



Simply Better Connections

CL5800

Dual Rail LCD Console
User Manual

Compliance Statements

FEDERAL COMMUNICATIONS COMMISSION INTERFERENCE STATEMENT

This equipment has been tested and found to comply with the limits for a Class A 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.

The 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, and (2) this device must accept any interference received, including interference that may cause undesired operation.

FCC Caution

Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate this equipment.

Warning

Operation of this equipment in a residential environment could cause radio interference.

Achtung

Der Gebrauch dieses Geräts in Wohnumgebung kann Funkstörungen verursachen.



KCC Statement

유선 제품용 / A 급 기기 (업무용 방송 통신 기기)
이 기기는 업무용 (A 급) 전자파적합기기로서 판매자 또는 사용자는 이
점을 주의하시기 바라며, 가정 외의 지역에서 사용하는 것을 목적으로
합니다.

Industry Canada Statement

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

CAN ICES-003 (A) / NMB-003 (A)**RoHS**

This product is RoHS compliant.

User Information**Online Registration**

Be sure to register your product at our online support center:

International	http://eservice.aten.com
---------------	---

Telephone Support

For telephone support, call this number:

International	886-2-8692-6959
China	86-400-810-0-810
Japan	81-3-5615-5811
Korea	82-2-467-6789
North America	1-888-999-ATEN ext 4988 1-949-428-1111

User Notice

All information, documentation, and specifications contained in this manual are subject to change without prior notification by the manufacturer. The manufacturer makes no representations or warranties, either expressed or implied, with respect to the contents hereof and specifically disclaims any warranties as to merchantability or fitness for any particular purpose. Any of the manufacturer's software described in this manual is sold or licensed *as is*. Should the programs prove defective following their purchase, the buyer (and not the manufacturer, its distributor, or its dealer), assumes the entire cost of all necessary servicing, repair and any incidental or consequential damages resulting from any defect in the software.

The manufacturer of this system is not responsible for any radio and/or TV interference caused by unauthorized modifications to this device. It is the responsibility of the user to correct such interference.

The manufacturer is not responsible for any damage incurred in the operation of this system if the correct operational voltage setting was not selected prior to operation. PLEASE VERIFY THAT THE VOLTAGE SETTING IS CORRECT BEFORE USE.

Product Information

For information about all ATEN products and how they can help you connect without limits, visit ATEN on the Web or contact an ATEN Authorized Reseller. Visit ATEN on the Web for a list of locations and telephone numbers:

International	http://www.aten.com
North America	http://www.aten-usa.com

Package Contents

Make sure that all components are in working order. If you encounter any problem, please contact your dealer.

- 1 CL5800 LCD Console with Standard Rack Mount Kit
- 1 custom KVM cable
- 1 power cord
- 1 firmware upgrade cable
- 1 user instructions

Contents

Compliance Statements	ii
User Information	iii
Online Registration	iii
Telephone Support	iii
User Notice	iv
Product Information	iv
Package Contents	v
Contents	vi
About this Manual	viii
Conventions	ix

1. Introduction

Overview	1
Features	2
Requirements	3
LCD Console	3
External Console	3
Cables	3
Operating Systems	4
Components	5
Front View	5
Keyboard Module	6
LCD Module	7
Rear View	8

2. Hardware Setup

Before you Begin	9
Standard Rack Mounting	10
Front-L Brackets Mounting	12
Optional Rack Mount Kits	14
Connecting Up	15

3. Operation

Opening the Console	17
Opening Separately	17
Opening Together	19
Operating Precautions	20
Closing the Console	21
Hot Plugging	23
Powering Off and Restarting	23
LCD OSD Configuration	24
LCD Buttons	24
LCD Adjustment Settings	25

Manufacturing Number	25
Hotkeys	26

4. Firmware Upgrade

The Firmware Upgrade Utility	27
Before You Begin	27
Firmware Upgrade Mode	28
Performing the Upgrade	29
Starting the Upgrade:	29
Upgrade Succeeded	31
Upgrade Failed	32
Exiting Firmware Upgrade Mode	33

Appendix

Safety Instructions	35
General	35
Rack Mounting	37
Consignes de sécurité	38
Général	38
Montage sur bâti	41
Technical Support	42
International	42
North America	42
Specifications	43
About SPHD Connectors	44
Sun Keyboard Emulation	45
Troubleshooting	46
Limited Warranty	47

About this Manual

This manual is provided to help you get the most out of your CL5800. It covers all aspects of the device, including installation, configuration, and operation.

The model covered in this manual includes:

Model	Product Name
CL5800	Dual Rail LCD Console (PS/2-USB, VGA)

An overview of the information found in the manual is provided below.

Chapter 1, Introduction, introduces you to the CL5800 KVM Console, its purpose, features, and benefits, with its components described.

Chapter 2, Hardware Setup, provides step-by-step instructions for setting up your device, and explains some of its basic operation procedures.

Chapter 3, Operation, describes the fundamental concepts involved in operating the CL5800.

Chapter 4, Firmware Upgrade, explains how to upgrade the CL5800's firmware to the latest available versions.


Appendix, provides specifications and other technical information regarding the CL5800.

Note:

- ◆ Read this manual thoroughly and follow the installation and operation procedures carefully to prevent any damage to the unit or connected devices.
 - ◆ ATEN regularly updates its product documentation for new features and fixes. For an up-to-date CL5800 documentation, visit <http://www.aten.com/global/en/>
-

Conventions

This manual uses the following conventions:

- Monospaced Indicates text that you should key in.
- [] Indicates keys you should press. For example, [Enter] means to press the **Enter** key. If keys need to be chorded, they appear together in the same bracket with a plus sign between them: [Ctrl+Alt].
- 1. Numbered lists represent procedures with sequential steps.
- ◆ Bullet lists provide information, but do not involve sequential steps.
- > Indicates selecting consecutive options (such as on a menu or dialog box). For example, Start > Run means to open the *Start* menu, and then select *Run*.
-  Indicates critical information.

This Page Intentionally Left Blank

Chapter 1

Introduction

Overview

The CL5800 is a KVM Console featuring an integrated 19" LED-backlit LCD panel, a full keyboard, and a touch pad in a 1U rack-mountable sliding housing with an AC based input power source.

The CL5800 KVM Console consists of modules serving as the front-end sliding console for compatible KVM switches. This means users who already have a compatible KVM switch can take advantage of the space-saving and efficiency benefits of the sliding console module without needing to purchase an additional KVM switch module.

The CL5800's LCD and keyboard / touch pad modules can slide in or out independently of each other. To maximize space in your data center, the keyboard / touch pad module slides back to "hide away" when not in use, while the thin profile LCD monitor rotates back — flush against the rack — allowing convenient monitoring of the connected computer / server.

For added convenience, ports for an external PS/2 or USB keyboard and mouse as well as a monitor are also provided on the rear panel.

Setup is fast and easy. Simply use the included custom KVM cable set to link the LCD Console's KVM port to the console ports of your KVM switch and you are ready to go.

With an upgradable firmware, you can keep your CL5800 up-to-date with the latest functionality improvements simply by downloading firmware updates from ATEN's website as they become available.

Features

- ◆ Integrated KVM console with a 19" LED-backlit LCD monitor in a dual rail housing with top and bottom clearance for smooth operation in a 1U high system rack
- ◆ Optional rack mount kits available, including easy installation options
- ◆ Supports an external console with either PS/2 or USB connectors
- ◆ Dual interface — Supports computers and KVM switches with PS/2 or USB keyboards and mice
- ◆ Additional hot-pluggable USB mouse port on front panel (also functions as USB peripheral port)
- ◆ Internal power supply
- ◆ High video resolution:
 - ◆ Up to 1280 x 1024 @ 75 Hz
 - ◆ Supports DDC, DDC2, DDC2B
 - ◆ DDC emulation of the LCD monitor
 - ◆ Video settings of attached computers are automatically adjusted for optimal output to the LCD monitor
- ◆ Standard 105-key keyboard; Sun keyboard emulation
- ◆ Dual rail design allows LCD monitor and keyboard/touch pad modules to operate independently
- ◆ Compatible with all ATEN KVM Switches and most other KVM switches
- ◆ Adjustable depth to fit within the rack
- ◆ Firmware upgradeable
- ◆ Supports Microsoft Intellimouse (5 keys)
- ◆ Supports Logitech and Microsoft wireless mice
- ◆ Console lock — enables the console drawer to remain securely locked away in position when not in use
- ◆ DDC emulation — video settings of each computer are automatically adjusted for optimal output to the monitor

Requirements

LCD Console

- ◆ The LCD console supports most KVM switches. If you are unsure whether your switch is supported or not, check with your dealer.
- ◆ The integrated LCD monitor's maximum resolution is 1280 x 1024 @ 75 Hz. Make sure that none of the resolution settings of the connected computers exceed the LCD monitor's maximum resolution.

External Console

- ◆ A VGA, SVGA, or MultiSync monitor capable of displaying the highest resolution provided by any computer in the installation
- ◆ USB or PS/2 keyboard and mouse

Cables

For optimum signal integrity and to simplify the layout, we strongly recommend that you use high quality custom cable sets available in varying lengths, described in the table below, which can be purchased from your dealer.

Type	Model Number (Length)
USB KVM Cables	2L-5201U (1.2 m)
	2L-5202U (1.8 m)
	2L-5203U (3 m)
	2L-5205U (5 m)
PS/2 KVM Cables	2L-5201P (1.2 m)
	2L-5202P (1.8 m)
	2L-5702P (1.8 m)
	2L-5203P (3 m)
	2L-5206P (6 m)

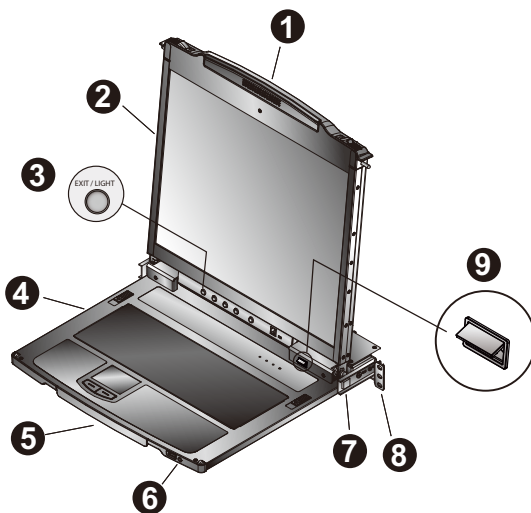
Operating Systems

Supported operating systems are shown in the table below.

OS		Version
Windows		NT or later
Linux	RedHat	7.1 or later
	SuSE	9.0 or later
	Mandriva (Mandrake)	9.0 or later
UNIX	AIX	4.3 or later
	FreeBSD	4.2 or later
	Sun	Solaris 8 or later
Novell	Netware	5.0 or later
DOS		6.2 or later

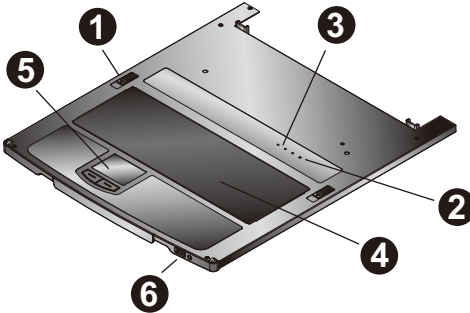
Components

Front View



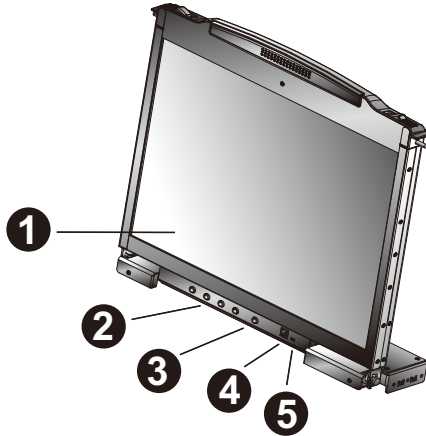
No.	Component	Description
1	upper handle	Pull to slide the LCD module out; push to slide the module in. See <i>Opening the Console</i> , page 17, for details on sliding the console in and out.
2	LCD module	See <i>LCD Module</i> , page 7.
3	Exit / Light pushbutton	Press this pushbutton for two seconds to turn the LED Illumination Light on or off. (Default: On) During the LCD OSD mode, this pushbutton has more functions, refer to <i>LCD Buttons</i> on page 24 for more details.
4	keyboard module	See <i>Keyboard Module</i> , page 6.
5	lower handle	Pull to slide the keyboard module out. See <i>Opening the Console</i> , page 17, for more details on sliding the console in and out.
6	power LED	Lights (blue) to indicate that the unit is receiving power.
7	LCD release catch	These catches (one on each side) release the LCD module so you can slide it away.
8	rack mount brackets	The rack mount brackets located at each corner of the unit secure the chassis to a system rack. See <i>Standard Rack Mounting</i> , page 10, for details.
9	LED illumination light	Illuminates the keyboard and touchpad to allow visibility in low-light conditions.

Keyboard Module



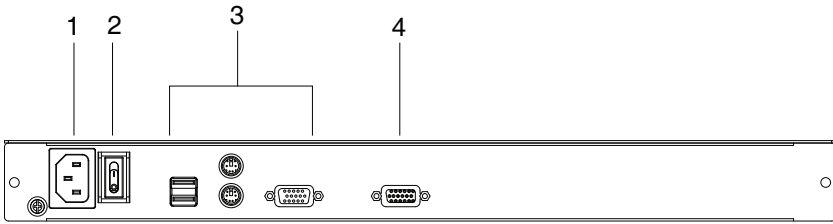
No.	Component	Description
1	keyboard release catch	These catches (one on each side) release the keyboard module so you can slide it away.
2	reset button	<ul style="list-style-type: none"> ◆ Pressing and holding this button while powering on the unit causes the CL5800 to revert to the original factory installed firmware version – allowing you to recover from a failed firmware upgrade. ◆ Pressing and holding this button for more than three seconds performs a system reset. <p>Note: The button is recessed and must be pushed with a thin object - such as the end of a paper clip or a ballpoint pen.</p>
3	lock LEDs	The Num Lock, Caps Lock, Scroll Lock LEDs are located here.
4	keyboard	Standard 105-key keyboard
5	touchpad	Standard mouse touchpad
6	USB port	This USB port is provided for users who prefer to use an external mouse (see <i>Hotkeys</i> , page 26). It also functions as a USB peripheral port.

LCD Module



No.	Component	Description
1	LCD display	To access the LCD monitor, slide the LCD module out and flip up the cover. See <i>Opening the Console</i> , page 17, for details on sliding the LCD module out.
2	LCD controls	These buttons control the position and picture settings of the LCD display. See <i>LCD OSD Configuration</i> , page 24, for details.
3	LCD On / Off button	Push this button to turn the LCD monitor on and off. The button lights when the LCD monitor is off to indicate that only the monitor is off – not the KVM switch itself.)
4	firmware upgrade port	The firmware upgrade cable that transfers the firmware upgrade data from the administrator's computer to the CL5800 plugs into this RJ-11 connector.
5	firmware upgrade switch	During normal operation and while performing a firmware upgrade, this switch should be in the NORMAL position. If firmware upgrade fails, this switch is used to recover the situation. See <i>Upgrade Failed</i> , page 32, for details.

Rear View



No.	Component	Description
1	power socket	This is a standard 3 prong AC power socket. The power cord from an AC source plugs in here.
2	power switch	This is a standard rocker switch that powers the CL5800 on and off.
3	external console section	For flexibility and convenience, the CL5800 supports an independent, external, KVM console. The external console's keyboard, monitor, and mouse cables plug in here.
4	KVM port section	The cable linking the CL5800 to a computer or switch plugs in here. Note: The shape of this SPHD connector has been specifically modified so that only KVM cables designed to work with this console can plug in (see <i>External Console</i> , page 3 for details). Do NOT attempt to use ordinary 15 pin VGA connector cable to link this port to a computer or switch.

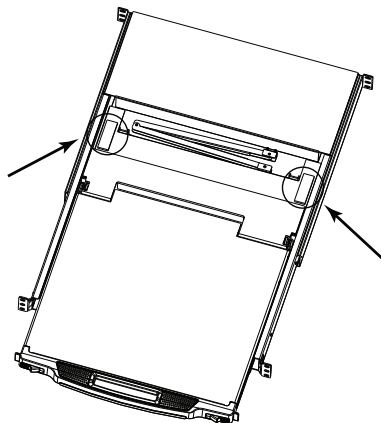
Chapter 2

Hardware Setup

Before you Begin

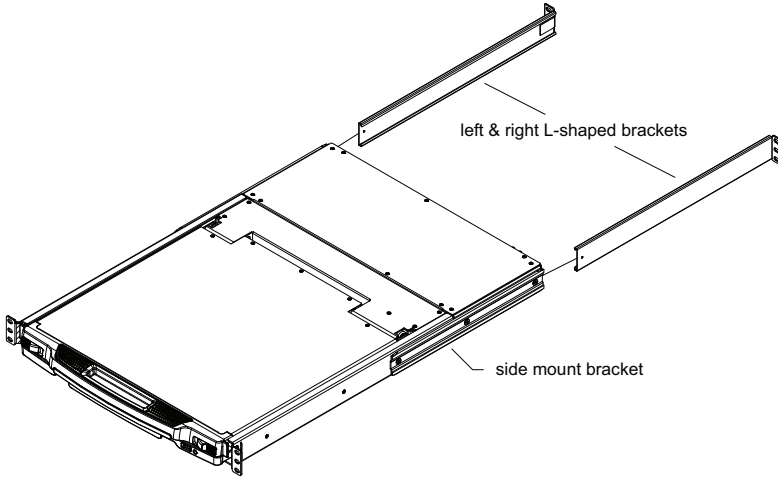


1. Important safety information regarding the placement of this device is provided on page 35. Please review it before proceeding.
2. Make sure that power to all the devices you will be connecting up has been turned off. You must unplug the power cords of any computers that have the Keyboard Power On function.
3. Please operate the device with caution when under high environmental temperatures, as the surface of the device may become overheated under such conditions. For instance, the surface temperature of the device may reach 70 °C or higher when the environmental temperature reaches close to 50 °C.
4. Packing material has been inserted to protect the CL5800 during shipping. Slide the LCD module out (see *Opening the Console*, page 17), until the packing material is visible. Remove the packing material before installing the unit, as shown in the diagram below.



Standard Rack Mounting

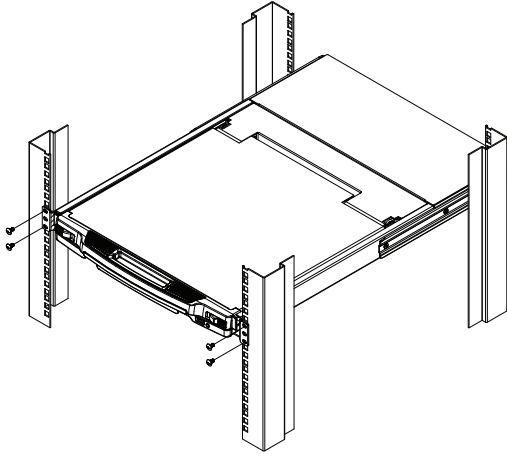
A standard rack mount kit can be purchased separately for your CL5800. The kit enables the CL5800 to be mounted in rack with a depth of 52 – 85 cm.



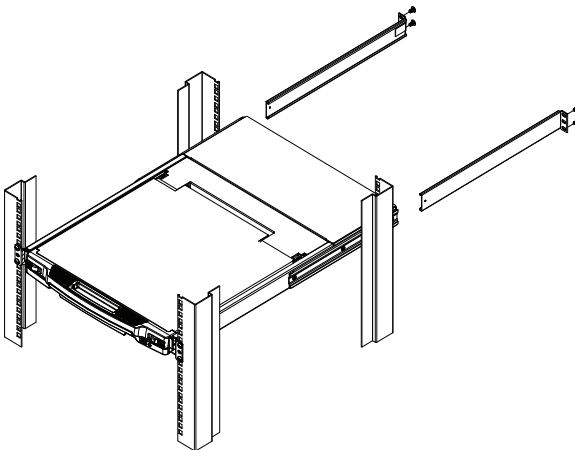
-
- Note:**
- ◆ It takes two people to mount the console.
 - ◆ The standard rack mount kit does not include screws or cage nuts. If you need additional screws or cage nuts, contact your rack dealer.
-

To rack mount the CL5800, do the following:

1. Have one person position the unit in the rack and hold it steady. Have the second person screw the front brackets to the rack.



2. While the first person still holds the unit in place, the second person slides the left & right L-shaped brackets into the unit's side mounting brackets from the rear, installing four screws in the brackets to secure them in place.

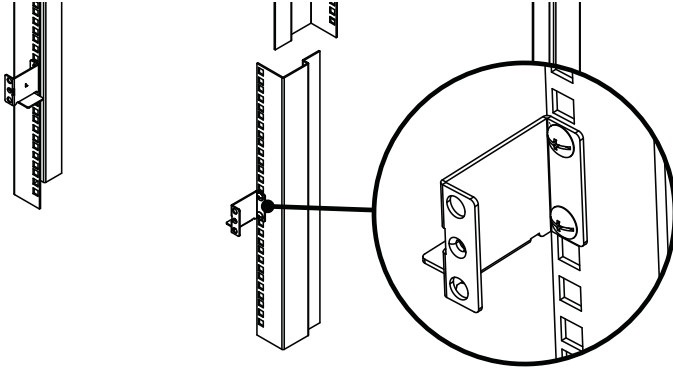


3. After the L-shaped brackets are secured, tighten all the screws.
Allow at least 5.1 cm on each side for proper ventilation, and at least 12.7 cm at the back for the power cord and cable clearance.

Front-L Brackets Mounting

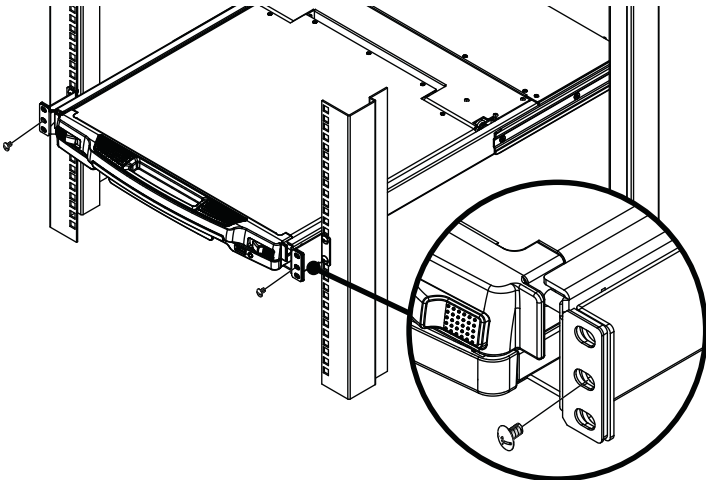
To have a comfortable and safe posture, install the Front-L brackets which provide an extension at the front of the rack to help the unit slide further out and thus allowing you to tilt the LCD screen more. Instructions to use this option are shown below:

1. Attach the left and right Front-L brackets to the front of the rack, placing screws in the tabs to secure them in place.

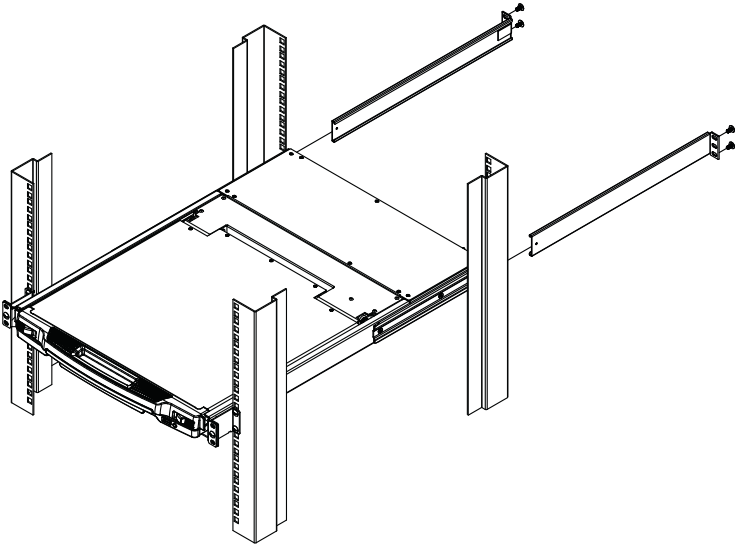


Note: Rack screws are not provided to mount the unit. We recommend that you use M5 x P0.8 screws.

2. Have one person position the unit in the rack and hold it steady. Have the second person screw the front brackets to the front-L bracket.



3. While the first person still holds the unit in place, the second person slides the left & right L-shaped brackets into the unit's side mounting brackets from the rear, installing four screws in the brackets to secure them in place.



4. After the L-shaped brackets are secured, tighten all the screws.
Allow at least 5.1 cm on each side for proper ventilation, and at least 12.7 cm at the back for the power cord and cable clearance.

Optional Rack Mount Kits

For convenience and flexibility, optional rack mount kits are available and are listed in the table below:

Mounting Kit	Description
Standard Long Rack Mount Kit	This kit is the long-railed version of your standard rack mount kit that lets you fit your device to racks with greater depth.
Easy Installation Rack Mount Kit	This kit is designed to be easy to install and can be installed by one person

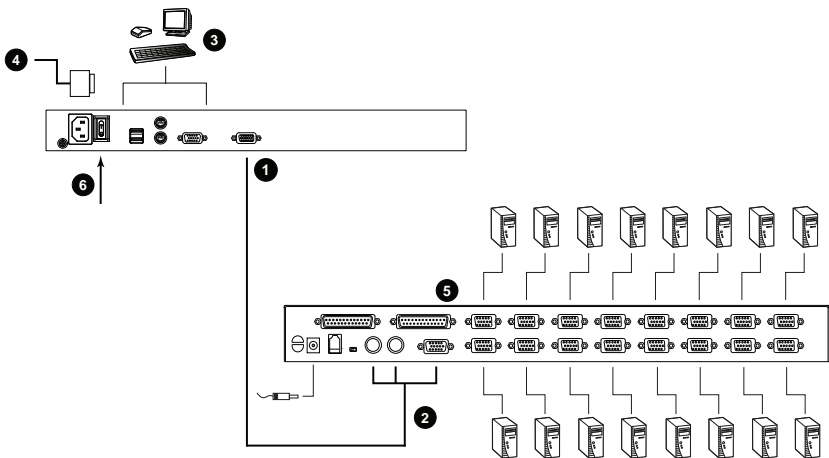
-
- Note:**
- ◆ For more information, visit the product webpage and refer to the *Compatible Accessories*.
 - ◆ For detailed installation steps, visit the product webpage and refer to the *Optional Rack Mount Kits Installation Guide*.
-

Connecting Up

Refer to the example installation diagram as you perform the following steps:

1. Plug the SPHD connector end of a KVM cable (either supplied with the unit, or purchased separately, see *External Console*, page 3) into the LCD console's KVM port.
2. Plug the keyboard, monitor, and mouse connectors of the KVM cable into their respective ports on the console section of a KVM switch.
3. If you are installing an external console, plug your keyboard, monitor, and mouse into their respective ports on the console section of the LCD console. The ports are color coded and marked with an icon for easy identification.
4. Plug the CL5800's power cord into the LCD Console's power socket and into a power source.
5. Power up your KVM installation.
6. Turn on the power to LCD console.

Installation Diagram



This Page Intentionally Left Blank

Chapter 3

Operation

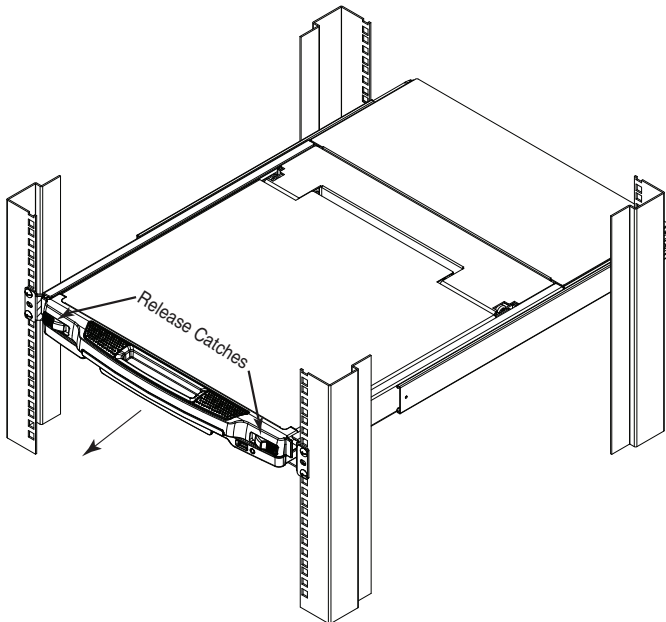
Opening the Console

The CL5800's console consists of two modules: an LCD display module located under the top cover; and a keyboard / touch pad module below the LCD module.

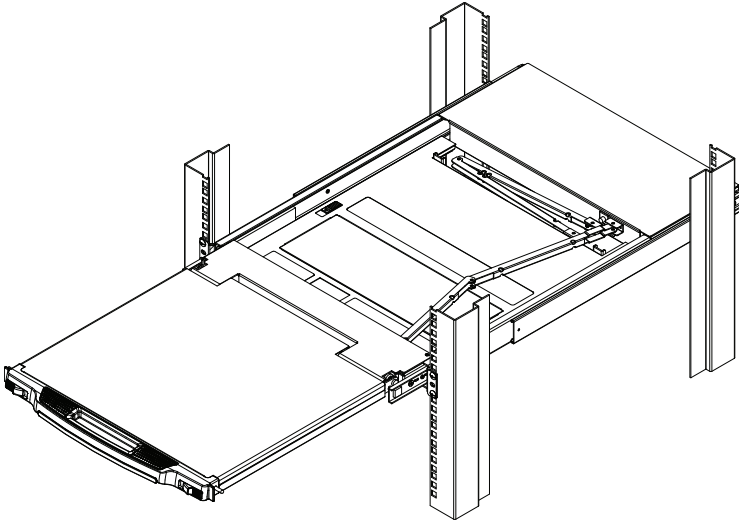
The modules can either slide together, or independently. This allows you to have the LCD display available for viewing while the keyboard / touch pad module is conveniently out of the way when not in use.

Opening Separately

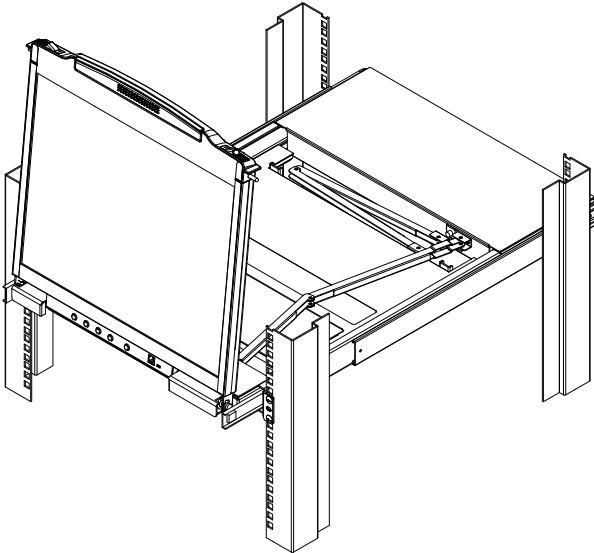
1. Pull the release catches to release the console, and pull the top panel a few centimeters toward you. Once the console has been released, you can let go of the catches.



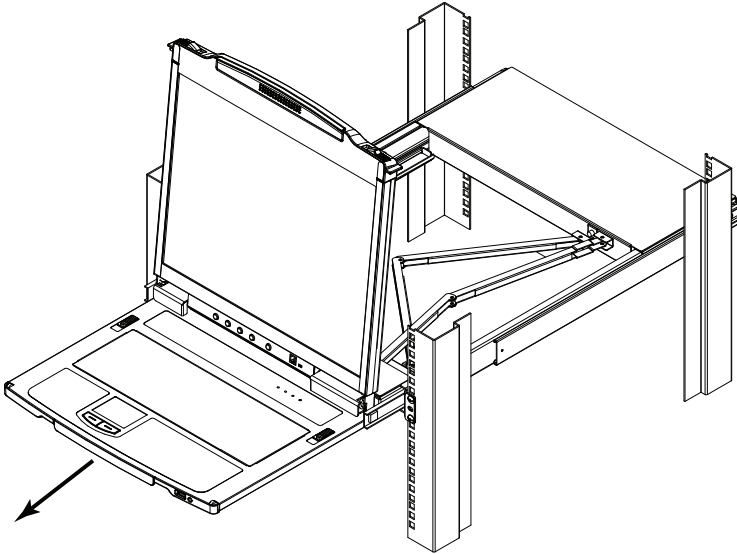
2. Pull the top panel all the way out until it clicks into place.



3. Rotate the top panel all the way back to expose the LCD screen.



4. Reach underneath and pull the keyboard module all the way out until it clicks into place.



Opening Together

Refer to the diagrams in the *Opening Separately* section as you do the following:

1. Pull the release catch and pull the top and bottom panels out until the keyboard module clicks into place.

Note: Once the console has been released, you can let go of the catch.

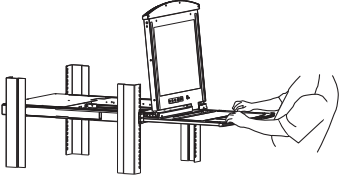
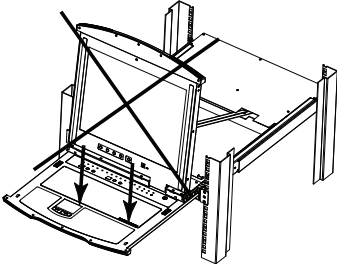
2. Pull the top panel the rest of the way out until it clicks into place.
3. Rotate the top panel all the way back to expose the LCD screen.

Note: Refer to the warning regarding placing excessive weight on the keyboard module on the following page.

Operating Precautions

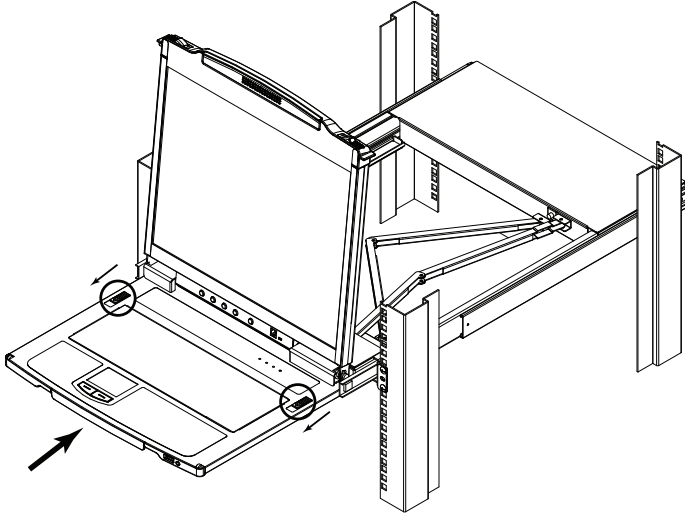


The maximum load bearing capacity of the keyboard module is 20 kg. Failure to heed the information below can result in damage to the keyboard module.

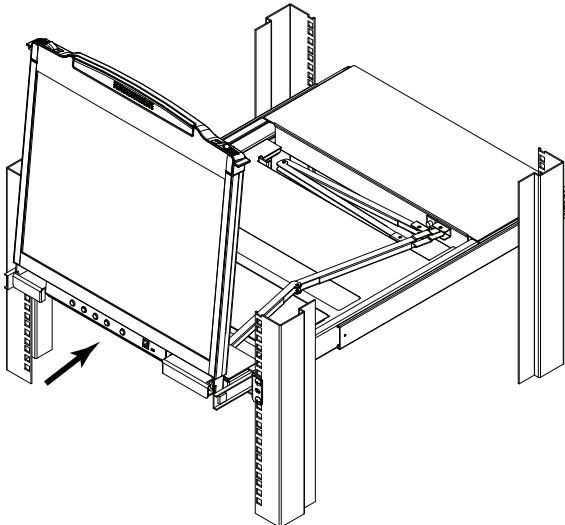
	<p>RIGHT</p> <p>Rest your hands and arms lightly on the keyboard module as you work.</p>
	<p>WRONG!</p> <ul style="list-style-type: none">◆ DO NOT lean your body weight on the keyboard module.◆ DO NOT place heavy objects on the keyboard module.

Closing the Console

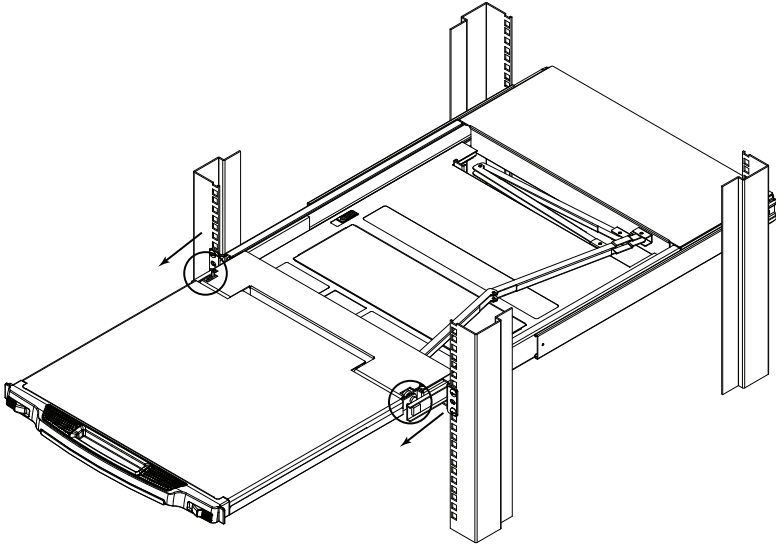
1. Pull the release catches located on either side of the keyboard toward you to release the keyboard module, then slide the module slightly in.



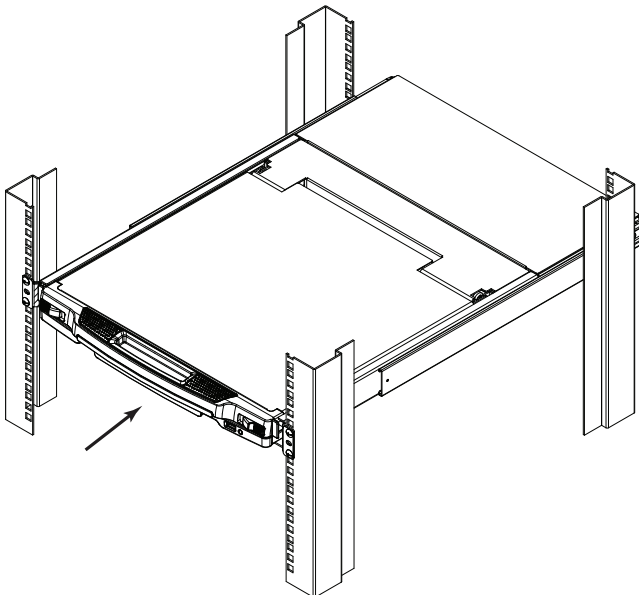
2. Let go of the catches. Using the front handle, push the keyboard module all the way in.



3. Rotate the LCD module all the way down, then pull the rear catches to release the LCD module.



4. Using the front handle, push the module all the way in.



Hot Plugging

The CL5800 supports *hot plugging* – components can be removed and added to the console by unplugging their cables from the ports without the need to shut down the CL5800.

Powering Off and Restarting

If it becomes necessary to Power Off the CL5800 (to upgrade the firmware, for example), simply turn off the power to the unit using the rear panel power switch. To restart the CL5800, turn the rear panel power switch back on.



Port ID Numbering & Port Selection

Port ID numbering and Port Selection follow the method used by the KVM switch connected to the CL5800. Consult your KVM switch's User Manual for details.

LCD OSD Configuration

LCD Buttons

The LCD OSD allows you to set up and configure the LCD display. Four buttons are used to perform the configuration, as described in the table, below:

Button	Function
MENU	<ul style="list-style-type: none"> ◆ When you have not entered the LCD OSD Menu function, pressing this button invokes the Menu function, and brings up the Main Menu. ◆ When you have entered the LCD OSD Menu function, and have reached a setting choice with the navigation buttons, pressing this button brings up its 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.
EXIT	<ul style="list-style-type: none"> ◆ When you have not entered the LCD OSD Menu function, pressing this button performs an auto adjustment. An auto adjustment automatically configures all the settings for the LCD panel to what the OSD considers their optimum values to be. ◆ When you have entered the LCD OSD Menu function, pressing this button exits the current menu and returns you to the previous menu. Use it to leave an adjustment menu when you are satisfied with the adjustment you made. ◆ When you are at the Main Menu, pressing this button exits the LCD OSD.

LCD Adjustment Settings

An explanation of the LCD OSD adjustment settings is given in the table below:

Setting	Explanation
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 LCD may have the wrong phase setting. Adjust the phase setting to eliminate these problems.
Clock	If vertical banding is visible on the display, your LCD may have the wrong clock setting. Adjust the clock setting to eliminate vertical banding.
H-Position	Positions the display area on the LCD panel horizontally (moves the display area left or right).
V-Position	Positions the display area on the LCD 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 <i>Adjust Color</i> selection has a further submenu that lets you fine tune the RGB values.
Language	Selects the language that the OSD displays its menus in.
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. Note: The <i>Language</i> setting does not return to the factory default, but remains at the one that you have set it to.

Manufacturing Number

The “MFG Number” (Manufacturing Number) is an internal serial number used by ATEN’s factory and technical support staff to identify products. This number does not affect products’ warranty. If your product requires after-sales services, you may provide the MFG Number to ATEN’s sales or technical support staff to identify the product and model number.

Hotkeys

Console selection on the CL5800 is accomplished with hotkey combinations, as described in the following table:

Combination	Action
[Ctrl] [Alt] [Shift] [P] [C] [Enter]	To select normal mode (pc, etc.).
[Ctrl] [Alt] [Shift] [S] [U] [N] [Enter]	To select SUN
[Ctrl] [Alt] [Shift] [u] [p] [g] [r] [a] [d] [e] [Enter]	Activates the Firmware Upgrade Mode. Note: this Hotkey sequence only works when the Firmware Upgrade Switch (see page 28) is in the Normal position.
[Ctrl] [Alt] [Shift] [L] [Enter]	Enable Local (LCD) console; Disable Remote (external) console.
[Ctrl] [Alt] [Shift] [R] [Enter]	Enable Remote (external) console Disable Local (LCD) console.
[Ctrl] [Alt] [Shift] [L] [R] [Enter] or [Ctrl] [Alt] [Shift] [R] [L] [Enter]	Enable both consoles (default).
[Ctrl] [Alt] [Shift] [F11] [F] [Enter]	Set the selected KVM port to full speed USB
[Ctrl] [Alt] [Shift] [F11] [L] [Enter]	Set the selected KVM port to low speed USB
[Ctrl] [Alt] [Shift] [U] [M] [Enter]	Configures the front USB Port to mouse mode (Mouse functionality is immediate upon switching to USB mouse mode).
[Ctrl] [Alt] [Shift] [U] [P] [Enter]	Configures the front USB Port to peripheral mode.

- Note:**
1. Press the keys in sequence – one key at a time. First **[Ctrl]**, then **[Alt]**, then **[Shift]**, etc.
 2. Console selections are not saved. If the CL5800 is powered off, it reverts to the default setting of both consoles enabled when it is powered on again.
 3. If the KVM switch connected to the CL5800 uses the **[Ctrl] [Alt] [Shift]** combination to invoke its hotkey mode, you won't be able to access any of its hotkey operations because the CL5800 will capture the combination for console selection first.
-

Chapter 4

Firmware Upgrade

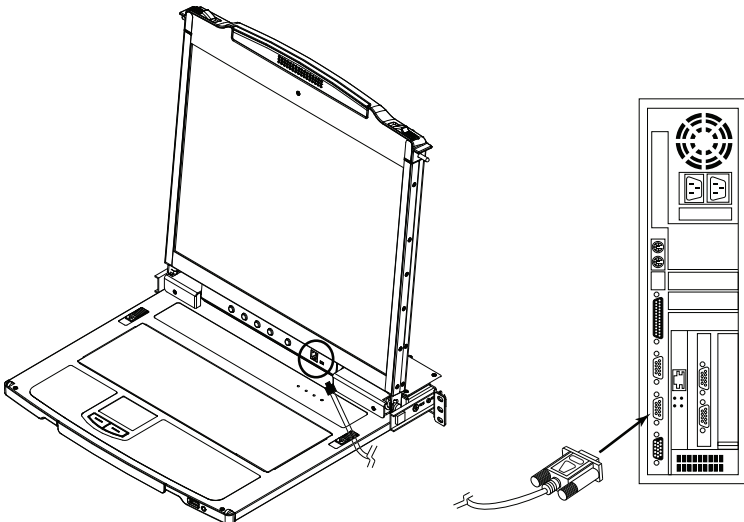
The Firmware Upgrade Utility

As new firmware revisions become available for the CL5800, firmware upgrade packages are posted on the ATEN web site. The Windows-based Firmware Upgrade Utility (FWUpgrade.exe) provides a smooth, automated process for upgrading the CL5800's firmware. Check the web site regularly to find the latest firmware packages and information relating to them.

Before You Begin

To prepare for the firmware upgrade, do the following:

1. From a computer that is not part of your CL5800 installation go to ATEN's Internet support site and choose the model name that relates to your device to get a list of available Firmware Upgrade Packages.
2. Choose the Firmware Upgrade Package you want to install (usually the most recent), and download it to your computer.
3. Use the *firmware upgrade cable* (provided with this unit), to connect a COM port on your computer to the *firmware upgrade port* of the CL5800.



Firmware Upgrade Mode

The CL5800's firmware upgrade mode can be accessed one of two ways: by entering a hotkey sequence (see *Hotkeys*, page 26), or by placing the CL5800 in firmware upgrade recovery mode (see *Exiting Firmware Upgrade Mode*, page 33).

Note: In order to activate the Firmware Upgrade Mode using a hotkey sequence, the firmware upgrade switch (see page 7) must be switched to the **Normal** position.

1. Turn off the CL5800 using the power switch on the back side of the console.
2. Slide the firmware switch to RECOVER (see page 7).
3. Turn on the CL5800 using the power switch.

When the CL5800 is in Firmware Upgrade Mode, the Num Lock, Caps Lock and Scroll Lock LEDs will continually flash.

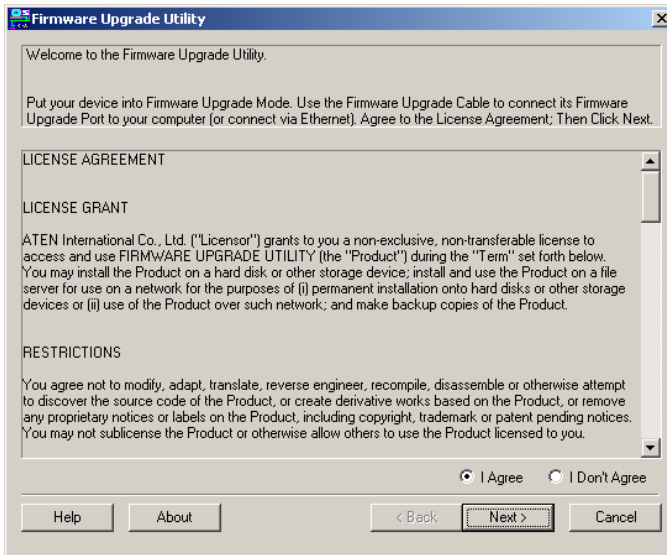
To exit the Firmware Upgrade Mode, see *Exiting Firmware Upgrade Mode*, page 33.

Performing the Upgrade

Starting the Upgrade:

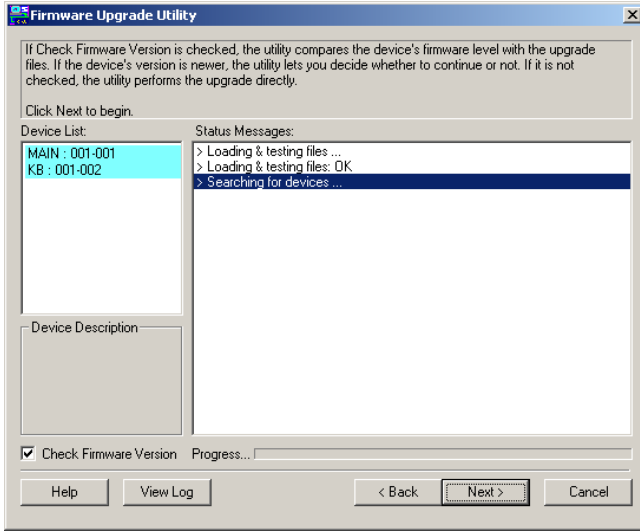
1. With the CL5800 in Firmware Upgrade Mode, run the downloaded Firmware Upgrade Package file from your computer - either by double clicking the file icon, or by opening a command line and keying in the full path and filename.

The Firmware Upgrade Utility *Welcome* screen appears:



2. Read and *Agree* to the License Agreement (enable the I Agree radio button).

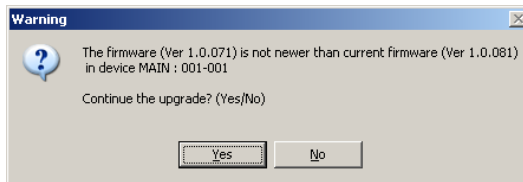
3. Click **Next**. The Firmware Upgrade Utility main screen appears:



The Utility inspects your installation. All the devices capable of being upgraded by the package are listed in the *Device List* panel.

4. Click **Next** to perform the upgrade.

- ◆ If you enabled *Check Firmware Version*, the Utility compares the device's firmware level with that of the upgrade files. If it finds that the device's version is newer than the upgrade version, it brings up a dialog box informing you of the situation and gives you the option to continue the upgrade:

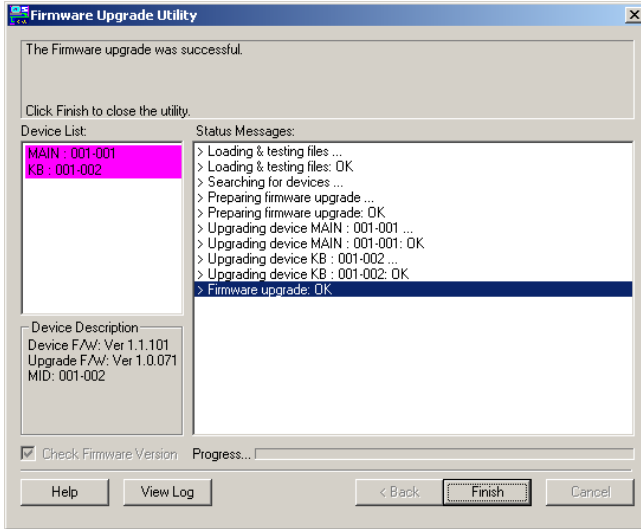


If you didn't enable *Check Firmware Version*, the Utility installs the upgrade files without checking whether they are a higher level, or not.

- ◆ As the Upgrade proceeds, status messages appear in the Status Messages panel, and the progress toward completion is shown on the *Progress* bar.

Upgrade Succeeded

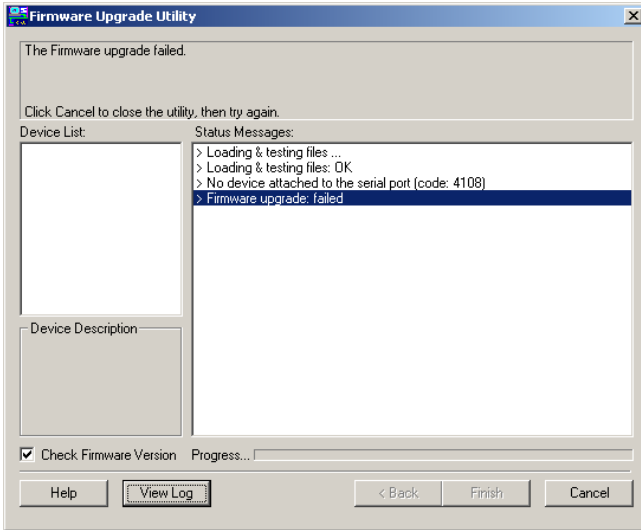
When the upgrade completes, a success message will appear. An example is shown:



Click **Finish** to close the Firmware Upgrade Utility.

Upgrade Failed

If the firmware upgrade fails (*Upgrade Succeeded* screen does not appear), you can recover the situation. An upgrade failed message appears, an example is shown:



Possible reasons for firmware upgrade failure are:

- ♦ When a firmware upgrade was manually aborted.
- ♦ 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 recover a failed firmware upgrade, do the following:

1. Click **Cancel** to close the Firmware Upgrade Utility.
2. Power off the unit.
3. Connect the *firmware upgrade cable* to its *firmware upgrade port*.
4. Slide the *firmware upgrade switch* to the **Recover** position.
5. Power the unit back on and repeat the upgrade procedure (see *Starting the Upgrade:* on page 29).

6. After the unit has been successfully upgraded, power it off, and slide the *firmware upgrade switch* back to the **Normal** position.
7. Power the unit back on again.

Exiting Firmware Upgrade Mode

To exit the Firmware Upgrade Mode, do the following:

1. Slide the *firmware upgrade switch* (see page 7) to the **Normal** position.
2. Power off and restart the CL5800 using the power switch on the back side of the console.

This Page Intentionally Left Blank

Safety Instructions

General

- ◆ This product is for indoor use only.
- ◆ Read all of these instructions. Save them for future reference.
- ◆ Follow all warnings and instructions marked on the device.
- ◆ Do not place the device on any unstable surface (cart, stand, table, etc.). If the device falls, serious damage will result.
- ◆ Do not use the device near water.
- ◆ Do not place the device near, or over, radiators or heat registers.
- ◆ The device cabinet is provided with slots and openings to allow for adequate ventilation. To ensure reliable operation, and to protect against overheating, these openings must never be blocked or covered.
- ◆ The device should never be placed on a soft surface (bed, sofa, rug, etc.) as this will block its ventilation openings. Likewise, the device should not be placed in a built in enclosure unless adequate ventilation has been provided.
- ◆ Never spill liquid of any kind on the device.
- ◆ Unplug the device from the wall outlet before cleaning. Do not use liquid or aerosol cleaners. Use a damp cloth for cleaning.
- ◆ The device should be operated from the type of power source indicated on the marking label. If you are not sure of the type of power available, consult your dealer or local power company.
- ◆ The device is designed for IT power distribution systems with 230V phase-to-phase voltage.
- ◆ The device is equipped with a 3-wire grounding type plug. This is a safety feature. If you are unable to insert the plug into the outlet, contact your electrician to replace your obsolete outlet. Do not attempt to defeat the purpose of the grounding-type plug. Always follow your local/national wiring codes.
- ◆ Do not allow anything to rest on the power cord or cables. Route the power cord and cables so that they cannot be stepped on or tripped over.

- ◆ If an extension cord is used with this device make sure that the total of the ampere ratings of all products used on this cord does not exceed the extension cord ampere rating. Make sure that the total of all products plugged into the wall outlet does not exceed 15 amperes.
- ◆ To help protect your system from sudden, transient increases and decreases in electrical power, use a surge suppressor, line conditioner, or uninterruptible power supply (UPS).
- ◆ Position system cables and power cables carefully; Be sure that nothing rests on any cables.
- ◆ Never push objects of any kind into or through cabinet slots. They may touch dangerous voltage points or short out parts resulting in a risk of fire or electrical shock.
- ◆ Do not attempt to service the device yourself. Refer all servicing to qualified service personnel.
- ◆ If the following conditions occur, unplug the device from the wall outlet and bring it to qualified service personnel for repair.
 - ◆ The power cord or plug has become damaged or frayed.
 - ◆ Liquid has been spilled into the device.
 - ◆ The device has been exposed to rain or water.
 - ◆ The device has been dropped, or the cabinet has been damaged.
 - ◆ The device exhibits a distinct change in performance, indicating a need for service.
 - ◆ The device does not operate normally when the operating instructions are followed.
- ◆ Only adjust those controls that are covered in the operating instructions. Improper adjustment of other controls may result in damage that will require extensive work by a qualified technician to repair.
- ◆ Do not connect the RJ-11 connector marked “UPGRADE” to a public telecommunication network.

Rack Mounting

- ◆ Before working on the rack, make sure that the stabilizers are secured to the rack, extended to the floor, and that the full weight of the rack rests on the floor. Install front and side stabilizers on a single rack or front stabilizers for joined multiple racks before working on the rack.
- ◆ Always load the rack from the bottom up, and load the heaviest item in the rack first.
- ◆ Make sure that the rack is level and stable before extending a device from the rack.
- ◆ Use caution when pressing the device rail release latches and sliding a device into or out of a rack; the slide rails can pinch your fingers.
- ◆ After a device is inserted into the rack, carefully extend the rail into a locking position, and then slide the device into the rack.
- ◆ Do not overload the AC supply branch circuit that provides power to the rack. The total rack load should not exceed 80 percent of the branch circuit rating.
- ◆ Ensure that proper airflow is provided to devices in the rack.
- ◆ Do not step on or stand on any device when servicing other devices in a rack.

Consignes de sécurité

Général

- ♦ Ce produit est destiné exclusivement à une utilisation à l'intérieur.
- ♦ Veuillez lire la totalité de ces instructions. Conservez-les afin de pouvoir vous y référer ultérieurement.
- ♦ Respectez l'ensemble des avertissements et instructions inscrits sur l'appareil.
- ♦ Ne placez jamais l'unité sur une surface instable (chariot, pied, table, etc.). Si l'unité venait à tomber, elle serait gravement endommagée.
- ♦ N'utilisez pas l'unité à proximité de l'eau.
- ♦ Ne placez pas l'unité à proximité de ou sur des radiateurs ou bouches de chaleur.
- ♦ Le boîtier de l'unité est doté de fentes et d'ouvertures destinées à assurer une ventilation adéquate. Pour garantir un fonctionnement fiable et protéger l'unité contre les surchauffes, ces ouvertures ne doivent jamais être bloquées ou couvertes.
- ♦ L'unité ne doit jamais être placée sur une surface molle (lit, canapé, tapis, etc.) car ses ouvertures de ventilation se trouveraient bloquées. De même, l'unité ne doit pas être placée dans un meuble fermé à moins qu'une ventilation adaptée ne soit assurée.
- ♦ Ne renversez jamais de liquides de quelque sorte que ce soit sur l'unité.
- ♦ Débranchez l'unité de la prise murale avant de la nettoyer. N'utilisez pas de produits de nettoyage liquide ou sous forme d'aérosol. Utilisez un chiffon humide pour le nettoyage de l'unité.
- ♦ L'appareil doit être alimenté par le type de source indiqué sur l'étiquette. Si vous n'êtes pas sûr du type d'alimentation disponible, consultez votre revendeur ou le fournisseur local d'électricité.
- ♦ Afin de ne pas endommager votre installation, vérifiez que tous les périphériques sont correctement mis à la terre.
- ♦ L'unité est équipée d'une fiche de terre à trois fils. Il s'agit d'une fonction de sécurité. Si vous ne parvenez pas à insérer la fiche dans la prise murale, contactez votre électricité afin qu'il remplace cette dernière qui doit être obsolète. N'essayez pas d'aller à l'encontre de l'objectif de la fiche de terre. Respectez toujours les codes de câblage en vigueur dans votre région/pays.

-
- ◆ L'équipement doit être installé à proximité de la prise murale et le dispositif de déconnexion (prise de courant femelle) doit être facile d'accès.
 - ◆ La prise murale doit être installée à proximité de l'équipement et doit être facile d'accès.
 - ◆ Veillez à ce que rien ne repose sur le cordon d'alimentation ou les câbles. Acheminez le cordon d'alimentation et les câbles de sorte que personne ne puisse marcher ou trébucher dessus.
 - ◆ En cas d'utilisation d'une rallonge avec cette unité, assurez-vous que le total des ampérages de tous les produits utilisés sur cette rallonge ne dépasse pas l'ampérage nominal de cette dernière. Assurez-vous que le total des ampérages de tous les produits branchés sur la prise murale ne dépasse pas 15 ampères.
 - ◆ Pour contribuer à protéger votre système contre les augmentations et diminutions soudaines et transitoires de puissance électrique, utilisez un parasurtenseur, un filtre de ligne ou un système d'alimentation sans coupure (UPS).
 - ◆ Placez les câbles du système et les câbles d'alimentation avec précaution ; veillez à ce que rien ne repose sur aucun des câbles.
 - ◆ Lors du branchement ou du débranchement à des blocs d'alimentation permettant la connexion à chaud, veuillez respecter les lignes directrices suivantes:
 - ◆ Installez le bloc d'alimentation avant de brancher le câble d'alimentation à celui-ci.
 - ◆ Débranchez le câble d'alimentation avant de retirer le bloc d'alimentation.
 - ◆ Si le système présente plusieurs sources d'alimentation, déconnectez le système de l'alimentation en débranchant tous les câbles d'alimentation des blocs d'alimentation.
 - ◆ N'insérez jamais d'objets de quelque sorte que ce soit dans ou à travers les fentes du boîtier. Ils pourraient entrer en contact avec des points de tension dangereuse ou court-circuiter des pièces, entraînant ainsi un risque d'incendie ou de choc électrique.
 - ◆ N'essayez pas de réparer l'unité vous-même. Confiez toute opération de réparation à du personnel qualifié.
 - ◆ Si les conditions suivantes se produisent, débranchez l'unité de la prise murale et amenez-la à un technicien qualifié pour la faire réparer:
 - ◆ Le cordon d'alimentation ou la fiche ont été endommagés ou éraillés.
 - ◆ Du liquide a été renversé dans l'unité.
-

- ◆ L'unité a été exposée à la pluie ou à l'eau.
- ◆ L'unité est tombée ou le boîtier a été endommagé.
- ◆ Les performances de l'unité sont visiblement altérées, ce qui indique la nécessité d'une réparation.
- ◆ L'unité ne fonctionne pas normalement bien que les instructions d'utilisation soient respectées.
- ◆ N'utilisez que les commandes qui sont abordées dans le mode d'emploi. Le réglage incorrect d'autres commandes peut être à l'origine de dommages qui nécessiteront beaucoup de travail pour qu'un technicien qualifié puisse réparer l'unité.
- ◆ Ne connectez pas le connecteur RJ-11 portant la marque « Sensor » (Capteur) à un réseau de télécommunication public.

Montage sur bâti

- ◆ Avant de travailler sur le bâti, assurez-vous que les stabilisateurs sont bien fixés sur le bâti, qu'ils sont étendus au sol et que tout le poids du bâti repose sur le sol. Installez les stabilisateurs avant et latéraux sur un même bâti ou bien les stabilisateurs avant si plusieurs bâtis sont réunis, avant de travailler sur le bâti.
- ◆ Chargez toujours le bâti de bas en haut et chargez l'élément le plus lourd en premier.
- ◆ Assurez-vous que le bâti est à niveau et qu'il est stable avant de sortir une unité du bâti.
- ◆ Agissez avec précaution lorsque vous appuyez sur les loquets de libération du rail d'unité et lorsque vous faites coulisser une unité dans et hors d'un bâti ; vous pourriez vous pincer les doigts dans les rails.
- ◆ Une fois qu'une unité a été insérée dans le bâti, étendez avec précaution le rail dans une position de verrouillage puis faites glisser l'unité dans le bâti.
- ◆ Ne surchargez pas le circuit de l'alimentation CA qui alimente le bâti. La charge totale du bâti ne doit pas dépasser 80 % de la capacité du circuit.
- ◆ Assurez-vous que tous les équipements utilisés sur le bâti, y-compris les multiprises et autres connecteurs électriques, sont correctement mis à la terre.
- ◆ Assurez-vous que les unités présentes dans le bâti bénéficie d'une circulation d'air suffisante.
- ◆ Assurez-vous que la température ambiante de fonctionnement de l'environnement du bâti ne dépasse pas la température ambiante maximale spécifiée pour l'équipement par le fabricant.
- ◆ Ne marchez sur aucun appareil lors de la maintenance d'autres appareils d'un bâti.
- ◆ **Attention:** Glisser / rail (LCD KVM) monté l'équipement ne doit pas être utilisé comme une étagère ou un espace de travail.

Technical Support

International

- ◆ For online technical support – including troubleshooting, documentation, and software updates: **<http://eservice.aten.com>**
- ◆ For telephone support, see *Telephone Support*, page iii.

North America

Email Support		support@aten-usa.com
Online Technical Support	Troubleshooting Documentation Software Updates	http://www.aten-usa.com/support
Telephone Support		1-888-999-ATEN ext 4988 1-949-428-1111

When you contact us, please have the following information ready beforehand:

- ◆ Product model number, serial number, and date of purchase.
- ◆ Your computer configuration, including operating system, revision level, expansion cards, and software.
- ◆ Any error messages displayed at the time the error occurred.
- ◆ The sequence of operations that led up to the error.
- ◆ Any other information you feel may be of help.

Specifications

Function		CL5800	
Computer Connections		1	
Console Selection		Hotkey	
Connectors	External Console Ports	Keyboard	1 x 6-pin Mini-DIN Female (Purple) 1 x USB Type A Female (Black)
		Video	1 x HDB-15 Female (Blue)
		Mouse	1 x 6-pin Mini-DIN Female (Green) 1 x USB Type A Female (Black)
	KVM Ports		1 x SPHD-18 Female (Yellow)
	External Mouse		1 x USB Type A Female (Black)
	FW Upgrade		1 x RJ-11
	Power		1 x 3-prong AC Socket
Switches	Reset		1 x Semi-recessed Pushbutton
	Power		1 x Rocker
	F/W Upgrade		1 x Slide
	LCD Power		1 x Pushbutton
	LCD Adjustment		4 x Pushbutton
LEDs	Power		1 (Dark Green)
	LCD Power		1 (Orange)
	Lock	Num	1 (Green)
		Caps	1 (Green)
Scroll		1 (Green)	
Emulation	Keyboard / Mouse		PS/2; USB
Video		1280 x 1024 @ 75 Hz, DDC2B	
I/P Rating		100 – 240 V AC; 50 – 60 Hz; 1 A	
Power Consumption		120 V, 22 W / 230 V, 24 W	
Environment	Operating Temp.		0 – 50 °C
	Storage Temp.		-20 – 60 °C
	Humidity		0–80% RH NC
Physical Properties	Housing		Metal
	Weight		14.27 kg
	Dimensions (L x W x H)		48.00 x 68.04 x 4.40 cm

About SPHD Connectors










This product uses SPHD connectors for its KVM and/or Console ports. We have specifically modified the shape of these connectors so that only KVM cables that we have designed to work with this product can be connected.



Sun Keyboard Emulation

The PC compatible (101/104 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
[Ctrl] [T]	Stop
[Ctrl] [F2]	Again
[Ctrl] [F3]	Props
[Ctrl] [F4]	Undo
[Ctrl] [F5]	Front
[Ctrl] [F6]	Copy
[Ctrl] [F7]	Open
[Ctrl] [F8]	Paste
[Ctrl] [F9]	Find
[Ctrl] [F10]	Cut
[Ctrl] [1]	
[Ctrl] [2]	
[Ctrl] [3]	
[Ctrl] [4]	
[Ctrl] [H]	Help
	Compose
	

Note: When using key combinations, press and release the first key (Ctrl), then press and release the activation key.

Troubleshooting

Symptom	Action
There are ghost images on the external monitor.	The distance between the external console and the CL5800 is too great. The maximum VGA cable distance should not exceed 20m and, in some cases, may need to be shorter. Replace the VGA cable with one of an appropriately short length.
Some characters I enter from the keyboard do not display correctly.	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.
I can't use the special keys on the Sun external keyboard to control Sun computers.	Use Sun keyboard emulation keystrokes (page 45) to achieve all Sun keyboard functions.

Limited Warranty

ATEN warrants its hardware in the country of purchase against flaws in materials and workmanship for a Warranty Period of two [2] years (warranty period may vary in certain regions/countries) commencing on the date of original purchase. This warranty period includes the [LCD panel of ATEN LCD KVM switches](#). Select products are warranted for an additional year (see [A+ Warranty](#) for further details). Cables and accessories are not covered by the Standard Warranty.

What is covered by the Limited Hardware Warranty

ATEN will provide a repair service, without charge, during the Warranty Period. If a product is defective, ATEN will, at its discretion, have the option to (1) repair said product with new or repaired components, or (2) replace the entire product with an identical product or with a similar product which fulfills the same function as the defective product. Replaced products assume the warranty of the original product for the remaining period or a period of 90 days, whichever is longer. When the products or components are replaced, the replacing articles shall become customer property and the replaced articles shall become the property of ATEN.

To learn more about our warranty policies, please visit our website:
<http://www.aten.com/global/en/legal/policies/warranty-policy/>

© Copyright 2021 ATEN® International Co., Ltd.
Released: 2021-11-09

ATEN and the ATEN logo are registered trademarks of ATEN International Co., Ltd. All rights reserved. All other brand names and trademarks are the registered property of their respective owners.