 4). 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]</b> twice.</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 KVM, USB hub and audio focus to the computer attached to the specified Port ID (CS1922A: 1 and 2) (CS1924A: 1, 2, 3, and 4).</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>[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 (CS1922A: 1 and 2) (CS1924A: 1, 2, 3, and 4). See *Port ID Numbering*, page 21 for details. Replace the **n** with the appropriate Port ID when using the hotkey port switching.

---

## **Auto Scanning**

The CS1922A / CS1924A'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 second intervals</b> .

- 
- Note:**
1. The **n** stands for the number of seconds that the CS1922A / CS1924A 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)

---

Hotkey Setting Mode (HSM) is used to set up your switch's configuration. All operations begin with invoking Hotkey Setting Mode (HSM). After invoking HSM, use the hotkeys listed on the pages that follow to configure the switch. A summary of the HSM hotkeys is provided on page 37.

### Invoking HSM

To invoke HSM do the following:

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

- 
- Note:** 1. There is an alternate key combination to invoke HSM, see page 29 for details.
2. The minus key must be released within one half-second, otherwise Hotkey invocation is canceled.
- 

When HSM is active, the Caps Lock, and Scroll Lock LEDs flash in succession. 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 HSM 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 28).
2. Press and release the **[H]** key.

---

**Note:** The HSM invocation keys become the **[Ctrl]** and **[F12]** key (instead of **[Num Lock]** and **[-]**). This procedure is a toggle. Repeat to revert to the original setting.

---

## **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 28).
2. Press and release **[T]**.

---

**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.

---

## **Keyboard Operating Platform**

The switch'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 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 keyboard. The procedure is as follows:

1. Bring the KVM focus to the port you want to set.
2. Invoke HSM (see page 28).
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 39, 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 28).
3. Press and release **[F4]** to display the settings.

## **USB Reset**

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

1. Invoke HSM (see page 28).
2. Press and release **[F5]**.

## **Keyboard Language**

To change the keyboard language, do the following:

1. Invoke HSM (see page 28).
2. Press and release **[F6] [nn] [Enter]**.

---

**Note:** **nn** is a two-digit number that represents the keyboard language code (US English: 33; French: 08; Japanese: 15; German: 09).

---

## **Buzzer Control**

To toggle the buzzer on or off, do the following:

1. Invoke HSM (see page 28).
2. Press and release **[B]**.

This procedure is a toggle. Repeat to revert to the original setting.

## **Hotkey Port Switching**

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

1. Invoke HSM (see page 28).
2. Press **[X] [Enter]**.

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

## **Restore Default Settings**

To reset the switch to its default hotkey settings, do the following:

1. Invoke HSM (see page 28).
2. Press **[R] [Enter]**.

---

**Note:** All Hotkey settings return to the factory default values (*Hotkey Default Settings*, page 78).

---

## **Firmware Upgrade Mode**

To set the switch to Firmware Upgrade Mode, do the following:

1. Invoke HSM (see page 28).
2. Key in: [U] [P] [G] [R] [A] [D] [E].
3. Press [Enter]. The front panel LEDs flash to indicate the upgrade has started.

---

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

---

## **Power on Detection / Hotdesk Mode**

- ♦ With Power on Detection, if the focus computer is powered off, the switch will automatically switch to the next powered-on computer. Power on Detection can be enabled or disabled. The default setting is enabled.
- ♦ With Hotdesk Mode, the switch will automatically switch to the latest detected powered-on computer. Hotdesk Mode can be enabled or disabled.

To enable/disable Power on Detection and Hotdesk Mode, do the following:

1. Invoke HSM (see page 28).
2. Press and release [E].
3. Press and release the appropriate Function key (see table below).

Function Key	Operation
[0]	Disables Power on Detection / Hotdesk Modes.
[1]	Enables Power on Detection.
[2]	Enables Hotdesk Mode.

## **Alternative Manual Port Selection**

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

1. Invoke HSM (see page 28).
2. Press [S].

This procedure is a toggle. Repeat to revert to the original setting. See *Alternative Manual Port Selection Settings*, page 22, for more information.

## **Keyboard Emulation**

The console keyboard port emulation/bypass feature supports most gaming/multimedia keyboards. The default setting is enabled. To disable keyboard emulation, do the following:

1. Invoke HSM (see page 28).
2. Press [N].

This procedure is a toggle. Repeat to revert to the original setting.

---

**Note:** When keyboard emulation is disabled, the [M], [Q], [W], [F2], [F4], [F5], [F6], and [F10] hotkey operations are disabled. See page 37, for details.

---

## **Mouse Emulation**

To toggle between mouse emulation enabled and disabled, do the following:

1. Invoke HSM (see page 28).
2. Press [M].

This procedure is a toggle. Repeat to revert to the original setting.

## **Mouse Port Switching**

Mouse Port Switching allows you to use the mouse wheel button (clicked twice) to switch ports. For Mouse Port Switching to work, Mouse Emulation (above) must be enabled. To toggle between mouse port switching enabled and disabled, do the following:

1. Invoke HSM (see page 28).
2. Press [W].

This procedure is a toggle. Repeat to revert to the original setting.

---

**Note:** This feature is only supported by USB 3-key scroll wheel mice. The default setting is disabled. This feature is only supported when mouse emulation is also enabled. See *Mouse Emulation*, above.

---

## **Monitor Re-detection**

If the monitor's display is blank, use this hotkey to re-detect the monitor's EDID. Monitor re-detection can be enabled or disabled. The default setting is disabled. To enable monitor re-detection, do the following:

1. Invoke HSM (see page 28).
2. Press **[Q] [n] [Enter]**.

The **n** is a one-digit number that represents the port number: n = 1-2 (CS1922A); or n = 1-4 (CS1924A).

This procedure is a toggle. Repeat to revert to the original setting.

## **Switching Mode Selection**

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

---

**Note:** 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 22.

---

To change the switching mode, do the following:

1. Invoke HSM (see page 28).
2. Press **[P]**.
3. Press and release the appropriate Function key (see table below).

<b>Function Key</b>	<b>Operation</b>
[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.

---

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

To enable/disable N-key rollover keyboard supporting function, do the following:

1. Invoke HSM (see page 28).
2. Press **[K] [Enter]**.

---

**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.

---

## **Power Saving Mode**

When power saving mode is enabled, the system enters power saving mode if the currently focused KVM PC port enters sleep mode and there is no keyboard or mouse activity for 15 seconds. To enable/disable power saving mode, do the following:

---

**Note:** 1. Make sure both keyboard and mouse emulation are enabled for this feature to work.

2. When the system enters the power saving mode, the power on detection and hotdesk modes are disabled.

---

1. Invoke HSM (see page 28).
2. Press and release the appropriate Function key (see table below).

<b>Function Key</b>	<b>Operation</b>
[P] [S] [Enter]	Enables/disables Power Saving Mode. This procedure is a toggle. Repeat to revert to the original setting.
[E] [S] [Enter]	Enters Power Saving Mode immediately, without any waiting time.

---

## **Power Saving Mode Behavior**

The front panel port 1 LED blink every 2 seconds to indicate that the system is in power saving mode.

## **Exit Power Saving Mode**

To exit power saving mode, use any of the following actions.

- ◆ The currently focused KVM PC port has been awakened
- ◆ Console USB keyboard and mouse activity
- ◆ Mode selection pushbutton and port selection pushbuttons
- ◆ All RS-232 switch port commands

## HSM Summary Table

After invoking HSM (see page 28), key in one of the following keys to perform the corresponding function:

Key	Function
[B]	Enables/disables the buzzer.
[E] [n] [Enter]	Enables/disables the power on detection feature or hotdesk mode. <ul style="list-style-type: none"> <li>◆ n = 0, disables power on detection / hotdesk modes.</li> <li>◆ n = 1, enables power on detection.</li> <li>◆ n = 2, enables hotdesk mode.</li> </ul>
[E] [S] [Enter]	Enters Power Saving Mode immediately, without any waiting time.
[H]	Toggles between the default and alternate HSM invocation keys.
[K] [Enter]	Enables/disables N-key rollover keyboard supporting function.
[M]	Enables/disables mouse emulation.
[N]	Enables/disables keyboard emulation.
[P] [n] [Enter]	Sets the KVM switching mode. <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> 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 22.</p>
[P] [S] [Enter]	Enables/disables the power saving mode.
[Q] [n] [Enter]	Enables/disables the monitor re-detection on port [n]. <ul style="list-style-type: none"> <li>◆ n = 1-2 (CS1922A); or n = 1-4 (CS1924A).</li> </ul>
[R] [Enter]	Rests the hotkey settings to their default statuses.
[S]	Toggles between the default and alternative manual port selection pushbutton settings.
[T]	Toggles between the default ([Scroll Lock] [Scroll Lock]) and alternate ([Ctrl] [Ctrl]) port switching keys.

Key	Function
[U] [P] [G] [R] [A] [D] [E] [Enter]	Invokes firmware upgrade mode.
[W]	Enables/disables mouse port switching.
[X] [Enter]	Enables/disables hotkey port switching.
[F1]	Allows the keyboard and mouse to work under special operating system as a standard (104 key) keyboard/mouse.
[F2]	Enables Mac keyboard emulation.
[F4]	Print the switch's current settings via a text editor or word processor.
[F5]	Performs a reset on all USB devices.
[F6] [n][n] [Enter]	Sets the keyboard language layout. <i>nn</i> represents one of the following keyboard language codes: US English: 33; French: 08; Japanese: 15; German: 09.
[F10]	Enables Windows keyboard emulation.









# Chapter 5

## Keyboard Emulation

### Mac Keyboard

---

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

---

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

---

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# Chapter 6

## RS-232 Operation

### Overview

---

The CS1922A / CS1924A's built-in bi-directional RS-232 serial interface allows system control through a high-end controller or PC. RS-232 serial operations in a CS1922A / CS1924A installation are managed via HyperTerminal sessions on systems that are running Windows. In order to use this feature to send commands to the CS1922A / CS1924A, you must first download and install a HyperTerminal application.

### Setup

---

Install a HyperTerminal application on a computer that is not part of the installation, which will be used to control the switch via the RS-232 connection. HyperTerminal applications can be download from the Internet, and many operating systems are embedded with HyperTerminal applications.

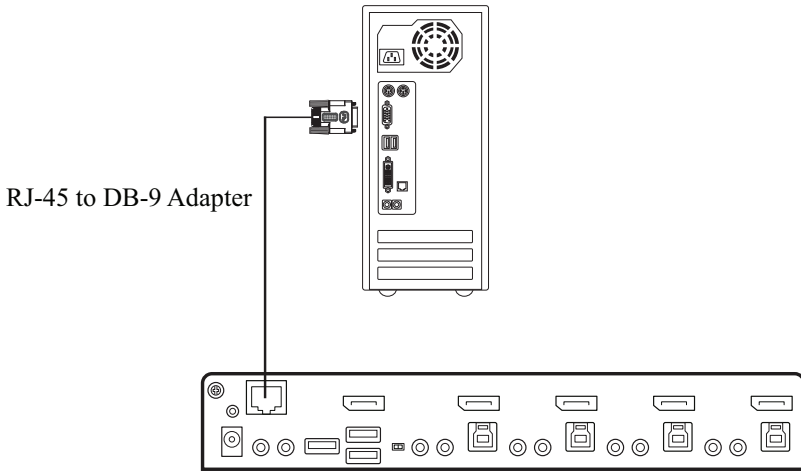
### Hardware Connection

Use a RJ-45 to DB-9 serial adapter to connect a computer's serial port to the RJ-45 port (Daisy Chain Control) on the CS1922A / CS1924A and slide the primary / secondary switch to s position, as shown below:

---

**Note:** The unit used in the diagram below is CS1924A, the procedure for connecting CS1922A is identical with fewer KVM ports.

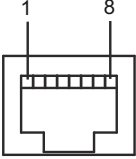
---



### **RS-232 Pin Assignments**

Pin assignments for the CS1922A / CS1924A's rear RJ-45 port (Daisy Chain Control) that is used for connecting to a serial terminal are given in the table, below:

Pin	Assignment
1	N/A
2	N/A
3	TXD: Transmit Data
4	N/A
5	GND: Signal Ground
6	RXD: Receive Data
7	N/A
8	N/A

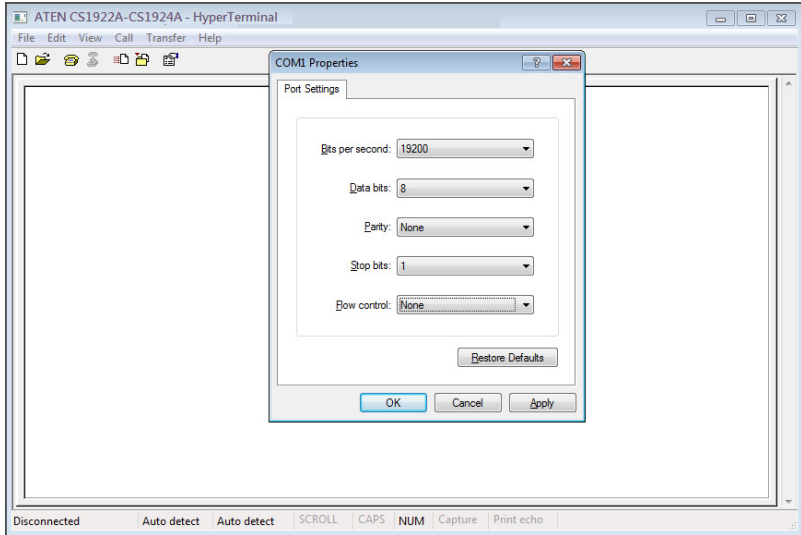


**RJ-45 Female**

## Console Login - HyperTerminal

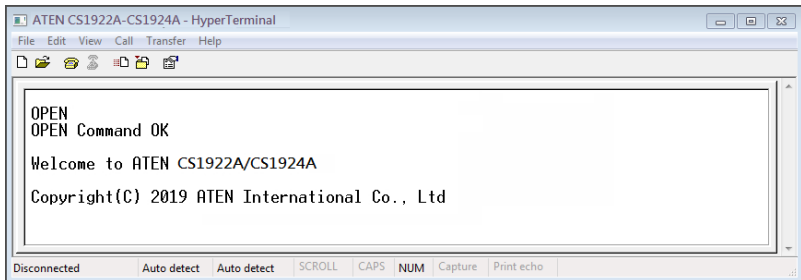
Once a physical connection from the computer to the CS1922A / CS1924A has been made, you can establish a HyperTerminal session using the instructions below.

1. Open the *HyperTerminal* application, and configure the port settings for COM1 port, then click **OK**.



Bits per Second: **19200**, Data Bits: **8**, Parity: **None**, Stop bits: **1**, Flow Control: **None**.

2. After configuring the port settings you must enable serial control on the switch by typing the command: **Open + [Enter]**.



## RS-232 Commands

---

After you login via HyperTerminal (see page 43) use the instructions below to send RS-232 commands to control the switch from the computer.

When RS-232 control is enabled via the **Open + [Enter]** command, the CS1922A / CS1924A's front panel pushbuttons, mouse switching, hotkeys, and remote port selector will be disabled, until the serial connected is closed.

### Verification

After entering a command, a verification message appears, as shown below, at the end of the command line, as follows:

Response Message	Description
Command OK	Command or parameter is correct.
Command incorrect	Command or parameter is incorrect.

With all commands in the sections that follow:

- ◆ Each command string can be separated with a space.
- ◆ The [Enter] command can be replaced with the ASCII code: 0x0D0A

## Open / Close

The *Open* and *Close* commands allows you to start and end the link between the computer sending RS-232 commands and the CS1922A / CS1924A. When the link is open, the CS1922A / CS1924A only accepts RS-232 commands and will not respond to front panel pushbuttons, mouse switching, hotkeys, and remote port selector. The link starts with the *open* command and ends with the *close* command or after 2 minutes if no command is sent. The default value is close.

---

**Note:** To regain full control of front panel pushbuttons, mouse switching, hotkeys, and remote port selector, close the RS-232 link command and slide the DCC Switch to the p position (primary).

---

Use the **Formula** - to set **Parameters** - to create a **Command**.

### Formulas:

Command + [Enter]

### Parameters:

Command	Description
open	Open RS-232 Link command
close	Close RS-232 Link command
Enter	Description
Enter	Enter and send out command

## Open/Close RS-232 Link Command

The available formulas for the Open/Close RS-232 Link commands are as follows:

1. Command + [Enter]

For example, to open the RS-232 link between the computer and CS1922A / CS1924A, type the following:

**open [Enter]**

2. Command + [Enter]

For example, to close the RS-232 link between the computer and CS1922A / CS1924A, type the following:

**close [Enter]**

## Switch Port

The *Switch Port* command allows you to switch ports. The default port is 01.

Use the **Formula** - to set **Parameters** - to create a **Command**.

### Formula:

Command + Control + [Enter]

### Parameters:

Command	Description
sw	Switch Port Command

Control	Description
ixx	Input Port Number x= 01~02 (CS1922A); 01~04 (CS1924A)

Enter	Description
Enter	Enter and send out command

## Switch Port Command

Some available formula for the Switch Port commands is as follows:

Command + Control + [Enter]

For example, to switch to port 2, type the following:

**sw i02 [Enter]**

---

**Note:** The **Control** command can be skipped and the default value will be used.

---

## **Switch to Next Port**

The *Switch to Next Port* command allows you to switch ports from 01~02 and 02~01 (CS1922A); 01~02, 02~03, 03~04, and 04~01 (CS1924A).

Use the **Formula** - to set **Parameters** - to create a **Command**.

### **Formula:**

Command + [Enter]

### **Parameters:**

Command	Description
sw	Switch Port Command

Enter	Description
Enter	Enter and send out command

## **Switch to Next Port Command**

The available formula for the Switch to Next Port command is as follows:

Command + [Enter]

For example, to switch to from port 1 to port 2, type the following:

**sw [Enter]**

## **Switch Port (KVM Focus only)**

The switch port command allows you to switch the KVM focus among computers connected to the CS1922A / CS1924A's ports.

Use the **Formula** - to set **Parameters** - to create a **Command**.

### **Formula:**

Command + Control + [Enter]

### **Parameters:**

<b>Command</b>	<b>Description</b>
sw	Switch Port Command
<b>Control</b>	<b>Description</b>
ixx	Input Port Number x= 01~02 (CS1922A); 01~04 (CS1924A)
kvm	Switch KVM focus only
<b>Enter</b>	<b>Description</b>
Enter	Enter and send out command

## **Switch Port (KVM Focus only) Command**

Some available formula for the Switch Port (KVM Focus only) command is as follows:

Command + Control + [Enter]

For example, to switch the KVM focus to port 2, type the following:

**sw i02 kvm [Enter]**

---

**Note:** The **Control** command string can be skipped, and the default value will be used.

---

## Switch Port (USB Peripherals Focus only)

The switch port command allows you to switch the USB peripherals focus among computers connected to the CS1922A / CS1924A's ports.

Use the **Formula** - to set **Parameters** - to create a **Command**.

### Formula:

Command + Control + [Enter]

### Parameters:

Command	Description
sw	Switch Port Command

Control	Description
ixx	Input Port Number x= 01~02 (CS1922A); 01~04 (CS1924A)
usb	Switch USB peripherals focus only

Enter	Description
Enter	Enter and send out command

## Switch Port (USB Peripherals Focus only) Command

Some available formula for the Switch Port (USB Peripherals Focus only) command is as follows:

Command + Control + [Enter]

For example, to switch the USB peripherals focus to port 2, type the following:

**sw i02 usb [Enter]**

---

**Note:** The **Control** command string can be skipped, and the default value will be used.

---

## Switch Port (Audio Focus only)

The switch port command allows you to switch the audio focus among computers connected to the CS1922A / CS1924A's ports.

Use the **Formula** - to set **Parameters** - to create a **Command**.

### Formula:

Command + Control + [Enter]

### Parameters:

Command	Description
sw	Switch Port Command

Control	Description
ixx	Input Port Number x= 01~02 (CS1922A); 01~04 (CS1924A)
audio	Switch audio focus only

Enter	Description
Enter	Enter and send out command

## Switch Port (Audio Focus only) Commands

Some available formula for the Switch Port (Audio Focus only) command is as follows:

Command + Control + [Enter]

For example, to switch the audio focus to port 2, type the following:

**sw i02 audio [Enter]**

---

**Note:** The **Control** command string can be skipped, and the default value will be used.

---

## **Switch Port (KVM and USB Peripherals Focus)**

The switch port command allows you to switch the KVM and USB peripherals focus among computers connected to the CS1922A / CS1924A's ports.

Use the **Formula** - to set **Parameters** - to create a **Command**.

### **Formula:**

Command + Control + [Enter]

### **Parameters:**

<b>Command</b>	<b>Description</b>
sw	Switch Port Command
<b>Control</b>	<b>Description</b>
ixx	Input Port Number x= 01~02 (CS1922A); 01~04 (CS1924A)
kvm usb	Switch KVM and USB peripherals focus
<b>Enter</b>	<b>Description</b>
Enter	Enter and send out command

## **Switch Port (KVM and USB Peripherals Focus) Commands**

Some available formula for the Switch Port (KVM and USB Peripherals Focus) command is as follows:

Command + Control + [Enter]

For example, to switch the KVM and USB peripherals focus to port 2, type the following:

**sw i02 kvm usb [Enter]**

---

**Note:** The **Control** command string can be skipped, and the default value will be used.

---

## Switch Port (KVM and Audio Focus)

The switch port command allows you to switch the KVM and audio focus among computers connected to the CS1922A / CS1924A's ports.

Use the **Formula** - to set **Parameters** - to create a **Command**.

### Formula:

Command + Control + [Enter]

### Parameters:

Command	Description
sw	Switch Port Command

Control	Description
ixx	Input Port Number x= 01~02 (CS1922A); 01~04 (CS1924A)
kvm audio	Switch KVM and audio focus

Enter	Description
Enter	Enter and send out command

## Switch Port (KVM and Audio Focus) Commands

Some available formula for the Switch Port (KVM and Audio Focus) command is as follows:

Command + Control + [Enter]

For example, to switch the KVM and audio focus to port 2, type the following:

**sw i02 kvm audio [Enter]**

---

**Note:** The **Control** command string can be skipped, and the default value will be used.

---

## **Switch Port (USB Peripherals and Audio Focus)**

The switch port command allows you to switch the USB peripherals and audio focus among computers connected to the CS1922A / CS1924A's ports.

Use the **Formula** - to set **Parameters** - to create a **Command**.

### **Formula:**

Command + Control + [Enter]

### **Parameters:**

<b>Command</b>	<b>Description</b>
sw	Switch Port Command

<b>Control</b>	<b>Description</b>
ixx	Input Port Number x= 01~02 (CS1922A); 01~04 (CS1924A)
usb audio	Switch USB peripherals and audio focus

<b>Enter</b>	<b>Description</b>
Enter	Enter and send out command

## **Switch Port (USB Peripherals and Audio Focus) Commands**

Some available formula for the Switch Port (USB Peripherals and Audio Focus) command is as follows:

Command + Control + [Enter]

For example, to switch the USB peripherals and audio focus to port 2, type the following:

**sw i02 usb audio [Enter]**

---

**Note:** The **Control** command string can be skipped, and the default value will be used.

---

## **Set Baud Rate**

The *Set Baud Rate* command allows you to configure the baud rate setting for the serial port connection. The default baud rate is 19200.

Use the **Formula** - to set **Parameters** - to create a **Command**.

### **Formula:**

Command + Control + [Enter]

### **Parameters:**

<b>Command</b>	<b>Description</b>
baud	Baud Rate Command

<b>Control</b>	<b>Description</b>
19200	Set baud rate to 19200 (Default)
38400	Set baud rate to 38400
9600	Set baud rate to 9600

<b>Enter</b>	<b>Description</b>
Enter	Enter and send out command

## **Set Baud Rate Commands**

Some available formula for the Set Baud Rate command is as follows:

Command + Control + [Enter]

For example, to set the baud rate to 19200, type the following:

**baud 19200 [Enter]**

## **Keyboard Language Layout**

The *Keyboard Language Layout* command allows you to change the keyboard language layout. The default language is English.

Use the **Formula** - to set **Parameters** - to create a **Command**.

### **Formula:**

Command + Control + [Enter]

### **Parameters:**

<b>Command</b>	<b>Description</b>
layout	Keyboard Language Layout Command

<b>Control</b>	<b>Description</b>
en	Change the keyboard language layout to English
fr	Change the keyboard language layout to French
jp	Change the keyboard language layout to Japanese
ge	Change the keyboard language layout to German

<b>Enter</b>	<b>Description</b>
Enter	Enter and send out command

## **Keyboard Language Layout Commands**

Some available formulas for Keyboard Language Layout commands are as follows:

1. Command + Control + [Enter]

For example, to change the keyboard language layout to Japanese, type the following:

**layout jp [Enter]**

2. Command + Control + [Enter]

For example, to change the keyboard language layout to French, type the following:

**layout fr [Enter]**

## **Hotkey Setting**

The *Hotkey Setting* command allows you to change the hotkey used to invoke the HSM (Hotkey Setting Mode). The default hotkey is [Num Lock] + [-].

Use the **Formula** - to set **Parameters** - to create a **Command**.

### **Formulas:**

Command + Control + [Enter]

### **Parameters:**

<b>Command</b>	<b>Description</b>
hotkey	Hotkey Setting Command

<b>Control</b>	<b>Description</b>
num	Change the HSM invoke key to: [Num Lock] + [-]
f12	Change the HSM invoke key to: [Ctrl] + [F12]

<b>Enter</b>	<b>Description</b>
Enter	Enter and send out command

## **Hotkey Setting Commands**

Some available formulas for Hotkey Setting commands are as follows:

1. Command + Control + [Enter]

For example, to change the HSM invoke key to [Num Lock] + [-], type the following:

**hotkey num [Enter]**

2. Command + Control + [Enter]

For example, to change the HSM invoke key to [Ctrl] + [F12], type the following:

**hotkey f12 [Enter]**

## Hotkey Switching

The *Hotkey Switching* command allows you to change the hotkey used for switching. The default hotkey is [Scroll][Scroll].

Use the **Formula** - to set **Parameters** - to create a **Command**.

### Formulas:

Command + Control + [Enter]

### Parameters:

Command	Description
switch	Hotkey Switching Command

Control	Description
scroll	Change hotkey switching key to: [Scroll] [Scroll]
ctrl	Change hotkey switching key to: [Ctrl] [Ctrl]

Enter	Description
Enter	Enter and send out command

## Hotkey Switching Commands

Some available formulas for Hotkey Switching commands are as follows:

1. Command + Control + [Enter]

For example, to change the hotkey switching mode to [Scroll] [Scroll], type the following:

**switch scroll [Enter]**

2. Command + Control + [Enter]

For example, to change the hotkey switching mode to [Ctrl] [Ctrl], type the following:

**switch ctrl [Enter]**

## **USB Reset**

The *USB Reset* command allows you to reset the USB connection. The default USB reset setting is off.

Use the **Formula** - to set **Parameters** - to create a **Command**.

### **Formulas:**

Command + Control + [Enter]

### **Parameters:**

<b>Command</b>	<b>Description</b>
usbreset	USB Reset Command

<b>Control</b>	<b>Description</b>
on	Enable USB reset connection

<b>Enter</b>	<b>Description</b>
Enter	Enter and send out command

## **USB Reset Command**

The available formula for the USB Reset command is as follows:

Command + Control + [Enter]

For example, to reset the USB connection, type the following:

**usbreset on [Enter]**

## **Restore Default Settings**

The *Restore Default Settings* command allows you to reset all of the settings back to the default. The default setting is off.

Use the **Formula** - to set **Parameters** - to create a **Command**.

### **Formulas:**

Command + Control + [Enter]

### **Parameters:**

<b>Command</b>	<b>Description</b>
reset	Restore Default Settings Command

<b>Control</b>	<b>Description</b>
on	Enable restore default values

<b>Enter</b>	<b>Description</b>
Enter	Enter and send out command

## **Restore Default Value Command**

The available formula for the Restore Default Settings command is as follows:

Command + Control + [Enter]

For example, to restore all CS1922A / CS1924A settings back to the default, type the following:

**reset on [Enter]**

## **Firmware Upgrade**

The *Firmware Upgrade* command allows you to enable the firmware upgrade mode. The default setting is off.

Use the **Formula** - to set **Parameters** - to create a **Command**.

### **Formulas:**

Command + Control+ [Enter]

### **Parameters:**

<b>Command</b>	<b>Description</b>
upgrade	Firmware Upgrade Command

<b>Control</b>	<b>Description</b>
on	Enable firmware upgrade mode

<b>Enter</b>	<b>Description</b>
Enter	Enter and send out command

## **Firmware Upgrade Command**

The available formula for the Firmware Upgrade command is as follows:

Command + Control + [Enter]

For example, to enable firmware upgrade mode, type the following:

**upgrade on [Enter]**

## **KVM Status**

The *KVM Status* command allows you to display read-only information about the switches' current configuration status. The default setting is off.

Use the **Formula** - to set **Parameters** - to create a **Command**.

### **Formulas:**

Command + Control + [Enter]

### **Parameters:**

<b>Command</b>	<b>Description</b>
status	KVM Status Command

<b>Control</b>	<b>Description</b>
on	Enable KVM status

<b>Enter</b>	<b>Description</b>
Enter	Enter and send out command

## **KVM Status Command**

The available formula for the KVM Status command is as follows:

Command + Control + [Enter]

For example, to display the CS1922A / CS1924A's configuration status, type the following:

**status on [Enter]**

A message similar to the one below will then appear:

hotkey: [numlock]+[-] / [scrolllock],[scrolllock]

os setting: pc

keyboard emulation: enabled/disabled

keyboard layout: English

mouse emulation: enabled/disabled

monitor re-detection: enabled/disabled

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# Chapter 7

## The Firmware Upgrade Utility

The Windows-based Firmware Upgrade Utility (FWUpgrade.exe) provides a smooth, automated process for upgrading the KVM switch's firmware. The Utility comes as part of a Firmware Upgrade Package that is specific for each device. 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

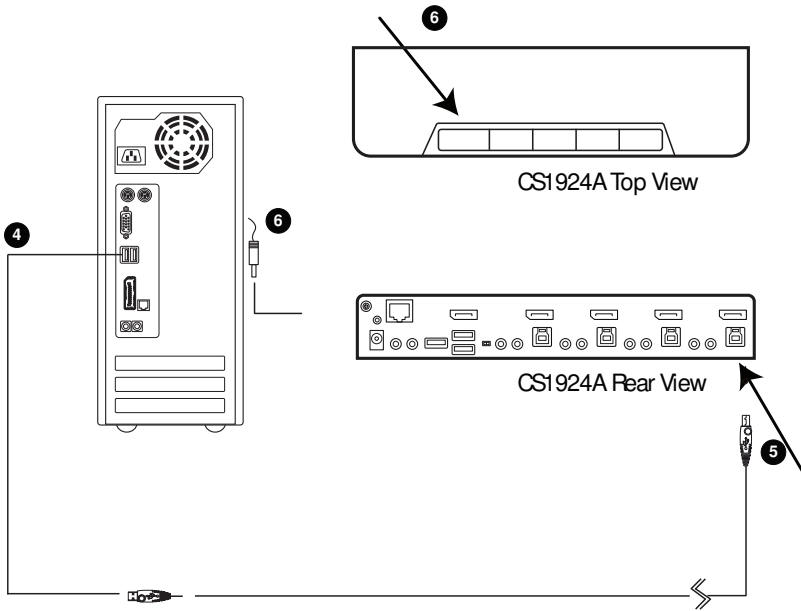
---

1. From a computer that is not part of your KVM installation, go to our [Support & Downloads](#) site and choose the model name that relates to your device (CS1922A / CS1924A) 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. Power off the CS1922A / CS1924A. Connect the USB cable's Type-A connector to a USB Type-A port on your computer.

---

**Note:** The unit used in the diagram below is CS1924A, the procedure for connecting CS1922A is identical with fewer KVM ports.

---



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

---

**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.

---

6. Press and hold the mode selection pushbutton or remote port selector pushbutton 1. While you are holding the button, connect the power adapter to the CS1922A / CS1924A to enter Firmware Upgrade Mode. The front panel LEDs flash together to indicate Firmware Upgrade Mode is in effect.

---

**Note:** The USB mouse becomes not functional when the firmware upgrade mode is in effect.

---

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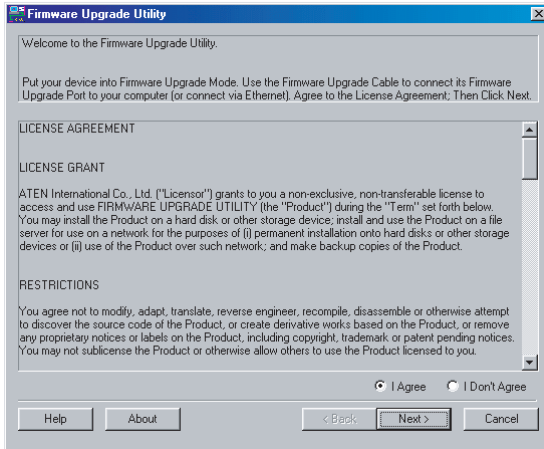
## Starting the Upgrade

---

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:



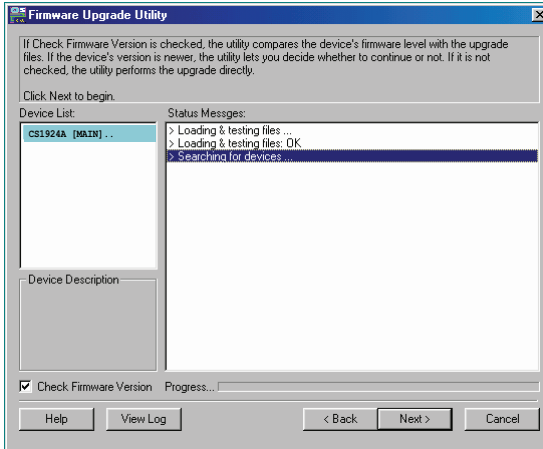
---

**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.

---

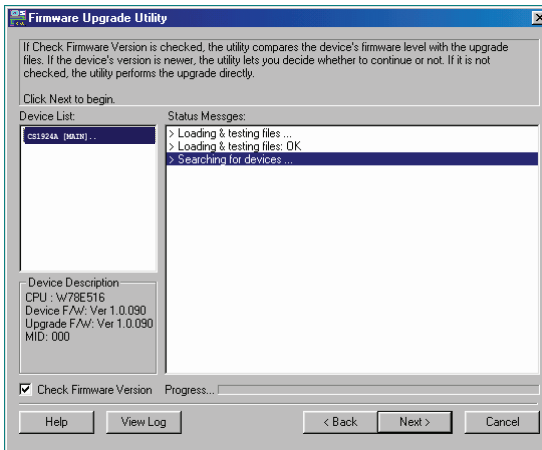
2. Read the License Agreement (enable the *I Agree* radio button).

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

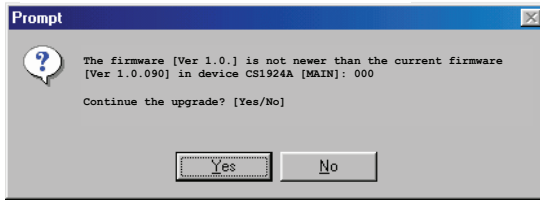


The Utility inspects your installation. All the devices capable of being upgraded by the package are listed in the *Device List* panel.

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.



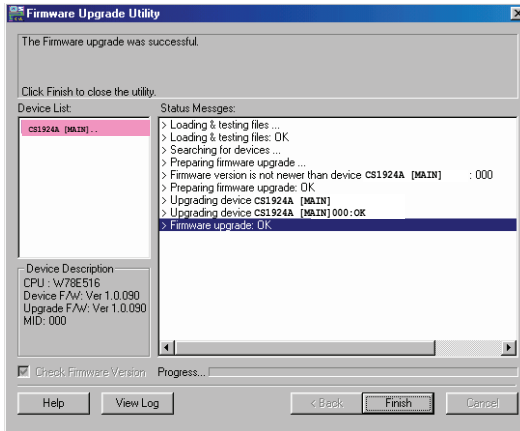
If you enabled *Check Firmware Version*, the Utility compares the device's firmware level with that of the upgrade files. If it finds that the device's version is higher than the upgrade version, it brings up a dialog box informing you of the situation and gives you the option to Continue or Cancel.

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.

If you have a DCC mode installation be sure to reconnect the cable connected to the DCC port, and set the DCC switch back to *Client* on the appropriate switch (see *DCC Mode*, page 16).

## Upgrade Failed

---

If the *Upgrade Succeeded* screen doesn't appear, it means that the upgrade failed to complete successfully, in which case you should do the following:

1. Power off the CS1922A / CS1924A by removing the power jack.
2. Invoke Firmware Upgrade Mode by holding down the *Mode Selection* pushbutton on the front panel (see *mode selection pushbutton*, page 8 for CS1922A, and see page 8 for CS1924A) and power on the CS1922A / CS1924A. The orange LEDs flash together.
3. Do the firmware upgrade procedure again.

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## Safety Instructions

---

- ◆ 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 “UPGRADE” to a public telecommunication network.

## Troubleshooting

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.
	CS1922A / CS1924A needs to be reset.	Power off all devices on the installation (see safety note, top of page 13); power off the CS1922A / CS1924A; 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 CS1922A / CS1924A's rear panel, then plug it back in.
	PC or OS does not support USB 2.0/3.0.	The CS1922A / CS1924A 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 37.
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>
Front Panel Pushbuttons not responding when pushed.	The daisy chain switch located on the back of the CS1922A / CS1924A is set to Client.	<p>Make sure the daisy chain switch located on the rear of the switch is set to <i>Host</i>.</p> <p>You should only set the daisy chain switch to <i>Client</i> when connecting two units in a Hex-Display installation, see <i>DCC Mode</i>, page 16.</p>

Symptom	Possible Cause	Action
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.

## 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 iv:

### 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		CS1922A	CS1924A	
Computer Connections		2	4	
Port Selection		Hotkey, Pushbutton, Mouse Wheel*, RS-232 Commands, Remote Port Selector		
Connectors	Console Ports	Keyboard	1 x USB Type-A Female	
		Mouse	1 x USB Type-A Female	
		Video	1 x DisplayPort Female (Black)	
		Speakers	2 x 3.5mm Audio Jack Female (Green; 1 x front, 1 x rear)	
		Microphone	2 x 3.5mm Audio Jack Female (Pink; 1 x front, 1 x rear)	
	KVM Ports	KB / 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 DisplayPort Female (Black)	4 x DisplayPort Female (Black)
		Speakers	2 x 3.5mm Audio Jack Female (Green)	4 x 3.5mm Audio Jack Female (Green)
		Microphone	2 x 3.5mm Audio Jack Female (Pink)	4 x 3.5mm Audio Jack Female (Pink)
	Daisy Chain Port		1 x RJ-45 Female	
	Remote Port Selector		1 x 2.5mm Audio Jack Female	
	Power		1 x DC Jack	
	USB Hub		2 x USB 3.1 Gen 1 Type-A Female (Blue; 1 x front, 1 x rear)	
LED	KVM	3 (Orange)	5 (Orange)	
	Audio	3 (Green)	5 (Green)	
	USB Link	3 (Green)	5 (Green)	
Switches	Selected	3 x Pushbutton	5 x Pushbutton	
	Station Selection	1 x Slide switch		
Emulation	KB / Mouse	USB		
Video		Up to 7680 x 4320 @ 60 Hz, 5120 x 2880 @ 60 Hz, 4096 x 2160 @ 120 Hz		
Scan Interval		1–99 secs. (default: 5 seconds)		

Function		CS1922A	CS1924A
Power Consumption		DC12V:2.26W:69BT U/h	DC12V:3.18W:101BT U/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>	
Environmental	Operating Temp.	0–50°C	
	Storage Temp.	-20–60°C	
	Humidity	0–80% RH, Non-condensing	
Physical Properties	Housing	Metal	
	Weight	0.47 kg (1.04 lb)	0.62 kg (1.37 lb)
	Dimensions (L x W x H)	20.00 x 7.30 x 4.30 cm (7.87 x 2.87 x 1.69 in)	26.00 x 7.30 x 4.30 cm (10.24 x 2.87 x 1.69 in)

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

## Hotkey Default Settings

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The hotkey factory default settings are as follows:

Setting	Default
Port Switching	[Scroll Lock] [Scroll Lock]
Invoking HSM	[Number Lock] [-]
Keyboard Emulation	Enabled
Mouse Emulation	Enabled
Auto Scan Interval	5 Seconds
Mouse Wheel Switching	Disabled
Power On Detection	Enabled
Keyboard Operating Platform	Windows
Keyboard Language Layout	English
Beeper	Enabled
Firmware Upgrade Mode	Disabled
Port Switching Keys	Enabled
Monitor Re-detection	Disabled
Switching Mode Selection	Normal Switching Mode
N-Key Rollover Keyboard	Disabled
Power Saving Mode	Enabled

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## **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 counties/regions and then go to the Support Center, or contact your local ATEN sales representative for further assistance.

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