Epiphan KVM2USB 3.0™

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Specifications

Go to the Epiphan Video website to get the most recent product specifications and additional information about this product.

Warranty

All Epiphan Video products are provided with a 100% return to depot warranty for one year from the date of purchase.

Technical support

Epiphan's products are backed by our professional support team. If you are having issues with your product, please gather details about your system and contact our team by:

- E-mailing support@epiphan.com
- Live chat via the link on our support site
- Phone toll free at 1-877-599-6581 or call +1 613-599-6581

Be sure to include as much information about your problem as possible, including:

- Problem description
- Details of the video or audio source (type, resolution, refresh rate, etc.)
- Product serial number
- Your operating system and version number

Introducing KVM2USB 3.0

This new KVM device lets you view and control any target computer or device from your Windows or Linux host. Firmware 3.3.90 is the initial firmware release for KVM2USB 3.0.

Overview

As long as your target device can output VGA, DVI, or HDMI output and has an available USB port, KVM2USB 3.0 will work with it. There's nothing to install on the target, so it even works in BIOS mode and on closed operating systems. Simply connect the device to your target and host computer and use Epiphan's KVM App to view and control your target computer.

Register your KVM2USB 3.0

Why should I register my KVM2USB 3.0?

Product registration activates your product warranty, provides you notifications of firmware and software updates and gives you personalized customer support.

How to register

1. Go to epiphan.com/register

2. Provide the required information. Your six digit serial number is found on your device. A valid e-mail address is required for product registration.

Table of contents

Get started

Welcome and thank you for buying Epiphan Video's KVM2USB 3.0!

KVM2USB 3.0 lets you control any target computer from a Windows or Linux host. There's nothing to install on the target computer, and it doesn't matter what OS it's running (or if it's running an OS at all!). Just connect the cables and start the KVM App to view and control from your host.

Your first stop after this, might be to look at the Quickstart guide.

This user guide contains all the information necessary to successfully use KVM2USB 3.0.

Take a look at what's in the box, check your system requirements, review the tech specs, then dive in with the quick start guide. After that, go ahead and read through the additional technical reference material, and some optional configuration including how to find and apply firmware updates.
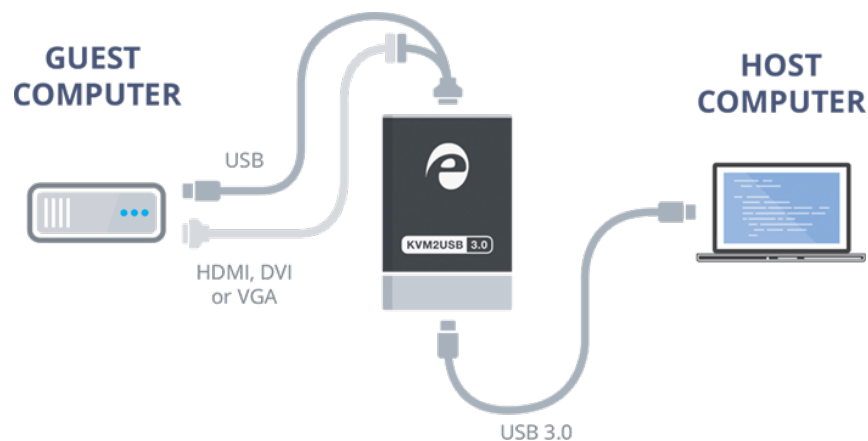
Let's get started!

Quickstart

Setting up your KVM2USB 3.0 to control a target computer system couldn't be easier!

Before you begin the connection process, you'll need:

1. Your KVM2USB 3.0 with the cables and adapters that ship with it

2. A host computer running Windows or Linux (see system requirements for additional details)

3. A target computer (running any OS) that outputs HDMI, DVI or VGA video and works with a USB keyboard and mouse

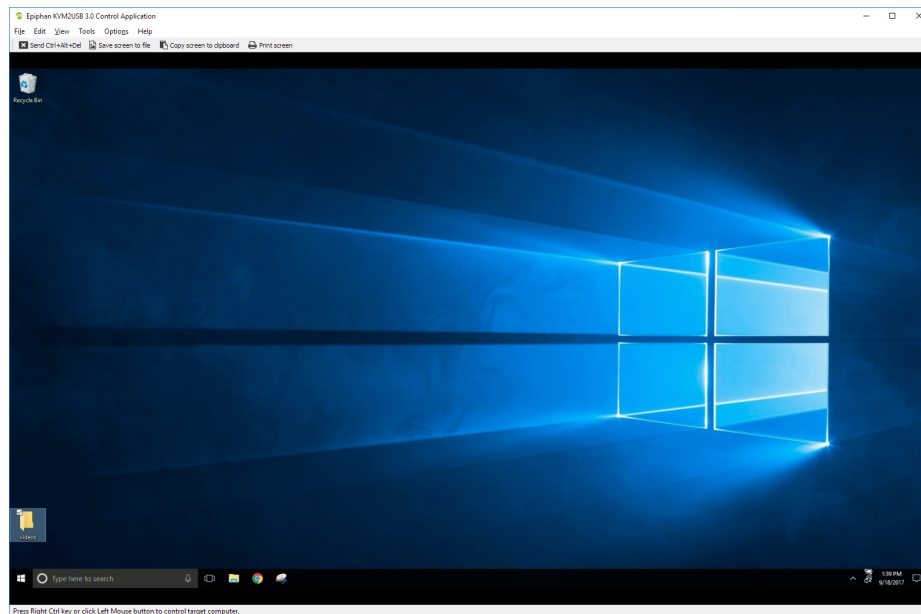4. A video cable (DVI, HDMI, or VGA) for your target computer

To connect your KVM2USB 3.0:

1. Connect the male end of the KVM cable to your KVM2USB 3.0. Tighten the thumbscrews for a good connection.

2. If your target computer uses HDMI or VGA video output, connect the HDMI to DVI or VGA to DVI adapter to the female end of the KVM cable. Tighten the thumbscrews.

3. Use an appropriate video cable to connect your target system's video output port to the female end of the KVM cable or to the adapter you connected to the KVM cable.

4. Connect the USB portion of the KVM cable to an available USB port on your target computer.

5. Connect the blue USB 3.0 cable to the bottom of KVM2USB 3.0 and to a USB 3.0 port on your host computer.

6. Windows host:

    a. Download and unzip the KVM software from the Epiphan Video website.

    b. Launch the KVM application: KvmApp.exe.

7. Linux host:

    a. Download the KVM app from the Epiphan Video website.

    b. Modify permissions to add executable permissions to the KVM app.

    c. Launch the KVM application: kvmapp.

8. Click anywhere on the viewport to begin; your mouse and keyboard now control the target computer.

9. When you're done, exit control mode by pressing the **Host key**. By default, the **Host key** is the **right-Ctrl** key.

And that's it! No drivers to install and no extensive set-up!

What's in the box?

Your KVM2USB 3.0 includes the following:

Table 1 *Description of included purchase contents (for identification only, color and appearance of individual cables/adapters may vary).*

KVM2USB 3.0		You KVM2USB 3.0 device!
KVM cable		Connects your target computer to KVM2USB 3.0. The male DVI side connects to KVM2USB 3.0, the end with two cables has a USB cable to connect to your target, and a female DVI port to connect a cable to your target's video output port. (The HDMI to DVI or VGA to DVI adapter may first be connected to the female DVI port.)
VGA to DVI adapter		Connects to the female end of your KVM cable to a target that outputs a VGA signal.

HDMI to DVI adapter		Connects to the female end of your KVM cable to a target that outputs an HDMI signal.
USB 3.0 cable (1 m / 3 ft)		The USB 3.0 cable connects your KVM2USB 3.0 to your host computer's USB 3.0 port.

Not included with your purchase is the cable needed to connect your target computer to the KVM cable. Depending on your target computer, this could be a VGA cable, HDMI cable, or DVI cable.

Hardware and LED

Your KVM2USB 3.0 has an input, an output and an indicator light. It also comes with a special KVM cable.

KVM2USB 3.0 top and bottom

Top / Input side of KVM2USB 3.0

with DVI-I port for connecting the KVM cable

Bottom / indicator light side of KVM2USB 3.0

with indicator light and USB port

KVM Cable

The KVM cable has two ends. The male end that connects to your KVM2USB 3.0, and the female/usb end that connects to your target computer.

Close up of male end of KVM cable

Close up of female / USB end of KVM cable

Indicator LED details

Your KVM2USB 3.0 has an LED indicator on the bottom side. The color and action of the indicator LED indicate the current activity of the device.

LED color	KVM2USB 3.0 status
Solid red	KVM2USB 3.0 is initializing
Blinking red	Adjustment to VGA input in progress or Firmware update in progress
Solid blue	USB 3.0 connection active
Blinking blue	KVM App successfully connected to KVM2USB 3.0

System requirements

System requirements are the technical essentials your **host** computer needs to work with KVM2USB 3.0.

Note: There are no system requirements for the **target** computer, other than an available USB port and HDMI, DVI, or VGA output port.

KVM Host hardware	Any computer (laptop/desktop/other) with: • a compatible USB 3.0 host controller for SuperSpeed operation • 64-bit architecture
KVM Host operating system	Windows 10 or Linux Ubuntu 16.04 or higher
Processor frequency	Minimum recommended value: 2.4 GHz
RAM	Minimum recommended value: 4 GB

Technical specifications

Technical specifications for KVM2USB 3.0 are included in the table below.

Device connectors	DVI-I (integrated, digital and analog) USB standard B type
Device LED	LED indicates the status of KVM2USB 3.0
Host OS support (64-bit)	Windows 10 Linux Ubuntu 16.04 or higher
Host USB support	USB 3.0
Target OS support	Any OS, nothing to install
Target video output	DVI, VGA, or HDMI (audio input is not supported)
Target video resolution	Standard and non-standard resolutions from 640×360 up to 1920×1080
Target USB support	USB 2.0 or 3.0 (single connection emulates both the keyboard and the mouse)
HDCP Compliance	High-bandwidth digital content protection (HDCP) protected content cannot be captured
Dimensions	3.54" × 2.36" × 0.91" (90 mm × 60 mm × 23 mm)

Using KVM

It's easy to control any target devices with KVM2USB 3.0.

Here's what you need:

1. Your KVM2USB 3.0 with the cables and adapters that ship with it

2. A host computer running Windows or Linux (see system requirements for additional details)

3. A target computer (running any OS) that outputs HDMI, DVI or VGA video and works with a USB keyboard and mouse

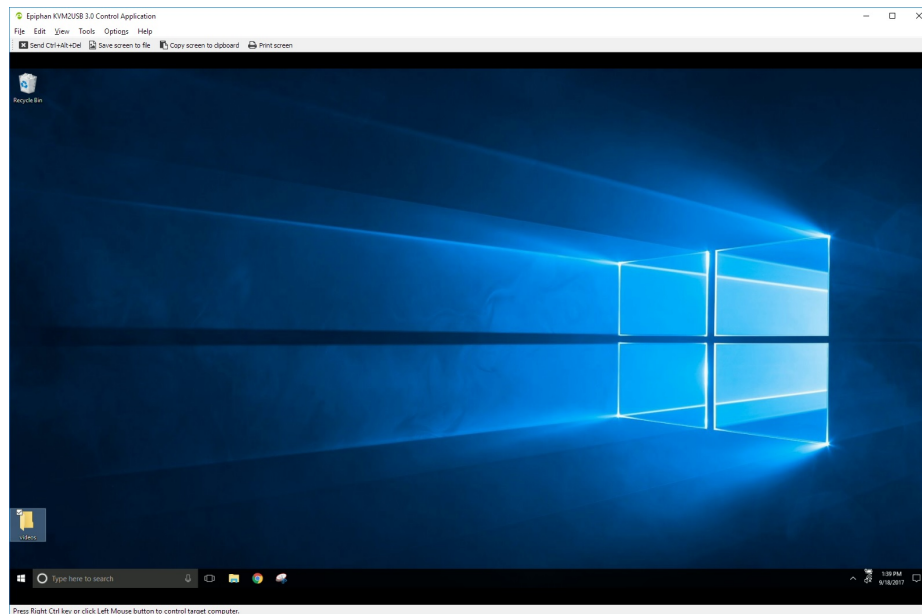4. A video cable (DVI, HDMI, or VGA) for your target computer

To connect your KVM2USB 3.0:

1. Connect the male end of the KVM cable to your KVM2USB 3.0. Tighten the thumbscrews for a good connection.

2. If your target computer uses HDMI or VGA video output, connect the HDMI to DVI or VGA to DVI adapter to the female end of the KVM cable. Tighten the thumbscrews.

3. Use an appropriate video cable to connect your target system's video output port to the female end of the KVM cable or to the adapter you connected to the KVM cable.

4. Connect the USB portion of the KVM cable to an available USB port on your target computer.

5. Connect the blue USB 3.0 cable to the bottom of KVM2USB 3.0 and to a USB 3.0 port on your host computer.

6. Windows host:

    a. Download and unzip the KVM software from the Epiphan Video website.

    b. Launch the KVM application: **KvmApp.exe**.

7. Linux host:

    a. Download the KVM app from the Epiphan Video website.

    b. Modify permissions to add executable permissions to the KVM app.

    c. Launch the KVM application: **kvmapp**.

8. Click anywhere on the viewport to begin; your mouse and keyboard now control the target computer.

9. Control your target computer as if you were using a keyboard and mouse connected directly to it.

10. See special instructions for the Windows KVMApp and Linux kvmapp, including how to send special key strokes.

11. When you're done, exit control mode by pressing the **Host key**. By default, the **Host key** is the **right-Ctrl key**.


The **Host key** can also be used instead of the left mouse button to start a control session. You can change which key is used as the Host key.

Windows hosts

There is no software to install on your target computer, but your host computer needs the Epiphan KVM App to send keyboard and mouse controls to the target.

1. Start by downloading the KVM App from the Epiphan Website.

2. Unzip the folder and launch **KvmApp.exe**.

3. Follow the set up instructions to start controlling your target computer.

4. To send special keystrokes to your target (such as Ctrl-Alt-Del), use the **Tools > Keyboard** menu (in host mode), or use the shortcuts listed in that menu (when controlling the target).
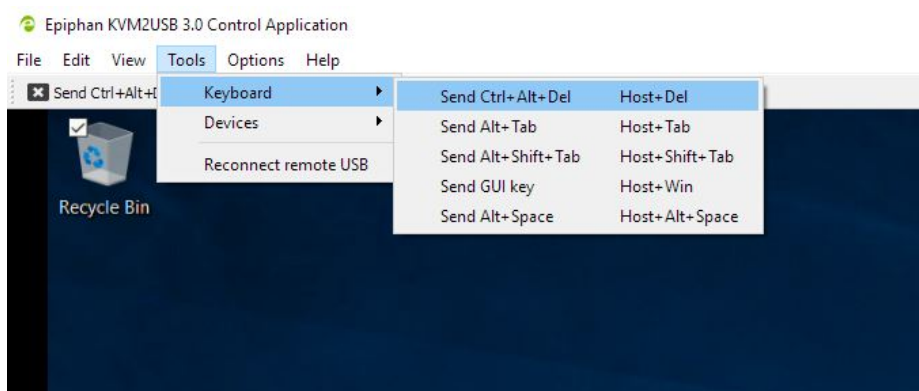
5. To take a screen capture of your remote workspace click the **Copy screen to Clipboard** toolbar button, or click **Edit > Copy screen to Clipboard**.

6. To save a screen capture as a PNG file, click the **Save screen to file** toolbar button, or click **File > Save screen to file...**.

7. To print a screen capture, click the **Print screen** toolbar button, or click **File > Print screen...**. You can also use **File > Print Preview...** to preview your screen capture and configure how it appears on the page.

Linux hosts

There is no software to install on your target computer, but your host computer needs the Epiphan KVM App to send keyboard and mouse controls to the target.

1. Start by downloading the KVM App from the Epiphan Website.

2. Modify permissions to add executable permissions to the KVM app.

3. Launch the KVM application: **kvmapp**

4. If needed, follow the set up instructions to start controlling your target computer.

5. To send special keystrokes to your target (such as Ctrl-Alt-Del), use the **Tools > Keyboard** menu (in host mode), or use the shortcuts listed in that menu (when controlling the target).
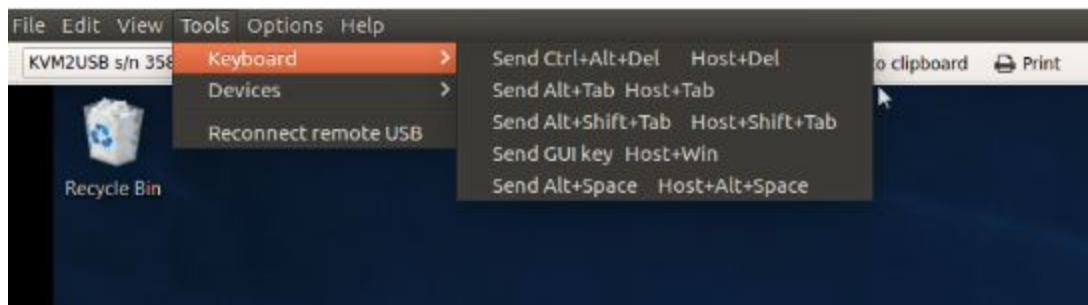

6. To take a screen capture of your remote workspace click the **Copy screen to clipboard** toolbar button, or click **Edit > Copy screen to Clipboard**.

7. To save a screen capture as a PNG file, click the **Save screen to file** toolbar button, or click **File > sace screen to file...**.

8. To print a screen capture, click the **Print screen** toolbar button, or click **File > Print screen...**. You can also use **File > Print Preview...** to preview your screen capture and configure how it appears on the page.

Select KVM

You can have more than one KVM connected to your host computer, assuming your host has multiple USB 3.0 ports.

To select the KVM used by the KVM App:

1. Launch the KVM App on Windows or Linux.

2. If more than one KVM2USB 3.0 device is connected to your host when you launch KVM App, it asks you to choose which one you'd like to use.
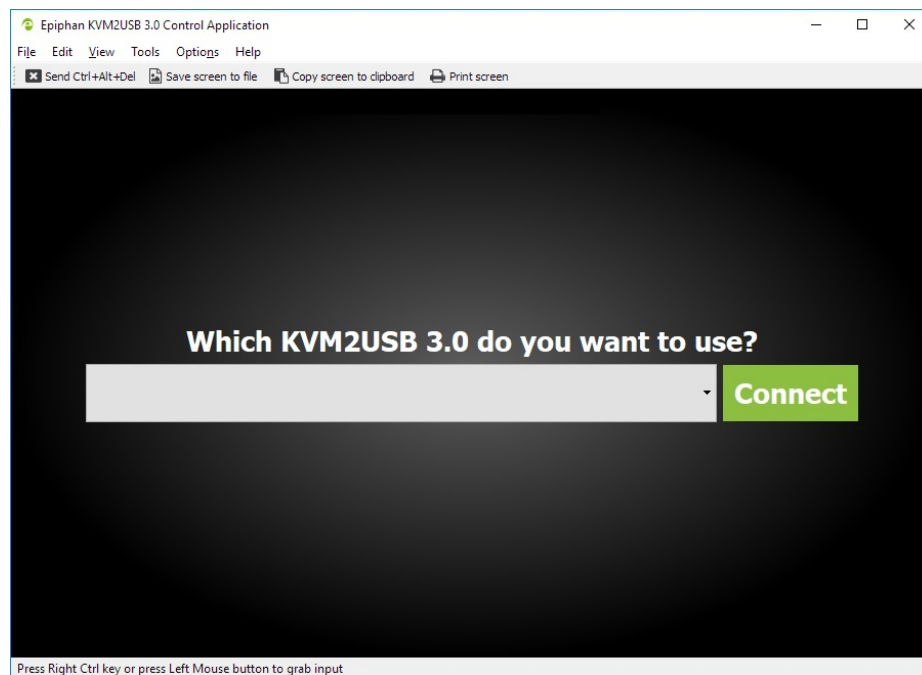
3. You may change which KVM you are using at any time.

   Select your KVM device from **Tools > Devices**.
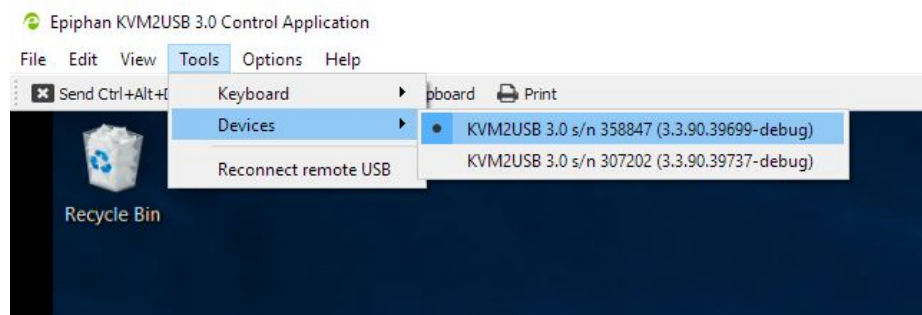
4. Or use **View > Show device list on Toolbar** to add the selector to your toolbar, then use the toolbar
    selector to choose your KVM device.

> To use two KVM2USB 3.0 devices at once, you can open two instances of the KVM App.

Host key

The **Host key** is the key on your host keyboard that is trapped by the KVM App and performs special functions, such as exiting KVM control mode. The key chosen as the **Host key** cannot be used for any other function when using the KVM App, so for this reason, it's recommended you choose a key you rarely use. By default, the **Host key** is the **right-Ctrl** key.
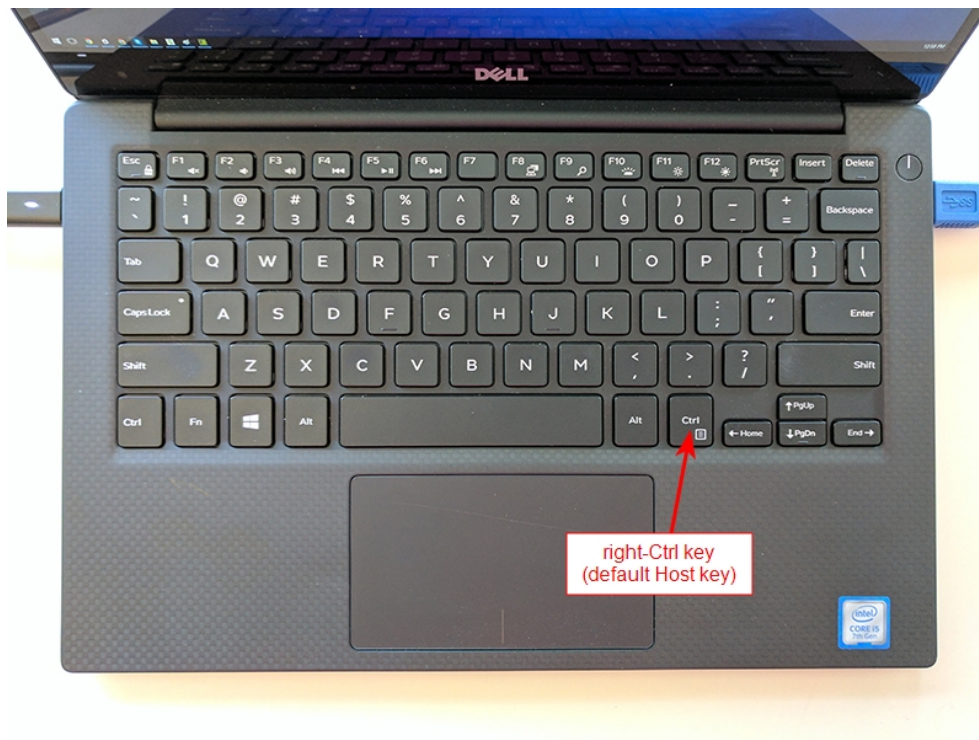
You can select a different **Host key** from a list of available keys in KVM App. Select your new **Host key** from **Options > Host key**.
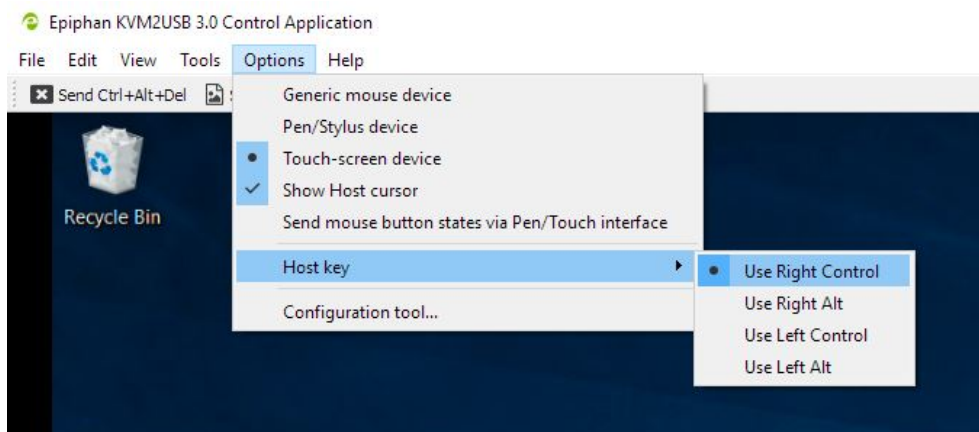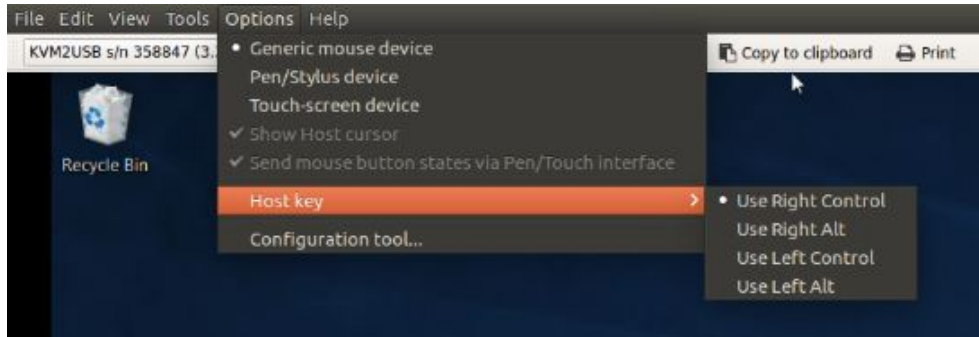
The following keyboard shortcuts use the **Host key**:

Key com-bination	Action
Host	Exit control mode
Host + M	Show / hide the KVM App menu bar
Host + T	Show / hide the KVM App toolbar
Host + F	Toggle KVM App fullscreen
Host + Del	Send Ctrl + Alt + Del
Host + Tab	Send Alt + Tab
Host + Shift + Tab	Send Alt + Shift + Tab
Host + Win	Send GUI key
Host + Alt + Space	Send Alt + Space

Mouse type

Depending on how you control your host computer (via mouse, pen and tablet, or touch screen), you may want to select a different mouse control type in the KVM App.

To change the mouse controls, select one of the three mouse types from the **Options** menu.
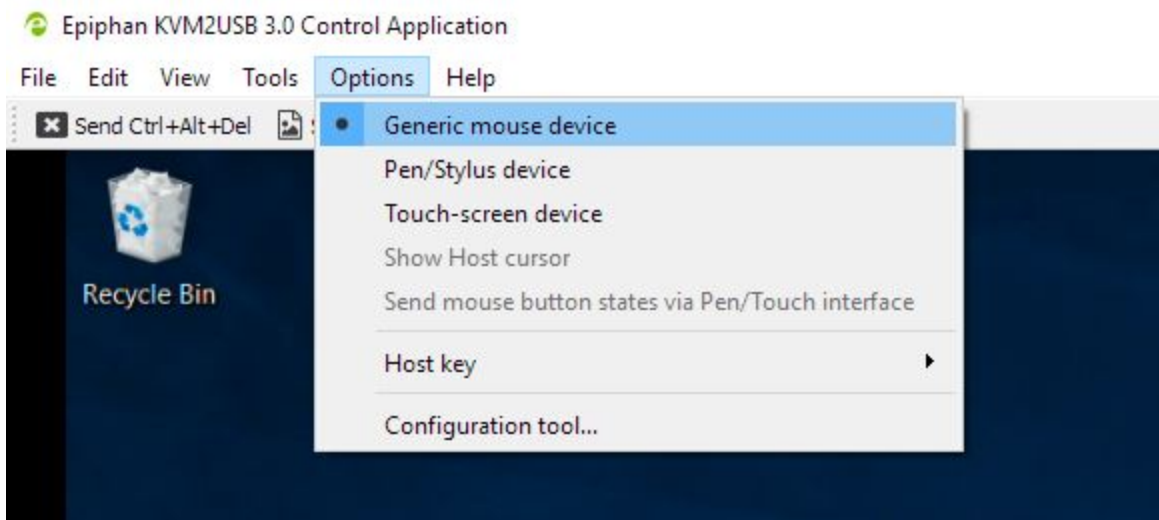
The mouse types are:

Generic mouse device

This is the default mouse type, and is best used when controlling your host computer with a typical 2-button or 3-button mouse. For most text-only interfaces, this is the only mouse mode supported.

Pen/Stylus device

Use this mouse type when controlling your host computer with a pen and tablet or a stylus. When this selection is active, you can use the **Show Host cursor** option to show the position of your host cursor in addition to the stylus touchpoint in the target viewport. You must also select **Send mouse button states via Pen/Touch interface** to send stylus states to the target computer.

Touch-screen device

If your host computer is a touch-screen device, use this mouse type option. When in this mode, no cursor is shown in the target viewport. You can display the cursor by selecting **Show Host cursor**. For most

applications, this mode is faster than the default generic mouse device. However this mode doesn't work with most text-only interfaces.

Configuration options

Your KVM2USB 3.0 device is ready to use right out of the box; however, there is support for additional configuration should you need it.

Changes to default capture settings can be applied using Epiphan's Capture Config tool. For settings to persist after power cycling, please allow 5 seconds before disconnecting or restarting device.

These available settings are:

- **input signal resolution**
- **aspect ratio preservation**
- **audio selector for multichannel inputs**
- **performance mode**
- **user modes**

Setting	Default Value	Description
Preserve aspect ratio	Not used	KVM App always adds black bars to the sides or top and bottom of the viewport to preserve the aspect ratio of your target computer's video output.
Audio selector for multichannel inputs	Not used	KVM2USB 3.0 doesn't support audio capture.
Performance mode	Enabled	When enabled, KVM2USB 3.0 enters and exits host system suspend mode (i.e. sleep) faster by disabling support for the Suspend/U3 USB power state. This means KVM2USB 3.0 starts working again faster after your host wakes from sleep, but will consume more power while your hose is sleeping. Disable this setting if running off battery power and planning to use your host computer's sleep mode.
User modes	Clear	You can specify up to three custom resolutions from the Capture Config Tool's **User Modes** tab. These user mode resolutions are added to KVM2USB 3.0's EDID.

Setting	Default Value	Description
		*On Windows, some video graphics cards may prevent this feature from working.

To configure any of these options:

1. Connect your KVM2USB 3.0 **directly** to a USB port on your host computer. (Using a dock or splitter is not supported.)

2. Launch **KvmApp.exe**.

3. Click **Options > Configuration tool...**, the Capture config tool opens.
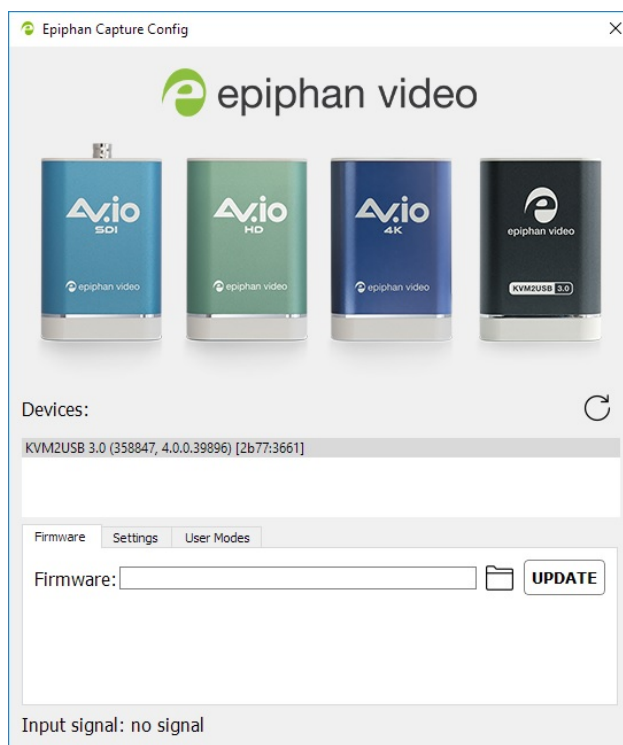
4. If you have more than one KVM2USB 3.0 connected to your host computer, select the KVM2USB 3.0 you wish to configure.

5. Select the **Settings** or **User Modes** tab and make your adjustments. For user modes, check the check box for the modes you wish to have active.

6. Click **Apply** and wait at least 5 seconds before disconnecting KVM2USB 3.0 or closing the Capture Config Tool.

7. Close the Capture Config Tool when you've completed your changes.

Firmware update

From time-to-time Epiphan Video releases firmware updates for KVM2USB 3.0. If you register your product and agree to be notified of product updates, you'll receive an email when there is an update available for download.

When new firmware is available, you can load this firmware onto your KVM2USB 3.0 by following the steps below.

> **STOP** Attempting to update firmware while running virtual machine software results in firmware upgrade failure. For updates to persist after power cycling, please allow 5 seconds before disconnecting or restarting device.

To update firmware using the Capture Config Tool:

1. If you haven't already done so, download and install the KVM App.

2. Connect your KVM2USB 3.0 **directly** to a USB port on your host computer. (Using a dock or splitter is not supported.)

3. Download the firmware update file from the Epiphan website, as described in your firmware update notification email or discussion with your vendor.

4. Connect your KVM2USB 3.0 to your host computer.

5. Launch **KVM App** and click **Options > Configuration tool...**, the Capture config tool opens.

6. If you have more than one KVM2USB 3.0 connected to your host computer, select the KVM2USB 3.0 you wish to configure.

7. Check the current firmware version of your KVM2USB 3.0. It's shown in the devices list, to the right of your KVM2USB 3.0 serial number (see below). If it is the same version as the new firmware you downloaded, there is no need to do the firmware update.

8. Click the **Firmware** tab

9. Click the **folder icon** to navigate to the saved location of the firmware, and click **Update** to update your video grabber to the selected firmware; an update bar appears and displays the progress of the update.
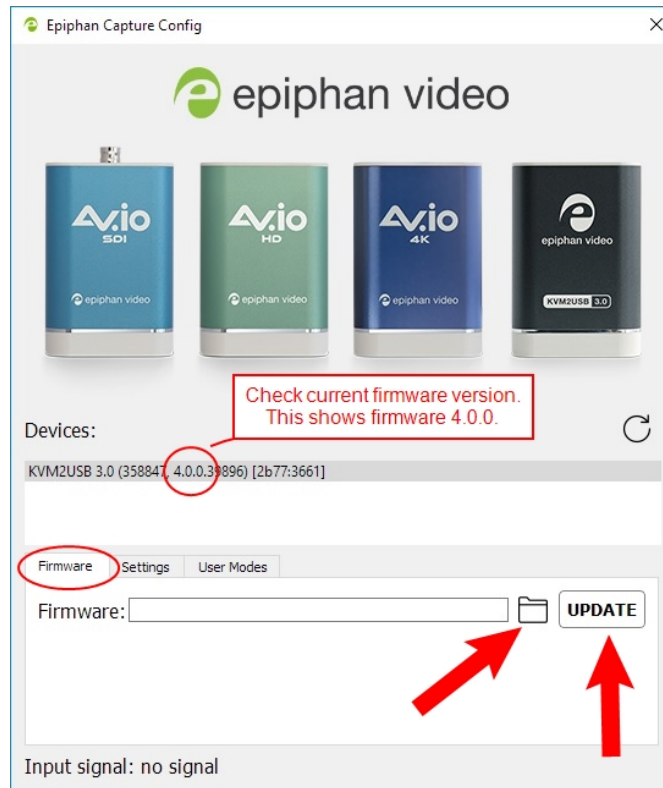
> **STOP** Do not disconnect your KVM2USB 3.0 at any point during the update process! Doing so may cause irrevocable errors and/or permanently damage the device.

10. When the update is finished the progress bar turns green and displays "Update Completed" (Note the firmware update will not be automatically reflected in the Devices list unless the **Refresh** icon is clicked). You may now safely disconnect your KVM2USB 3.0if needed.

Change log

Release 3.3.90

- Product launch

Limitations and known issues

This section includes known issues or limitations that affect functionality or usability and ways that you can work around these limitations.

Affecting Windows

- **UVC-472**: Windows 10 host: Sometimes, Windows 10 does not recognize KVM2USB 3.0 when connected by a Fresco FL1100 USB 3.0 controller.

  - **Workaround**: Press the refresh icon to refresh the device list or unplug and reconnect the USB. If neither of these work, a different USB 3.0 host controller might be required.

- **KVMUS-69**: Windows 10 target running on Mac hardware (Bootcamp): Mouse cursor may not be drawn when moving the mouse on the target using the KVM App.

  - **Workaround**: Ensure **Options > Send mouse button states via Pen/Touch interface** and **Options > Show Host cursor** are both enabled in the KVM App.

- **KVMUS-79**: Arrow keys sometimes get stuck when controlling a target computer's GRUB loader.

  - **Workaround**: Disconnect and reconnect the KVM USB cable from the target computer. If the problem persists, you may need to connect a keyboard to the target computer and make the GRUB selection manually.

- **KVMUS-109**: After sending Ctrl+Alt+Del to unlock a Windows target, the KVM App may not be able to send more commands to the target. It appears stuck in a Ctrl+Alt+Del loop.

  - **Workaround**: Press the **Esc** key on your host computer keyboard, or reconnect the KVM2USB 3.0 from either the host or the target.

- **KVMUS-114**: (VGA signals only) Changing target resolution on a Windows target remotely with the KVM app may result in corrupted video signal.

  - **Workaround**: After changing the target resolution, immediately restart the KVM App and click **Keep Changes** or **Revert** on the Windows display configuration dialog box.

Troubleshooting

Use the follow table for help if you are experiencing problems or unexpected behavior from your
KVM2USB 3.0.

Affecting Windows

Symptom(s)	Action(s) to resolve
Firmware update fails	There is a known compatibility issue with **Etron 3.0 host controllers** on computers running Windows 10. Try performing the firmware update on another computer (without an Etron USB host controller) or using another USB port on the same computer. Note that USB 2.0 can be used for firmware updates.

Affecting Ubuntu

Symptom(s)	Action(s) to resolve
The KVM app fails to see the target computer when the host recovers from sleep mode, even if the KVM App was stopped prior to sleep mode	There is a known compatibility issue with **Texas Instruments TUSB7320 USB 3.0 host controllers** on computers running Ubuntu. Use a different USB port or simply disconnect and re-connect KVM2USB 3.0's USB 3.0 cable to the capture computer.
The KVM2USB 3.0 status light is red until the KVM app is opened.	By default, Linux suspends USB devices when not in use. After starting the KVM app, KVM2USB 3.0 initializes and the status LED changes to blue (USB 3.0) to indicate it's ready to use.

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October 6, 2016

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Important Safety Warnings

WARNING: This product has no user-serviceable parts and the battery used in this device is not replaceable. Do not attempt to disassemble. Return the device for service.

CAUTION, RISK OF ELECTRIC SHOCK: This device may have multiple AC power cords installed. All power sources shall be disconnected before servicing to avoid shock hazard.

ATTENTION: Cet appareil ne contient aucun composant pouvant être entretenu ou réparé par l'utilisateur. En cas de panne, retourner l'appareil pour réparation.

ATTENTION, RISQUE DE CHOC ÉLECTRIQUE: Cet appareil peut être équipé de multiples cordons d'alimentation en courant alternatif. Pour placer cet appareil hors tension, débrancher tous les cordons d'alimentation sans exception.

FCC & CE Compliance Statement

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.

Marking by the symbol $C \, \epsilon$ indicates compliance of this device with EMC directive of the European Community and meets or exceeds the following technical standard.

EN 55022 - Limits and Methods of Measurement of Radio Interference Characteristics of Information Technology Equipment.

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