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# HDMI® KVM Over IP Extender | 4K 30Hz | 328 ft. (100 m)



*Actual product may vary from photos*

## User Manual

**SKU#:** SV565HDIP

For the latest information and specifications visit
www.startech.com/SV565HDIP

Manual Revision: 04/24/2020

# Compliance Statements

## FCC Compliance Statement

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna
- Increase the separation between the equipment and receiver
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected
- Consult the dealer or an experienced radio/TV technician for help

## Use of Trademarks, Registered Trademarks, and other Protected Names and Symbols

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# Safety Statements

## Safety Measures

- Wiring terminations should not be made with the product and/or electric lines under power.
- Product installation and/or mounting should be completed by a certified professional as per the local safety and building code guidelines.
- Cables (including power and charging cables) should be placed and routed to avoid creating electric, tripping or safety hazards.

## Mesures de sécurité

- Les terminaisons de câblâge ne doivent pas être effectuées lorsque le produit et/ou les câbles électriques sont sous tension.
- L'installation et/ou le montage du produit doit être réalisé par un professionnel certifié et dans le respect des normes locales et du code de construction local.
- Les câbles (y compris les câbles d'alimentation et de chargement) doivent être placés et acheminés de façon à éviter tout risque électrique, de chute ou de sécurité

## 安全対策

- 電源が入っている状態の製品または電線の終端処理を行わないでください。
- 製品の設置やマウントは、使用地域の安全ガイドラインおよび建築基準に従い、有資格の専門業者が行うようにしてください。
- ケーブル（電源ケーブルと充電ケーブルを含む）は、適切な配置と引き回しを行い、電気障害やつまづきの危険性など、安全上のリスクを回避するようにしてください。

## Misure di sicurezza

- I terminiali dei fili elettrici non devono essere realizzate con il prodotto e/o le linee elettriche sotto tensione.
- L'installazione e/o il montaggio dei prodotti devono essere eseguiti da un tecnico professionale certificato che conosca le linee guida locali sulle norme edilizie e sulla sicurezza.
- I cavi (inclusi i cavi di alimentazione e di ricarica) devono essere posizionati e stesi in modo da evitare pericoli di inciampo, rischi di scosse elettriche o pericoli per la sicurezza.

### Säkerhetsåtgärder

- Montering av kabelavslutningar får inte göras när produkten och/eller elledningarna är strömförda.
- Installation och/eller montering får endast göras av behöriga yrkespersoner och enligt gällande lokala förordningar för säkerhet och byggnormer.
- Kablar (inklusive elkablar och laddningskablar) ska dras och placeras på så sätt att risk för snubblingsolyckor och andra olyckor kan undvikas.

## Warning Statements

- Make sure to assemble this product according to the instructions. Failure to do so might result in personal injury or property damage.
- Never use this product if parts are missing or damaged.

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To view manuals, videos, drivers, downloads, technical drawings, and more visit www.startech.com/support

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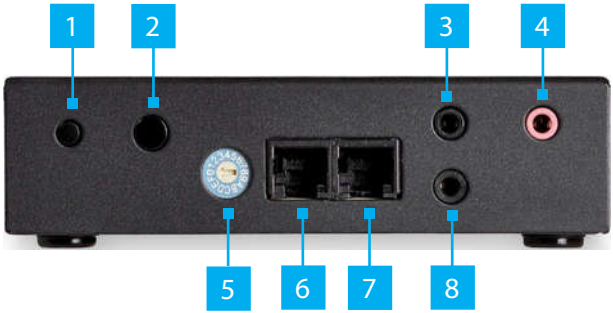
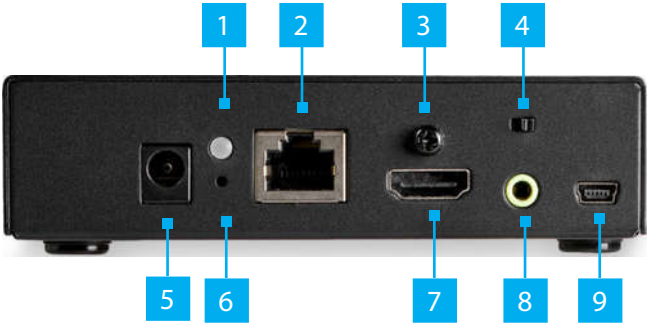
# Product Diagram

## Transmitter Front



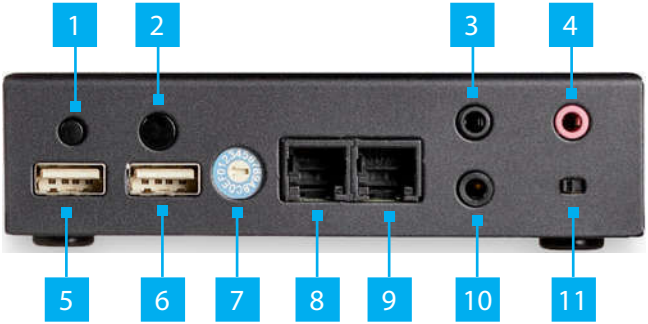

| | |
|---|---|
| 1 | F2 Button |
| 2 | F1 Button |
| 3 | IR In Connector |
| 4 | Mic Out Port |
| 5 | Rotary Dip Switch |
| 6 | Serial Port 1 |
| 7 | Serial Port 2 |
| 8 | IR Out Connector |

## Transmitter Back



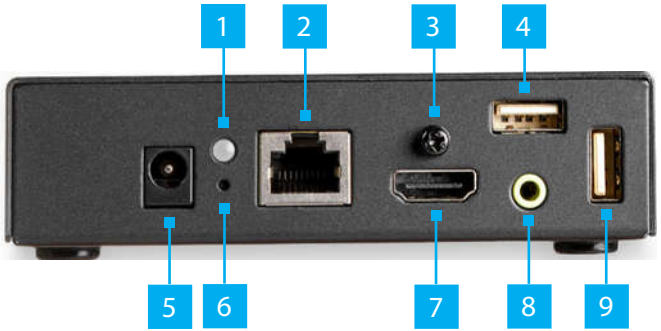

| | |
|---|---|
| 1 | Network Status LED |
| 2 | RJ45 Port |
| 3 | HDMI Lock Screw |
| 4 | Audio Embed Switch |
| 5 | Power Port |
| 6 | Reset Button |
| 7 | HDMI Port |
| 8 | 3.5 mm Audio Port |
| 9 | Mini USB-B Port |

## Receiver Front




| | | | |
|---|---|---|---|
| **1** | F2 Button | **7** | Rotary DIP Switch |
| **2** | F1 Button | **8** | Serial Port 1 |
| **3** | IR IN Connector | **9** | Serial Port 2 |
| **4** | Microphone In Port | **10** | IR OUT Connector |
| **5** | USB-A Port | **11** | Resolution Switch |
| **6** | USB-A Port | | |

## Receiver Back




| | | | |
|---|---|---|---|
| 1 | Network Status LED | 6 | Recessed Reset Button |
| 2 | RJ45 Port | 7 | HDMI Port |
| 3 | HDMI Lock Screw | 8 | 3.5 mm Audio Port |
| 4 | USB-A Port | 9 | USB-A Port |
| 5 | Power Port | | |

# Product Information

## Package Contents

- Transmitter x 1
- Receiver x 1
- Universal Power Adapter (NA, JP, EU, UK, AU/NZ) x 2
- Mounting Kits x 2
- CAT5e Cables (1.5 m) x 2
- DB9 Serial Adapters x 2
- RJ11 Serial Cables (1.2 m) x 2
- HDMI Cable (1.2 m) x 1
- Mini USB-B to USB-A Cable (1.5 m) x 1
- Rubber Feet x 8
- Plastic Screwdriver x 1
- Quick-Start Guide x 1

## Requirements

For the latest requirements, visit www.startech.com/SV565HDIP.

- Video Source Device
  - (Optional) HDCP 2.2 compliant monitors with HDMI interface
- Display Device
  - HDCP compliant
- Cables
  - CAT5e/6 Cable
  - HDMI Cables x 2

- USB Keyboard
- USB Mouse

# Rotary Dip Switch

The **Rotary Dip Switch** is located on the front of the **Transmitter** and **Receiver**.



***Rotary Dip Switch***

If you are adding additional **Transmitter/Receivers** setups on the same network you can use the **Rotatory Dip Switch** to set all setups to the same channel or you can split the traffic, creating independent setups by assigning each setup a different channel.

> ***Note:*** *By default the* **Rotary Dip Switch** *on the* **Transmitter** *and* **Receiver** *is set to channel 0.*

## Changing the Rotary Dip Switch Channel

- On the **Transmitter** and **Receiver**, insert a **Flathead Screwdriver** into the **Rotary Dip Switch Slot** and adjust the **Rotary Dip Switch** to the desired channel.

> ***Note:*** *Set the* **Transmitter** *and* **Receiver** *to the same* **Rotary Dip Switch** *channel.*

# Installation

## Point to Point

### Transmitter

1. Connect an **HDMI Cable** to the **HDMI Port** on the **Transmitter** and connect the other end to an HDMI port on the **Video Source Device**.
2. Connect a **Mini USB-B Connector** on the **USB-B to USB-A Cable** to the **Mini USB-B Port** on the **Transmitter** and connect the **USB-A Connector** to a **USB-A port** on the **Host Computer** or **KVM Switch**.
3. Connect a **CAT5e/6 Cable** to the **RJ45 Port** on the **Transmitter** and connect the other end to the **RJ45 Port** on the **Receiver.**
4. Connect the **Universal Power Adapter** to the **Power Port** on the **Transmitter** and the other end into an **AC Electrical Outlet**.

### Receiver

1. Connect a **USB Device** (Keyboard and/or Mouse) to the **USB-A Ports** (2) on the **Receiver**.
2. Connect an **HDMI Cable** to the **HDMI Port** on the **Receiver** and connect the other end to an HDMI port on the **Display Device**.
3. Connect the **Universal Power Adapter** to the **Power Port** on the **Transmitter** and the other end into an **AC Electrical Outlet**.

## LAN Connection

- When using a LAN Connection, follow the Point to Point connection instructions but instead of connect the **Transmitter** and **Receiver** to each other connect each of them to a **LAN Device** (switch, router, etc.) using a **CAT 5e/6 Cable**.
- You can manually assign an IP Address to the **Transmitter** and **Receiver**. See Accessing System Configuration and the Setting an IP Address sections for further information.

***Note:*** *Your router must support IGMP snooping and Jumbo Frames. Please refer to your network switch or router documentation to ensure IGMP snooping and Jumbo Frames are supported and enabled.*

# Optional Installation

## Installing the Rubber Feet

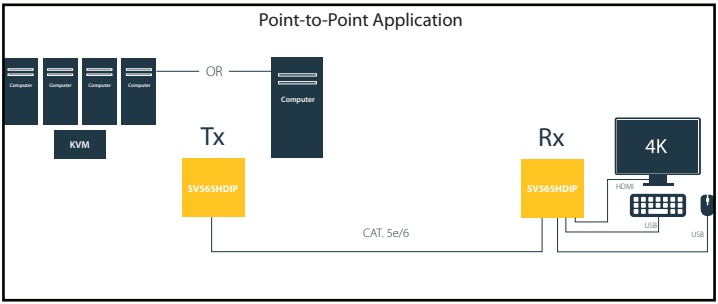
1. Remove the **Rubber Feet** from the **Adhesive Strip**.
2. Align each of the **Rubber Feet** on the back of the **Transmitter** and **Receiver,** close to each of the four corners.
3. Remove the adhesive backing and apply the **Rubber Feet** in the desired positions.

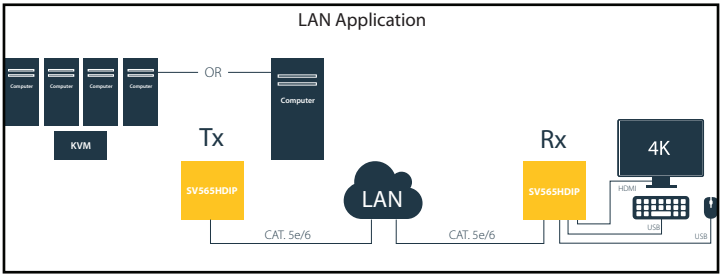
## Connecting a Microphone

***Note:*** *A* **Microphone** *can only be connected when the Transmitter and Receiver are set to unicast casting mode. See the Changing Casting Mode section for further information.*

1. Connect the **Microphone Cable** to the **Microphone In Port** on the **Receiver**.
2. Connect a **3.5 Audio Cable** to the **Microphone Out Port** on the **Transmitter** and the other end to the **Audio Input Port** on the **KVM** or **Host Computer**.

# Connectivity Diagrams



# Operation

## Push button Controls

### Link and Unlink Video

- Push the **F1 Button** on either the **Transmitter** or the **Receiver**, to link and unlink video.

### Reset the Transmitter or Receiver to Default Settings

1. Power off the unit.
2. Press and hold the **F1 Button**.
3. While still holding the **F1 Button**, power the unit back on.
4. Hold the **F1 Button** for 17 seconds (the power/link LED will flash green and blue).
5. Power cycle the unit to complete the reset.

### Change from Graphic Mode to Video Mode

- Push the **F2 Button** once on either the **Transmitter** or **Receiver**, to switch from **Graphic Mode** (default) to **Video Mode**.

### Selecting Anti Dither Adjustment Mode

***Note:*** *By default the Anti Dither Adjustment Mode is set to off.*

1. Push and hold the **F2** Button for 3 seconds on either the **Transmitter** or **Receiver**, to switch to **Anti Dither Adjustment Mode Level 1**.
2. Push and hold the **F2** Button for a second time will change from **Level 1** to **Level 2**.

3. Push and hold the **F2** Button for a third time to turn Anti Dither Adjustment Mode off.

### Copying EDID Settings

EDID settings can only be copied from the Receiver, using the push buttons.

1. Power off the **Receiver**.
2. Press and hold the **F2** Button.
3. While still holding the **F2** Button, power the **Receiver** back on
4. Hold the **F2** Button for 12 seconds (the network status LED will flash yellow).

### Rebooting the System

- Push the **Reset** Button once on either the **Transmitter** or **Receiver**, to reboot the system. (The system can also be rebooted using the Web Interface, see Rebooting the Transmitter and/or Receiver section).

# LED Indicators

The Transmitter and Receiver both have two LED Indicators. The Network Indicator is located next to the RJ45 Port and the Power/Link LED Indicator is located on the top of the units.

| LED | Function |
|---|---|
| **Transmitter/Receiver** | |
| **Network** | **Flashing:** Indicates the system is connecting to a network |
| | **Off:** Indicates abnormal connection |
| **Power/Link** | **Solid Green:** Indicates that the Transmitter and Receiver are not linked. |
| | **Solid Blue:** Indicates that the Transmitter and Receiver are linked. |
| | **Flashing Green and Blue:** Indicates that the Transmitter and Receiver are linked but there is no video source. |

# System Configuration

## Locating the IP Address for the Transmitter and/or Receiver

1. Press the **F1** button on the **Receiver**.
2. The IP Address information will appear on the **On Screen Display** (OSD) on the connected **Display Device**:
   - **Local IP** = The Receiver's IP Address.
   - **Remote IP** = The Transmitter's IP Address.




*Locating the IP Address*

## Accessing System Configuration

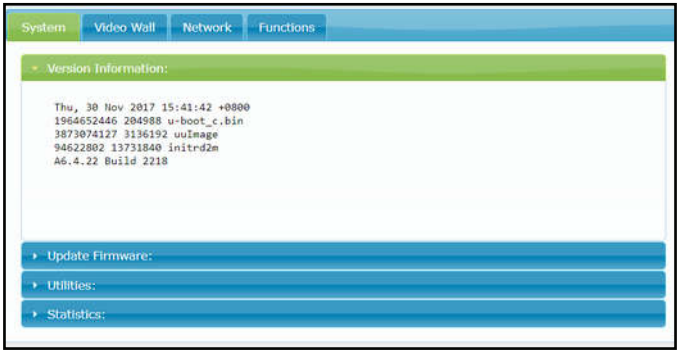
1. Navigate to a web browser and enter either the **Transmitter's** or **Receiver's** IP Address in the address bar.
2. Press the **Enter** key.

3. The ***System*** tab will appear, giving you access to configure the **Transmitter** or **Receiver** (depending on the IP Address entered).

## Checking Version Information

If the **Version Information** tab does not appear when you first log into the **System Configuration**, follow the steps below:

1. From the ***System*** screen, click on the **Version Information** tab.
2. The **Version Information** tab will appear listing the version information of the **Transmitter** or **Receiver**.

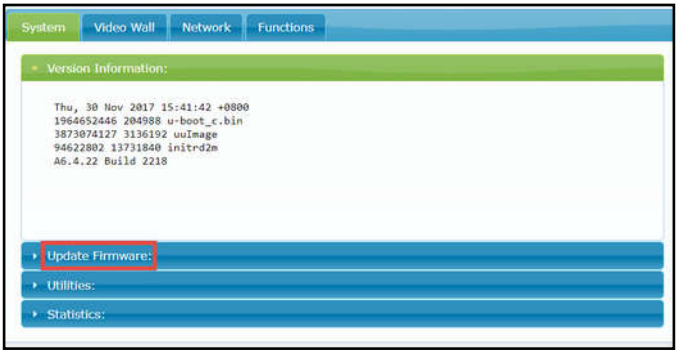



***Version Information Screen***

## Updating the Firmware

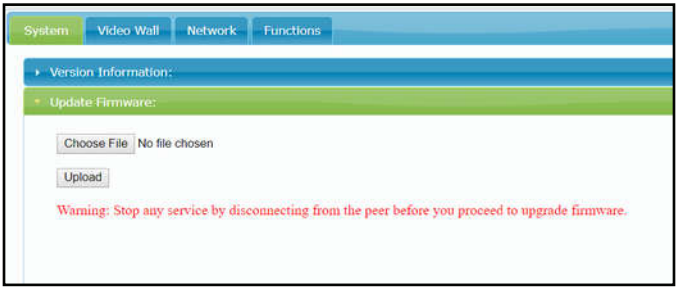
***Note:*** *Before updating the firmware ensure that the Transmitter and Receiver are not currently in use.*

1. From the ***System*** screen, click on the **Update Firmware** tab.




***Update Firmware Tab***

2. The ***Update Firmware*** tab will appear.




***Update Firmware Tab***

3. Click on the **Choose File** button to find the firmware file on the connected **Computer**.
4. Select an appropriate firmware file. When the file is selected the name of the file will be listed next to the **Choose File** button.
5. Click the **Upload** button to upload the firmware file. A ***Status*** screen will appear displaying the statue of the firmware update.

***Notes:*** *If the select file is not the correct file type a warning message will appear indicating that the file type is incorrect.*

*Losing power during the firmware update may brick the unit.*



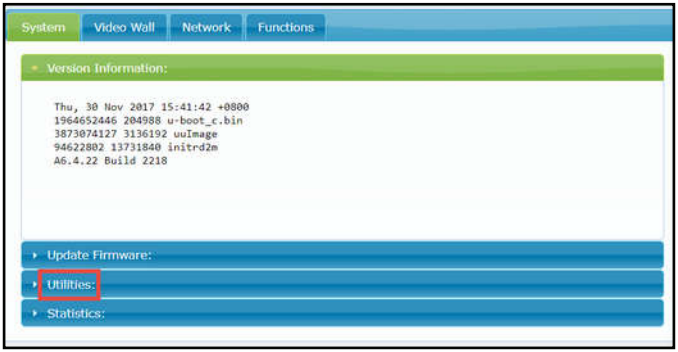

*Firmware Update Failed*

6. If you see the failed warning use the **Back** button located on the browser to go back to the **Update Firmware** tab.

   ***Note:*** *You can perform the firmware update from either the* **Transmitter** *or* **Receiver**.

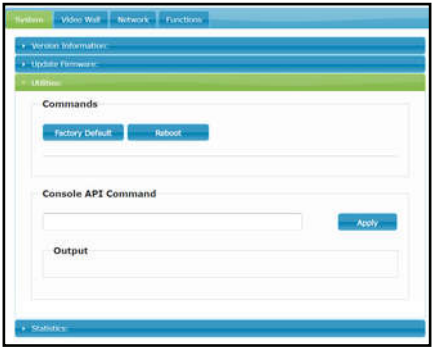
## Resetting the Transmitter and/or Receiver to Factory Default Settings

1. From the ***System*** screen, click on the **Utilities** tab.




Utilities Tab

2. The ***Utilities*** tab will appear.



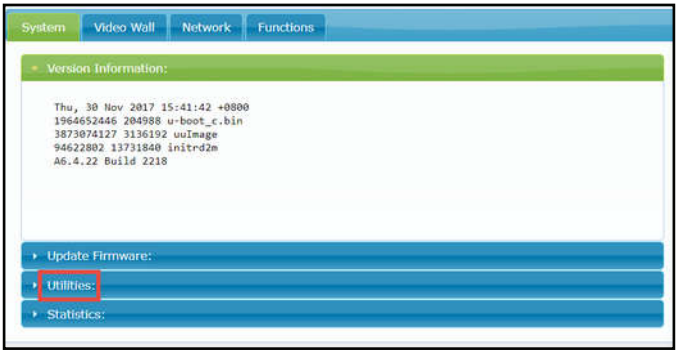

***Utilities Tab***

3. Click on the **Factory Reset** button.

4. The unit (**Transmitter** or **Receiver**) will reboot, resetting the unit to factory settings.

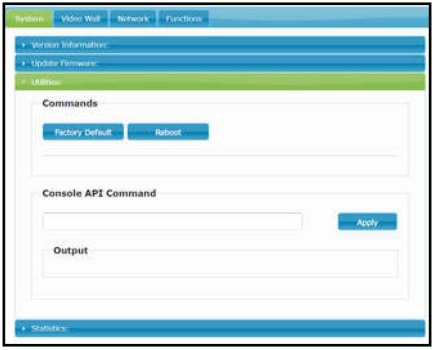
## Rebooting the Transmitter and/or Receiver

1. From the ***System*** screen, click on the **Utilities** tab.




***Utilities Tab***

2. The ***Utilities*** tab will appear.

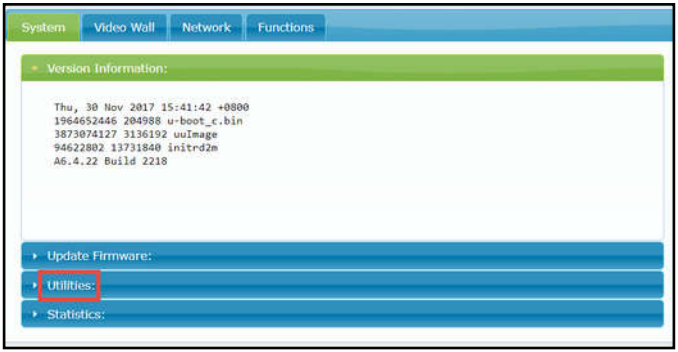



*Utilities Tab*

3. Click the **Reboot** button.
4. The unit (**Transmitter** or **Receiver**) will reboot.

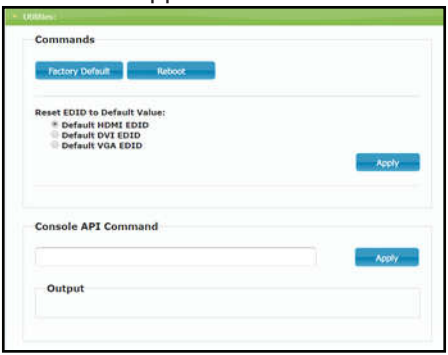
## EDID Settings (Receiver Only)

1. From the ***System*** screen, click on the **Utilities** tab.




***Utilities Tab***

2. The ***Utilities*** tab will appear.

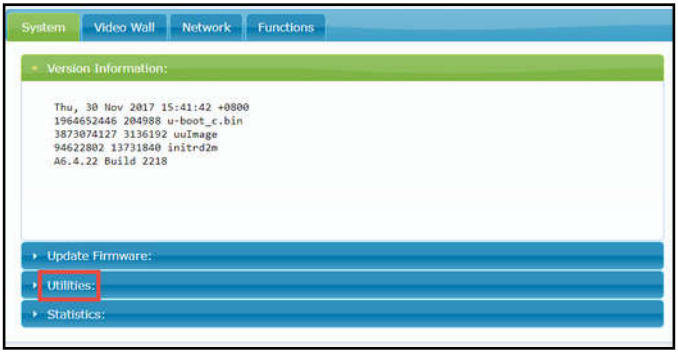



***Utilities Tab***

3. Under the **Reset EDID to Default Value**, select a **Default EDID** value:
   - **Default HDMI EDID:** The **Receiver** will use the connected **HDMI Display Device's** EDID setting for the default settings.
   - **Default DVI EDID:** Does Not Apply.
   - **Default VGA EDID:** Does Not Apply.
4. Click the **Apply** button to apply the EDID changes.

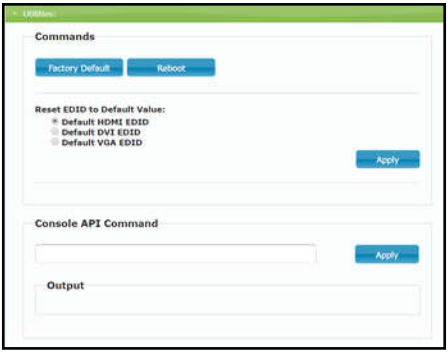
## Entering a Console API Command

1. From the ***System*** screen, click on the **Utilities** tab.




***Utilities Tab***

2. The ***Utilities*** tab will appear.




*Utilities Tab*

3. Enter an API command in the **Console API Command** field.
4. Click the **Apply** button to execute the API command. The **Output** field will return command values.

   ***Note:*** *A note will appear at the top of the screen indicating that the command was applied.*

## Viewing Statistics

1. From the ***System*** screen, click on the **Statistics** tab.
2. The ***Statistics*** tab will appear listing statistics for the selected unit:
   - **State Machine**: List the current state of the unit (Transmitter or Receiver)
   - **Network**: Displays the current network settings.
   - **Video**: Displays the current EDID settings and local video output.

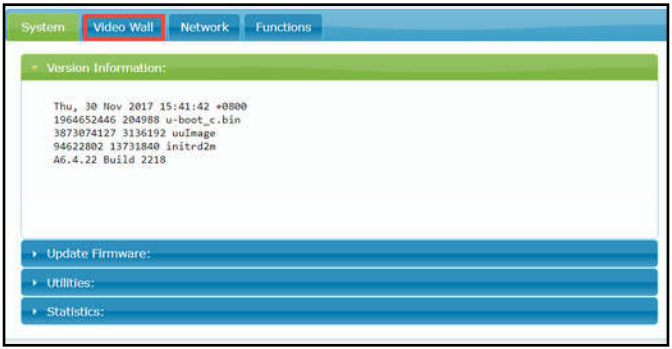



***Statistics Tab***

## Basic Video Wall Configuration

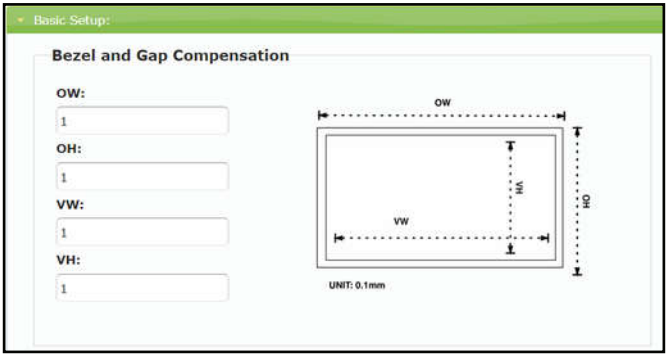
***Note:*** *The Video Wall function can support a maximum of 9x9 wall configuration or a total of 81 receivers (where network resources allow).*

1. From the **System** screen, click on the **Video Wall** tab, along the top of the screen.




***Video Wall Tab***

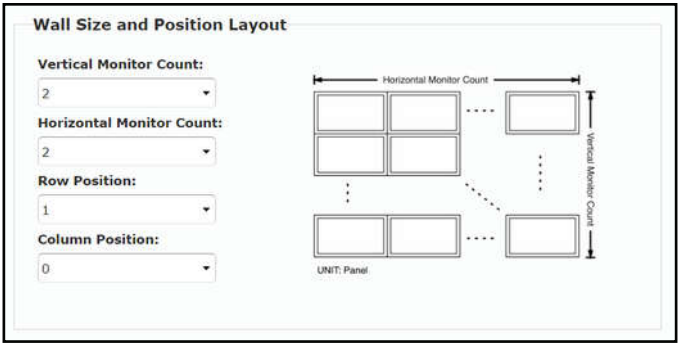
2. The ***Video Wall*** screen will appear.
3. The following options will be under the **Basic Setup** section on the screen:
   - **Bezel and Gap Compensation:** Allows you to fill out the dimensions of the first monitor in the video wall.




*Bezel and Gap Compensation Section*

- **OW:** Enter the outside width of the first monitor in millimeters.
- **OH:** Enter the outside height of the first monitor in millimeters.
- **VW:** Enter the view width (width of the screen) of the first monitor in millimeters.
- **VH:** Enter the view height (height of the screen) of the first monitor in millimeters.

- **Wall size and Position Layout:** Allows you to enter the number of monitors used in the video wall.



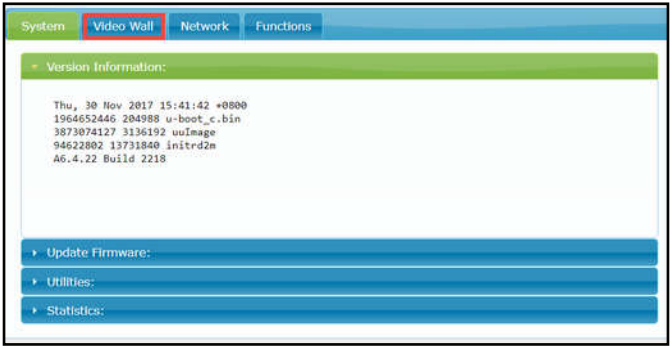

*Wall Size and Position Layout Section*

- **Vertical Monitor Count:** Enter the number of monitors that are in the video wall setup along the vertical plain (side by side).
- **Horizontal Monitor Count:** Enter the number of monitors that are in the video wall setup along the horizontal plane.
- **Row Position:** Allows you to assign a number to the monitor in the first row position. For example the monitor in the first row should have the number 0 and the second monitor should be 1.
- **Column Position:** Allows you to assign a number to the monitor in the first column position. For example the monitor in the first column position should have the number 0 and the second monitor should be 1.
- **Show OSD:** Selecting this check box will place a number of each of the connected displays.

4. On the **Apply To:** field, Select the device(s) you want to apply the video wall settings to.
5. Click the **Apply** button to apply the settings to the selected device(s).

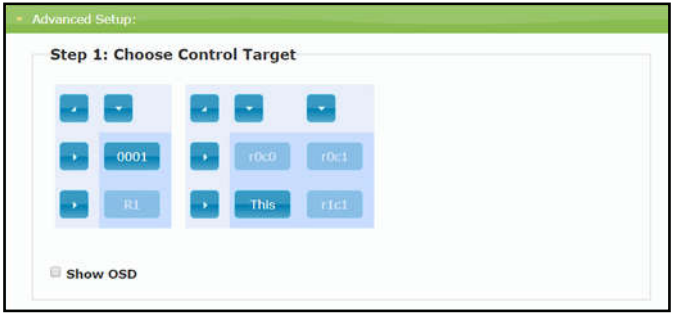
## Advanced Video Wall Configuration

1. From the **System** screen, click on the **Video Wall** tab, along the top of the screen.




*Video Wall Tab*

2. Select the **Advance Setup** section on the screen.
3. The **Choose Control Target** section will appear.

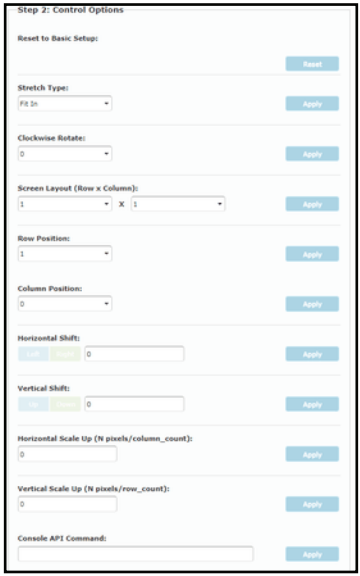



*Choose Control Target Section*

4. Click the **Show OSD** check box to place a number of each of the connected displays.
5. Use the **Choose Control Target** controls to select all connected monitors or to select a specific row or column.

| Icon | Description |
|---|---|
|  | Select all connected monitors |
|  | Select a specific column |
|  | Select a specific row |

6. When you have selected a control target you can adjust the following on the **Control Options** section:




*Control Options Section*

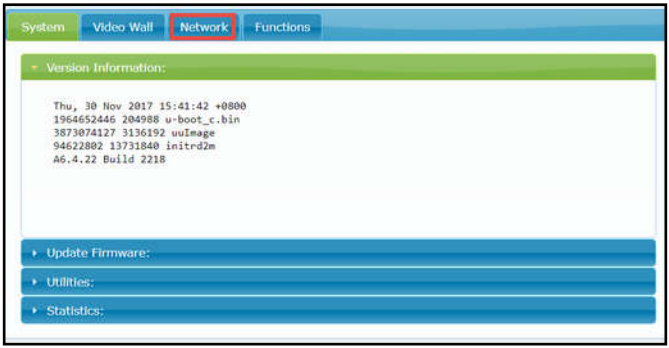
- **Reset to basic Setup:** Allows you to revert back to the basic setup settings.
- **Stretch Type**: Allows you to select a image stretch type e.g. Fit In (fit to screen).
- **Clockwise Rotation:** Allows you to rotate the image clockwise.

- **Screen layout row x column:** Allows you to enter the number of monitor per row and column e.g. 4 x 4.
- **Row Position:** Allows you to indicate the row position of the Transmitter.
- **Column Position:** Allows you to indicate the column position of the Transmitter.
- **Horizontal Shift:** Allows you to shift the selected display horizontally.
- **Vertical Shift:** Allows you to shift the selected display vertically.
- **Horizontal Scale Up:** Allows you to scale the display up by pixels/column count.
- **Vertical Scale Up:** Allows you to scale the display up by pixels/row count.

7. Click the corresponding **Apply** button after you have made a change to specific field.

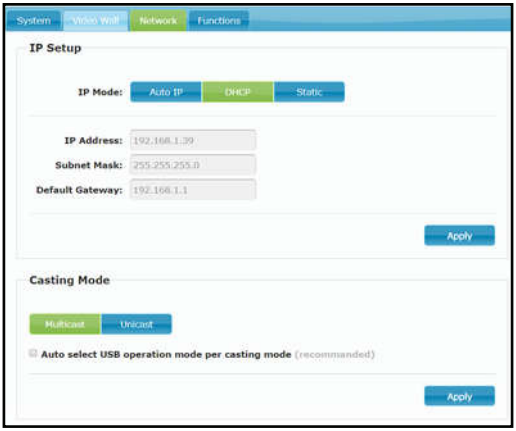
## Setting an IP Address

1. From the ***System*** screen, click on the **Network** tab along the top of the screen.




***Network Tab***

2. The ***Network*** screen will appear.

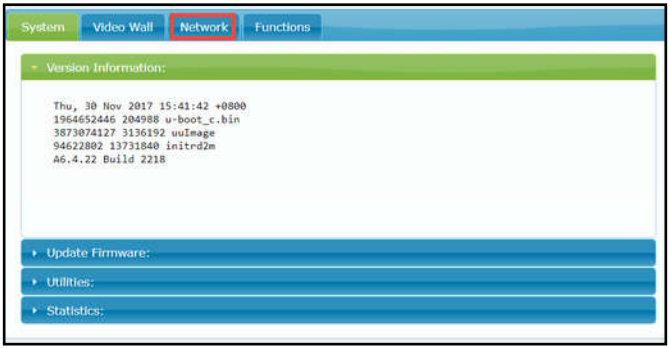



*Network Screen*

3. On the **IP Setup** section, pick an IP Mode from the **IP Mode** field:
   - **Auto IP**: The system will automatically assign an IP Address to the unit.
   - **DHCP**: The DHCP server will automatically assign an IP Address to the unit.
   - **Static**: Allows you to manually assign an IP Address to the unit.
4. If you selected **Static**, enter the IP Address, Subnet Mask, and Default Gateway in the corresponding fields.
5. Click the **Apply** button to apply IP changes.

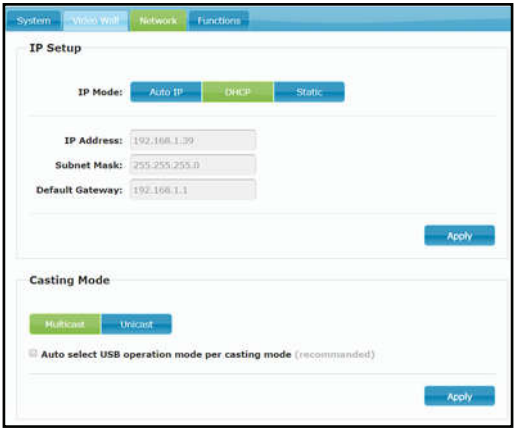
## Changing Casting Mode

1. From the ***System*** screen, click on the **Network** tab along the top of the screen.




***Network Tab***

2. The ***Network*** screen will appear.

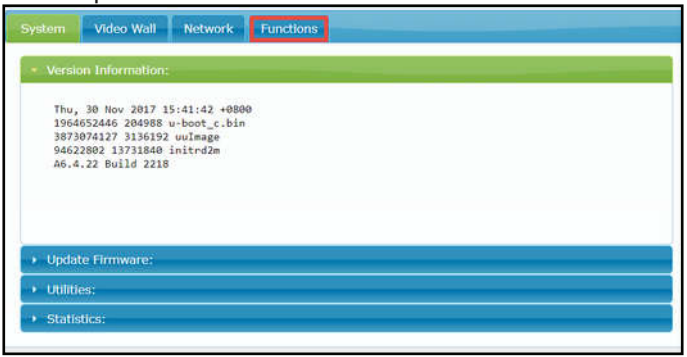



*Network Screen*

3. Under the **Casting Mode** section on the screen, select either:
   - **Multicast**: Send data to multiple sources.
   - **Unicast**: Send data to a single source.
4. It is also recommended that you select the **AutoSelect USB Operation Mode** check box.
5. Click the **Apply** button.
6. Reboot the unit (**Transmitter** or **Receiver**) in order to apply the new settings.

## Configuring Video Over IP

1. From the ***System*** screen, click on the **Functions** tab, along the top of the screen.




***Functions Tab***

2. The ***Functions*** screen will appear.

3. On the **Video Over IP** section on the screen, the following options will be listed:



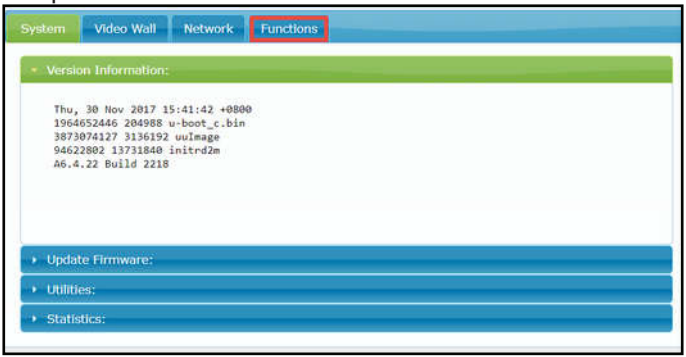

*Video Over IP Section*

- **Enable Video Over IP**: Allows you to enable or disable the video over IP function.
- **Enable Video Wall**: Allows you to enable or disable the video wall function.
- **Maximum Bit Rate (Receiver only)**: Allows you to select the number of bits per second that are transferred across a network.
- **Maximum Frame Rate**: Allows you to select a Frame Rate percentage. Use the slider to select a percentage min. = 2% max = 100%

4. Click the **Apply** button and reboot the **Receiver** to apply the changes.

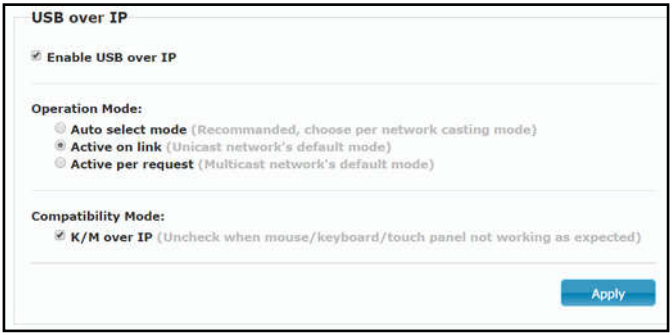
## Configuring USB Over IP

1. From the ***System*** screen, click on the **Function** tab, along the top of the screen.




*Functions Tab*

2. The ***Functions*** screen will appear.
3. On the **USB Over IP** section on the screen, the following options will be listed:



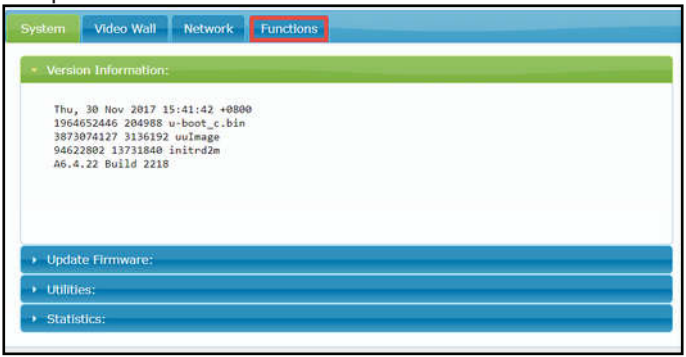

*USB over IP Section*

- **Enable USB Over IP**: Allows you to enable of disable the USB Over IP function.
- **Operation Mode**
  - **Auto Select Mode**: This setting will automatically select the appropriate operation mode multicast or unicast.
  - **Active On Link**: Use if using unicast mode.
  - **Active Per Request**: Use if using multicast mode.
- **Compatibility Mode**
  - **Mouse Not Responding Well**: Select this check box if the connected USB mouse is responding slowly.
  - **K/M Over IP:** Deselect the check box if the connected mouse, keyboard, and touch pad are not working.

4. Click the **Apply** button and reboot the unit (**Transmitter** or **Receiver**) to apply changes.

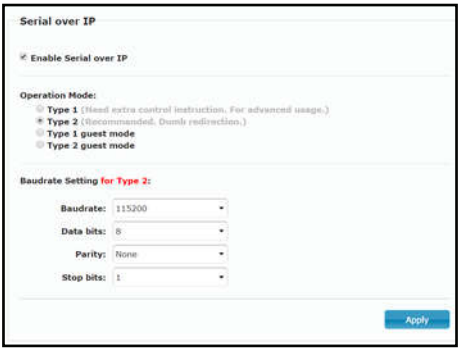
## Configuring Serial Over IP

1. From the ***System*** screen, click on the **Function** tab, along the top of the screen.




*Functions Tab*

2. The ***Functions*** screen will appear.
3. On the **Serial Over IP** section on the screen, the following options will be listed:




*Serial Over IP Section*

- **Enable Serial Over IP:** Allows you to enable or disable the serial over IP function.
- **Operation Mode:** Allows you to select an operation mode type:
  - **Type 1:** Uses the connected PC's RS232 port to communicate with different remote RS232 devices. Those devices may have different RS232 baudrate settings. The communication is RS232 dual direction and machine talks to remote RS232 devices one at a time. Addition software is required.
  - **Type 2:** Uses the connected PC's RS232 port to talk to one or many RS232 devices. Under one to many (multicast) scenario. RS232 communication is typically one way from the PC to RS232 devices. The RS232 over IP channel just works without the need of any extra RS232 control commands.

- **Type 1 Guest:** Not currently active
- **Type 2 Guest:** Through standard Ethernet network, the extender communicates with remote Serial Devices (RS232).

- **Baud rate Settings**
  - **Baud rate:** Allows you to select a baud rate (speed at which data is transmitted), from the drop down list.
  - **Data Bits:** Select the number of bits that represent one character of data (8, 7, 6, or 5).
  - **Parity**: Select the when error checking occurs while transmitting data (none, odd, or even).
  - **Stop Bits:** Select a Stop Bit from the drop down list (1 or 2). A stop bit is an error check used to check a baud rate or byte length mismatch.

4. Click the **Apply** button and reboot the unit (**Transmitter** or **Receiver**) to apply changes.

# Frequently Asked Questions (FAQ)

1. If the units are having issues communicating with one another:
   - Check to make sure the network supports both Jumbo Frames and IGMP and that these setting are enabled.
2. If you are using Multicast mode and not receiving audio through the Microphone port.
   - You will have to change to Unicast mode for the microphone port to work. See the Changing Casting Mode section for further details.

## Warranty Information

This product is backed by a two-year warranty.

For further information on product warranty terms and conditions, please refer to www.startech.com/warranty.

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