INTRODUCTION

The aim of this user guide is to assist you through the administration and control of the Arqa Network Manager software, as well as offering examples of controlling the KVM Network. This guide will also act as a reference for future use.

Arqa Network Manager is a Windows based standalone run time application that is required to manage your Arqa system. A server PC is required to run the Network Manager software and must be connected to the same network switch as the Arqa devices.

Note: A PC with a graphics output of at least 1920 x 1080 resolution is recommended for best experience when configuring the system with Arqa Network Manager.

Purchasing the Arqa Network Manager Software

The latest version of the Datapath Arqa Network Manager software can be purchased by contacting our Sales Team.

Note: Firmware updates for your Arqa units is available to download from our website www.datapath.co.uk.

INSTALLING ARQA NETWORK MANAGER

Once the Arqa Network Manager USB stick has been inserted into your network server PC, locate and click on the setup.exe file relevant to your specific hardware platform, either x86 or x64.

In order to run the Arqa Network Manager installation, administrator rights are required.

The Arqa Network Manager will commence install and display the Software Licence Terms:

Read and agree to the licence terms and conditions then click on ‘Install’.

During the initial setup, the process requires the installation of .Net 35 and Microsoft Visual C++ Redistributable. Subsequent installations will not require these products to be installed unless they have been removed.
Read and agree to the licence terms and conditions then click on 'Install'.

If Microsoft Visual C++ Redistributable is already installed, the setup may return the error 0x80070666. If this error is displayed click on 'Close' and continue with the installation.

The next application to be installed on the PC is WinPcap. If WinPcap is already installed a prompt is displayed asking if the installation of WinPcap should be forced. This will only be necessary should the WinPcap versions are not the same.

To run the WinPcap installer click 'Next'.

Select 'Automatically start the WinPcap driver at boot time' then click on 'Install'.

Once the installation is complete, click on 'Close'.

A shortcut to the Arqa Network Manager application will be placed on your desktop.
Connecting the PC to the KVM Extender Network

Connect a free 1Gbit network port on the PC with a network switch within the KVM Extender network. It should be noted that IGMP Snooping must be enabled on the network switch. Configuration of the network interface inside the Windows Operating System is not required.

To ensure a good, stable connection, a Cat5 (or better) Ethernet cable is recommended for connecting the PC to the network switch.

OPEN THE ARQA NETWORK MANAGER APPLICATION

To open, locate the Datapath Arqa Network Manager in the Programs Menu or use the application shortcut on your desktop.

The login dialogue is displayed:

On initial login, use the following default login details:

**User:** admin  
**Password:** admin

Once the login is complete, Arqa Network Manager automatically opens on the General Settings page enabling you to make the initial settings:
General Settings - Optional Settings

Enable extender automatic add
Select the checkbox to automatically add new devices to the KVM network. If this setting is changed, you must close and restart Arqa Network Manager for the change to be effective.

Extender to Manage Binding
When selected, a new window for assigning units to the Arqa Network Manager application is opened.

Note: This function is only available if ‘Enable extender automatic add’ is not selected.

Enable Extender User System
This indicates if a user system is used or not. If this function is activated, you must log in to the unit using the On Screen Display menu before you can access the switching network.

Note: Full access to the OSD menu is only possible if you activate this function.

The User System enables the creation of a user network where user roles can be created for specific tasks. Users can then be created and allocated to roles. The User System also enables the binding of users to specific units or groups of units. See the section headed Users for more information.

Enable Legacy Update System
Update the system for compatibility with older versions of the extender firmware. This is typically not required in a normal application.

Extender Time to Live
Arqa Network Manager queries all units in the network to see if they are still active. If an extender is not active within the defined time period, it is logged off from the system.

TTL Timer Interval
The query interval can also be defined. For example, if the time is set to 30, the unit is asked every 30 seconds whether it is still active.

Hide Inactive Units
Select this function and only the active extenders are displayed in the layouts.

Restore Last Connection
Restores the last connection when the application is opened.

Default Unit Layout
Select one of the following default layout styles:
- Grid
- Tree
- List

Default Language
Use the dropdown list to select a required language and click ‘Save’.

Note: The Arqa Network Manager application requires a restart after the language selection has been saved.

Search for New Arqa Extenders
Search the network for all units.

Import/Export General Settings
Back up the General Settings using the ‘Export’ button. The settings will be saved as an .xml file. Click on ‘Import’ to restore the General Settings. Once an import has been carried out click on ‘Save’ and restart the Arqa Network Manager application for the import to take effect.

Version
This displays the version number of the Arqa Network Manager application. To view the full version number, hover the cursor over the version number and click the left mouse button six times in quick succession. A pop-up will open displaying the full version number. The full version number is useful when dealing with a support issue.

Enable Grid Preview
Select the Enable Grid Preview and the Grid Layout will show a preview of the source connected to the Arqa TX1. This can be useful to give a quick visual representation of the source you are referring to without having to look at the name of the device.
BASIC COMMANDS

The Basic Commands
The three basic commands in Arqa Network Manager are:
- Connect
- Disconnect
- Share

Connect
On the Layout page, using either the List, Grid or Tree views you can connect two units together. Click on the first extender.

List View
List View presents all of the detected units in the system in a list format from top to bottom. A scroll bar allows users to look through the entire list. This can be a more useful view in larger systems containing many devices and allows users to look through the list without losing any detail.

From within the list view on the right-hand side, you can check the Grid View check box which allows each particular device to also be shown from within the Grid View.

Grid View
Grid View presents only the devices that have the ‘Grid View’ check box ticked within the List View (by default, none are ticked).

The Grid View is intended to provide quick access to a select number of frequently used units. Devices are presented in a grid format with receivers shown at the top and transmitters at the bottom. This can be a useful view to allow quick connection between frequently used devices. Note that if many devices are added into the Grid View, then the size of each representation becomes smaller and could become too small to be readable. Therefore, in larger systems it might be better to use the List View instead.

Disconnect
To terminate a connection between two units, select one of the units to be disconnected by clicking on it. The menu buttons will then be displayed on both.

Tree View
Tree view show a ‘tree’ representation of multiple devices and hierarchies.
Select a second unit and both become connected immediately. Connected units are coloured blue in the layout as shown below:

Click on the first units. The units changes colour to Green and presents the following menu buttons:
Select a second units and both become connected immediately. Connected extenders are coloured Blue in the layout as shown below:

Each connected units displays the name of the units it is connected to. The chain-link graphic on the left indicates that both extenders are connected.
To disconnect the units, click on the ‘X’ button on one of the units. Once disconnected, the units will change colour to Yellow and the text <not connected> is displayed.

Share
To share the video signal from a source with multiple monitors, a standard connection must first be established. This connection transmits all the data while a shared connection only transmits video. To share the video of an already running connection, select one of the linked extenders and click on the ‘Share’ button as shown below:

Click the Arqa RX1 units you want to share the video to. The units will change colour to Blue and an ‘i’ icon is displayed to the left. The Arqa TX1 units will also change to the ‘Share’ icon.

**Note:** IGMP snooping and fast leave must be enabled on the network switch for sharing to work since it is effectively using multi-cast streaming.

If you have followed this sharing procedure but get no video, please check your network switch settings and that your switch can support multi-casting with IGMP support.

**FUNCTIONS OF ARQA NETWORK MANAGER**

This chapter describes the selection options and functions of the Arqa Network Manager software. These options are located on the left side of the user interface:

Use the ‘Expand All’ button to expose all functions and ‘Collapse All’ to close.

<table>
<thead>
<tr>
<th>Function</th>
<th>Options</th>
</tr>
</thead>
<tbody>
<tr>
<td>Endpoints</td>
<td>Extender Settings and Extender Groups.</td>
</tr>
<tr>
<td>Users</td>
<td>User Settings, User Groups, User Roles and User Extender Binding.</td>
</tr>
<tr>
<td>Features</td>
<td>OneControl and Multithead Groups.</td>
</tr>
<tr>
<td>Layout</td>
<td>List, Grid and Treeview.</td>
</tr>
<tr>
<td>System</td>
<td>General Settings, Update Management, Scenarios and Session Protocol.</td>
</tr>
</tbody>
</table>
Endpoints

‘Endpoints’ has two functions: Extender Settings and Extender Groups.

Click on ‘Extender Settings’ to display a dialogue listing information about both the Arqa RX1 (Remote) and Arqa TX1 (Local) extenders.

Extender Settings

Information provided - Status, Name, Firmware Version, Product, Device, Static Partner, Type, ID, DDC and IP Address.

For more detailed information regarding specific units, click on the unit required and a window is displayed giving more detailed information:

Preview Image Content

The Extender Settings can also be used to display the name of an extender accompanied by a preview of the image content from the source. The preview is updated 10 x/sec.

To create a preview:

1. Ensure you have selected the Extender Settings page (1).
2. Select the Arqa TX1 you wish to create a preview for (2).
3. Click on the ‘Information of Extender’ button (3).
4. Configure the resolution of the preview (default resolution is 480 x 270 pixels) then request the preview by clicking on ‘Get Preview’ (4). This is shown on the right.
5. If Auto Refresh Preview Image is activated (5), preview images are requested continuously. The length of time since the last preview request is also displayed.
6. A single image from the screen can be captured as an image up to a 4K resolution. The image can be saved as an uncompressed bitmap. Click on ‘Save Bitmap’ (5) and the current preview image is saved.
Extender Groups

‘Extender Groups’ can be used to create groups of units which can be allocated to specific tasks and be accessed by specific users.

To create an extender group, open the ‘Extender Groups’ user interface by clicking on ‘Extender Groups’ in the Endpoints tab. The following dialogue is displayed:

The Extender Groups dialogue enable the user to:

- Create a new group
- Edit an existing group
- Delete a group

Creating a New Extender Group

Groups allows the grouping of multiple, physical units into logical groups. For example, a workstation might include five separate displays, and each is connected to a receiver. It would be useful to group these receivers into one workstation called Workstation 1 and another called Workstation 2. Also, at the transmitter side, it might be useful to group a collection of servers running specific applications into a group as well.

When Users and User Roles are created, users can be granted specific access to specific groups. People can be assigned access to work only with specific units or unit groups e.g. Workstation 1 but not Workstation 2.

To create a new group, click on the ‘Create a New Extender Group’ button (6) and the Edit Extender Group dialogue is displayed:

Enter a name for the group in the Name field at the top of the dialogue box. A Parent Extender Group can also be selected using the dropdown list below. New groups can be created offline; however, units cannot be selected.

The left column, Available Extenders, lists all available units which you can select from to create the new group. The right column shows all the units that have been selected to be included in the group.

To add a unit to the group, select it from the list of those available then click on the right pointing arrow (7). The unit will be moved into the right-hand column, Extender Group Members. Multiple extenders can be selected.

Once all the required units have been selected for the new group click on ‘Save Extender Group’ and the new group is created and added to the list of available extender groups. The list of groups displays the Name of the group, how many Members (units) are contained within the group, and the name of the Parent Extender Group.

Groups can be edited or deleted by selecting the group and clicking on the ‘Edit Extender Group’ or ‘Delete Extender Group’ button (6).
The users section allows the administrator to set up specific roles and add users to the KVM network. It can also be used to bind specific Arqa extenders to users:

The ‘User’ tab contains four functions:

- User Settings
- User Groups
- User Roles
- User Extender Binding

**Create a User Role**

On KVM networks where tasks are carried out by specific users, User Roles can be created. For example, Admin, Vehicle Location Tracking, Vehicle Maintenance and CCTV Surveillance Group:

**Create a User(s)**

Create users in the User Settings dialogue who will interact with the KVM network.

You can then allocate users to specific roles.

**Bind Users to Extenders**

Allows users to only access specific units or groups of units:

**Users Roles**

The first task when building an organised user network is to create the roles users will be required to undertake. In User Roles you can create a specific user role enabling you to allocate users to it. A numerical security level can also be set.
Creating New User Roles

To create a new User Role, click on ‘Create new user role’ (8) and the Edit User Role dialogue is displayed.

Enter a name for the User Role, in this example Vehicle Location Tracking has been used.

Select a Security Level. The higher the numerical value, the lower the level of security. A user role with a higher level of security can overwrite the connection of a user role with a lower level of security. This means that whenever a user has connected to a source, another user with higher priority can choose to connect to the same source and will have the effect of removing the connection of the previous user. If a user has lower priority, then they will only be able to access that source once the previous user has closed their connection.

Click on ‘Save User Role’. The new user role will then be added to the User Roles dialogue. There is no limit to the number of user roles that can be created.

User Settings

Once user roles have been created you can then add users to your network and allocate them user roles.
Add User

To create a user, open the User Settings page and click on Add User (9) and the Edit User dialogue is displayed:

![Edit User Dialogue]

Enter a name for the new user and allocate a password. The username and password is used to login to the system in the On Screen Display menu.

**Note:** When creating users and passwords for use on the KVM network, the Enable Extender User System must be selected on the General Settings page. This activates the login fields in the On Screen Display menu. Failure to do so will result in the user being unable to log in to the system.

If required, administrative privileges can be allocated.

Finally, allocate the user a role by selecting one of the roles from the dropdown list. In this example, Vehicle Maintenance has been allocated.

Click ‘Save User’ and the user is created and displayed on the User Settings page.

User Extender Binding

User Extender Binding allows the administrator to bind users to groups of units and also single units. A user will only have access to units and groups of units they are binded to.

To create an Extender Group Binding, select a user you wish to create a group binding for and click on ‘Bind Extender Group’ (10). The Bind Extender Group dialogue is displayed:

![Bind Extender Group Dialogue]
Listed in the left column are all the unit groups that have been created on the system. Unit groups are created in the Endpoints tab.

To bind the user to a group, select an available group(s) from the list and move it to the Associated Extender Groups by clicking on the right pointing arrow (11). To remove a group binding, click on the left pointing arrow.

Click on ‘Save Extender Binding’. The user now has access to that group of units.

The ‘Extender To Manager Binding’ function enables units to be bound to the Arqa Network Manager application. For example, a network may contain more than one Arqa Network Manager server. Binding units to a specific server means other servers will not have access to them.

To open the Extender To Network Binding dialogue, open the General Settings page in the System tab. Click on the ‘Extender To Manager Binding’ button and the following dialogue is displayed:

A list of extenders available to the Arqa Network Manager server is displayed in the left column. Select the extenders you wish to bind to the Arqa Network Manager and click on the right pointing arrow (12).

Once all extenders have been selected, click on ‘Save Extender Binding’.

The Features tab contains two functions:

- OneControl
- Multihead Groups

Click on ‘OneControl’ in the Features tab. A list containing all configured OneControl configurations displayed. The dialogue enables the creation, editing and the deletion of OneControl configurations (14).

Click on ‘OneControl’ in the Features tab. A list containing all configured OneControl configurations displayed. The dialogue enables the creation, editing and the deletion of OneControl configurations (14).
Creating a OneControl Configuration

Before creating a OneControl configuration, it's worth ensuring all devices that you wish to use on the receiver side have been allocated friendly names (see earlier note on extender setting dialogue for how to allocate device names). Check that the chosen naming scheme used accurately reflects the physical wiring i.e. station 1 - left display, station 2 - center display.

Click on ‘Create OneControl Configuration’ and the following dialogue is displayed:

Enter a Name for the new configuration.

The next step is to select the units you wish to add to your configuration. Click on ‘Select Extenders’ and the following dialogue is displayed:

Multiple extenders can be selected.

Once all the required units have been selected, click on ‘Save Associated Extenders’.

Click on ‘Cancel’ and the selections are discarded.

Once the associated extenders have been saved, the monitors are displayed in the OneControl configuration dialogue as shown below:

The monitors can be moved and arranged to suit the user by clicking and dragging with the mouse.

By default, the monitors will snap to the edge of nearby monitors. This feature can be disabled by pressing the left Shift key on your keyboard.

The size can also be changed manually by double clicking on the monitor, which opens a new dialogue box allowing you to edit the size.

This dialogue also allows you to configure the USB master.

The left column, Available Extenders, lists all available units which you can select from to create the new OneControl Configuration.

The right column shows all the units that have been selected to be included in the configuration.

To add a unit to the configuration, make a selection from the list of those available then click on the right pointing arrow. The unit will be moved into the, Associated Extenders column on the right.
Setting the USB Master
To enable control of the selected monitors, a USB Master must be selected on one of the Arqa RX1 monitor representations.
Double-click on the monitor you wish to act as the controller to open the Monitor Configuration dialogue box.
To work correctly the chosen USB master must be the receiver that has the mouse and keyboard physically connected to it.
As stated earlier, it is important to make sure that each device has an accurate friendly name, and that the name can be used to easily identify the correct physical device in order to make sure that you set USB master on the correct device.
Enable the Use USB checkbox to select the USB master. A USB icon will be displayed in the monitor representation.

Enable Red Frame
When OneControl shifts control from one source to another, it is useful to know when this has taken place. Enabling Red Frame will temporarily draw a red border around the screen which currently has active control.
This may be particularly useful in a command and control environment where clicking on the wrong server may have detrimental consequences.
Red Frame may or may not be desirable depending on user requirements.

Set Mouse Speed
Use the slider to increase (left to right) or decrease (right to left) the speed the cursor moves across the monitors. A typical and recommended setting is approximately halfway along the slider, however this is down to user preference.

Multihead Groups
Multihead groups are a means of informing a unit system that a group of units are connected to different outputs of the same source.
For example, if a user wanted to extend a PC that has four screens/video outputs attached, four separate transmitter devices would be required. Only one of those devices would have the USB connected to the PC to allow it to be controlled, but all four would be used to transmit video.
The dialogue enables the creation, editing and the deletion of Multihead Groups and Selecting Static Partners (16).
Select Static Partner

Static partners can be selected to create a permanent connection between Multihead Groups. To create static partners, firstly select a Multihead Group from the list available then click on the ‘Select Static Partners’ button. The following dialogue is displayed:

**Note:** The Select Static Partner button is only available when both Arqa RX1 and TX1 Multihead Groups have been created.

Creating a New Multihead Group

The next step is to select the type units you wish to add to your group. Use the dropdown list to select Arqa RX1 or TX1 units. The available units are displayed in the left column. Select a unit you wish to add to the Multihead Group then click on the right arrow. The unit is then added to the new Multihead Group.

A mix of Arqa RX1 and TX1 units cannot be selected to the same Multihead Group. Once all the required units have been selected, click on **Save Multihead Group**. Click on **Cancel** and the selections are discarded.

The Select Static Multihead Partner dialogue displays a list of compatible groups. Type in the name of the Multihead Group you wish to create a static partnership with or use the scroll down list. Click ‘Select’ and the static partnership is created.
USB Sharing

When in Share Mode it is possible to take over USB control. Share Mode is accessed through the On Screen Display (OSD) provided by the units. To enable you to use the USB Sharing feature, the minimum requirements are:

- Firmware version 3.15 or above
- Arqa Network Manager 1.1.5 or above

There are two different approaches to enable USB Sharing:

- **HID Mode**
- **USB 2.0**

Activating HID Mode or USB 2.0 is done within Arqa Network Manager in General Settings:

- **HID Share Mode**
  
  Once the HID Share mode has been selected and the General Settings saved, all shared Arqa RX1 units have access to the USB control in HID mode of the shared PC. Keyboards and mice can be shared in HID mode.

- **USB 2.0 Share Mode**
  
  Once the USB 2.0 Share mode has been selected and the General Settings saved, USB control can be transferred to any console by pressing a shortcut on the attached keyboard. To change the shortcut for USB 2.0 Sharing, open the OSD and navigate to the Keyboard Shortcuts menu. To access the OSD press the Scroll key on your keyboard quickly a minimum of five times:

  
  Pressing the keyboard shortcut will display a pop-up until the USB control has been initialised.

  The USB control feature can also be initialised by pressing any key on your keyboard. To set this up, navigate to the Remote Settings page in the OSD:

  
  When Enabled, every pressed key will assume USB control unless navigating the OSD.
Arqa Network Manager User Guide

VIEWS

Arqa Network Manager provides the user with three different layouts in which to view the Arqa RX1 and TX1 units within the system:

- List (default)
- Grid
- Treeview

List View

List view presents all the detected units in the system in a list format from top to bottom. A scroll bar allows users to look through the entire list. This is useful in larger systems containing many devices and allows users to look through the list without losing any detail.

From within the List view users can select the Grid view checkbox located on the right which also allows the device to be shown in the Grid view.

By clicking on the representations, Arqa TX1 and RX1 extenders can be connected.

The input field at the top of each column can be used to filter the extenders by name.

Details of each extender include:

- Name - name allocated to the unit.
- Connection - displays the unit is connected.
- ID - the embedded identification number of the unit.
- Product - displays if the unit is copper or fiber.
- Group - displays which Group the unit is part of.
- Grid View - checkbox to enable the unit to be displayed in a Grid View within the column.

Grid View

Grid view presents only the devices that have the Grid view check box selected in the List view (by default, none are selected).

The Grid view is intended to provide quick access to a select number of frequently used units. Devices are presented in a grid format with receivers shown at the top and transmitters at the bottom. Grid view allows quick connection between frequently used devices.

Note: If many devices are added into the grid view, then the size of each representation becomes smaller and could become too small to read. Therefore, in larger systems it may be preferable to use the List view.

Grid view may be most suited for use on a Windows tablet device, for example, which could be in a central location and allow routing via a touchscreen.
By clicking on the representations, Arqa TX1 and RX1 units can be connected. Units are displayed in Green.

**Naming an Extender in Grid View**

Select the unit you wish to name and click on the information icon. This opens a dialogue offering more detailed information about the extender:

Type the required name in the edit field and click on 'Save'.

Each group has its own context menu. To open the menu, right-click on the group name and the context menu is displayed.

**Group Context Menu**

- Add Extender Group
- Add Extender
- Remove Extender Group
- Create New Extender Group
- Delete Extender Group
Add Extender Group

Using the Add Extender Group function, you can select child groups to be added to the selected group. Click on ‘Add Extender Groups’ and the following dialogue is displayed:

Add Extender

To add a unit to a group, click on ‘Add Extender’ in the context Menu and the following dialogue is displayed:

Remove Extender Group

Click on ‘Remove Extender Group’ and the group is removed from the Treeview. To delete the group completely, click on ‘Delete Extender Group’.

Extender Context Menu

Each unit has its own context menu. To open the menu, right-click on the unit name and the context menu is displayed.

- Connect to - select to connect the extender to another extender.
- Share with - select to enable the extender to be shared.
- Disconnect - select to disconnect the extender from another.
- Remove Extender from Group - select to remove the extender from the extender group.
**Connect To**

Click on 'Connect To' and the following dialogue is displayed:

The Select an Extender To Connect To dialogue displays a list of compatible units. Type in the name of the unit you wish to connect to or use the scroll down list. Click 'Connect' and the connection is made between the two units.

---

**System**

The System tab has the following functions:

- General Settings
- Update Management
- Scenarios
- Session Protocol

**General Settings**

After every successful login, Arqa Network Manager is automatically opened on the General Settings page.

Settings on this page are covered in the chapter Open Arqa Network Manager.
Scenarios

A Scenario can be created for user defined combinations which are loaded by clicking on the ‘Load’ button. The Scenario can be amended or deleted.

Click on 'Create New Scenario' (22) and the following dialogue is displayed:
Enter a Name for the New Scenario, then click 'Save'. The new scenario is added to the list.

Update Settings

To update your units:

- Locate the Firmware folder on your machine.
- Select the version of the firmware you wish to install.
- Use the Mark checkbox to highlight the units you wish to update. Click on ‘Mark All’ to select all units on the list.

Once all units have been identified, click on 'Send firmware to marked extenders'. This loads the firmware onto all selected units. This can take up to 2 minutes.

After the firmware has loaded onto the units, click on 'UPDATE marked modules'. The firmware update now commences.

When the update is complete, a pop-up box is displayed indicating ‘Finish’.

Should an error occur during the update, cancel the update and start again.

Note: It is important to ensure that power to the device is stable and maintained during the update process. Any loss in power during the update will result in corrupted firmware and render the devices unusable, resulting in them being returned to factory to be recovered.
Up to this point, the Arqa Network Manager has been configured by a system administrator. When the application was first launched, login was via the default admin account. As described in this guide, part of the standard setup is to create users and user roles.

Once users have been created (each with their own password), they can login to the Arqa Network Manager application.

A simple test is to log out of the admin account using the Logout button in the top right corner, and then log back in with the username and password of a user created on the Users page.

When logged in as a user without administrative rights (as configured in the user settings), a much simplified Arqa Network Manager interface is displayed.

Non-admin users can only control video routing of the devices they have access to. A user will be presented with a view similar to the example below and will not have any other options available to them. The User View is available from the Layout tab.

**Session Protocol**

Session Protocol is used to monitor all connections as they occurred within the system. From this view an administrator can see which users are connected to which sources and the times at which they connected and disconnected. This can be useful for event logging, support and general administration of the system.

This feature is only available if the Extender User System is enabled on the General Settings page.
SWITCHING WITH ON SCREEN DISPLAY

The On Screen Display (OSD) menu provides different methods of switching:

- Switching between different computers - switch via a connected USB keyboard with KVM control of the source.
- Sharing in OSD - display a single source and different monitors. This is for viewing only without interrupting another user who may be controlling.
- Connect, disconnect or edit a console of currently connected devices - the screen overview shows the currently connected PCs, as well as the free PCs and consoles on the network. Any source that has a currently active connection is highlighted with a (*).
- Searchbox function - all available extenders are displayed in the OSD list view.

To open the OSD menu press the Scroll key on your keyboard quickly a minimum of 5 times.

Switching Between Different Computers

Access to the menu for switching between different computers is possible via a connected USB keyboard which is connected to the Arqa RX1 extender. This function is only possible in combination with a network switch and the supplied Arqa Network Manager software.

To open the switching menu, press Ctrl+Alt+F12.

The switching menu lists all Arqa TX1 units that are connected to the switching network.

To select a local unit, press arrow up and down or Page/UP and Page/DOWN keys and press 'Enter'. The system switches to the selected computer.

F1 - F8 favourites can be created and selected.

Sharing with On Screen Display

To display the same source on multiple monitors, you can use video sharing. The PUSH command sends the current console image to another monitor. The GET command displays the current image of another console on your monitor.
SUPPORT
Warranty Statement
Datapath provides a return to manufacturer warranty on all its products for a standard 36-month period. It is important that RMA procedures are followed prior to products being returned as often issues can be resolved quickly without the need for products being returned.

RMA Returns Policy
If your Datapath product is not working as you expect, we recommend that you contact Datapath Ltd in the first instance for support, since many issues that may first appear as hardware faults, are actually installation or set-up problems and can normally be resolved without having to ship any hardware back to us. This route is therefore often the quickest, easiest and cheapest way of solving the problems that you are experiencing. Please email support@datapath.co.uk including as much detail regarding the failure as possible (for example: system description, signal types, input or output resolutions and any other relevant background information).

It is essential for you to know the serial number of the product(s) when contacting us.

If it appears that the fault is most likely to be hardware related, please email rma@datapath.co.uk stating the serial number and as much additional information regarding the nature of the failure as possible. Detailed explanation of the fault will help us to better identify the problem and will direct additional focused testing if necessary. We will then issue an “RMA Number” to you.

At the time that the “RMA Number” is issued we will inform you of the warranty status of the product and the cost of the repair, if appropriate - see paragraph (b) below. The product should then be returned, at your cost, to Datapath Ltd following the steps below.

There are 4 possible scenarios when a product is returned to us:
(a) The product is in warranty and is either found to be genuinely faulty or no fault is found. In these cases, the product will be repaired as necessary, or replaced by a new or previously repaired product, and returned to you at our cost.
(b) The product is out of warranty and is found to be faulty. The product if possible, will be repaired or replaced at fixed cost, as stated in the RMA authorisation email. To cover this payment, you will be required to either provide a Purchase Order or Credit Card details, when the product is returned to us. (However, we will not issue an invoice or charge the credit card until the repair has been completed and is about to be returned to you)
(c) The product is in warranty but is found to be damaged by misuse. This will be treated as (b) above.
(d) The product is out of warranty and is obsolete. In the unlikely situation that the product can be neither repaired nor replaced, because some of its components are obsolete and we have no swap-out stock left, then the product will either be returned to you, or disposed of at your request, with no charge.

Connect or Edit a Console of Currently Connected Devices
The overview screen provides an overview of the currently connected PCs as well as the free PCs and consoles on the network. You can remotely cancel a connection, assign a new console to a PC, or vice versa.

By pressing ‘P’ a point-to-point connection can be activated.

Press ‘A’ to access the Login Form.

By entering your username and password, you can log in directly to a remote workstation.

After logging in, the user receives his personalised lists (Devices and Favourites).

The general user administration is done in the Arqa Network Manager software.

Searchbox Function
In the OSD Device List view, you can search for the different units.

In the OSD Device List view, all available units are displayed. To search for specific units, press the Tab key.

Now you can enter a string to search for the units you require. If you press the Return key, a reduced list of units is displayed. For example, selecting ‘T’ will reduce the list to showing only ‘Thomas’.

Arqa Network Manager User Guide

50

51
Please Note: Datapath will not accept responsibility for the safety, integrity or security of any programmes, data or other content held on hard drives or any other type of rewritable media which is sent to us either separately or as part of any equipment returned to us for repair or for any other purpose. Customers are advised to take back-ups of anything that they deem to be valuable or important before returning the equipment to us and anything which is confidential should be erased from the media before it’s returned.

Once the RMA Number has been issued, you need to raise your Purchase Order, or supply your credit card details, and return the product to: Datapath Ltd, Bemrose House, Bemrose Park, Derby DE21 6XQ, United Kingdom - securely packed and with the RMA Number clearly displayed on the outside of the box. To prevent unnecessary carriage and handling please only send back products or accessory items you believe to be faulty.

In the case of paragraph (c), the fixed charge will be levied after we have seen the product and identified the misuse. In this case we will request you to issue a purchase order or provide credit card details before any repairs are completed.

Our policy is to return the repair (or swap-out) to you within 10 days of receipt.