

FAQ

IP port

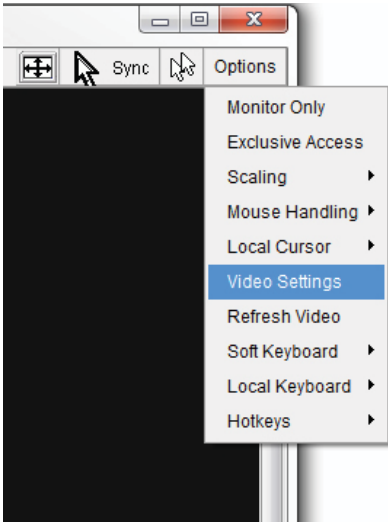
- 1. Does any software require on servers which connect to the IP module?**
No, the IP module is a 100% hardware solution. No extra software require on servers.
- 2. What operating systems does IP module support?**
The IP module supports Windows 98, Windows ME, Windows 2000, Windows XP, Unix, Unix-like Operating System (Sun Solaris, Linux) and Mac OSX.
- 3. What browsers does IP module support?**
The IP module support Microsoft Internet Explorer version 6.0 or higher, Netscape 7.0 and Mozilla 1.6
- 4. Does the IP module work with other brand's KVM switch?**
Yes, the IP module can work with most standard KVM.
- 5. How many letters the username and password can be set on IP module?**
The IP module accepts 32 letters of username and password.
- 6. How many concurrent user of IP module?**
The IP module accepts 15 concurrent users.
- 7. How many bits of connection encrypted of IP module?**
The IP module provides AES 256 bits connection encrypted.
- 8. Local mouse and remote mouse didn't sync after doing mouse Intelligent Sync.**
Please don't put window on left-up corner of remote console of IP module. Intelligent Sync has to re-calculate the coordinate of mouse from left-up corner on remote console.

Remote console port

The color of remote console displaying a pinkish tint.

If you are experiencing the remote control screen displaying a pinkish tint with some graphic cards, please try adjusting the brightness of the remote console by following steps below.

(1) Click Video Settings in Options menu of the remote console.



(2) Adjust the Brightness setting until the pinkish tint is reduced or eliminated.

