

## Troubleshooting

The following table lists probable solutions for problems that may be encountered during SwitchMan installation or operation.

| TROUBLE-SYMPTON                  | PROBABLE CAUSE                                    | SOLUTION  |
|----------------------------------|---|---|
| No front panel LEDs              | Bad connection(s)                                 | Check cable connection(s)   |
|                                  | Computer not powered ON                           | Power ON computer   |
| Channel LED flashes continuously | Computer not powered ON for that channel          | Power ON the computer.  |
|                                  | Keyboard or mouse sending input through SwitchMan | Stop using the keyboard and/or mouse during channel selection.  |
| No video display for computer    | Loose video connection(s)                         | Check and reconnect cables  |
|                                  | Problems with the monitor                         | Power OFF the computers. Connect directly to the computer the monitor that is not functioning properly.<br><br>If the problem persists, it is not due to SwitchMan.<br><br>If the display is correct when directly connected, contact SwitchMan dealer. |
| Keyboard error from computer     | Computer keyboard cable connection                | Check keyboard cable connection of the computer not operating properly.   |

| TROUBLE-SYMPTON  | PROBABLE CAUSE   | SOLUTION   |
|--|--|--|
| Unit does not activate hot-key mode                          | Keyboard   | Hot-key mode works only with PS/2 or Extended AT-style keyboards.  |
| Unable to select Channel                                     | Unit in Scan mode  | Exit Scan mode   |
| Keyboard or mouse does not respond or does not work properly | Keyboard and mouse cables are loose or have been crossed | Check connection(s) of the keyboard and mouse to SwitchMan and computer.<br><br>Be sure keyboard is full PS/2 or Extended AT style, and mouse is PS/2 style.<br><br>Power OFF the computer. Switch the keyboard and mouse connectors, and reboot the computer.   |
|  |  | If the problem persists, power OFF the computer. Connect the keyboard directly to the computer to determine whether the problem is with the computer port.<br><br>If the problem is not with the computer port, connect the computer to a different PC channel in the back of SwitchMan and restart the computers.<br><br>If the problem persists, contact dealer. |

For Raritan technical support, either go to:

[www.raritanonline.com](http://www.raritanonline.com)

Or call your local reseller or distributor

## Appendix

### ***Specifications of SwitchMan***

**SW2 (2-Channel SwitchMan)**

**SW4 (4-Channel SwitchMan)**

|                                  |   |
|----------------------------------|---|
| <b>Dimensions</b>                | 10.00" (W) x 5.50" (D) x 2.13" (H)<br>256mm x 140mm x 53mm  |
| <b>Weight</b>                    | 1.7 lb. (0.77 kg)   |
| <b>User connection ports</b>     | VGA monitor      HD15 female video<br>PS/2 keyboard    mini-DIN 6 pin female<br>PS/2 mouse        mini-DIN 6 pin female                                 |
| <b>Computer connection ports</b> | VGA monitor      HD15 Female video<br>PS/2 keyboard    mini-DIN 6 pin female<br>PS/2 mouse        mini-DIN 6 pin female<br>Serial mouse      DB9 female |
| <b>Agency approvals</b>          | FCC Class B<br>CE   |
| <b>Warranty</b>                  | One year  |

### ***Specifications of Cables***

Use Raritan's premium, tangle-proof cables or Raritan's standard cables\*

#### **Raritan premium, tangle-proof cables**

One cable required for each PC

|              |  |
|--------------|--|
| <b>CSW18</b> | 6' cable for PS/2 and VGA connections    |
| <b>CSW30</b> | 10' cable for PS/2 and VGA connections   |
| <b>APSAT</b> | AT/serial converter kit for above cables |

#### **Raritan standard cables**

One cable kit required for each PC

|              |  |
|--------------|--|
| <b>CSK18</b> | 6' cable for PS/2 and VGA connections    |
| <b>CSK30</b> | 10' cable for PS/2 and VGA connections   |
| <b>APSAT</b> | AT/serial converter kit for above cables |