



ATEN Altusen™

**KA7171 / KA7171AK /  
KA7174**

KVM Adapter Module with Local Console  
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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**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****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>
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 components are in working order. If you encounter any problem, please contact your dealer.

### **KA7171**

- 1 KA7171 USB-PS/2 KVM Adapter Module
- 1 power adapter
- 1 custom KVM cable (VGA, USB, PS/2)
- 1 foot pad set (4 pcs)
- 1 user instructions

### **KA7171AK**

- 1 KA7171AK USB-PS/2 KVM Adapter Module
- 1 2XRT-0015G KVM over IP Access Control Box
- 1 power adapter
- 1 custom KVM cable (VGA, USB, PS/2)
- 1 foot pad set (4 pcs)
- 1 user instructions

### **KA7174**

- 1 KA7174 KVM Adapter Module with USB, PS/2 and RS-232 Local Console
- 1 power adapter
- 1 KVM cable (VGA, USB, PS/2)
- 1 console cable (VGA, USB, PS/2)
- 1 foot pad set (4 pcs)
- 1 user instructions

# Contents

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Compliance Statements . . . . .	ii
User Information . . . . .	iii
Online Registration . . . . .	iii
Telephone Support . . . . .	iii
User Notice . . . . .	iv
Product Information . . . . .	iv
Package Contents . . . . .	v
KA7171 . . . . .	v
KA7171AK . . . . .	v
KA7174 . . . . .	v
Contents . . . . .	vi
About This Manual . . . . .	viii
Conventions . . . . .	ix

## Chapter 1. Introduction

Overview . . . . .	1
Features . . . . .	2
KA7171 / KA7171AK / KA7174 . . . . .	2
2XRT-0015G KVM over IP Access Control Box . . . . .	3
Requirement . . . . .	3
Console . . . . .	3
Components . . . . .	4
KA7171 Front View . . . . .	4
KA7171 Rear View . . . . .	4
KA7171AK Front View . . . . .	5
KA7171AK Rear View . . . . .	6
KA7174 Front View . . . . .	7
KA7174 Rear View . . . . .	7
KA7171 / KA7171AK / KA7174 Side View . . . . .	8
2XRT-0015G KVM over IP Access Control Box . . . . .	9

## Chapter 2. Hardware Setup

Overview . . . . .	11
Before You Begin . . . . .	11
Grounding . . . . .	11
Installation . . . . .	13
KA7171 / KA7171AK . . . . .	13
KA7174 . . . . .	15
Hot Plugging . . . . .	16

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## Chapter 3.Operation

Overview . . . . .	17
KA7171 / KA7171AK . . . . .	17
Operation Modes . . . . .	17
LED Display . . . . .	17
KA7174 . . . . .	18
Operation Modes . . . . .	18
LED Display . . . . .	18
2XRT-0015G Basic Function . . . . .	19

## Appendix

Safety Instructions . . . . .	21
General . . . . .	21
Technical Support . . . . .	24
International . . . . .	24
North America . . . . .	24
Specifications . . . . .	25
KA7171 / KA7171AK . . . . .	25
KA7174 . . . . .	27
2XRT-0015G . . . . .	28
Troubleshooting . . . . .	29
General Operation . . . . .	29
Mouse Problems . . . . .	29
Limited Warranty . . . . .	30

## About This Manual

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This User Manual is provided to help you get the most out of your KVM Adapter Module. It covers all aspects of the device, including installation, configuration, and operation.

Models covered in this manual include:

Models	Product Names
KA7171	USB-PS/2 KVM Adapter Module with Local Console
KA7171AK	USB-PS/2 KVM Adapter Module with Local Console and Access Control Box Kit
KA7174	KVM Adapter Module with USB, PS/2, and RS-232 Local Console

An overview of the information found in the manual is provided below.

**Chapter 1, Introduction**, introduces you to the KVM Adapter Module, its purpose, features, and benefits, with its front and back panel components described.

**Chapter 2, Hardware Setup**, provides step-by-step instructions for setting up your device, and explains some basic operation procedures.

**Chapter 3, Operation**, explains the fundamental concepts involved in operating the product, and provides operation-related descriptions and/or procedures.

**Appendix**, at the end of the manual, provides technical and troubleshooting information.

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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 connected devices.
- ◆ ATEN regularly updates its product documentation for new features and fixes. For an up-to-date KA7171 / KA7171AK / KA7174 documentation, visit


<http://www.aten.com/global/en/>

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## **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 consecutive options (such as on a menu or dialog box). 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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For added convenience, ATEN's KA7171 / KA7171AK / KA7174 KVM Adapter Module with Local Console is designed to provide local console connectivity in a KVM over IP Switch or Matrix KVM installation.

KA7171 / KA7171AK / KA7174 allows a PS/2 or USB server to be connected to a KVM switch via Cat 5e/6 cable and provides local console ports, VGA, USB, PS/2, and RS-232 (inapplicable to KA7171), for convenient local operations. It also features an operation priority pushbutton for the local or remote operation to take priority over the other, in reducing conflicts and unwanted operations.

In addition, KA7171AK / KA7174 offers a Prioritized Control port, for connecting to ATEN's KVM over IP Access Control Box (2XRT-0015G), which delivers a pushbutton to disallow remote users from operating the device when a local administrator requires full control of the server.—

Setting up KA7171 / KA7171AK / KA7174 (and 2XRT-0015G) is fast and easy. Plugging in the cables for the required connection is all that is entailed.

## Features

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### **KA7171 / KA7171AK / KA7174**

- ◆ Cat 5e/6 cable connects the device and KVM switch
- ◆ Supports computers with PS/2 or USB keyboards and mice
- ◆ Local console operation — control your system from the keyboard, mouse, and monitor connected via local console ports
- ◆ Operation priority pushbutton for the local or remote operation to take priority
- ◆ Built-in ASIC for greater reliability and compatibility
- ◆ USB over-current detection and prevention
- ◆ Built-in ESD protection and surge protection
- ◆ Superior video quality — supports resolution up to 1920 x 1200 (reduced blanking\*)
- ◆ Supports VGA, SVGA, SXGA, UXGA, WUXGA and multisync monitors; local monitor supports DDC, DDC2, DDC2B
- ◆ Supports RS-232 local console, including RS-232 mouse and touch panel (KA7174 only)
- ◆ Easy to install — no software required — connecting cables for the necessary device connections is all that is entailed

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**Note:** This maximum resolution may vary depending on the transmission distance. For more details, please refer to the product pages of the connected KVM switches.

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## **2XRT-0015G KVM over IP Access Control Box**

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**Note:** 2XRT-0015G KVM over IP Access Control Box only comes in the KA7171AK package.

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- ◆ Local users can enable / disable remote control privilege by simply pressing a control button
- ◆ Plug and play — no software installation required on either side
- ◆ USB bus-powered design — no external power adapter required
- ◆ Easy to operate
- ◆ Cable length reaches 5 m for more flexible installation

## **Requirement**

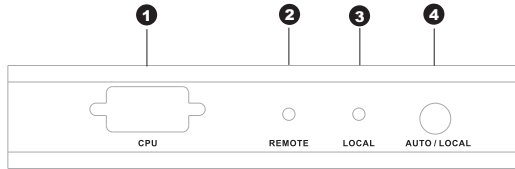
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### **Console**

- ◆ A VGA monitor
- ◆ A USB / PS/2 mouse
- ◆ A USB / PS/2 keyboard

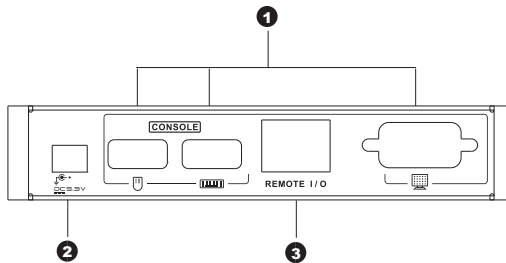
# Components

## KA7171 Front View



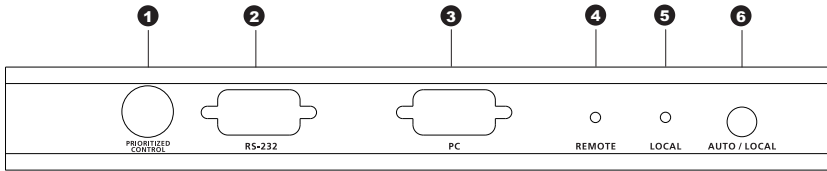
No.	Component	Description
1	PC port	Plug the appropriate connectors on the USB-PS/2 KVM cables set to a local computer.
2	remote LED	Lights green to indicate that the local console access is active.
3	local LED	Lights green to indicate that the KA7171 link to the KVM switch is active. Flashing indicates that the KVM switch is sending/receiving data to/from the console.
4	operation priority selection pushbutton	Push to toggle between Remote / Local modes.

## KA7171 Rear View



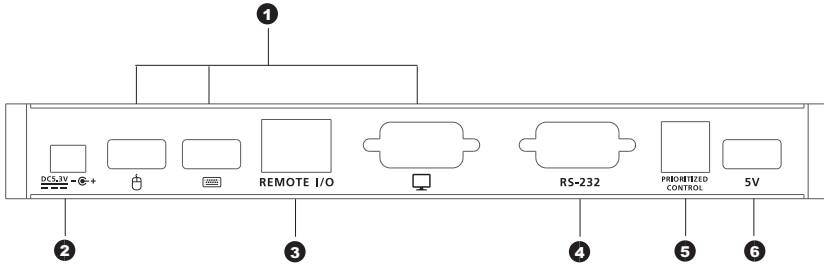
No.	Component	Description
1	Console Ports	The unit's USB keyboard, USB mouse, and Screen plug into these ports.
2	Power Jack	The power adapter cable plugs in here.
3	Remote I/O	For Internet access to our KN Series.

## KA7171AK Front View



No.	Component	Description
1	prioritized control port	Connects the 2XRT-0015G for access control.
2	RS-232 serial port	Currently not functional, reserved for future expansion.
3	PC port	Plug the appropriate connectors on the USB-PS/2 KVM cables set to a local computer.
4	remote LED	Lights green to indicate that the local console access is active.
5	local LED	Lights green to indicate that the KA7171AK link to the KVM switch is active. Flashing indicates that the KVM switch is sending/receiving data to/from the console.
6	operation priority selection pushbutton	Push to toggle between Remote / Local modes.

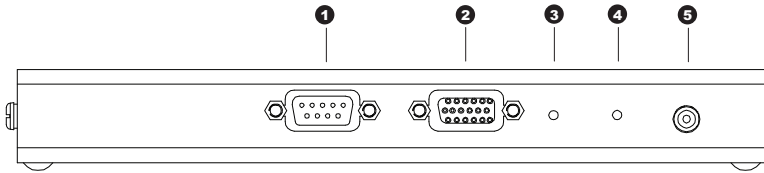
## KA7171AK Rear View



No.	Component	Description
1	console ports	Connect USB keyboard, USB mouse, and monitor.
2	power jack	The power adapter cable plugs in here.
3	remote I/O	For Internet access to ATEN KN Series.
4	RS-232 serial port	Currently not functional, reserved for future expansion.
5	prioritized control port	Currently not functional, reserved for future expansion.
6	5 V port	Provides bus power.

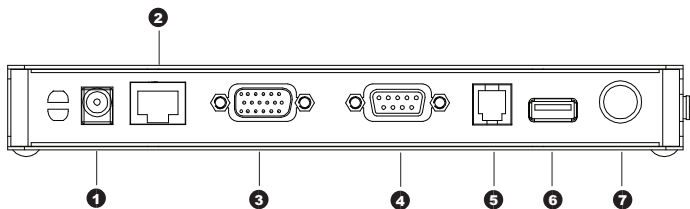


## KA7174 Front View



No.	Component	Description
1	RS-232 serial port	Connects to the server's RS-232 .
2	PC/KVM port	Plug the appropriate connectors on the USB-PS/2 KVM cables set to a local computer.
3	remote LED	Lights green to indicate that the local console access is active.
4	local LED	Lights green to indicate that the KA7171AK link to the KVM switch is active. Flashing indicates that the KVM switch is sending/ receiving data to/from the console.
5	operation priority selection pushbutton	Push to toggle between Remote / Local modes.

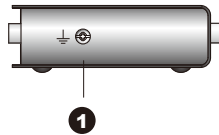
## KA7174 Rear View



No.	Component	Description
1	power jack	The power adapter cable plugs in here.
2	remote I/O	For Internet access to ATEN KN Series.
3	console port	Connects a keyboard, mouse, and monitor.
4	RS-232 serial port	Connects to a RS-232 mouse or touch panel.
5	prioritized control port (RJ-11)	Connects to a 2XRT-0015G using RJ-11.

No.	Component	Description
6	USB port	Provides bus power to 2XRT-0015G when it is connected via RJ-11.
7	prioritized control port (PS/2)	Connects to a 2XRT-0015G using PS/2.

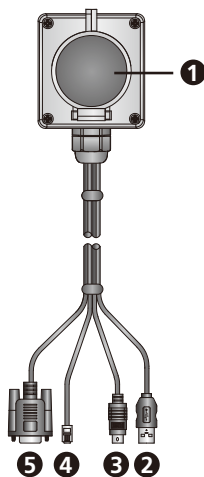
## KA7171 / KA7171AK / KA7174 Side View



No.	Component	Description
1	Grounding Terminal	The wire used to ground the unit connects here.

## 2XRT-0015G KVM over IP Access Control Box

**Note:** 2XRT-0015G KVM over IP Access Control Box only comes in the KA7171AK package.



No.	Component	Description	Indication
1	control button / LED	Press the button to enable or disable remote over IP control access.	Lights red
2	USB connector	Connects to a USB port to power on the device.	
3	PS/2 connector	Connects to the PS/2 port for control access.	
4	RJ-11 connector	Connects to the RJ-11 port for control access.	
5	RJ-232 connector	Connects to the RS-232 port for control access.	

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# Chapter 2

## Hardware Setup

### Overview

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This chapter outlines different ways of mounting your KVM Adapter Module with Local Console as well as its detailed installation and hardware connection.

### Before You Begin

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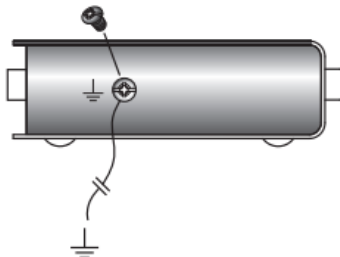
1. To prevent damage to your installation from power surges or static electricity. It is important that all connected devices are properly grounded.
2. Make sure that power to all the devices you will be connecting up have been turned off. You must unplug the power cords of any computers that have the Keyboard Power On function.

### Grounding

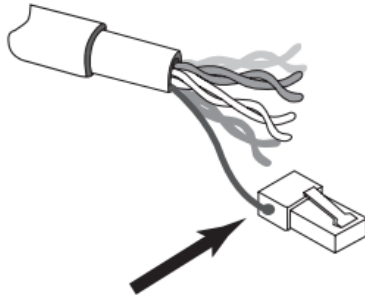
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To prevent damage to your installation, it is important that all connected devices are properly grounded.

1. Use a grounding wire to ground the KA7171 / KA7171AK / KA7174 by connecting one end of the wire to the grounding terminal and the other end to a suitable ground object.

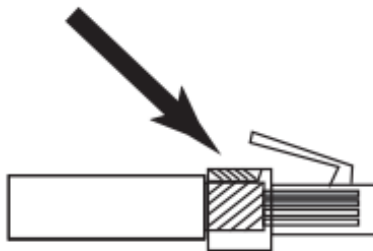


2. Make sure that the computer and the monitor that the KA7171 / KA7171AK / KA7174 connects to are also properly grounded.
3. For increased grounding protection, use STP (shielded twisted pair) cable to connect the local console to the KVM switch. There are two methods that can be used:
  1. In addition to the eight paired wires, STP cable also contains a grounding wire. Solder this wire to the RJ-45 connector as shown here:



2. The second method is to use the STP cable shielding for grounding. In this case, make sure that the shielding makes tight contact with the inside of the RJ-45 connector, at its top, as shown here:

In either case, make sure that the sides of the RJ-45 connector make tight contact with the grounding contacts on the sides of the RJ-45 socket.



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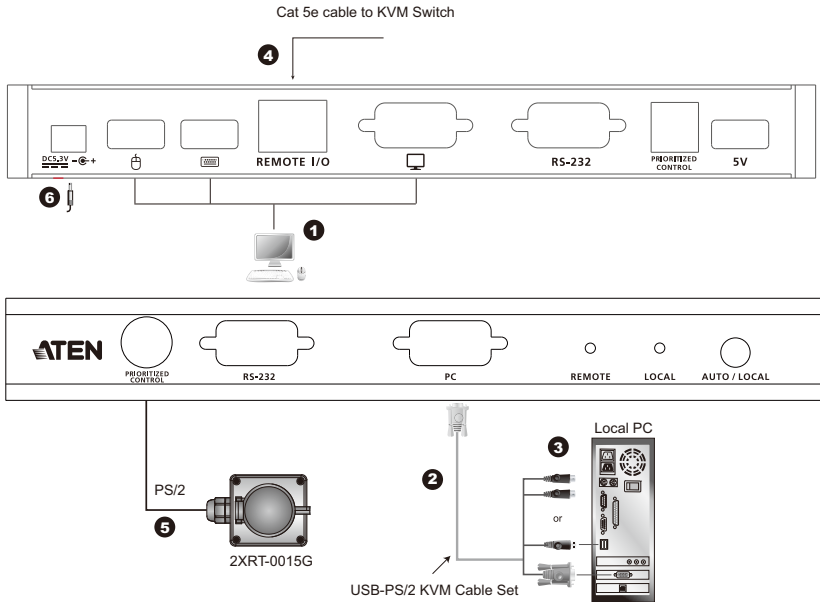
**Note:** Make sure that the power to any device that you connect to the installation has been turned off. You must unplug the power cords of any computers with the Keyboard Power On function.

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# Installation

## KA7171 / KA7171AK

To install KA7171 / KA7171AK, please refer to the installation diagram and procedures below:



**Note:** The numbers shown in the diagram correspond to the step numbers below.

1. Plug the cables from the local console devices (mouse, keyboard, monitor) into their ports on the console section on the rear of the unit.

**Note:** The KA7171 rear panel is similar to the KA7171AK, except that it does not have the (no.4) prioritized control port, (no.5) the RS-232 serial port, and the (no.6) 5-V port.

2. Plug the appropriate connectors on the USB-PS/2 KVM cables supplied with this unit into their ports on the KVM section on the front of the unit.

3. Plug the USB or PS/2 connectors on the other end of the KVM cable into the appropriate ports on the local computer.

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**Note:** Plugging both the USB and PS/2 connectors into the computer at the same time may cause the installation to malfunction.

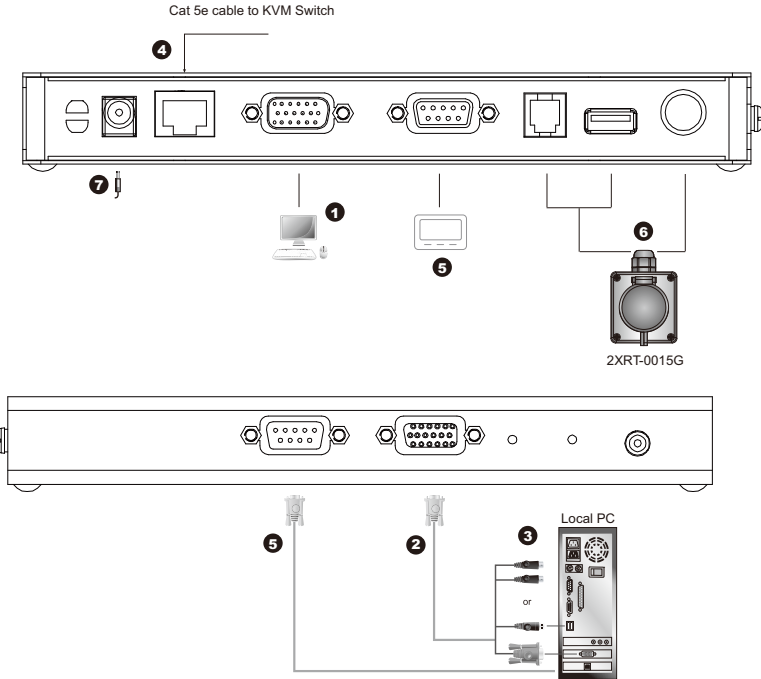
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4. Plug one end of the Cat 5e cable into the unit's remote I/O port. Plug the other end of the Cat 5e cable into the port of the KVM switch.
5. (For KA7171AK only) Plug the PS/2 connector of the 2XRT-0015G to the purple control port on the front panel of the KA7171AK.
6. Plug the power adapter (supplied with this package) into an AC power source; plug the adapter's power cable into the unit's power jack.
7. Power on the local PC.



## KA7174

To install KA7174, please refer to the installation diagram and procedures below:



**Note:** The numbers shown in the diagram correspond to the step numbers below.

1. Using the console cable provided, connect the local console devices (mouse, keyboard, monitor) into the PS/2-USB console port on the rear of the unit.
2. Using the KVM cable provided, connect its SPHD end to the unit's PC/ KVM port at the front of the unit.
3. Plug the VGA, USB and/or PS/2 connectors on the other end of the KVM cable into the appropriate ports on the local computer.

**Note:** Plugging both the USB and PS/2 connectors into the computer at the same time may cause the installation to malfunction.

4. Plug one end of the Cat 5e cable into the unit's remote I/O port. Plug the other end of the Cat 5e cable into the KVM switch.
5. (Optional) To use an RS-232 console, connect a RS-232 touch panel or mouse into the unit's RS-232 port at the rear; then connect the unit's RS-232 port at the front to the local computer.
6. (Optional) To use a 2XRT-0015G, connect it to the unit's PS/2 control port or the RJ-11 control port + USB bus power.
7. Plug the power adapter (supplied with this package) into an AC power source; plug the adapter's power cable into the unit's power jack.
8. Power on the local PC.

## Hot Plugging

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KVM Adapter Module with Local Console supports hot plugging — components can be removed and added back into the installation by unplugging and replugging cables from the ports without the need to shut the unit down.

# Chapter 3

## Operation

### Overview

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The KVM Adapter Module with Local Console can be used as a central control station to monitor several KVM switches.

Available interfaces are described in the sections that follow.

### KA7171 / KA7171AK

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#### Operation Modes

The KA7171 / KA7171AK USB-PS/2 KVM Adapter Module has two operating modes: Local, and Auto, as described below:

Mode	Description
Local	Only the local console has KVM access. The remote console's keyboard and mouse inputs are disabled.
Auto	Both the local and remote consoles can have KVM access, but not at the same time. The local console will always have priority access over the remote console, meaning that anytime the local console is used, the remote console will be disabled. The remote console will be able to regain access once the local console is no longer being used.

#### LED Display

KA7171 / KA7171AK has two LEDs to indicate its operating mode and status, as described below:

LED	Indication
Local (Green)	Lights to indicate that the local console access is active.
Remote (Green)	Lights to indicate that the KA7171 / KA7171AK's link to the KVM switch is active. Flashing indicates that the KVM switch is sending / receiving data to / from the console.

# KA7174

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## Operation Modes

The KA7174 USB-PS/2 KVM Adapter Module has three operating modes: Local, Remote, and Auto, as described below:

Mode	Description
Local	The local console has KVM access priority over the remote console. The remote console can only operate when the local console has not operated for over 3 seconds and is prohibited to operate whenever the local console starts operating.
Remote	The remote console has KVM access priority over the local consoles. The local console can only operate when the remote console has not operated for over 3 seconds and is prohibited to operate whenever the remote console starts operating.
Auto	Both the local and remote consoles can have KVM access, but not at the same time. When the local or remote console operates, the other is prohibited to operate until the KVM has not been operated for over 3 seconds..

## LED Display

KA7174 has two LEDs to indicate its operating mode and status, as described below:

LED	Indication
Local (Green)	<ul style="list-style-type: none"><li>◆ Lights to indicate that the local console has access priority.</li><li>◆ Flashes to indicate active operation.</li></ul>
Remote (Green)	<ul style="list-style-type: none"><li>◆ Lights to indicate that the remote console has access priority.</li><li>◆ Flashes to indicate active operation.</li></ul>

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## 2XRT-0015G Basic Function

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**Note:** 2XRT-0015G KVM over IP Access Control Box only comes in the KA7171AK package.

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2XRT-0015G is a control button accessory to enable / disable remote KVM over IP access.

Two statuses:

Button Status	LED	Function
Pressed	Red Light	Disable remote access
Released	Dim	Enable remote access

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## Safety Instructions

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### General

- ◆ This product is for indoor use only.
- ◆ Read all of these instructions. Save them for future reference.
- ◆ 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.
- ◆ 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.
- ◆ 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.
- ◆ To prevent damage to your installation it is important that all devices are properly grounded.
- ◆ The device is designed for IT power distribution systems with 230V phase-to-phase voltage.
- ◆ The device is equipped with a 3-wire grounding type plug. This is a safety feature. If you are unable to insert the plug into the outlet, contact your

electrician to replace your obsolete outlet. Do not attempt to defeat the purpose of the grounding-type plug. Always follow your local/national wiring codes.

- ◆ 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.
- ◆ If an extension cord is used with this device make sure that the total of the ampere ratings of all products used on this cord does not exceed the extension cord ampere rating. Make sure that the total of all products plugged into the wall outlet does not exceed 15 amperes.
- ◆ To help protect your system from sudden, transient increases and decreases in electrical power, use a surge suppressor, line conditioner, or un-interruptible power supply (UPS).
- ◆ Position system cables and power cables carefully; Be sure that nothing rests on any cables.
- ◆ When connecting or disconnecting power to hot-pluggable power supplies, observe the following guidelines:
  - ◆ Install the power supply before connecting the power cable to the power supply.
  - ◆ Unplug the power cable before removing the power supply.
  - ◆ If the system has multiple sources of power, disconnect power from the system by unplugging all power cables from the power supplies.
- ◆ 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.
- ◆ Additional protection to secure and fix the equipment is needed if the equipment is installed by stacking; by locking it to the rack, screwing it to the frame, or other similar methods.
- ◆ Keep the Cat 5e/6 cable as far away as possible from potential sources of EMI, such as electrical cables, transformers, and light fixtures. Do not tie the cables to electrical conduits or lay the cables on electrical fixtures.

## Technical Support

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### International

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

### North America

Email Support		<a href="mailto:support@aten-usa.com">support@aten-usa.com</a>
Online Technical Support	Troubleshooting Documentation Software Updates	<a href="http://eservice.aten.com">http://eservice.aten.com</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

## KA7171 / KA7171AK

Function	KA7171	KA7171AK
<b>Connectors</b>		
Console Ports	2 x USB Type A Female (White) 1 x HDB-15 Female (Blue)	2 x USB Type A Female (White) 1 x HDB-15 Female (Blue)
KVM Ports	1 x SPHD-18 Female (Yellow)	1 x SPHD-18 Female (Yellow)
USB Port		1 x USB Type A Female (White)
Control Port		1 x PS/2 1 x RJ-11 Female (Reserved)
RS-232		1 x DB-9 Male (Reserved) 1 x DB-9 Female (Reserved)
Power	1 x DC Jack (Black)	1 x DC Jack (Black)
<b>Pushbuttons</b>		
Operating Mode Selection	1 x Pushbutton	1 x Pushbutton
<b>LEDs</b>		
Local	1 (Green)	1 (Green)
Remote	1 (Green)	1 (Green)
<b>Emulation</b>		
Keyboard / Mouse	PS/2, USB	PS/2, USB
<b>Video</b>	Up to 1920 x 1200 @ 60 Hz; DDC2B	Up to 1920 x 1200 @ 60 Hz; DDC2B
<b>Power Consumption</b>	DC 5.3 V : 1.88 W : 13 BTU	DC 5.3 V : 1.96 W : 16 BTU

Function	KA7171	KA7171AK
<b>Environmental</b>		
Humidity	0 - 80% RH, Non-Condensing	0 - 80% RH, Non-Condensing
Operating Temperature	0 - 50 °C	0 - 50 °C
Storage Temperature	-20 - 60 °C	-20 - 60 °C
<b>Physical Properties</b>		
Housing	Metal	Metal
Weight	0.33 kg (0.73 lb)	0.49 kg (1.08 lb)
Dimensions (L x W x H)	12.70 x 8.65 x 2.50 cm <sup>3</sup> (5 x 3.41 x 0.98 in. <sup>3</sup> )	20.3 x 8.64 x 2.50 cm <sup>3</sup> (8 x 3.40 x 0.98 in. <sup>3</sup> )

**Note:** For some of rack mount products, please note that the standard physical dimensions of WxDxH are expressed using a LxWxH format.

**KA7174**

Function	KA7174
<b>Connectors</b>	
Console Port	1 x SPHD Male (Yellow)
KVM Port	1 x SPHD Female (Yellow)
USB Port	1 x USB Type A Female (White)
Control Port	1 x PS/2 1 x RJ-11 Female
RS-232	1 x DB-9 Male 1 x DB-9 Female
Power	1 x DC Jack (Black)
<b>Pushbuttons</b>	
Operation Priority Selection	1 x Pushbutton
<b>LEDs</b>	
Local	1 (Green)
Remote	1 (Green)
<b>Emulation</b>	
Keyboard / Mouse	PS/2, USB
<b>Video</b>	Up to 1920 x 1200 @ 60 Hz; DDC2B
<b>Power Consumption</b>	DC 5 V : 1.57 W : 30 BTU
<b>Environmental</b>	
Humidity	0 - 95% RH, Non-Condensing
Operating Temperature	0 - 50 °C (KA7174) 0 - 25 °C (power adapter)
Storage Temperature	-20 - 60 °C
<b>Physical Properties</b>	
Housing	Metal
Weight	0.49 (1.08 lbs)

Function	KA7174
Dimensions (L x W x H)	20.30 x 8.64 x 2.50 cm (7.99 x 3.40 x 0.98 in.)

**Note:** For some of rack mount products, please note that the standard physical dimensions of WxDxH are expressed using a LxWxH format.

## **2XRT-0015G**

Function	2XRT-0015G
<b>Connectors</b>	
Link	USB, PS/2, RJ-11, RS-232
<b>LEDs</b>	
Status	Pressed: Red Light Released: Dim
<b>Physical Properties</b>	
Housing	Plastic
Weight	0.43 kg (0.95 lb)
Dimensions (L x W x H)	7.2 x 10.39 x 11.00 cm <sup>3</sup> (2.83 x 4.09 x 4.33 in. <sup>3</sup> )

**Note:** 2XRT-0015G KVM over IP Access Control Box only comes in the KA7171AK package.

# Troubleshooting

## General Operation

Problem	Resolution
Sudden loss of network connection.	Close your connection to the KVM over IP console station. Wait approximately 30 seconds, and log in again.
The display on the client computer is distorted and performing an Autosync doesn't resolve the problem.	Switch ports to a port with a different resolution, then switch back.  If the above didn't resolve the problem, change the resolution and refresh rate for the system running on the port. Afterward, you can either run at the new resolution, or switch back to the original resolution.

## Mouse Problems

Problem	Resolution
Mouse and/or Keyboard not responding.	Unplug the cable(s) from the console port(s), then plug it/ them back in.
Mouse movement extremely slow	There is too much data being transferred for your connection to keep up with. Lower the video quality so that less video data is transmitted.
There are two mouse pointers after the remote server is accessed.	You can select another pointer type..
Why is there a Dual Pointer mode?	When you are not in Mouse Sync Mode, you need the two pointers so that you know the remote server pointer is actually at the location you think it is at. Otherwise, you might perform a mouse operation and, because of net lag, the remote server pointer may not be at the location that your client computer pointer is at.
Mouse pointer confusion	If you find the display of two mouse pointers (local and remote) to be confusing or annoying, you can use the <i>Toggle Mouse Display</i> function to shrink the non-functioning pointer..

## Limited Warranty

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ATEN warrants its hardware in the country of purchase against flaws in materials and workmanship for a Warranty Period of two [2] years (warranty period may vary in certain regions/countries) commencing on the date of original purchase. This warranty period includes the [LCD panel of ATEN LCD KVM switches](#). Select products are warranted for an additional year (see [A+ Warranty](#) for further details). Cables and accessories are not covered by the Standard Warranty.

### What is covered by the Limited Hardware Warranty

ATEN will provide a repair service, without charge, during the Warranty Period. If a product is defective, ATEN will, at its discretion, have the option to (1) repair said product with new or repaired components, or (2) replace the entire product with an identical product or with a similar product which fulfills the same function as the defective product. Replaced products assume the warranty of the original product for the remaining period or a period of 90 days, whichever is longer. When the products or components are replaced, the replacing articles shall become customer property and the replaced articles shall become the property of ATEN.

To learn more about our warranty policies, please visit our website:  
<http://www.aten.com/global/en/legal/policies/warranty-policy/>

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