



Simply Better Connections

VS1824KIT / VS1828KIT

4/8-Port 4K HDMI Cat 6 Splitter
with Receivers

User Manual

Compliance Statements

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.

Suggestion

Shielded twisted pair (STP) cables must be used with the unit to ensure compliance with FCC & CE standards.



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.

HDMI Trademark Statement

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



RoHS

This product is RoHS compliant.

User Information

Online Registration

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

International	http://eservice.aten.com
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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
United Kingdom	44-8-4481-58923

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

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:

International	http://www.aten.com
North America	http://www.aten-usa.com

Package Contents

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

VS1824KIT Package Contents

- ◆ 1 VS1824T 4-Port 4K HDMI Cat 6 Splitter
- ◆ 4 VE1821R 4K HDMI Cat 6 Receivers
- ◆ 1 IR blaster cable
- ◆ 4 IR receiver cables
- ◆ 1 mounting kit
- ◆ 1 power cord and power adapter
- ◆ 1 user instructions

VS1828KIT Package Contents

- ◆ 1 VS1828T 8-Port 4K HDMI Cat 6 Splitter
- ◆ 8 VE1821R 4K HDMI Cat 6 Receivers
- ◆ 1 IR blaster cable
- ◆ 8 IR receiver cables
- ◆ 1 mounting kit
- ◆ 1 power cord and power adapter
- ◆ 1 user instructions

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About this Manual

This User Manual is provided to help you get the most from your VS1824KIT / VS1828KIT system. 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 VS1824KIT / VS1828KIT system. Its purpose, features and benefits are presented, and its front and back panel components are described.

Chapter 2, *Hardware Setup*, describes how to set up your VS1824KIT / VS1828KIT installation.

Chapter 3, *Basic Operation*, explains the fundamental features available when operating the VS1824KIT / VS1828KIT.

Chapter 4, *RS-232 Commands*, provides a complete list of the serial control protocol commands used when utilizing the RS-232 Serial Port.

Appendix, provides specifications and other technical information regarding the VS1824KIT / VS1828KIT.

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/>
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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 **Enter** 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 *Start* menu, and then select *Run*.
 -  Indicates critical information.

Chapter 1

Introduction

Overview

The VS1824KIT / VS1828KIT is a kit that includes 1 splitter and 4 / 8 receivers, distributing an HDMI source at up to 4K @ 30 Hz (4:4:4) to 4 / 8 displays up to 40m away via a single Cat 6 cable. The system also supports lossless digital audio formats such as LPCM 7.1CH, Dolby TrueHD, Dolby Digital Plus & DTS-HD Master Audio. Only one power adapter for the splitter is needed as a result of the receivers being powered by the splitter thanks to the Power over Cable (PoC) functionality, which also helps avoid cluttered cable installation. An HDMI local output port is built on the splitter for content monitoring or cascading purposes. Moreover, the splitter contains a user-adjustable EDID switch, enabling users to configure the output video resolutions and audio capabilities for seamless integration across the system. The receiver's ultra lightweight, palm-sized enclosure ensures flexible installation including mounting and placement in tight spaces. The kit comes with 1 IR blaster cable for the splitter and 4 / 8 IR receiver cables for receivers, allowing users to remotely control the source device from the receiver side. With plug-and-play operation, no software is required, enabling easy, immediate installation. The VS1824KIT / VS1828KIT delivers excellent AV transmission quality and installation flexibility within different installation scenarios, from meeting facilities, retail settings, showrooms, entertainment systems, and more.

Features

- ◆ A kit that includes 1 splitter and 4 / 8 receivers to distribute 1 HDMI source to 4 / 8 displays up to 40m away via a single Cat 6 cable
- ◆ Supports up to 4K @ 30 Hz (4:4:4) for crystal-clear video presentation
- ◆ Supports lossless digital audio formats such as LPCM 7.1CH, Dolby TrueHD, Dolby Digital Plus & DTS-HD Master Audio
- ◆ HDMI (3D, Deep Color, 4K); HDCP 1.4 compliant
- ◆ Power over Cable (PoC) functionality from splitter to receivers to avoid cluttered cable installation
- ◆ HDMI local output port on splitter for content monitoring or cascading purposes
- ◆ User-adjustable EDID switch on splitter for output video resolutions and audio capabilities configuration
- ◆ VE1821R's ultra lightweight, palm-sized case enables flexible installation including mounting and placement in tight spaces
- ◆ One-way IR channel for remote control of the source device from the receiver side
- ◆ Built-in 4KV/8KV ESD protection
- ◆ Plug-and-play — no additional software needed

Requirements

The following equipment is required for a complete VS1824KIT / VS1828KIT installation:

Source Device

The following equipment must be installed on any source of HDMI content:

- ◆ HDMI output connector

Receiving Device

- ◆ A local display device with an HDMI input connector
- ◆ Four (applicable for VS1824KIT) or eight (applicable for VS1828KIT) display devices with an HDMI input connector

Cables

- ◆ Standard HDMI cables for the source device and local display device
- ◆ To ensure video quality, ATEN recommends using a Cat 6 cables for the VE1821R receivers

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- Note:**
1. No cables are included in this package. ATEN strongly recommends the use of high-quality cables of appropriate lengths to avoid any audio and video display quality issue in different environments (i.e. Shielded Cat 6 cables). Contact your dealer to purchase the correct cable sets.
 2. For best results, ATEN recommends using the ATEN 2L-2910 Cat 6 cable.
 3. A DVI/HDMI adapter is required when connecting to a DVI source or display device. If a DVI/HDMI adapter is used, audio is not supported.
-

Components

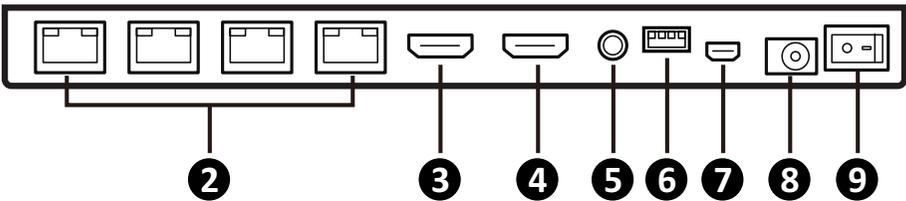
VS1824KIT

VS1824T

VS1824T Front View



VS1824T Rear View



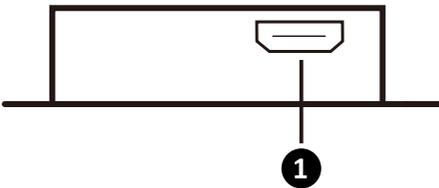
No.	Component	Description
1	power LED	Lights green to indicate that the VS1824T is receiving power and is up and running.
2	link ports	Connects to the VE1821R receivers' link ports via the Cat 6 cables.
3	HDMI output port	Connects to an HDMI-enabled display via an HDMI cable.
4	HDMI input port	Uses an HDMI cable to connect your HDMI source device to the unit.
5	IR output port	Connects with the supplied IR blaster cable to emit the IR signal for source equipment by receive the IR signal from the IR input port of the connected VE1821R receiver.
6	EDID switch	Uses the EDID switch to configure the output video resolution and audio capabilities. See , page 10, for details.
7	firmware upgrade port	Connects to a PC via a Mini-A cable for firmware upgrade.
8	DC power jack	Connects to the supplied power adapter.

No.	Component	Description
9	power switch	This is a standard rocker switch that powers the unit on and off.

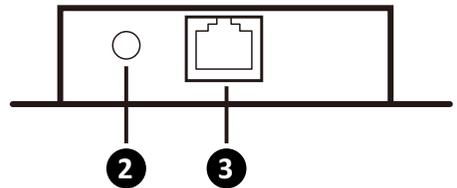
Note: As to the firmware upgrade of VS1824T, please contact the technical support for details.

VE1821R

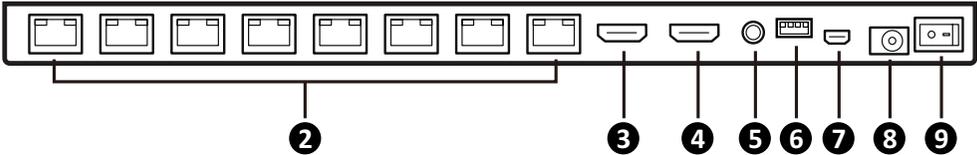
VE1821R Front View



VE1821R Rear View

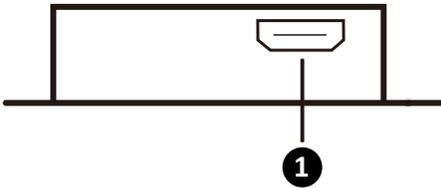
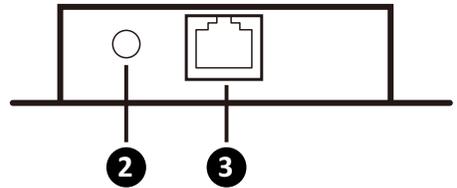


No.	Component	Description
1	HDMI output port	Connects to an HDMI-enabled display via an HDMI cable.
2	IR input port	Connects to the supplied IR receiver cable.
3	link port	Connects to the VS1824T's link port via the Cat 6 cables.

VS1828KIT**VS1828T Front View****VS1828T Rear View**

No.	Component	Description
1	power LED	Lights green to indicate that the VS1828T is receiving power and is up and running.
2	link ports	Connects to the VE1821R receivers' link ports via the Cat 6 cables.
3	HDMI output port	Connects to an HDMI-enabled display via an HDMI cable.
4	HDMI input port	Uses an HDMI cable to connect your HDMI source device to the unit.
5	IR output port	Connects with the supplied IR blaster cable to emit the IR signal for source equipment by receive the IR signal from the IR input port of the connected VE1821R receiver.
6	EDID switch	Uses the EDID switch to configure the output video resolution and audio capabilities. See , page 10, for details.
7	firmware upgrade port	Connects to a PC via a Mini-A cable for firmware upgrade.
8	DC power jack	Connects to the supplied power adapter.
9	power switch	This is a standard rocker switch that powers the unit on and off.

Note: As to the firmware upgrade of VS1828T, please contact the technical support for details.

VE1821R**VE1821R Front View****VE1821R Rear View**

No.	Component	Description
1	HDMI output port	Connects to an HDMI-enabled display via an HDMI cable.
2	IR input port	Connects to the supplied IR receiver cable.
3	link port	Connects to the VS1828T's link port via the Cat 6 cables.

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Chapter 2

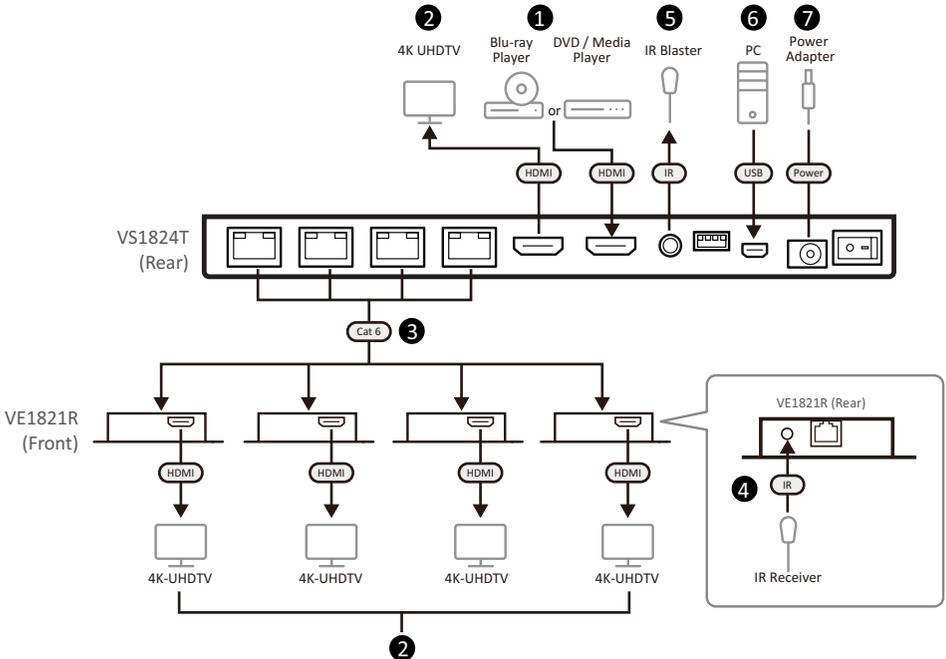
Hardware Setup



1. Important safety information regarding the placement of this device is provided on page 15. Please review it before proceeding.
2. Make sure that the power to all devices connected to the installation are turned off.
3. Make sure that all devices you will be installing are properly grounded.

Installation

Refer to the installation diagram (the numbers in the diagram correspond to the numbers of the steps) and do the following:



Note: A VS1824T splitter is used as an example to illustrate the installation. As for VS1828T splitter, it is equipped with 8 link ports for connecting up to 8 VE1821R receivers.

-
- Note:** 1. Only connect VS1824T / VS1828T with VE1821R. Connecting VS1824T / VS1828T with other receiver models or third-party receivers may cause physical damage to the receiver.
2. Make sure all the equipment you are connecting to the unit is turned off and disconnected from the power source.
-

1. Use an HDMI cable to connect your HDMI source device to the VS1824T / VS1828T.
 2. Use HDMI cables to connect HDMI-enabled displays to the VS1824T / VS1828T and VE1821R's HDMI output ports.
 3. Use Cat 6 cables to connect the VS1824T / VS1828T splitter and VE1821R receivers' link ports.
-

Note: You can connect a VS1824T splitter with up to four VE1821R receivers, and a VS1828T splitter with up to eight VE1821R receivers.

4. (Optional) Connect the supplied IR receiver cables to the VE1821R receivers' IR input ports.
 5. (Optional) Connect the supplied IR blaster cable to the IR output port of the VS1824T / VS1828T. The IR signal is from the IR input port of the connected VE1821R.
 6. (Optional) To upgrade the firmware of the VS1824T / VS1828T, use a mini USB cable to connect the firmware upgrade port to a PC.
-

Note: This firmware upgrade procedure is only for VS1824T / VS1828T. For more details, please contact the local technical support.

7. Connect the power adapter to the DC power jack of VS1824T / VS1828T. Fasten the locking connector to prevent accidental disconnection.
 8. Turn on the power switch. The VE1821R receivers receive power from the VS1824T / VS1828T splitter via the connected Cat 6 cable by its PoC capability.
 9. Power on all the connected devices.
-

Chapter 3

Basic Operation

Overview

Extended Display Identification Data (EDID) is a data format that contains a display's basic information and is used to communicate with the video source/system. The VS1824T / VS1828T equips an EDID switch on the unit's rear side for users to regulate the output video resolutions and audio capabilities configuration.

EDID Configuration

The VS1824T / VS1828T offers an easy and flexible EDID Mode selection method using the EDID switch. To configure the output video resolution and audio capabilities, set the EDID switch as described in the following table.

Note: "1" represents the pole is in the up position, and "0" means it is downward. The default setting is 1011.

Switch Setting	Position of Individual Pole	EDID Mode Description	
		Video	Audio
0000		1080p	2-channel audio
0001		1080p	Dolby / DTS 5.1
0010		1080p	HD audio
0011		1080i	2-channel audio

Switch Setting	Position of Individual Pole	EDID Mode Description	
		Video	Audio
0100		1080i	Dolby / DTS 5.1
0101		1080i	HD audio
0110		3D, 1080p	2-channel audio
0111		3D, 1080p	Dolby / DTS 5.1
1000		3D, 1080p	HD audio
1001		4K at 30Hz	2-channel audio
1010		4K at 30Hz	Dolby / DTS 5.1
1011		4K at 30Hz	HD audio
1100		Copy the EDID settings of the display connected to the VS1824T / VS1828T splitter's HDMI output port.	
1101		720p	2-channel audio
1110		720p	Dolby / DTS 5.1
1111		720p	HD audio

Safety Instructions

General

- ◆ Read all of these instructions. Save them for future reference.
- ◆ Follow all warnings and instructions marked on the device.
- ◆ This product is for indoor use only.
- ◆ 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.
- ◆ The device is designed for IT power distribution systems with 230V phase-to-phase voltage.
- ◆ To prevent damage to your installation it is important that all devices are properly grounded.
- ◆ 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.
- ◆ The device is equipped with a DC adapter. This is a safety feature.

- ◆ 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.
- ◆ 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.
 - ◆ 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.

Rack Mounting

- ◆ Before working on the rack, make sure that the stabilizers are secured to the rack, extended to the floor, and that the full weight of the rack rests on the floor. Install front and side stabilizers on a single rack or front stabilizers for joined multiple racks before working on the rack.
- ◆ Always load the rack from the bottom up, and load the heaviest item in the rack first.
- ◆ Make sure that the rack is level and stable before extending a device from the rack.
- ◆ Use caution when pressing the device rail release latches and sliding a device into or out of a rack; the slide rails can pinch your fingers.
- ◆ After a device is inserted into the rack, carefully extend the fail into a locking position, and then slide the device into the rack.
- ◆ Do not overload the AC supply branch circuit that provides power to the rack. The total rack load should not exceed 80 percent of the branch circuit rating.
- ◆ Make sure that all equipment used on the rack – including power strips and other electrical connectors – is properly grounded.
- ◆ Ensure that proper airflow is provided to devices in the rack.
- ◆ Ensure that the operating ambient temperature of the rack environment does not exceed the maximum ambient temperature specified for the equipment by the manufacturer
- ◆ Do not step on or stand on any device when servicing other devices in a rack.
- ◆ **Caution:** Slide/rail (LCD KVM) mounted equipment is not to be used as a shelf or a work space.



Technical Support

International

- ◆ For online technical support – including troubleshooting, documentation, and software updates: <http://eservice.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	http://www.aten-usa.com/support
Telephone Support		1-888-999-ATEN ext 4988

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

VS1824KIT

Function	VE1821R	VS1824T
Video Input		
Interfaces	N/A	1 × HDMI Type A Female (Black)
Impedance	N/A	100 Ω
Max. Distance	N/A	3 m
Video Output		
Interfaces	1 × HDMI Type A Female (Black)	
Impedance	100 Ω	
Max. Distance	3 m	
Video		
Max. Data Rate	10.2Gbps (3.4Gbps per lane)	
Max. Pixel Clock	340 MHz	
Compliance	HDMI (3D, Deep Color, 4K) HDCP1.4 Compatible	
Max. Resolutions / Distance	Up to 4K@30m (Cat5e), 40m (Cat 6/ATEN 2L-2910); 1080p@35m (Cat5e), 50m (Cat 6/2L-2910) *4K supported: 4096 × 2160 / 3840 × 2160 @ 30Hz (4:4:4)	
Audio		
Input	N/A	1 × HDMI Type A Female (Black)
Output	1 × HDMI Type A Female (Black)	1 × HDMI Type A Female (Black)
Control		
IR Channel	1 × Mini Stereo Jack Female (Black) (Refer to Note 1, page 18.)	1 × Mini Stereo Jack Female (Black) (Refer to Note 1, page 18.)
Connectors		
Unit To Unit	1 × RJ-45 Female	4 × RJ-45 Female

Function	VE1821R	VS1824T
Power	1 × RJ-45 Female (Power over Cable, power supply from VS1824T)	1 × DC Jack (Black) with locking
Maintenance	N/A	Micro USB for F/W upgrade
Switches		
Mode Switch	N/A	EDID Mode Selection
Power	N/A	Power ON/OFF
Power Consumption	11W (Refer to Note 2, page 18.)	
Environmental		
Operating Temperature	0–40°C	0–40°C
Storage Temperature	-20–60°C	-20–60°C
Humidity	20%–90% RH, Non-Condensing	20%–90% RH, Non-Condensing
Physical Properties		
Housing	Metal	
Weight	126g	448g
Dimensions (L x W x H) with bracket	7.95 × 6.80 × 1.65 cm	N/A (Housing comes without bracket)
Dimensions (L x W x H) without bracket	5.75 × 6.80 × 1.65 cm	21.0 × 8.20 × 1.80 cm

- Note:**
1. The IR channel of the receiver is a unidirectional bypass channel, transmitting data from receiver to transmitter.
 2. The maximum power consumption assumes that all receivers in the package are installed.

VS1828KIT

Function	VE1821R	VS1828T
Video Input		
Interfaces	N/A	1 × HDMI Type A Female (Black)
Impedance	N/A	100 Ω
Max. Distance	N/A	3 m
Video Output		
Interfaces	1 × HDMI Type A Female (Black)	
Impedance	100 Ω	
Max. Distance	3 m	
Video		
Max. Data Rate	10.2Gbps (3.4Gbps per lane)	
Max. Pixel Clock	340 MHz	
Compliance	HDMI (3D, Deep Color, 4K) HDCP1.4 Compatible	
Max. Resolutions / Distance	Up to 4K@30m (Cat5e), 40m (Cat 6/ATEN 2L-2910); 1080p@35m (Cat5e), 50m (Cat 6/2L-2910) *4K supported: 4096 × 2160 / 3840 × 2160 @ 30Hz (4:4:4)	
Audio		
Input	N/A	1 × HDMI Type A Female (Black)
Output	1 × HDMI Type A Female (Black)	1 × HDMI Type A Female (Black)
Control		
IR Channel	1 × Mini Stereo Jack Female (Black) (Refer to Note 1, page 20.)	1 × Mini Stereo Jack Female (Black) (Refer to Note 1, page 20.)
Connectors		
Unit To Unit	1 × RJ-45 Female	8 × RJ-45 Female

Function	VE1821R	VS1828T
Power	1 × RJ-45 Female (Power over Cable, power supply from VS1828T)	1 × DC Jack (Black) with locking
Maintenance	N/A	Micro USB for F/W upgrade
Switches		
Mode Switch	N/A	EDID Mode Selection
Power	N/A	Power ON/OFF
Power Consumption	19.2W (Refer to Note 2, page 20.)	
Environmental		
Operating Temperature	0–40°C	
Storage Temperature	-20–60°C	
Humidity	20%–90% RH, Non-Condensing	
Physical Properties		
Housing	Metal	
Weight	126g	565g
Dimensions (L x W x H) with bracket	7.95 × 6.80 × 1.65 cm	N/A (Housing comes without bracket)
Dimensions (L x W x H) without bracket	5.75 × 6.80 × 1.65 cm	29.5 × 8.20 × 1.80 cm

- Note:**
1. The IR channel of the receiver is a unidirectional bypass channel, transmitting data from receiver to transmitter.
 2. The maximum power consumption assumes that all receivers in the package are installed.

ATEN Standard Warranty Policy

Limited Warranty

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](#). For UPS products, the device warranty is two [2] years but battery is one [1] year. 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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