

INSTALLATION AND OPERATIONS MANUAL



Part Number CRK-1DTXT-EX45/A1





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Limited Warranty

Rose Electronics warrants the CrystalView Extreme to be in good working order for one year from the date of purchase from Rose Electronics or an authorized dealer. Should this product fail to be in good working order at any time during this one-year warranty period, Rose Electronics will, at its option, repair or replace the Unit as set forth below. Repair parts and replacement units will be either reconditioned or new. All replaced parts become the property of Rose Electronics. This limited warranty does not include service to repair damage to the Unit resulting from accident, disaster, abuse, or unauthorized modification of the Unit, including static discharge and power surges.

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NOTE: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference 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.

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FCC Radio Frequency Interference

This 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
- 2. This device must accept any interference received, including interference that may cause undesired operation.

CE Statement

This product meets European Standard EMC EN-55022:2006 + A1:2007 Class A, EN 61000-3-2:2006 + A2(2009), EN 61000-3-3:2008, and EN 55024:1998 + A1(2001) + A2(2003).

IC Statement

This Class A digital apparatus complies with Canadian ICES-003.

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INTRODUCTION

Disclaimer

While every precaution has been taken in the preparation of this manual, the manufacturer assumes no responsibility for errors or omissions. Neither does the manufacturer assume any liability for damages resulting from the use of the information contained herein. The manufacturer reserves the right to change the specifications, functions, or circuitry of the product without notice.

The manufacturer cannot accept liability for damages due to misuse of the product or other circumstances outside the manufacturer's control. The manufacturer will not be responsible for any loss, damage, or injury arising directly or indirectly from the use of this product.

System Introduction

Thank you for choosing the CrystalView Extreme extender from Rose Electronics for your remote accessing needs. The CrystalView Extreme system consists of a Transmitter unit and a Receiver unit. The Transmitter unit connects to your corporate LAN and to your computer's DVI-D and USB Type A connectors using the provided DVI and USB cables. The Receiver unit also connects to your corporate LAN and to your remote workstation. This allows you to access your computer from any location on your LAN. The Transmitter and Receiver are paired at the factory and only communicate with each other. If the Transmitter needs to be paired to a different Receiver or a Receiver paired to a different Transmitter, see Attachment C for instructions.

The CrystalView Extreme extender supports all USB 2.0 devices. It is ideal for use in industrial control areas, digital signage, connecting LAN cameras for security systems, USB device printing, scanning and storage.

If additional USB devices are needed, you can add up to 4 USB hubs to the three port Receiver model and connect up to 13 USB devices.

The CrystalView Extreme supports all major operating systems including Windows[®], MAC[®], and Linux[®]

USB printers, scanners, web cameras, USB hard drives, flash drives, MP3 players and more can easily be connected to the Receiver unit.

Features

- Supports HD video with resolutions up to 1680 x 1050
- Supports USB 2.0 (high-speed / 480 Mb/s), USB 2.0 and 1.1 (Full-speed / 12 Mb/s, and USB 2.0 and 1.1 (Low-speed / 1.5 Mb/s
- Extend your workstation to any location on your corporate LAN or a point-to-point connection between the transmitter and receiver units. Point-to Point max CATx cable length of 330 feet (100M).
- 3-USB port available on the Receiver unit
- Standard USB hubs can be used to increase the maximum number of connected USB devices to 13 and 4 USB hubs.
- Up to 500 mA of power is available at each USB port on the Receiver for powering high-power USB devices
- Plug-and-Play installation, no configuration or set-up needed.
- Support multiple systems on a LAN. (up to 30 on a 1Gbps LAN)
- The Transmitter can locate the paired Receiver anywhere within the network.
- Operates on a network connection of 100Mbps or 1Gbps.
- Operates through Ethernet switches.
- Installation consists of:
 - 1. Connecting the Receiver to your DVI monitor, USB keyboard and mouse, speakers and USB device(s)
 - Connect the Transmitter to your computer's DVI video port and USB port.
 - Connect the Transmitter and Receiver to your network using standard CAT5 cable
 - 4. Apply power and the installation is complete.

The Transmitter unit requires a +5VDC power adapter (included). The Receiver unit requires a +24VDC power adapter (included).

Package Contents

- Transmitter unit
- Receiver unit
- 5V, 3A power adapter (Transmitter)
- 24V, 1A power adapter (Receiver)
- USB Type A to Type B cable (6 ft)
- DVI cable (male to male- 5 ft)
- Product Manual

Additional Installation Items

- Computer with DVI-D/DVI-I output
- USB 1.1 or 2.0 host computer
- 2-CAT5 UTP cable (Transmitter & Receiver to network) or 1 CAT5 cable (Transmitter to Receiver – Point-To-Point)
- USB 1.1 or 2.0 compatible devices

Rose Electronics web site

Visit our web site at www.rose.com for additional information on the CrystalView Extreme and other products offered by Rose Electronics that are designed for data center applications, classroom environments, digital wall/signage displays, industrial / military systems, and many other access and switching applications.

Product Registration

Take advantage of the following when you register your Rose Electronics products online at www.rose.com/htm/online-registrationform.htm.

- Rose Electronics standard warranty Plus
- Free Lifetime Firmware Updates
- Free Lifetime Technical Support
- 30 day Money Back Guarantee
- Priority "First-In-Line" Status for Technical Support

System Overview

The CrystalView Extreme is a very versatile and flexible system that can be easily and quickly installed. You can position your computer anywhere on your LAN and access it over your network from anywhere you install the matched Receiver. The Transmitter unit will locate the Receiver unit within the network by the MAC address. Once found, you will have full control of the computer over your LAN. The CrystalView Extreme system supports HD video and USB 1.1 and 2.0. You can control and use a USB keyboard, USB mouse, webcam, flash drive, USB speakers, microphone and other compatible USB devices.

The CrystalView Extreme can also be used as a KVM extender. The transmitter unit can be directly connected to the receiver unit via standard CATx cable. If you install the CrystalView Extreme units in a point-to-point configuration and not through a network, the maximum CAT5 cable length in this configuration is 330 feet (100m).

The versatility of the CrystalView Extreme makes it ideal for security, medical, signage, and industrial applications where access to the computer is over your LAN. Multiple systems can be connected to your LAN and all accessed simultaneously with no interference (up to 30 systems on a 1Gbps LAN).

The Receiver unit has 3 USB Type A connectors. These are usually connected to a USB mouse, USB keyboard, and a USB HUB. The CrystalView Extreme supports up to 13 USB devices and 4 HUB levels at USB speeds up to 480 Mb/s.

The CrystalView Extreme can be installed using your existing network cabling or the Transmitter can be directly connected to the Receiver unit using industry standard CAT5 or better cable for a point-to-point connection.

Models

Transmitter – Front View	Indicators Pair
©	Status Link Video USB
Transmitter – Rear View	Connectors
	DVI-D In Config USB Type B Link Power (+5V / 3A)
	la dia stara
	Pair Status Link Video USB
	Connectors
	USB Type A (3)
Receiver – Rear View	Connectors
	DVI-D Out Headphone Out Microphone In Config Link Power (+24V / 1A)

Figure 1. Models

Transmitter - Front Panel

Indicator	Description
Pair (Button)	Reserved – (See Appendix C)
Status (Green LED)	On = Ready / Off = No power / Blinking = being configured
Link (Green LED)	On = Valid Link between Transmitter and Receiver Off = No Link
Video (Green/Amber LED)	On = Valid Link between the Transmitter and host computer Off = No Link Blinking = Video is being transmitted between the Transmitter and Receiver Amber = No video source detected Blinking Amber = Invalid resolution detected
USB (Green/Amber LED)	On = Properly enumerated on host computer Off = No Link Blinking = USB data being transmitted between the Transmitter and Receiver Amber = No connection to the host computer Blinking Amber = Over current condition on one or more USB ports

Transmitter - Rear panel Connectors

Connector	Description
DVI-D In	DVI-D Video Input from Host computer (Supplied)
Config	Reserved for company use only
USB Type B	USB input from Host computer (Supplied)
Link (RJ45)	Connection for a CAT5 or better cable to the Receiver unit
Power	+5V, 3A power adapter (Supplied)

Table 1. Transmitter Indicators/Connectors

Receiver - Front Panel

Connectors	Description
USB Type A	Connection (3) for remote USB devices
Indicator	Description
Pair (Button)	Reserved – (See Appendix C)
Status (Green LED)	On = Ready / Off = No Link Blinking = being configured
Link (Green LED)	On = Valid Link between Transmitter and Receiver Off = No Link
Video (Green/Amber LED)	On = Valid Link between the Receiver and the monitor Off = No Link Blinking = Video is being transmitted between the Transmitter and Receiver Amber = No video source detected Blinking Amber = Invalid resolution detected
USB (Green/Amber LED)	On = Properly enumerated on host computer Off = No Link Blinking = USB data being transmitted between the Transmitter and Receiver Amber = No connection to the host computer Blinking Amber = Over current condition on one or more USB ports

Receiver - Rear Panel

Connector	Description
DVI-D Out	DVI-D Video connector to the monitor
Headphone out	Connects to a 3.5mm headphone cable
Microphone In	Connects to a 3.5mm microphone cable
Config	Reserved for company use only
Link (RJ45)	Connection for a CAT5 or better cable to the Transmitter unit
Power	+24V, 1A power adapter (Supplied)

Table 2. Receiver Indicators / Connectors

CrystalView Extreme Installation and Operations Manual

System Installation

Before installing the CrystalView Extreme, pre-plan the layout of the computer, the Transmitter, the Receiver, and the equipment that will be connected to the Receiver. The Transmitter and Receiver units should be in a location that is easily accessible to your corporate LAN ports.

The Transmitter and Receiver units communicate over your LAN using the assigned MAC address. Ensure that your corporate LAN will allow the MAC addresses to properly route over the network.

The CrystalView Extreme can also be connected in a "Point-To-Point" configuration. This is easily done by connecting a CAT5* cable (330 ft / 100m) directly from the Transmitter's RJ45 port to the Receiver's RJ45 port.



Figure 2. Typical Installation

Transmitter installation

(Refer to Figure 2)

- 1. Locate the Transmitter unit near the computer.
- 2. Connect the supplied USB Type A/B cable to the Transmitter unit's USB Type B port and to an available USB (1.1 or 2.0) Type A port on the computer.
- 3. Connect the supplied DVI cable to the Transmitter unit's DVI-D port and to the DVI port on the computer.
- 4. Connect a CAT5* cable (not supplied) from the Transmitter's RJ45 port to a corporate LAN (RJ45) connector.
- 5. Connect the supplied 5V, 3A power adapter to an AC outlet and to the Transmitter's power port.

Receiver installation

(Refer to Figure 2)

- 1. Locate the Receiver unit near the monitor and USB devices.
- Connect a DVI monitor cable to the DVI-D out connector on the Receiver's rear panel.
- Connect your USB and Audio devices to the 3 USB Type A ports on the front panel of the Receiver. Normally these USB ports are connected to a USB keyboard, USB mouse, and a USB Hub.
- 4. Connect a CAT5* cable (not supplied) from the Receiver's RJ45 port to a corporate LAN (RJ45) connector.
- 5. Connect the supplied 24V, 1A power adapter to an AC outlet and to the Receiver's power port.
- * CAT5 cable It is recommended that only CAT5 or better, UTP cabling be used to connect the Transmitter and Receiver units to the corporate LAN and through the network. The CAT5 cabling must have straight-through conductors with no crossovers and terminated with 8 conductor RJ45 connectors at each end. The maximum CAT5 cable length for a point-to-point configuration is 330 feet (100 meters).

Installation Verification

The Status, Link, Video, and USB LEDs on the Transmitter and Receiver units will provide information regarding the installation, cabling, video, and other items. Verify that the LEDs are registering properly. (Refer to Table 2 and Table 3)

If the Link LED is off, your network may not allow the CrystalView Extreme to pass the MAC address of the units through your network. Check this with your network administrator. It could also mean that the cabling is not installed or connected properly or the cabling is defective.

The Status LED should be solid green. If it is blinking the system is not ready.

Verify that none of the LEDs are amber. This indicates that there is a problem with the Video or USB.

If your computer operating system is Windows XP, Vista, or Windows 7, confirm that the CMEDIA Audio Device has been installed correctly. To check this, open the Device Manager and expand the "Universal Serial Bus Controller" section by clicking on the + sign. If the CMEDIA device has been installed correctly you will see "USB PNP Audio Device" in the listing of installed USB devices.

Connecting USB Devices

Up to 13 USB 1.1 or 2.0 devices can be connected to the Receiver unit using USB Hubs. Normally the three USB Type A connectors on the Receiver are connected to a USB Keyboard, USB mouse, and a USB Hub. Installing your USB devices is no different than installing them when connected to a computer.

- 1. Install the USB device according to the manufactures procedure and any required software to operate the USB device
- 2. Connect the USB device to the Receiver's USB ports or a HUB port
- 3. Verify that the operating system has recognized the USB device and, if needed, installed the proper drivers to operate the USB device
- 4. Test the USB device

Each USB Type A port on the Receiver unit can supply up to 500ma to a USB device or USB Hub. When connecting additional USB devices through a USB Hub, consider the total current needed to operate all of the USB devices. If the total power is greater than 500ma, use a powered Hub to supplement the power to the devices.

The CrystalView Extreme is compatible with a wide variety or graphic cards, monitors, USB devices, and operating systems. See Appendix B for a list of tested devices.

System Operation

The operation of the CrystalView Extreme is no different than operating your computer with your keyboard, monitor, mouse, and USB devices directly connected to it. The only difference is the computer can be located anywhere on your network. Applications can be executed, files opened, edited, and saved, upgrades can be performed and normal system operations can be performed as if you were directly connected to your computer.

TROUBLESHOOTING

System Troubleshooting

All LEDs on the Transmitter or Receiver are off

- Check the DC power adapter connection to the Unit
- Verify there is power at the power source

Link LED on the Transmitter and Receiver are off

- Check the CAT5 Link connections on the Computer, Transmitter, Receiver, and the network information outlets
- Install a short CAT5 patch cable directly from the Transmitter to the Receiver unit. If the Link LEDs illuminate a solid green, this indicates that the network cabling is defective or the LAN needs to be configured to allow the units to communicate over the network.

USB LED on the Transmitter is amber, Link LED is on

- Transmitter not properly connected to the computer
- Host computer is not powered on or does not support USB Hubs
- USB cable defective
 - 1. Disconnect all USB devices from the Receiver unit
 - 2. Disconnect the Transmitter from the computer
 - 3. Disconnect the power adapters from the Transmitter and Receiver
 - 4. Reconnect the power adapters to the Transmitter and Receiver
 - 5. Connect all USB devices to the Receiver
 - 6. Reconnect the Transmitter to the computer

If the USB LED is still off, contact Technical support

Video LED blinking amber and the monitor is black

- Host computer resolution is not compatible with the CrystalView Extreme units.
 - 1. Disconnect all USB devices from the Receiver
 - 2. Disconnect the Transmitter from the computer
 - 3. Disconnect the power adapter from the Transmitter and Receiver
 - 4. Reconnect the power adapter to the Transmitter and Receiver
 - 5. Connect all USB devices to the Receiver unit
 - 6. Connect the Transmitter to the computer If the USB LED is still off, contact Technical Support

No Audio

- Verify that the CMEDIA device is installed on the host computer (See Installation Verification)
- Verify that the CMEDIA PNP Audio Device is selected as the default audio device. If not, select it as the default.
 - 1. If the CMEDIA device is enumerated on the host computer as an unknown device, most likely there is a driver conflict. Uninstall all USB device drives.
 - 2. If the CMEDIA device is enumerated as a PNP Audio Device but no audio perform the following:
 - a. In windows: Open the Control Panel and select Sound or Sound and Audio Devices, Select USB Audio Devices, set USB Audio devices as default player.
 - b. In Mac OS X: Open the System settings, select Sound, select USB PNP Audio Devices, set USB PNP devices as the default.
 - c. In Linux Ubuntu: go to System, Preferences, and select Sound. Click on the Input tab and select "USB_PnP_Sound Device Analog Mono or Stereo".

Microphone or Headphone not operating

- Audio (CMEDIA) not enumerated on the host computer
- Audio cables not fully inserted
- Microphone and Headphone connections reversed

Video and/or USB performance is not satisfactory

• High amount of network traffic, reduce the number of CrystalView Extreme units on the network or reduce the network traffic.

Graphic/video settings do not list the specific resolution

- Up to date video drivers are not installed
- Resolution is not supported (See Appendix B)

The CrystalView Extreme Transmitter and Receiver indicators will provide information about the operation, connectivity and data transmission. Observe these indicators and refer Table 1 and Table 2 for a description of the indicator states.

SAFETY

Product Safety

The CrystalView Extreme extender has been tested for conformance to safety regulations and requirements, and has been certified for international use. Like all electronic equipment, the CrystalView Extreme should be used with care. To protect yourself from possible injury and to minimize the risk of damage to the Unit, read and follow these safety instructions.

- Follow all instructions and warnings marked on this Unit.
- Except where explained in this manual, do not attempt to service this Unit yourself.
- Do not use this Unit near water.
- Assure that the placement of this Unit is on a stable surface or rack mounted.
- Provide proper ventilation and air circulation.
- Keep power cord and connection cables clear of obstructions that might cause damage to them.
- Use only power cords, power adapter and connection cables designed for this Unit.
- Use only a grounded (three-wire) electrical outlet.
- Use only the power adapter provided with the CrystalView Extreme.
- Keep objects that might damage this Unit and liquids that may spill, clear from this Unit. Liquids and foreign objects might come in contact with voltage points that could create a risk of fire or electrical shock.
- Operate this Unit only when the cover is in place.
- Do not use liquid or aerosol cleaners to clean this Unit. Always unplug this Unit from its electrical outlet before cleaning.
- Unplug this Unit from the electrical outlet and refer servicing to a qualified service center if any of the following conditions occur:
 - The power cord or connection cables are damaged or frayed.
 - The Unit has been exposed to any liquids.
 - The Unit does not operate normally when all operating instructions have been followed.
 - The Unit has been dropped or the case has been damaged.
 - The Unit exhibits a distinct change in performance, indicating a need for service.

Maintenance and Repair

This Unit does not contain any internal user-serviceable parts. In the event a Unit needs repair or maintenance, you must first obtain a Return Authorization (RA) number from Rose Electronics or an authorized repair center. This Return Authorization number must appear on the outside of the shipping container. See Limited Warranty for more information.

When returning a Unit, it should be double-packed in the original container or equivalent, insured and shipped to:

Rose Electronics Attn: RA______ 10707 Stancliff Road Houston, Texas 77099 USA

Technical Support

If you are experiencing problems, or need assistance in setting up, configuring or operating your product, consult the appropriate sections of this manual. If, however, you require additional information or assistance, please contact the Rose Electronics Technical Support Department at:

Phone: (281) 933-7673 E-Mail: <u>TechSupport@rose.com</u> Web: <u>www.rose.com</u>

Technical Support hours are from: 8:00 am to 6:00 pm CST (USA), Monday through Friday.

Please report any malfunctions in the operation of this Unit or any discrepancies in this manual to the Rose Electronics Technical Support Department.

APPENDICES

Appendix A – General Specifications

Part numbers

CrystalView Extreme	CRK-1DTXT-EX45/A1 Kit
Distance	330 feet (100m) Point-to-point
USB Device Support	High-Speed (480Mb/s, USB 2.0) Full Speed (12Mb/s, USB 2.0 & 1.1) Low Speed (1.5Mb/s, USB 20. & 1.1)
USB Hub Support	Up to 4 USB hubs plus one CrystalView Extreme in any single chain
USB Devices Supported	A maximum of 13 USB devices
Receiver USB port power	500 mA at each port (3)
Transmitter Data Video connector USB connector Link connector Dimensions	DVI-D (24 pin female) 1 x USB Type B 1 x RJ45F 4.4 in x 6.9 in x 1.18 in (112 mm x 175 mm x 30 mm)
Receiver Data Video connector USB connector Link connector Audio connector Dimensions	DVI-D (24 pin female) 3 x USB Type A 1 x RJ45F 2 x 3.5mm (Mic In / Headphone Our) 4.4 in x 6.9 in x 1.18 in (112 mm x 175 mm x 30 mm)
Operating Temp Storage Temp	0 to 50 C -20 to 70 C
Operating Humidity Storage Humidity	20% to 80% non-condensing 10% to 90% non-condensing
ESD rating	EMC EN-6100-4-2 4kV Contact, 8kV Air
Regulatory Testing	FCC Part 15 Class A, CE, ICE20030 Class A

Appendix B – Compatibility

The CrystalView Extreme is compatible with many graphic cards, monitors, mice, keyboards, monitors, and USB devices. With so many variations of keyboards, mice, and USB devices, Rose Electronics can not guarantee that all peripherals will function properly.

Monitors

- Samsung
- Viewsonic
- ASUS

Discrete Graphics Cards

- NVIDIA ION
- Matrox P-Series
- NVIDIA Quadro Series
- NVIDIA GeForce Mobility 9000

Resolutions Supported @ 60Hz

- 640 x 480 (4:3)
- 800 x 600 (4:3)
- 1024 x 768 (4:3)
- 1280 x 720 (16:9)

Host Operating Systems

- Windows 7 (32 bit & 64 bit)
- Windows Vista (32 bit & 64 bit)
- Mac OS X (Leopard/Snow Leopard)

Peripherals

- Keyboard
- Mass Storage Device
- Printer/Scanner
- Web Camera

- Dell
- Acer

- HP
 - BENQ
- ATI FireGL/FirePro Series
 NVIDIA Geforce 6000 Series and Above

Intel GMA 950 and GMA HD

ATI Radeon HD 2000 Series and Above

- 1280 x 768 (5:3)
 1280 x 800 (16:10)
- 1366 x 768 (16:9)
- 1440 x 900 (16:10)
- 1680 x 1050 (16:10)
- 1280 x 1024 (5:4)
 1360 x 768 (16:9)
- Windows XP (32 bit & 64 bit)
- Linux
- Mouse
- Speakers
- DAQs

CrystalView Extreme Installation and Operations Manual

Appendix C – Pairing Transmitter and Receiver

The CrystalView Extreme Transmitter and Receiver are paired at the factory to allow communication between them over your LAN. No additional configuration is normally needed. If the Transmitter or Receiver unit needs to be paired to another Transmitter or Receiver, perform the below steps to pair the Transmitter and Receiver units.

- 1. Disconnect the Transmitter from the host computer and network.
- 2. Disconnect the Receiver from the network.
- Hold the pair button on the front panel of the Transmitter down continuously for 10 seconds. This will clear the MAC address and halt operations for the Transmitter. The Link LED will be solid amber.
- 4. Hold the pair button on the front panel of the Receiver down continuously for 10 seconds. This will clear the MAC address and halt operations for the Receiver. The Link LED will be solid amber.
- 5. Connect the Transmitter directly to the Receiver using a CAT5 patch cable.
- 6. If power has been removed, re-connect the provided power adapters to the Transmitter and Receiver and apply power to both.
- Hold the pair button on the front panel of the Transmitter down continuously for 3 to 5 seconds. The unit will exchange pairing records with the Receiver unit. The LINK LED will flash green during the 3 seconds pairing procedure. After a successful pairing, the LINK LED will turn off.
- Hold the pair button on the front panel of the Receiver down continuously for 3 to 5 seconds. The unit will exchange pairing records with the Transmitter unit. The LINK LED will flash green during the 3 seconds pairing procedure. After a successful pairing, the LINK LED will turn solid green.

(NOTE: The USB and Video LEDs should be solid amber)

9. The Transmitter and Receiver units are now paired to each other and can be re-connected to the computer and network.

NOTES



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