

### 1-Port VGA/DVI Rackmount LCD Console - 17 in. - 1080p - 1U



Actual product may vary from photos

#### SKU: RKCOND17HD



## **Compliance Statements**

#### **FCC Compliance Statement**

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 in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- · Reorient or relocate the receiving antenna
- · Increase the separation between the equipment and receiver
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected
- Consult the dealer or an experienced radio/TV technician for help

For the State of California

WARNING: Cancer and Reproductive Harm

www.P65Warnings.ca.gov

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## Safety Statements

#### Safetv Measures

- Wiring terminations should not be made with the product and/or electric lines under power.
- Product installation and/or mounting should be completed by a certified professional as per the local safety and building code guidelines.
- Cables (including power and charging cables) should be placed and routed to avoid creating electric, tripping or safety hazards.

#### Mesures de sécurité

- Les terminaisons de câblâge ne doivent pas être effectuées lorsque le produit et/ou les câbles électriques sont sous tension.
- L'installation et/ou le montage du produit doit être réalisé par un professionnel certifié et dans le respect des normes locales et du code de construction local.
- Les câbles (y compris les câbles d'alimentation et de chargement) doivent être placés et acheminés de facon à éviter tout risque électrique, de chute ou de sécurité

#### 安全対策

- 電源が入っている状態の製品または電線の終端処理を行わないでください。 製品の設置やマウンドは、使用地域の安全ガイドラインおび健薬基準に従い、有資格の専門業者が行うようにしてください。 ケーブル(電源ケーブルと充省ケーブルを含ら1は、逆切な範囲と21号回しを行い、電気障害やつまづきの危険性など、安全上のリスクを回避するよう ケーブル(電源ケ

#### Misure di sicurezza

- I terminiali dei fili elettrici non devono essere realizzate con il prodotto e/o le linee elettriche sotto tensione.
- L'installazione e/o il montaggio dei prodotti devono essere eseguiti da un tecnico professionale certificato che conosca le linee quida locali sulle norme edilizie e sulla sicurezza.
- I cavi (inclusi i cavi di alimentazione e di ricarica) devono essere posizionati e stesi in modo da evitare pericoli di inciampo, rischi di scosse elettriche o pericoli per la sicurezza.

#### Säkerhetsåtgärder

- Montering av kabelavslutningar får inte göras när produkten och/eller elledningarna är strömförda.
- Installation och/eller montering får endast göras av behöriga yrkespersoner och enligt gällande lokala förordningar för säkerhet och byggnormer.
- Kablar (inklusive elkablar och laddningskablar) ska dras och placeras på så sätt att risk för snubblingsolyckor och andra olyckor kan undvikas.

## Warnings

#### Warning Statements

- Make sure that you assemble this product according to the instructions.
- Read the entire manual and make sure that you understand the instructions before you start to assemble and use this product.
- Assembling this product is a two-person task. Do not attempt to assemble this product and install equipment without assistance.
- Suitable for installation in Information Technology Rooms in accordance with Article 645 of the National Electrical Code and NFPA 75.

#### Avertissements

- Assemblez ce produit conformément aux instructions.
- Lisez tout le manuel et assurez-vous que vous comprenez les instructions avant de commencer à assembler et utiliser ce produit.
- L'assemblage de ce produit nécessite deux personnes. Ne tentez pas d'assembler le produit et d'installer les équipements sans aide.
- Peut être installé dans des salles de matériel de traitment de l'information conformément à l'article 645 du National Electrical Code et à la NFPA 75.

#### Varningsmeddelanden

- Se till att du monterar produkten i enlighet med instruktionerna.
- Läs hela manualen och se till att du förstår instruktionerna innan du börjar montera och använda produkten.
- Det krävs två personer för att montera produkten. Försök inte montera produkten och installera utrustning utan hjälp.

#### Warnhinweise

- Beachten Sie bei der Montage dieses Produkts die Montageanweisungen.
- Bevor Sie dieses Produkt montieren und verwenden, lesen Sie das gesamte Handbuch und vergewissern Sie sich, dass Sie die Anweisungen verstanden haben.
- Die Montage dieses Produkts ist auf die Ausführung von zwei Personen ausgelegt. Versuchen Sie nicht ohne Hilfe, dieses Produkt zu montieren und Geräte zu installieren.

#### Dichiarazioni di avvertenza

- Assicurarsi di Assemblare il prodotto secondo le istruzioni.
- · Leggere l'intero manuale e assicurarsi di aver compreso tutte le istruzioni



prima di iniziare ad assemblare e a utilizzare questo prodotto.

 L'assemblaggio di questo prodotto richiede la presenza di due persone. Non tentare di assemblare il prodotto e installare le apparecchiature senza assistenza.

#### Mensagens de aviso

- · Certifique-se de que monta este produto de acordo com as instruções.
- Leia todo o manual e certifique-se de que entende as instruções antes de começar a montar e a utilizar este produto.
- Montar este produto é uma tarefa para duas pessoas. Não tentar montar este produto e instalar o equipamento sem assistência.

#### Advertencias de uso

- Asegúrese de ensamblar este producto según las instrucciones.
- Lea todo el manual y asegúrese de haber comprendido bien las instrucciones antes de proceder con el ensamblaje y el uso de este producto.
- Se requieren dos personas para el ensamblaje de este producto. No intente ensamblar este producto e instalar otros equipos sin la debida asistencia de otra persona.

#### Waarschuwingen

- · Zorg dat u dit product volgens de instructies in elkaar zet.
- Lees de gehele handleiding en zorg dat u de instructies begrijpt voordat u dit product in elkaar zet en gebruikt.
- Dit product moet met twee personen in elkaar worden gezet. Probeer dit product niet zonder hulp in elkaar te zetten en apparatuur te installeren. 注意
  - ・必ず取扱説明書に従って本製品の組み立てを行って下さい。
  - ・最初に取扱説明書を最後まで読み、本製品の組み立て方をすべて理解してから組み立て作業を始めて下さい。
  - ・本製品は、二人がかりでの組み立てを想定しています。手助けなしに
     単独で組み立てと設置を行わないで下さい。



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## **Product Diagram**

Actual product may vary from photos

### Front View (Open)





### Front View (Closed)





#### **Rear View**





## **Product Information**

### **Package Contents**

- LCD Console x 1
- Rear Mounting Bracket x 2
- KVM Cables x 1
- Firmware Upgrade Cable x 1
- Audio Cable x 1
- M5 Cage Nuts x 8
- M5 Screws x 8
- Power Cords (NA, JP, UK, EU, ANZ) x 5
- Quick-Start Guide x 1

### Requirements

For the latest requirements, please visit www.startech.com/RKCOND17HD.

#### Installation:

Note: Two people are required for hardware installation.

- 1U of Rack Space
- Phillips® Head Screwdriver x 1
- (Optional) Cage Nut Tool x 1

#### Power:

AC Electrical Outlet

#### External Console:

- Computer x 1
- VGA Cable x 1
- DVI-D Cable x 1

**Note:** DVI displays connected to RKCOND17HD will display DVI-D signals only.

- (Optional) HDMI Adapter x 1
   Note: An HDMI Enabled Display Device can be connected to the LCD
   Console using a DVI-D to HDMI cable.
- (Optional) HDMI Cable x 1
- USB Keyboard x 1
- USB Mouse x 1
- · 3.5 mm Audio Cable x 1

**Note:** If you are installing an External Console, plug your USB Keyboard/ Mouse, Display, and Speakers into their respective ports in the Console section.

#### KVM / Computer / Server:

- KVM Switch / Computer / Server (VGA or DVI) x 1
- USB Cable (Type-A to Type-B) x 1
- (Optional) VGA Cable x 1
- (Optional) DVI-D Cable x 1
   Note: DVI Displays connected to RKCOND17HD will display DVI-D signals only.
- (Optional) HDMI Adapter x 1
   Note: An HDMI Enabled Display Device can be connected to the LCD Console using a DVI-D to HDMI cable.
- (Optional) HDMI Cable x 1
- 3.5 mm Audio Cable x 1

#### Devices:

USB Device x 1

Note: The USB ports support HID devices only.

#### **Operating Systems:**

OS Independent (works with most Operating Systems)



## **Hardware Installation**

### **Standard Rack Mounting**

**Note:** Installation of this product requires at least two people. One person is required to hold the unit in place. A second person is required to screw in all of the required fasteners.

- 1. Select the 1U of Rack Space that you intend to use for installing the Console.
- 2. Install four M5 Cage Nuts into the front rails of your Rack. (figure 1)





- Repeat Step 2 for the rear side of your rack.
   Note: Ensure that your M5 Cage Nuts are installed in the same 1U of Rack Space in both the front and the rear of your rack.
- 4. While one person holds the RKCOND17HD unit in place, the second person must loosely screw the front Rack Mounting Brackets into the front of your Rack with four M5 Screws using a Phillips Head Screwdriver (not included). Note: Do not completely tighten the M5 Screws.
- While the first person holds the RKCOND17HD in place, the second person must align the flanges of the Rear Mounting Brackets with the rails on the sides of RKCOND17HD.
- 6. Slide the Rear Mounting Brackets onto the rails located on either side of the Console. Ensure that the screw holes on the Rear Mounting Brackets are aligned with the Cage Nuts in the rear of the Rack. (*figure 2*)
- 7. Secure the Rear Mounting Brackets to your rack with four M5 Screws using a Phillips Head Screwdriver.
- 8. Secure the front Rack Mounting Brackets into place by tightening the M5 Screws that were installed in Step 4.





## **Specifications**

Display Size	17″
Panel Type	Active Matrix TFT LED
Maximum Screen Resolution	1920x1080 @60Hz
Supported Platforms	USB
Server / KVM Video Type	DVI or VGA
<b>Response Time</b>	2 ms
Contrast Ratio	650:1
Brightness	250 cd/m <sup>2</sup>
Viewing Angle	140° (H), 120° (V)
Pixel Pitch	0.199 x 0.199 mm
Keyboard/Mouse	99-key USB keyboard with touchpad
Console Interface(s)	VGA (15-pin; High Density D-Sub) x 1 DVI (29-pin) x 1 USB-A (4-pin) x 3 3.5 mm Audio x 1
Chassis Material	Heavy-duty steel
Minimum/Maximum Mounting Depth	25.5 x 39 inches (647.7 – 990.6 mm)
Power Supply	100~240V AC Input
Power Consumption	10.2W
Operating Temperature	0°C to 40°C (32°F to 104°F)



## **KVM Connection**

### **USB-B Port and KVM VGA Port**

- 1. (Optional) If you are connecting the LCD Console to a VGA KVM Switch or Computer/Server: Connect one Set of Console Cables (USB-A/VGA) to the USB Type-A Port and VGA Female Port on your KVM Switch.
- 2. Connect the other end of the Set of Console Cables (USB-B/VGA) to the USB Type-B Port and VGA Male Port on the RKCOND17HD Console.

### KVM DVI-D Port

- 1. (Optional) If you are using a DVI KVM Switch or Computer/Server, connect the DVI-D cable to the KVM Switch or Computer/Server.
- 2. Connect the other end of the DVI-D cable to the Female KVM DVI-D Port on the RKCOND17HD Console.

### **KVM Audio Port**

Note: RKCOND17HD supports speaker audio only.

- 1. Connect the Audio Cable to the 3.5 mm Audio Port on your KVM Switch or Computer/Server.
- 2. Connect the other end of the Audio Cable to the 3.5 mm KVM Audio Port on the RKCOND17HD Console.

## **Console Connection**

### **Console USB Keyboard and Mouse Ports**

- 1. Connect the USB Cable from your Keyboard to the Console USB Keyboard Port.
- 2. Connect the USB Cable from your Mouse to the Console USB Mouse Port.

### **Console VGA Port**

1. Connect the VGA Cable to the VGA Port on your Display.



2. Connect the other end of the VGA Cable to the Female Console VGA Port on the RKCOND17HD Console.

### **Console DVI-D Port**

- 1. Connect the DVI-D Cable to the DVI-D Port on your Display.
- 2. Connect the other end of the DVI-D Cable to the Female Console DVI-D Port on the RKCOND17HD Console.

### **Console Audio Port**

Note: RKCOND17HD supports speaker audio only.

- 1. Connect the Audio Cable to the 3.5 mm Port on your Speakers.
- 2. Connect the other end of the Audio Cable to the 3.5 mm Audio Port on your RKCOND17HD Console.

## **USB HID Port**

- 1. Connect the USB Cable to the USB Port on a USB HID Device (touchpad, touchscreen, number pad, etc.).
- 2. Connect the other end of the USB Cable to the USB HID Port on the RKCOND17HD Console.

## **Powering the Console**

- 1. Connect the appropriate Power Cord from a wall plug to the Power Socket Port on RKCOND17HD.
- 2. Power on your KVM, Computer, and any USB Peripheral Devices requiring external power.
- 3. Press and release the LCD On/Off Button on the LCD Console.
- 4. Toggle the Power Switch to the On position.



## **Hardware Operation**

**Warning:** Do not place heavy objects on the Keyboard. The Keyboard Module has a weight capacity of 66 lb. (30 kg). Failure to heed this warning can result in damage to your equipment and personal injury.

### **Opening the Console**

To access the LCD Screen, slide the RKCOND17HD Console out and raise the cover. To slide the Keyboard and the LCD Screen unit out of the closed position in your rack:



- 1. Simultaneously slide both Console Release Latches toward the center of the RKCOND17HD Console, and pull the unit out from the rack. (*figure 3*)
- 2. Lift the Upper Handle to reveal the LCD Screen.
- 3. Continue to pull the Keyboard Module towards you until you hear an audible 'click'.

## **Closing the Console**

#### To independently slide the Keyboard Module back in:

- 1. Simultaneously slide both Console Release Latches on the Keyboard Module toward the center of the RKCOND17HD Console.
- 2. Push the Keyboard Module into your rack.

#### To slide the Keyboard and LCD Screen back in:

- 1. Simultaneously slide both Console Release Latches on the Keyboard Module toward the center of the RKCOND17HD.
- 2. Push the Keyboard Module into your rack.





- Close the LCD Screen, ensuring the LCD Screen is level and lined up with the Keyboard.
- 4. Pull and release the Console Release Tabs, located on the sides of the rails. (figure 4)
- 5. Slide the LCD Screen until it contacts the Keyboard Module.
- 6. Continue to slide both modules into your rack until you hear an audible click.



### **LCD Buttons**

Function	
If you have not entered the On Screen Display (OSD) Menu function: pressing this button brings up the Main Menu.	
If you have already entered the OSD Menu function: pressing this button brings up the Adjustment screen.	
When navigating through the menus, this button moves you Right or Up. When making an adjustment, it increases the value.	
When navigating through the menus, this button moves you Left or Down. When making an adjustment, it decreases the value.	
If you have not entered the OSD Menu function, pressing this button exits the OSD.	
If you have already entered the OSD Menu function, pressing this button exits the OSD Menu.	
If you are at the Main Menu, pressing this button exits the Menu function that is currently selected.	



## **Adjustment Settings**

Setting	Details
Brightness	Adjusts the background black level of the screen image.
Contrast	Adjusts the foreground white level of the screen image.
Phase	If pixel jitter or horizontal line noise is visible on the display, your LED may have the wrong phase setting. Adjust the phase setting to eliminate these problems.
Clock	If vertical banding is visible on the display, your LED may have the wrong clock setting. Adjust the clock setting to eliminate vertical banding.
H-Position	Positions the display area on the LED panel horizontally (moves the display area left or right).
V-Position	Positions the display area on the LED panel vertically (moves the display area up or down).
Color Temperature	Adjusts the color quality of the display. You can adjust the warmth value, color balance, etc. The Adjust Color selection has a further submenu that lets you fine tune the RGB values.
Language	Selects the language displayed in the OSD.
OSD Duration	Lets you set the amount of time the OSD displays on the screen. If there is no input for the amount of time you choose, the OSD display turns off.



Reset	Resets the adjustments on all menus and submenus to their factory default settings.
	<b>Note:</b> The Language setting does not return to the factory default, but remains at the one that you have set it to.



## **Keyboard Emulation**

### Sun Keyboard Emulation

The PC compatible (99-key) keyboard can emulate the functions of the Sun keyboard when the Control key [Ctrl] is used in conjunction with other keys. The corresponding functions are shown in the table below:

PC Keyboard	Sun Keyboard	
Note: Always press and release each key in the PC Keyboard sequence.		
Ctrl + T	Stop	
Ctrl + F2	Again	
Ctrl + F3	Props	
Ctrl + F4	Undo	
Ctrl + F5	Front	
Ctrl + F6	Сору	
Ctrl + F7	Open	
Ctrl + F8	Paste	
Ctrl + F9	Find	
Ctrl + F10	Cut	
Ctrl + 1	□ 🛒	
Ctrl + 2	()-■)	
Ctrl + 3	()+■()	





### **MAC Keyboard Emulation**

The PC compatible (99-key) keyboard can emulate the functions of the MAC keyboard. The emulation mappings are listed in the table below:



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Ctrl + 2	
Ctrl + 3	
Ctrl + 4	
Alt	Alt
Print Screen	F13
Scroll Lock	F14
	=
Enter	Return
Backspace	Delete
Insert	Help
Ctrl +	F15



## Hotkeys

Hotkey	Command	Audio Beeps	LEDs
Note: Press the keep shift, etc.	eys in sequence – one key at a time	e - first <b>Ctr</b> l	l, then <b>Alt</b> , then
<b>Note:</b> Console se the unit reverts to	lections are not saved. If RKCOND1 o the default settings.	17HD is pov	wered off then
Ctrl + Alt + Shift + P + C + Enter	To select normal mode (PC, etc.)	2	None
Ctrl + Alt + Shift + M + A + C + Enter	To select MAC	2	None
Ctrl + Alt + Shift + S + U + N + Enter	To select SUN	2	None
Ctrl + Alt + Shift + u + p + g + r + a + d + e + Enter	Activates the Firmware Upgrade Mode <b>Note:</b> This Hotkey sequence only works when the Firmware Upgrade Recovery Switch is in the Normal position.	None	Flash 3 times when upgrade is in progress
Ctrl + Alt + Shift + L + Enter	Enable Local (LCD) console and disable 2nd console or external console video	2	None
Ctrl + Alt + Shift + R + Enter	Enable 2nd console, or external console video and disable Local (LCD) console	2	None

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Enable both consoles (default)	2	None
Configures the front USB HID Port to mouse mode (USB mouse mode [U] [M] is the default)	2	None
Configures the front USB Port to peripheral mode	2	None
	Enable both consoles (default) Configures the front USB HID Port to mouse mode (USB mouse mode [U] [M] is the default) Configures the front USB Port to peripheral mode	Enable both consoles (default)2Configures the front USB HID Port to mouse mode (USB mouse mode [U] [M] is the default)2Configures the front USB Port to peripheral mode2



## Troubleshooting

**Question:** Why are there ghost images on my External Console DVI/VGA Display?

**Answer:** The distance between the RKCOND17HD unit and your External Console DVI/VGA Display may be too great. Use the shortest cable possible for your application. If you are already using the shortest cable length then attempt to connect using a new cable. Another option is to use a higher quality cable.

**Question:** Some of the characters I enter from the keyboard are not displaying properly. What is causing this issue?

**Answer:** The keyboard layout setting for the port does not match the keyboard you are using. On your switch, change the keyboard layout setting for the port to match the layout of the keyboard you are using.

Question: Why does my Sun keyboard not work with RKCOND17HD?

**Answer:** Use the Sun keyboard emulation keystrokes to achieve all Sun keyboard functions. See Keyboard Emulation section for more information.

## Firmware Upgrade

**Note:** Only attempt a firmware upgrade when prompted to do so by the StarTech.com support team.

### Accessing the Firmware Upgrade Mode

The RKCOND17HD firmware upgrade mode can be accessed one of two ways: by entering a hotkey sequence (see Hotkeys - Page 20), or by placing the RKCOND17HD in firmware upgrade recovery mode (see Firmware Upgrade Switch - Page 24).

### Firmware Upgrade Switch

During normal operation and while performing a firmware upgrade, this switch should be in the NORMAL position. If a firmware upgrade operation does not complete successfully, toggle the switch to the RECOVER position. When toggled to RECOVER you can perform a firmware upgrade recovery.

### Performing the Firmware Upgrade Procedure

Navigate to <u>StarTech.com/RKCOND17HD</u>, select the Support Tab, and select the Firmware Upgrade package. Instructions will be included with the download.

### Firmware Upgrade Recovery

There are three conditions that call for firmware upgrade recovery:

- When the unit's firmware becomes corrupted for some reason and you are unable to operate it.
- When a firmware upgrade procedure is interrupted.
- · When a firmware upgrade procedure fails.

To perform a firmware upgrade recovery, do the following:

- 1. Power off the RKCOND17HD Console by toggling the Power Switch to the Off position.
- 2. Connect the Firmware Upgrade Cable to the Firmware Upgrade Port.

**Note:** Do not connect the RJ-11 connector on the Firmware Upgrade Cable to any type of telephone network.

**Remarque :** Ne branchez pas le connecteur RJ-11 du câble de mise à niveau du micrologiciel à n'importe quel type de réseau téléphone.

- 3. Slide the Firmware Upgrade Switch to the RECOVER position.
- 4. Power on the RKCOND17HD Console by toggling the Power Switch to the On position.
- 5. Repeat the Firmware Upgrade Procedure.
- 6. Upon completion of the upgrade, power off the RKCOND17HD Console and toggle the Firmware Upgrade Switch to the NORMAL position.
- 7. Power on the RKCOND17HD Console to resume normal function.



#### **Technical Support**

StarTech.com's lifetime technical support is an integral part of our commitment to provide industry-leading solutions. If you ever need help with your product, visit <u>www.startech.</u> <u>com/support</u> and access our comprehensive selection of online tools, documentation, and downloads.

For the latest drivers/software, please visit www.startech.com/downloads.

#### Warranty Information

This product is backed by a two-year warranty.

StarTech.com warrants its products against defects in materials and workmanship for the periods noted, following the initial date of purchase. During this period, the products may be returned for repair, or replacement with equivalent products at our discretion. The warranty covers parts and labor costs only.

StarTech.com does not warrant its products from defects or damages arising from misuse, abuse, alteration, or normal wear and tear.

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Some states do not allow the exclusion or limitation of incidental or consequential damages. If such laws apply, the limitations or exclusions contained in this statement may not apply to you.

#### **UL Safety Statements**

- 1. Elevated Ambient Air Temperature: If this LCD Console is installed in a closed system or multi-rack assembly, the ambient air temperature of the enclosed system may be greater than the ambient room air temperature.
- 2. Reduced Airflow: Do not restrict the amount of airflow around the LCD Console. Proper air circulation is required for safe operation.
- 3. Mechanical Load Distribution: Mount the LCD Console in a way that distributes the mechanical load evenly. Failure to do so may result in a tipping hazard.
- Electric Circuit Overloading: Do not overload any circuits that may have an overcurrent protection system in place. Take into consideration the electrical ratings placed on each product.
- Proper Grounding: Ensure your rack-mounted equipment is properly grounded. Special attention should be given to parallel circuits (e.g. power strips/power bars).



#### Consignes de sécurité UL

- Température élevée de l'air ambiant: Si cette console LCD est installée dans un système fermé ou dans un ensemble comportant plusieurs racks, la température de l'air ambiant du système fermé peut être supérieure à la température de l'air ambiant de la pièce.
- Circulation d'air réduite: N'entravez pas la circulation d'air autour de la console LCD. Pour un fonctionnement sûr, une bonne circulation d'air est nécessaire.
- Distribution de charge mécanique : Installez la console LCD de manière à ce que la charge mécanique soit distribuée de manière équilibrée. Dans le cas contraire, un risque de basculement est possible.
- 4. Surcharge des circuits électriques: Ne surchargez pas les circuits qui ne sont pas protégés par un système de protection contre la surintensité. Tenez compte des caractéristiques électriques de chaque produit.
- 5. Mise à la terre appropriée: Assurez-vous que l'équipement monté en rack est correctement mis à la terre. Une attention particulière doit être apportée aux circuits parallèles (par exemple : rallonges électriques/multiprises).



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