



Simply Better Connections

## CS1792 / CS1794

2/4-Port USB 2.0 HDMI KVM™ Switch  
User Manual

## Compliance Statements

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### FEDERAL COMMUNICATIONS COMMISSION INTERFERENCE STATEMENT

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

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

### FCC Caution

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

### Warning

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

### Achtung

Der Gebrauch dieses Geräts in Wohnumgebung kann Funkstörungen verursachen.



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**RoHS**

This product is RoHS compliant.

KVM+ 多電腦切換器類產品

|                                       |                                                              |                      |                      |                                                      |                                              |                                                      |
|---------------------------------------|--------------------------------------------------------------|----------------------|----------------------|------------------------------------------------------|----------------------------------------------|------------------------------------------------------|
| 設備名稱<br>Equipment<br>Name             | 2 埠 USB HDMI KVM 多電腦切<br>換器 / 4 埠 USB HDMI KVM<br>多電腦切換器     |                      |                      | 型號 ( 型式 )<br>Type designa-<br>tion (Type)            | CS1792 / CS1794                              |                                                      |
| 單元 Unit                               | 限用物質及其化學符號<br>Restricted substances and its chemical symbols |                      |                      |                                                      |                                              |                                                      |
|                                       | 鉛 Lead<br>(Pb)                                               | 汞<br>Mercury<br>(Hg) | 鎘<br>Cadmium<br>(Cd) | 六價鉻<br>Hexavalent<br>chromium<br>(Cr <sup>+6</sup> ) | 多溴聯苯<br>Polybrominated<br>biphenyls<br>(PBB) | 多溴二苯醚<br>Polybrominated<br>diphenyl ethers<br>(PBDE) |
| 電纜線 Cable                             | —                                                            | ○                    | ○                    | ○                                                    | ○                                            | ○                                                    |
| 印刷電路部件<br>PCBA                        | —                                                            | ○                    | ○                    | ○                                                    | ○                                            | ○                                                    |
| 塑膠 / 其他部件<br>Plastic / Other<br>parts | ○                                                            | ○                    | ○                    | ○                                                    | ○                                            | ○                                                    |
| 金屬部件 Metal<br>parts                   | —                                                            | ○                    | ○                    | ○                                                    | ○                                            | ○                                                    |

備考 1. “超出 0.1 wt %” 及 “超出 0.01 wt %” 係指限用物質之百分比含量超出百分比含量基準值。  
Note 1: “Exceeding 0.1 wt %” and “exceeding 0.01 wt %” indicate that the percentage content of the restricted substance exceeds the reference percentage value of presence condition.

備考 2. “○” 係指該項限用物質之百分比含量未超出百分比含量基準值。  
Note 2: “○” indicates that the percentage content of the restricted substance does not exceed the percentage of reference value of presence.

備考 3. “—” 係指該項限用物質為排除項目。  
Note 3: “—” indicates that the restricted substance corresponds to the exemption.

製造商：宏正自動科技股份有限公司  
地址：新北市汐止區大同路二段 125 號三樓

警告：為避免電磁干擾，本產品不應安裝或使用於住宅環境。

最大操作環境溫度：50°C

最大額定電壓：DC 5.3V

## User Information

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### Online Registration

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

|               |                                                                 |
|---------------|-----------------------------------------------------------------|
| International | <a href="http://eservice.aten.com">http://eservice.aten.com</a> |
|---------------|-----------------------------------------------------------------|

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### Telephone Support

For telephone support, call this number:

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

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### User Notice

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

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

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

## Product Information

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

|               |                                                               |
|---------------|---------------------------------------------------------------|
| 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> |

## Package Contents

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

The CS1792 / CS1794 package consists of:

- ♦ 1 CS1792 / CS1794 USB 2.0 HDMI KVMP Switch
- ♦ 2 custom HDMI KVM cable sets (CS1792)
- ♦ 4 custom HDMI KVM cable sets (CS1794)
- ♦ 1 firmware upgrade cable
- ♦ 1 power adapter
- ♦ 1 user instructions

# Contents

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|                                 |      |
|---------------------------------|------|
| Compliance Statements . . . . . | ii   |
| User Information . . . . .      | v    |
| Online Registration . . . . .   | v    |
| Telephone Support . . . . .     | v    |
| User Notice . . . . .           | v    |
| Product Information . . . . .   | vi   |
| Package Contents . . . . .      | vii  |
| Contents . . . . .              | viii |
| About this Manual . . . . .     | x    |
| Conventions . . . . .           | xi   |

## **Chapter 1.**

### **Introduction**

|                                   |   |
|-----------------------------------|---|
| Overview . . . . .                | 1 |
| Features . . . . .                | 3 |
| Requirements . . . . .            | 4 |
| Console . . . . .                 | 4 |
| Computers . . . . .               | 4 |
| Cables . . . . .                  | 4 |
| Operating Systems . . . . .       | 5 |
| Components . . . . .              | 6 |
| Front View . . . . .              | 6 |
| LED Status Panel Detail . . . . . | 6 |
| Rear View . . . . .               | 8 |

## **Chapter 2.**

### **Hardware Setup**

|                                |    |
|--------------------------------|----|
| Cable Connection . . . . .     | 9  |
| Installation Diagram . . . . . | 11 |

## **Chapter 3.**

### **Basic Operation**

|                                       |    |
|---------------------------------------|----|
| Overview . . . . .                    | 13 |
| Manual Switching . . . . .            | 13 |
| Hot Plugging . . . . .                | 14 |
| Powering Off and Restarting . . . . . | 15 |
| Port ID Numbering . . . . .           | 15 |

## **Chapter 4.**

### **Keyboard Port Operation**

|                                     |    |
|-------------------------------------|----|
| Port Switching . . . . .            | 17 |
| Cycling Through the Ports . . . . . | 17 |
| Going Directly to a Port . . . . .  | 18 |
| Auto Scanning . . . . .             | 19 |
| Hotkey Setting Mode . . . . .       | 20 |



|                                     |    |
|-------------------------------------|----|
| Invoking HSM .....                  | 20 |
| Alternate HSM Invocation Keys ..... | 21 |
| Alternate Port Switching Keys ..... | 21 |
| Keyboard Operating Platform .....   | 22 |
| List Switch Settings .....          | 22 |
| USB Reset .....                     | 22 |
| Hotkey Beeper Control .....         | 23 |
| Disable Port Switching Keys .....   | 23 |
| Firmware Upgrade Mode .....         | 23 |
| Restore Default Settings .....      | 23 |
| Video DynaSync .....                | 24 |
| Mouse Emulation Control .....       | 24 |
| SPC Mode .....                      | 24 |
| Power on Detection .....            | 24 |
| HSM Summary Table .....             | 25 |

## **Chapter 5.**

### **The Firmware Upgrade Utility**

|                            |    |
|----------------------------|----|
| Before you Begin .....     | 27 |
| Starting the Upgrade ..... | 28 |
| Upgrade Succeeded .....    | 31 |
| Upgrade Failed .....       | 32 |

## **Appendix**

|                                       |    |
|---------------------------------------|----|
| Safety Instructions .....             | 33 |
| Technical Support .....               | 35 |
| International .....                   | 35 |
| North America .....                   | 35 |
| Specifications .....                  | 36 |
| Troubleshooting .....                 | 38 |
| Mac Keyboard Emulation .....          | 40 |
| Factory Default Hotkey Settings ..... | 41 |
| ATEN Standard Warranty Policy .....   | 42 |

## About this Manual

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This User Manual is provided to help you get the most from your 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 CS1792 / CS1794 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 installation. Diagrams showing the necessary steps are provided.

**Chapter 3, Basic Operation**, explains the fundamental concepts involved in operating the CS1792 / CS1794.

**Chapter 4, Keyboard Port Operation**, details all of the concepts and procedures involved in the Hotkey operation of your CS1792 / CS1794 installation.

**Chapter 5, The Firmware Upgrade Utility**, explains how to use this utility to upgrade the CS1792 / CS1794's firmware with the latest available versions.

**Appendix**, provides specifications and other technical information regarding the CS1792 / CS1794.


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### Note:

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

## **Conventions**

This manual uses the following conventions:

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

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# Chapter 1

## Introduction

### Overview

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The CS1792 / CS1794 HDMI USB 2.0 KVM Switch charts a revolutionary new direction in KVM switch functionality by combining a 2-port (CS1792) or 4-port (CS1794) switch with a 2-port USB 2.0 hub. In addition, the CS1792 / CS1794's interface for a HDMI monitor enables effortless HDMI signal switching using a single high-definition display as well as integrated multi-channel audio.

As a KVM switch, the CS1792 / CS1794 HDMI USB 2.0 KVM Switch allows users to access 2/4 computers from a single USB keyboard, USB mouse, and HDMI monitor console. As a USB hub, it permits each computer to access connected peripherals on a one-computer-at-a-time basis.

The CS1792 / CS1794's independent switching feature allows the KVM focus to be one computer while the USB peripheral focus is on another. This eliminates the need to purchase a separate USB hub as well as the need to purchase separate stand-alone peripheral sharers.

The CS1792 / CS1794 further improves on previous designs with HDMI (High Definition Multimedia Interface) connectors, and the transfer of keyboard and mouse data to the computers via a fast, reliable USB connection. HDMI supports digital input (flat panel displays, data projectors, plasma displays, digital TVs and set-top boxes). Therefore, when all the displays and peripherals are connected to the CS1792 / CS1794, you simply select which source you want to view on the console displays by either of the two convenient access methods: port selection pushbuttons located on the unit's front panel, or hotkey combinations entered from the console keyboard.

Recognizing the increased importance of digital audio, the CS1792 / CS1794's HDMI interface integrates multi-channel audio support that allows users to experience high-definition audio such as Dolby True HD and DTS HD Master Audio. Furthermore, a single microphone can provide audio input to each of the computers, and you can listen to the audio output of each computer on a single set of speakers (on a one-at-a-time basis). As with the USB peripherals, the audio focus can be independent of the KVM focus.

Setup is fast and easy; simply plug cables into their appropriate ports. There is no software to configure, no installation routines, and no incompatibility

problems. Since the CS1792 / CS1794 intercepts keyboard input directly, it will work on Microsoft Windows, Linux, and Mac platforms.

With its unique design and innovative features, the CS1792 / CS1794 HDMI USB 2.0 KVMP Switch provides both style and functionality for the SOHO environment. Allowing you to switch seamlessly between up to four HDMI-enabled PCs, and share USB peripherals and high-definition audio from a single console, the CS1792 / CS1794 is ideal for multimedia applications, and offers the ultimate in space-saving, streamlined KVM technology for the desktop.

## Features

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- ♦ 2/4-port HDMI USB 2.0 KVM Switch
- ♦ One USB console controls two (CS1792) or four (CS1794) HDMI-interface computers and two additional USB devices
- ♦ 2-port USB 2.0 hub built in
- ♦ Fully compliant with the USB 2.0 specification
- ♦ Independent switching of KVM, USB peripheral, and audio focus
- ♦ HDMI digital monitor support – fully compliant with HDMI; also HDCP compliant
- ♦ Dolby True HD and DTS HD Master Audio support
- ♦ Superior video quality – supports 480i, 480p, 720p, 1080i, and 1080p (1920 x 1200)
- ♦ Supports widescreen resolutions
- ♦ Computer selection via front panel pushbuttons and hotkeys
- ♦ Multiplatform support – Windows 2000/XP/Vista, Linux, and Mac
- ♦ Console mouse port emulation/bypass feature supports most mouse drivers and multifunction mice
- ♦ Video DynaSync – stores the console monitors EDID (Extended Display Identification Data) to optimize display resolution
- ♦ Power on detection – if one of the computers is powered off, the CS1792 / CS1794 will automatically switch to the next powered-on computer
- ♦ Complete keyboard emulation for error-free booting
- ♦ Mac keyboard support and emulation\*
- ♦ Auto Scan Mode for monitoring all computers and HDMI devices
- ♦ Firmware Upgradable

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\* 1. PC keyboard combinations emulate Mac keyboards.

2. Mac keyboards only work with their own computers

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## Requirements

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### Console

- ♦ A HDMI compatible monitor capable of the highest possible resolution
- ♦ A USB mouse
- ♦ A USB keyboard
- ♦ Microphone and speakers (optional)

### Computers

The following must be available on each computer:

- ♦ An HDMI port

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**Note:** The quality of the display is affected by the quality of the display card. For best results, we recommend you purchase a high quality product.

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- ♦ USB Type-A port
- ♦ Audio ports (optional)

### Cables

Two (CS1792) or four (CS1794) custom HDMI KVM cable sets are provided with this package.

---

**Note:** If the console monitor has built-in speakers and supports audio through its HDMI interface, the speaker connectors on the console ends of the HDMI cable sets do not need to be used. The microphone jack should be connected to the appropriate location.

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## **Operating Systems**

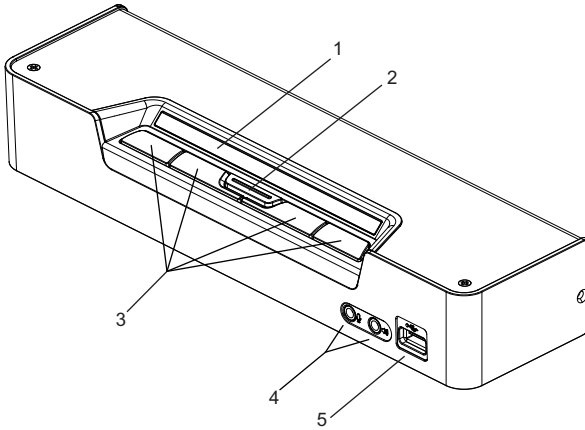
Supported operating systems are shown in the table, below:

| OS      |         | Version       |
|---------|---------|---------------|
| Windows |         | 2000 or above |
| Linux   | RedHat  | 6.0 or later  |
|         | SuSE    | 8.2 or later  |
| UNIX    | FreeBSD | 3.51 or later |
| Novell  | Netware | 6.0 or later  |
| Mac     |         | OS 9 or later |

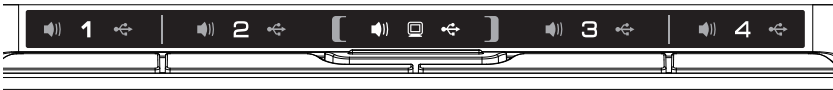
## Components

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### Front View





### LED Status Panel Detail



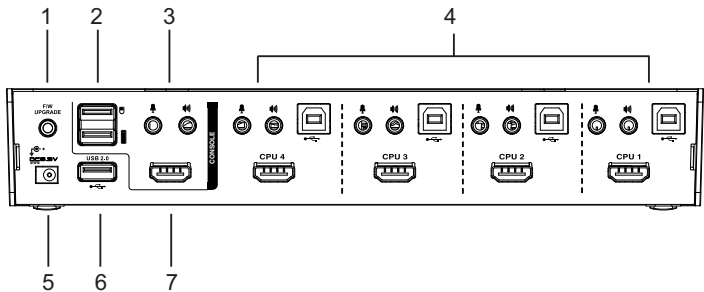
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**Note:** The CS1794 has been used in these illustrations. The components of the CS1792 are identical, except that the CS1792 has only two port selection pushbuttons on the front panel and two KVM port sections on the rear panel.

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| No. | Component                  | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
|-----|----------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1   | LED status panel           | This panel contains LED icons that light to indicate mode and port status. The Mode and Port Selection Pushbuttons each have three corresponding LED icons that represent <b>audio</b> , <b>KVM</b> , and <b>USB</b> status.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
|     |                            | <b>Mode Selection LEDs</b><br>The KVM LED icon is a monitor.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
|     |                            | <b>Port Selection LEDs</b><br>The KVM LED icon is the port number.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| 2   | mode selection pushbutton  | This pushbutton allows you to cycle through the three modes of focus – KVM, audio, and USB.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| 3   | port selection pushbuttons | For manual port selection (see <i>Manual Switching</i> , page 13): <ul style="list-style-type: none"> <li>◆ To bring complete focus (<b>audio</b>, <b>KVM</b>, and <b>USB</b>) to a computer, <i>either</i>, a) press the port selection pushbutton that corresponds to that computer; <i>or</i> b) press the mode pushbutton <b>once</b> (the mode pushbutton's three icons light up) and then press the port selection pushbutton that corresponds to that computer. All three port icons light up.</li> <li>◆ To bring only the <b>KVM</b> focus to a computer, press the mode pushbutton <b>twice</b> (the mode pushbutton's KVM icon lights up), and then press the port selection pushbutton that corresponds to that computer. The port's KVM icon (the port number) lights up.</li> <li>◆ To bring only the <b>audio</b> focus to a computer, press the mode pushbutton <b>three times</b> (the mode pushbutton's audio icon lights up), and then press the port selection pushbutton that corresponds to that computer. The port's audio icon lights up.</li> <li>◆ To bring only the <b>USB</b> focus to a computer, press the mode pushbutton <b>four times</b> (the mode pushbutton's USB icon lights up), and then press the port selection pushbutton that corresponds to that computer. The port's USB icon lights up.</li> <li>◆ Press and hold port selection pushbuttons 1 and 2 simultaneously for <b>2 seconds</b> to start Auto Scan Mode (see <i>Auto Scanning</i>, page 19)</li> </ul> |
| 4   | console audio ports        | Your speakers and microphone plug in here.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| 5   | USB 2.0 peripheral port    | USB 2.0 peripherals (printers, scanners, etc.) plug into this port.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |

Rear View



| No. | Component                  | Description                                                                                                                                                                                           |
|-----|----------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1   | firmware upgrade port      | The firmware upgrade cable that transfers the firmware upgrade data from the administrator's computer to the CS1792 / CS1794 plugs into this connector. See Chapter 5 for firmware upgrading details. |
| 2   | USB console ports          | Your USB keyboard and mouse plug in here.                                                                                                                                                             |
| 3   | console analog audio ports | The cables from your microphone and speakers plug in here. Each connector is marked with an appropriate icon.*                                                                                        |
| 4   | KVM port section           | The cables that link the CS1792 / CS1794 to your computers plug in here. Each KVM port is comprised of a microphone jack, speaker jack, USB type B socket, and an HDMI connector.                     |
| 5   | power jack                 | The power adapter cable plugs into this jack.                                                                                                                                                         |
| 6   | USB 2.0 peripheral port    | USB 2.0 peripherals (printers, scanners, etc.) can plug into this port.                                                                                                                               |
| 7   | console monitor port       | The cable from your HDMI monitor plugs in here.                                                                                                                                                       |

\* If the Console monitor has built-in speakers and supports audio through its HDMI interface, separate speakers do not need to be used.

## Chapter 2

# Hardware Setup



1. Important safety information regarding the placement of this device is provided on page 33. Please review it before proceeding.
2. To prevent damage to your installation from power surges or static electricity. It is important that all connected devices are properly grounded.
3. Make sure that the power to all devices connected to the installation is turned off. You must unplug the power cords of any computers that have the Keyboard Power On function.
4. Please operate the device with caution when under high environmental temperatures, as the surface of the device may become overheated under such conditions. For instance, the surface temperature of the device may reach 70 °C (158 °F) or higher when the environmental temperature reaches close 50 °C (122 °F).

## Cable Connection

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- Note:**
1. If the console monitor has built-in speakers and supports audio through its HDMI interface, separate speakers do not need to be used.
  2. If the computers in your installation fully support HDMI, the speaker connectors on the custom HDMI KVM cable sets do not need to be used.
  3. If after connecting all your devices to the switch, the USB mouse and/or keyboard do not work, you must disable *Mouse Emulation Control* (see *Mouse Emulation Control*, page 24).
- 

To set up your CS1792 / CS1794 installation, refer to the installation diagram on page 11 (the numbers in the diagrams correspond to the steps, below), and do the following:

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

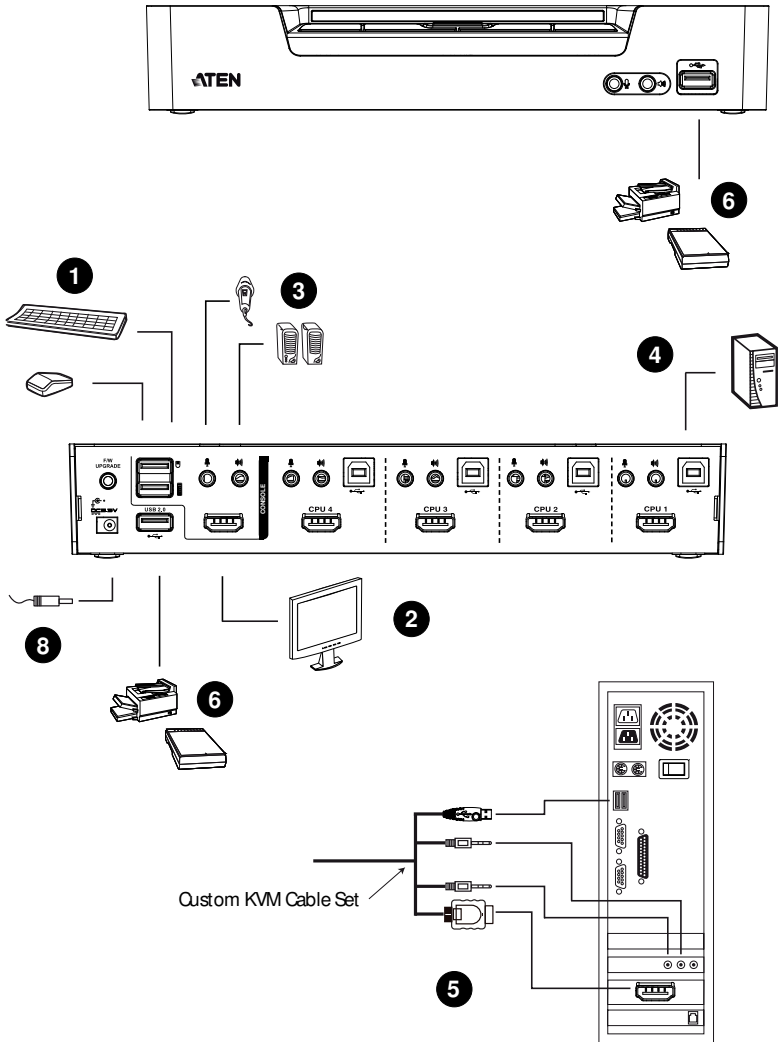
2. Plug your HDMI monitor into the console HDMI port located on the unit's rear panel.
3. If you are using separate speakers and microphone, plug them into the console analog audio ports on the unit's rear panel.
4. Using the custom HDMI KVM cable set, plug the HDMI cable connectors and accompanying USB connectors their corresponding sockets on the rear of the switch.
5. At the other end of the cable, plug the HDMI and USB cables into their respective ports on the computer.
6. Plug your USB peripherals into the USB Type-A sockets (one is located on the front; the second is located on the rear).
7. Power on the monitor.
8. Plug the power adapter that came with the CS1792 / CS1794 package into an AC power source, then plug the power adapter cable into the switch's power jack.
9. Power on the computers.

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**Note:** Make sure the computers and devices that the CS1792 / CS1794 connects to are also properly grounded.

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## Installation Diagram



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# Chapter 3

## Basic Operation

### Overview

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There are two convenient methods to access the computers: Manual – which involves pressing the mode and port selection pushbuttons located on the unit's front panel; and Hotkey – which involves entering combinations from the keyboard. Hotkey port selection is discussed in the next chapter.

### Manual Switching

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The Mode selection pushbutton and the pushbuttons that correspond to each port have three icons – **KVM**, **audio**, and **USB**. The icons on the mode pushbutton light up when the mode pushbutton is pressed to indicate cycling through the corresponding KVM, audio, and USB modes.

The icons on the port selection pushbuttons light up to indicate the current status of the computer that corresponds to that port. For example, if the audio icon is lit up above the port 3 selection pushbutton, this indicates that the computer attached to port 3 currently has the audio focus.

For manual port selection:

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

*(Continues on next page.)*

*(Continued from previous page.)*

- ♦ To bring only the **USB** focus to a computer, press the mode pushbutton **four times** (the mode pushbutton's USB icon lights up), and then press the port selection pushbutton that corresponds to that computer. The port's USB icon lights up.
- ♦ Press and hold port selection pushbuttons 1 and 2 simultaneously for 2 *seconds* to start Auto Scan Mode, see *Auto Scanning*, page 19 for details.

---

**Note:** Press and release either port selection pushbutton to stop Auto Scan Mode. The KVM focus goes to the computer attached to the corresponding port of the pushbutton you pressed.

---

## Hot Plugging

---

The CS1792 / CS1794 supports USB hot plugging – components can be removed and added back into the installation by unplugging their cables from the USB hub ports without the need to shut the unit down.

## Powering Off and Restarting

---

If it becomes necessary to Power Off the unit, before starting it back up you must do the following:

1. Shut down all the computers that are attached to the switch.
2. Unplug the switch's power adapter cable.
3. Wait 10 seconds, then plug the switch's power adapter cable back in.
4. After the switch is up, Power On the computers.

## Port ID Numbering

---

Each KVM port on the CS1792 / CS1794 switch is assigned a port number (1 and 2 for the CS1792); 1, 2, 3, and 4 for the CS1794). The port numbers are marked on the rear panel of the switch (see *Rear View*, page 8 for details).

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

The Port ID is used to specify which computer gets the KVM USB peripheral, and audio focus with the Hotkey port selection method (see *Going Directly to a Port*, page 18 for details).

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## Chapter 4

# Keyboard Port Operation

The CS1792 / CS1794 provides an extensive, easy-to-use hotkey function that makes it convenient to control and configure your KVM installation from the keyboard. Hotkeys provide asynchronous (independent) switching of the KVM, USB hub and audio focus. With the CS1792, you can give one computer the KVM console focus and the other the USB or audio focus. With the CS1794, you can give one computer the KVM focus, another the USB hub focus, and the other two the audio focus, for example.

## Port Switching

---

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

---

**Note:** If using the Scroll Lock key conflicts with other programs running on the computer, the **Ctrl** key can be used, instead. See *Alternate HSM Invocation Keys*, page 21, for details.

---

## Cycling Through the Ports

| Hotkey                                     | Action                                                                                                                                                                                                                                  |
|--------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| [Scroll Lock] [Scroll Lock]<br>[Enter]     | Brings the <b>KVM</b> , <b>USB hub</b> , and <b>audio</b> focus from the port that currently has the KVM focus to the next port on the installation (1 to 2; 2 to 1 for the CS1792; and 1 to 2; 2 to 3; 3 to 4; 4 to 1 for the CS1794). |
| [Scroll Lock] [Scroll Lock]<br>[K] [Enter] | Brings only the <b>KVM</b> focus from the port that currently has it to the next port on the installation. The USB and audio focus remain where they are.                                                                               |
| [Scroll Lock] [Scroll Lock]<br>[U] [Enter] | Brings only the <b>USB hub</b> focus from the port that currently has it to the next port on the installation. The KVM and audio focus remain where they are.                                                                           |
| [Scroll Lock] [Scroll Lock]<br>[S] [Enter] | Brings only the <b>audio</b> focus from the port that currently has it to the next port on the installation. The KVM and USB hub focus remain where they are.                                                                           |

## Going Directly to a Port

| Hotkey                                             | Action                                                                                                                                       |
|----------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------|
| [Scroll Lock] [Scroll Lock]<br>[n] [Enter]         | Brings the <b>KVM</b> , <b>USB hub</b> , and <b>audio</b> focus to the computer attached to the port corresponding to the specified Port ID. |
| [Scroll Lock] [Scroll Lock]<br>[n] [K] [Enter]     | Brings only the <b>KVM</b> focus to the computer attached to the specified port. The USB hub and audio focus remain where they are.          |
| [Scroll Lock] [Scroll Lock]<br>[n] [U] [Enter]     | Brings only the <b>USB hub</b> focus to the computer attached to the specified port. The KVM and audio focus remain where they are.          |
| [Scroll Lock] [Scroll Lock]<br>[n] [S] [Enter]     | Brings only the <b>audio</b> focus to the computer attached to the specified port. The KVM and USB hub focus remain where they are.          |
| [Scroll Lock] [Scroll Lock]<br>[n] [K] [U] [Enter] | Brings the <b>KVM</b> and <b>USB hub</b> focus to the computer attached to the specified port. The audio focus remains where it is.          |
| [Scroll Lock] [Scroll Lock]<br>[n] [K] [S] [Enter] | Brings the <b>KVM</b> and <b>audio</b> focus to the computer attached to the specified port. The USB hub focus remains where it is.          |
| [Scroll Lock] [Scroll Lock]<br>[n] [U] [S] [Enter] | Brings the <b>USB hub</b> and <b>audio</b> focus to the computer attached to the specified port. The KVM focus remains where it is.          |

---

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

---

## Auto Scanning

The CS1792 / CS1794's Auto Scan feature automatically cycles the KVM focus through the computer ports at regular intervals. This allows you to monitor the computer activity without having to take the trouble of switching from port to port manually. See the table below for details.

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

- Note:**
1. The **n** stands for the number of seconds that the CS1792 / CS1794 should dwell on a port before moving on to the next. Replace the **n** with a number between 1 and 99 when entering this hotkey combination.
  2. While Auto Scan Mode is in effect, ordinary keyboard and mouse functions are suspended – only Auto Scan Mode compliant keystrokes and mouse clicks can be input. You must exit Auto Scan Mode in order to regain normal control of the console.
  3. Although the video focus switches from port to port, the keyboard, mouse, and USB focus do not switch. They stay at the port they were on when Auto Scanning started.

## Hotkey Setting Mode

---

Hotkey Setting Mode is used to set up your CS1792 / CS1794 switch configuration. All operations begin with invoking Hotkey Setting Mode (HSM).

### Invoking HSM

To invoke HSM do the following:

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

---

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

---

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

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

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



## **Alternate HSM Invocation Keys**

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

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

1. Invoke HSM (see page 20).
2. Press and release [**H**].

The HSM invocation keys become the Ctrl key (instead of Num Lock) and the F12 key (instead of minus).

---

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

---

## **Alternate Port Switching Keys**

The port switching activation keys can be changed from tapping the Scroll Lock key twice ([Scroll Lock] [Scroll Lock]) to tapping the Ctrl key twice. To change the port switching activation keys, do the following:

1. Invoke HSM (see page 20).
2. Press and release [**T**].

---

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

---

## **Keyboard Operating Platform**

The CS1792 / CS1794's default port configuration is for a PC compatible keyboard operating platform. If your console uses a PC compatible keyboard and you have a Mac attached to a port, for example, you can change the port's keyboard operating platform configuration so that the PC compatible keyboard emulates the Mac keyboard. The procedure is as follows:

1. Bring the KVM focus to the port you want to set.
2. Invoke HSM (see page 20).
3. Press and release the appropriate Function key (see table below). After completing this procedure, you automatically exit HSM.

| Function Key | Operation                                                                                 |
|--------------|-------------------------------------------------------------------------------------------|
| [F2]         | Enables Mac keyboard emulation, see <i>Mac Keyboard Emulation</i> , page 40, for details. |
| [F10]        | Automatically detects and sets the keyboard operating platform.                           |

## **List Switch Settings**

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

1. Open a text editor or word processor and place the cursor in the page window.
2. Invoke HSM (see page 20).
3. Press and release **[F4]** to display the settings.

## **USB Reset**

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

1. Invoke HSM (see page 20).
2. Press and release **[F5]**

## **Hotkey Beeper Control**

The Beeper can be hotkey toggled On and Off. To toggle the Beeper, do the following:

1. Invoke HSM (see page 20).
2. Press and release **[B]**.

The Beeper toggles On or Off.

## **Disable Port Switching Keys**

To disable the Port Switching Keys ([Scroll Lock] [Scroll Lock] / [Ctrl] [Ctrl]), do the following:

1. Invoke HSM (see page 20).
2. Press **[X] [Enter]**.

---

**Note:** This procedure is a toggle. To enable the Port Switching keys repeat steps 1 and 2.

---

## **Firmware Upgrade Mode**

To set the CS1792 / CS1794 to Firmware Upgrade Mode, do the following:

1. Invoke HSM (see page 20).
2. Key in: upgrade
3. Press **[Enter]**.

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

---

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

---

## **Restore Default Settings**

To reset the CS1792 / CS1794 to its default hotkey settings, do the following:

1. Invoke HSM (see page 20).
2. Press **[R] [Enter]**.

All hotkey settings return to the factory default settings.

## **Video DynaSync**

To invoke Video DynaSync so the CS1792 / CS1794 stores the console monitor's EDID (Extended Display Identification Data) to optimize display resolution, do the following:

1. Invoke HSM (see page 20)
2. Press **[D]**

## **Mouse Emulation Control**

Mouse Emulation Control is used on the switch to mimic the connection between a computer, mouse and keyboard. Some USB multi-button mice and multimedia keyboards will not work with Mouse Emulation Control enabled, and you must disable it for them to work. To toggle between mouse emulation enabled and disabled, do the following:

1. Invoke HSM (see page 20).
2. Press **[M]**.

## **SPC Mode**

To set the keyboard/mouse to use SPC mode so that it can work under special operating systems as a standard (104 key) keyboard/mouse, do the following:

1. Invoke HSM (see page 20).
2. Press **[F1]**.

## **Power on Detection**

With Power on Detection if the focus computer is powered off, the switch will automatically switch to the next powered-on computer. Power on Detection can be enabled or disabled. The default setting is enabled. To disable Power on Detection, do the following:

1. Invoke HSM (see page 20).
2. Press **[E]**.

This setting is a toggle. Repeat to enable.

## **HSM Summary Table**

After invoking HSM (see page 20), key in one of the following keys to perform the corresponding function:

| <b>Key</b>        | <b>Function</b>                                                                                                                         |
|-------------------|-----------------------------------------------------------------------------------------------------------------------------------------|
| [H]               | Toggles between the default and alternate HSM invocation keys.                                                                          |
| [T]               | Toggles between the default and alternate Port Switching keys.                                                                          |
| [F2]              | Enables Mac keyboard emulation.                                                                                                         |
| [F10]             | Automatically detects and sets the keyboard operating platform.                                                                         |
| [F4]              | Print the switch's current settings via a text editor or word processor.                                                                |
| [F5]              | Performs a USB keyboard and mouse reset.                                                                                                |
| [B]               | Toggles the beeper On and Off.                                                                                                          |
| [X] [Enter]       | Enables/Disables the Port Switching keys.                                                                                               |
| [R] [Enter]       | Resets the hotkey settings to their default status.                                                                                     |
| [upgrade] [Enter] | Invokes Firmware Upgrade Mode.                                                                                                          |
| [D]               | Invokes the Video DynaSync function, which stores the console monitor's EDID to optimize display resolution.                            |
| [E]               | Enables/Disables the Power on Detection feature.                                                                                        |
| [M]               | Toggles between mouse emulation enable and disable.                                                                                     |
| [F1]              | Sets the keyboard and mouse to SPC mode so that it can work under special operating systems as a standard (104 key) keyboard and mouse. |

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## Chapter 5

# The Firmware Upgrade Utility

The Windows-based Firmware Upgrade Utility (FWUpgrade.exe) provides a smooth, automated process for upgrading the CS1792 / CS1794's firmware.

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

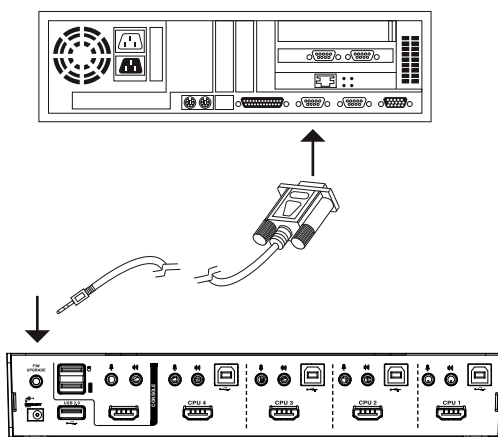
<http://www.aten.com>

### Before you Begin

---

To prepare for the firmware upgrade, do the following:

1. From a computer that is not part of your KVM installation, go to our Internet support site and choose the model name that relates to your device (CS1792 / CS1794) to get a list of available Firmware Upgrade Packages.
2. Choose the Firmware Upgrade Package you want to install (usually the most recent), and download it to your computer.
3. Use the *firmware upgrade cable* provided to connect a COM port on your computer to the *firmware upgrade port* of your switch.



(Continues on next page.)

4. Shut down the computers on your CS1792 / CS1794 installation.
5. Invoke Firmware Upgrade Mode (see page 23).

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

## Starting the Upgrade

---

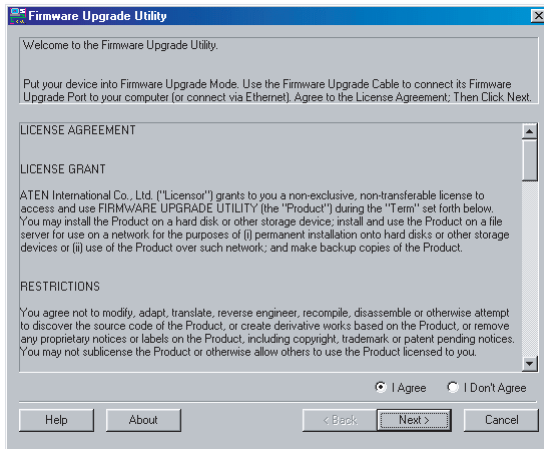
**Note:** Do not unplug the CS1792 / CS1794's power jack when performing a firmware upgrade.

---

To upgrade your firmware:

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

The *Firmware Upgrade Utility* Welcome screen appears:



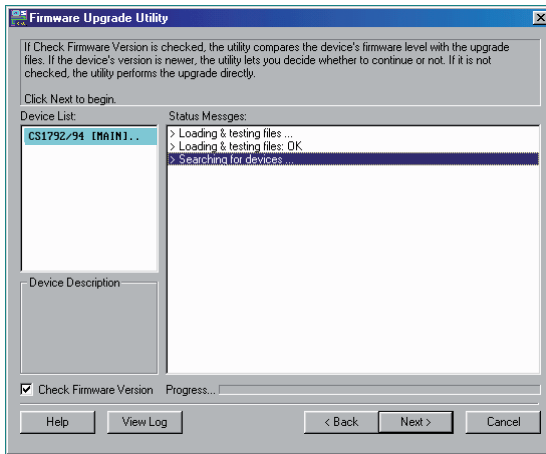
**Note:** The screens shown in this section are for reference only. The wording and layout of the actual screens put up by the Firmware Upgrade Utility may vary slightly from these examples.

---

2. Read the License Agreement (enable the *I Agree* radio button) and click **Next** to continue.

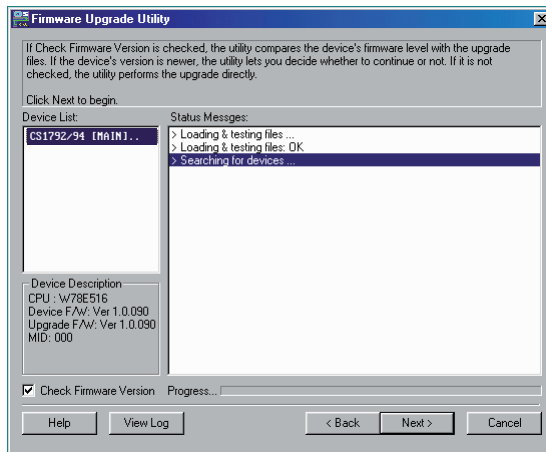


### 3. The Firmware Upgrade Utility main screen appears:



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

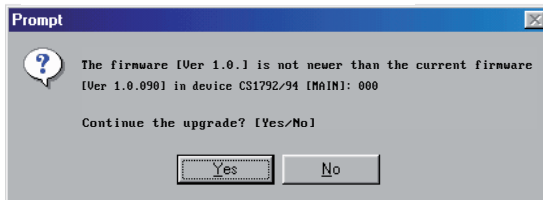
### 4. As you select a device in the list, its description appears in the Device Description panel.



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

*(Continues on next page.)*

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

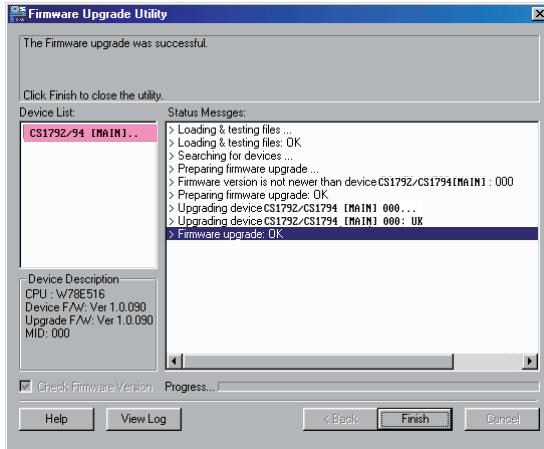


If you didn't enable *Check Firmware Version*, the Utility installs the upgrade files without checking whether they are a higher level, or not.

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

## Upgrade Succeeded

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



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

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

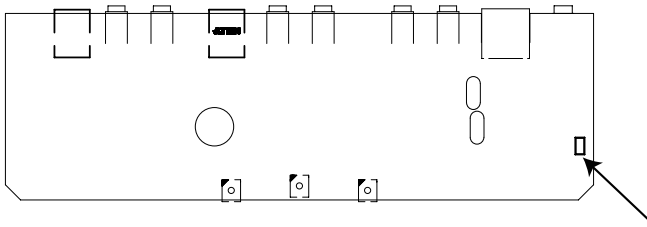
## Upgrade Failed

---

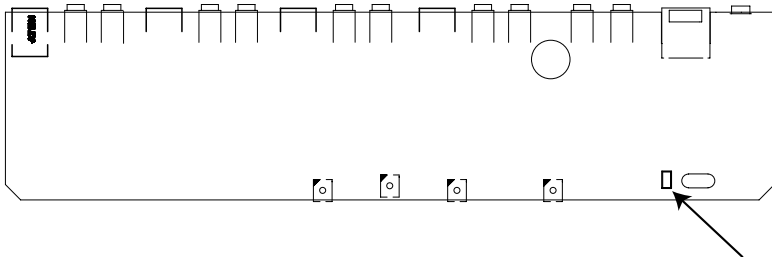
If the *Upgrade Succeeded* screen doesn't appear, it means that the upgrade failed to complete successfully, in which case you should do the following:

1. Power off the CS1792 / CS1794 and remove its housing.
2. Using a jumper cap, short the jumper on the mainboard labeled J11 (CS1792) / J17 (CS1794). The diagram below indicates the jumper location on the CS1792 / CS1794 board:

CS1792



CS1794



3. Power on the CS1792 / CS1794. It will now work with the factory default firmware.
4. Do the firmware upgrade procedure again.
5. After the upgrade procedure completes, power off the switch, remove the jumper cap from J11/J17, close the housing, and power the CS1792 / CS1794 on again.

## Safety Instructions

---

- ♦ 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.
- ♦ 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.
- ♦ Do not allow anything to rest on the power cord or cables. Route the power cord and cables so that they cannot be stepped on or tripped over.
- ♦ Position system cables and power cables carefully; Be sure that nothing rests on any cables.
- ♦ Never push objects of any kind into or through cabinet slots. They may touch dangerous voltage points or short out parts resulting in a risk of fire or electrical shock.
- ♦ Do not attempt to service the device yourself. Refer all servicing to qualified service personnel.

- ♦ If the following conditions occur, unplug the device from the wall outlet and bring it to qualified service personnel for repair.
  - ♦ The power cord or plug has become damaged or frayed.
  - ♦ Liquid has been spilled into the device.
  - ♦ The device has been exposed to rain or water.
  - ♦ The device has been dropped, or the cabinet has been damaged.
  - ♦ The device exhibits a distinct change in performance, indicating a need for service.
  - ♦ The device does not operate normally when the operating instructions are followed.
- ♦ Only adjust those controls that are covered in the operating instructions. Improper adjustment of other controls may result in damage that will require extensive work by a qualified technician to repair.
- ♦ Do not connect the RJ-11 connector marked “UPGRADE” to a public telecommunication network.

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## Technical Support

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### International

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

### North America

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

| Function             |                  |                                           | CS1792                                                                                                                                                                                                                          | CS1794                              |
|----------------------|------------------|-------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------|
| Computer Connections |                  |                                           | 2                                                                                                                                                                                                                               | 4                                   |
| Port Selection       |                  |                                           | Front Panel Pushbuttons; Hotkeys                                                                                                                                                                                                |                                     |
| Connectors           | Console Ports    | Keyboard                                  | 1 x USB Type A Female (Black; rear panel)                                                                                                                                                                                       |                                     |
|                      |                  | Video                                     | 1 x HDMI Female (Black)                                                                                                                                                                                                         |                                     |
|                      |                  | Mouse                                     | 1 x USB Type A Female (Black; rear panel)                                                                                                                                                                                       |                                     |
|                      |                  | Speaker                                   | 2 x Mini Stereo Jack Female (Green; 1 x front, 1 x rear)                                                                                                                                                                        |                                     |
|                      |                  | Mic.                                      | 2 x Mini Stereo Jack Female (Pink; 1 x front, 1 x rear)                                                                                                                                                                         |                                     |
|                      | KVM Ports        | Keyboard/ Mouse                           | 2 x USB Type B Female (White)                                                                                                                                                                                                   | 4 x USB Type B Female (White)       |
|                      |                  | Video                                     | 2 x HDMI Female (Black)                                                                                                                                                                                                         | 4 x HDMI Female (Black)             |
|                      |                  | Speaker                                   | 2 x Mini Stereo Jack Female (Green)                                                                                                                                                                                             | 4 x Mini Stereo Jack Female (Green) |
|                      |                  | Mic.                                      | 2 x Mini Stereo Jack Female (Pink)                                                                                                                                                                                              | 4 x Mini Stereo Jack Female (Pink)  |
|                      | F/W Upgrade      |                                           | 1 x 4-conductor 3.5 mm Jack (Black)                                                                                                                                                                                             |                                     |
|                      | Power            |                                           | 1 x DC Jack                                                                                                                                                                                                                     |                                     |
|                      | USB 2.0 Port     |                                           | 2 x USB Type A Female (White; 1 x front panel; 1 x rear panel)                                                                                                                                                                  |                                     |
| Switches             | Selected         | 3 x Pushbutton                            | 5 x Pushbutton                                                                                                                                                                                                                  |                                     |
| LEDs                 | Audio            | 3 (Green)                                 | 5 (Green)                                                                                                                                                                                                                       |                                     |
|                      | KVM              | 3 (Orange)                                | 5 (Orange)                                                                                                                                                                                                                      |                                     |
|                      | USB              | 3 (Green)                                 | 5 (Green)                                                                                                                                                                                                                       |                                     |
| Emulation            | Keyboard / Mouse | USB                                       |                                                                                                                                                                                                                                 |                                     |
| Video                |                  | 1920 x 1080 @ 60 Hz / 1920 x 1200 @ 60 Hz |                                                                                                                                                                                                                                 |                                     |
| Scan Interval        |                  |                                           | 1–99 secs. (Default: 5 secs)                                                                                                                                                                                                    |                                     |
| Power Consumption    |                  |                                           | DC5.3V:2.7W:28BTU/h                                                                                                                                                                                                             | DC5.3V:4.88W:38BTU/h                |
|                      |                  |                                           | <b>Note:</b><br>♦ The measurement in Watts indicates the typical power consumption of the device with no external loading.<br>♦ The measurement in BTU/h indicates the power consumption of the device when it is fully loaded. |                                     |
| Environment          | Operating Temp.  |                                           | 0–50°C                                                                                                                                                                                                                          |                                     |
|                      | Storage Temp.    |                                           | -20–60°C                                                                                                                                                                                                                        |                                     |
|                      | Humidity         |                                           | 0–80% RH, Non-condensing                                                                                                                                                                                                        |                                     |



| Function            |                        | CS1792                                            | CS1794                                             |
|---------------------|------------------------|---------------------------------------------------|----------------------------------------------------|
| Physical Properties | Housing                | Metal, Plastic                                    |                                                    |
|                     | Weight                 | 0.42 kg (0.93 lb)                                 | 0.53 kg (1.17 lb)                                  |
|                     | Dimensions (L x W x H) | 20.63 x 7.24 x 4.40 cm<br>(8.12 x 2.85 x 1.73 in) | 26.20 x 7.24 x 4.56 cm<br>(10.33 x 3.02 x 1.73 in) |

## Troubleshooting

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









In addition, updating the product's firmware may solve problems that have been discovered and resolved since the prior version was released. If your product is not running the latest firmware version, we strongly recommend that you upgrade. See Chapter 5, **The Firmware Upgrade Utility**, for upgrade details.

| Symptom                                                                 | Possible Cause                                        | Action                                                                                                                                                                                                                                                                                                                                       |
|-------------------------------------------------------------------------|-------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| USB Mouse and/or Keyboard are not working when connected to the switch. | The Mouse Emulation Control is enabled.               | Disable Mouse Emulation Control. First invoke HSM mode, then press "M" (see <i>Mouse Emulation Control</i> , page 24).<br><br>Some multi-button mice and multimedia keyboards do not work with Mouse Emulation Control enabled. Disabling Mouse Emulation Control allows your directly connected USB mouse and/or keyboard to work properly. |
| Mouse and/or Keyboard not responding.                                   | Improper mouse and/or keyboard reset.                 | Unplug the cable(s) from the console port(s), then plug it/them back in.                                                                                                                                                                                                                                                                     |
|                                                                         | KVM switch needs to be reset.                         | Power off all devices on the installation (see safety note, page 9); power off the KVM switch; wait five seconds; then power up                                                                                                                                                                                                              |
| USB devices not responding.                                             | USB ports need to reset.                              | Unplug the device's USB cable from the USB port on the switch's rear panel, then plug it back in.                                                                                                                                                                                                                                            |
|                                                                         | PC or OS does not support USB 2.0.                    | The CS1792 / CS1794 has a built-in USB 2.0 hub, so will not support PCs or OS that do not support USB 2.0.<br><br>For OS that do not support USB 2.0, keyboard and mouse functions can be reset using the [F1] hotkey function. See <i>SPC Mode</i> , page 24.                                                                               |
| Device not recognized (Windows).                                        | Windows timing problem.                               | Unplug the KVM cable from the computer's USB port; go into Windows' <i>System Settings</i> and remove the <i>Unknown Device</i> entry; plug the KVM cable back in. Windows will now recognize the device.                                                                                                                                    |
| Cannot switch ports by pressing [Scroll Lock] twice                     | Keyboard is incompatible with Scroll Lock invocation. | Switch to the Alternate HSM invocation keys. See <i>Alternate HSM Invocation Keys</i> , page 21, for details.                                                                                                                                                                                                                                |

| Symptom                                                      | Possible Cause                                                             | Action                                                                                                                                                                                                  |
|--------------------------------------------------------------|----------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Monitor does not display after KVM cable set is hot plugged. | Some HDMI/DVI graphics cards are incompatible with cable set hot plugging. | Power off all devices on the installation (see safety note, page 9); power off the CS1792 / CS1794; confirm all KVM cables are properly connected; power on the CS1792 / CS1794; power on the computers |

# Mac Keyboard Emulation

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

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

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

# Factory Default Hotkey Settings

| Setting                     | Default                     |
|-----------------------------|-----------------------------|
| Port Switching              | [Scroll Lock] [Scroll Lock] |
| Invoking HSM                | [Number Lock] [-]           |
| Auto Scan Interval          | 5 seconds                   |
| Beeper                      | On                          |
| Keyboard Operating Platform | PC Compatible               |
| Port Switching Keys         | Enabled                     |
| Power on Detection          | Enabled                     |
| Mouse Emulation             | On                          |

## ATEN Standard Warranty Policy

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### Limited Hardware 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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