



# USER MANUAL MODEL:

ExtremeUSB KDS-USB2 Device Pairing

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# Introduction

Welcome to Kramer Electronics! Since 1981, Kramer Electronics has been providing a world of unique, creative, and affordable solutions to the vast range of problems that confront the video, audio, presentation, and broadcasting professional on a daily basis. In recent years, we have redesigned and upgraded most of our line, making the best even better!

**ExtremeUSB** Network Configuration (XUSBNETCFG) has been developed to control USB-KDS2 extenders that have **SwitchableUSB**<sup>™</sup> or Simultaneous Users Interaction capabilities. This document explains how to use our APIs.

XUSBNETCFG includes two features, **SwitchableUSB**<sup>™</sup> and Simultaneous Users Interaction that are enabled on specific extender and core models.

**SwitchableUSB<sup>™</sup>** is a protocol developed to dynamically switch KDS-USB2-EN (LEX) and KDS-USB2-DEC (REX) extender pairings over a LAN. Imagine the extenders being manually unplugged and re-plugged in swapped pairing configurations, but effortlessly via initiated command over the LAN. Your OEM control solution (perhaps a separate console or GUI software application for the host computer) would initiate the **SwitchableUSB<sup>™</sup>** command configurations.

Simultaneous Users Interaction (SUI) is a feature that enables up to seven different Remote extenders in different locations to be connected to the same Local extender at the same time.

# **Getting Started**

# **Connecting the Hardware**

To connect the hardware:

- 1. Connect the KDS-USB2-EN Local Extender- LEX to the computer.
- 2. Connect the LEX to the Switch.
- 3. Connect the Power to the REX (Remote Extender).
- 4. Connect the REX to the Switch.
- 5. Connect the computer to the Switch.

The hardware set up will look like the diagram below (for specific instructions on powering up the system, review the User Manual for your extender model):



# **Setting up the Software**

To set up the software:

1. Extract the zip file in the directory that you wish to execute the commands.

Once extracted, you will find a directory called Xusbnetcfg commands.

2. Go into the Xusbnetcfg commands directory

The following files are listed:

Thi	s PC	Desktop > Xusbnetcfg commands
^		Name
		Commands
		How to use
		📄 xusbnetcfg
		🔳 xusbnetcfg

3. SHIFT+RIGHT CLICK then select Open command window here.

A window will open in the current directory.

C:\Windows\system32\cmd.exe	
C:\Users\barinderr\Desktop\Xusbnetcfg commands>	

# **Operating and Controlling ExtremeUSB**

# **Available Commands**

To see a list of available commands:

• Type xusbnetcfg.

C:\Windows\system32\cmd.exe -	×
C:\Users\barinderr\Desktop\Xusbnetcfg commands>xusbnetcfg	^
Jsage:	
<pre>kusbnetcfg request_device_info ip[:port]</pre>	
<pre>kusbnetcfg ping ip[:port]</pre>	
<pre>kusbnetcfg [forced protocol_version] request_extended_device_info ip[:port]</pre>	
<pre>kusbnetcfg [forced protocol_version] pair_to_device ip[:port] mac_address</pre>	
<pre>kusbnetcfg [forced protocol_version] request_device_topology ip[:port]</pre>	
<pre>kusbnetcfg request_configuration_response_data ip[:port]</pre>	
<pre>kusbnetcfg [forced protocol_version] use_dhcp target_ip_address[:port] mac_address</pre>	
Kusonetcrg [torced protocol_version] use static_1p target_1p_address[:port] mac_address 1p_suonet_mask_default_gateway	
Russnetting [forced protocol_version] use_filtering_strategy ip[:port] filtering_strategy	
vurbentsfa [fansed protocol version] nomeve device poining in['pont]	
ausphered by 2.	
visionetre forced protocol versioni remove device pairing infinorti mac address	
······································	
xusbnetcfg [forced protocol version] led locator on ip[:port]	
<pre>kusbnetcfg [forced protocol_version] led_locator_off ip[:port]</pre>	
<pre>kusbnetcfg [forced protocol_version] reset_device ip[:port]</pre>	
<pre>kusbnetcfg [forced protocol_version] request_link_status ip[:port]</pre>	
<pre>kusbnetcfg [forced protocol_version] remove_all_pairings ip[:port]</pre>	
<pre>kusbnetcfg [forced protocol_version] force_pair_to_device ip[:port] mac_address</pre>	
All MAC addresses are expressed in xx:xx:xx:xx:xx:xx form where "xx" is a pair of hexadecimal digits. All IP address	es
should be expressed in the form ddd.ddd.ddd where "ddd" is 1 to 3 decimal digits with a value not exceeding 255.	
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. Josefs (barrindern (besktop (xusbhetting commands)	
	~

# Identifying ExtremeUSB Devices on the Network

To identify ExtremeUSB devices on the network:

1. Type xusbnetcfg request device info 192.168.1.255

Returns all ExtremeUSB devices If using static IP where no DHCP server is enabled.

2. Type xusbnetcfg request device info 255.255.255.255

Returns all ExtremeUSB devices.

C:\Windows\system32\cmd.exe	7 <u>22</u>	×
C:\Users\barinderr\Desktop\Xusbnetcfg commands>xusbnetcfg request_device_info 192.168.1.255 Request Device Info found 2 devices. Device with MAC = 00:1b:13:01:04:42 IP = 192.168.1.100 Network Acquisition Mode = Static Supported Protocol Version = 3 Vendor = Product = USB Over Network Revision = 1.9.4 Device with MAC = 00:1b:13:01:04:43 IP = 192.168.1.102 Network Acquisition Mode = Static Supported Protocol Version = 3 Vendor = Product = USB Over Network Revision = 1.9.4 C:\Users\barinderr\Desktop\Xusbnetcfg commands>		
		~

In the above case there two extenders:

- Device 1 IP = 192.168.1.100 with Mac Address 00:1b:13:01:04:42
- Device 2 IP = 192.168.1.102 with Mac Address 00:1b:13:01:04:43

At this stage there is no indication whether these ExtremeUSB devices are LEX or REX.

# **Identifying LEX and REX Extenders**

To identify LEX and REX extenders:

• Type xusbnetcfg.exe request\_extended\_device\_info <DEVICE IP>

### EXAMPLE:

xusbnetcfg.exe request extended device info 192.168.1.100

xusbnetcfg.exe request extended device info 192.168.1.102



- Extender 1 IP = 192.168.1.100 with Mac Address 00:1b:13:01:04:42 LEX
- Extender 2 IP = 192.168.1.102 with Mac Address 00:1b:13:01:04:43 REX

Results indicate which ExtremeUSB device is LEX and which is REX.

It also shows that the LEX is paired to an extender with Mac address 00:1b:13:01:04:43 and the REX is paired to an extender with Mac address 00:1b:13:01:04:42. (i.e. the LEX and REX are paired to each other).

# **Getting More Information**

## To get more information about a device:

Type xusbnetcfg request\_device\_topology <DEVICE IP>

### EXAMPLE:

xusbnetcfg request\_device\_topology 192.168.1.100

xusbnetcfg request\_device\_topology 192.168.1.102

C:\Windows\system32\cmd.exe	1000	×
C:\Users\barinderr\Desktop\Xusbnetcfg commands>xusbnetcfg request_device_topology 192.168.1.100		
USR Address' 5		
Parent USB Address = 4		
Port On Parent = 1		
Is Device A Hub = FALSE		
USB Vendor ID = 0xABCD		
USB Product ID = $0x1234$		
USB Address: 4		
Parent USB Address = 0		
Port On Parent = 0		
Is Device A Hub = TRUE		
USB Vendor ID = 0x04B4		
USB Product ID = 0x6506		
C:\Users\barinderr\Desktop\Xusbnetcfg commands>		

# **Getting Device Configuration**

### To get device configuration:

Type xusbnetcfg request configuration response data <DEVICE IP>

### EXAMPLE:

xusbnetcfg request configuration response data 192.168.1.100

xusbnetcfg request configuration response data 192.168.1.102



Device 1 - IP = 192.168.1.100 with Mac Address 00:1b:13:01:04:42 LEX High speed device with static IP set. No special features are enabled.

 $(\mathbf{i})$ 

For more information on advanced features like Device Class Filtering, Vendor/Brand lock, etc. please contact your account manager

C:\Windows\system32\cmd.exe	12	×
<pre>C:\Users\barinderr\Desktop\Xusbnetcfg commands&gt;xusbnetcfg request_configuration_response_data USB2 high speed = Enabled Support MSA = Disabled Simultaneous Users = Disabled Current Filter Status = No Filter IP Acquisition Mode = Static Device with MAC = 00:1b:13:01:04:43 Paired MAC = 00:1b:13:01:04:42 Port Number = 6137 IP = 192.168.1.102 Subnet Mask = 255.255.05 Default Gateway = 192.168.1.1 DHCP server is not available Vhub - number of downstream ports = 7 Vhub - VID = 0x0804 Uhub - PID = 0x0804 Brand ID = 0 Brand String is Empty Product = USB Over Network Revision = 1.9.4</pre>	192.168.1.102	
C:\Users\barinderr\Desktop\Xusbnetcfg commands>		*

Device 2 - IP = 192.168.1.102 with Mac Address 00:1b:13:01:04:43 REX High speed device with static IP set. No special features are enabled.

# **Link Status**

To get link status:

This provides information about the status of the network link between a LEX and REX. The LEX and REX must be linked (and paired) for data to flow between the LEX and REX.

```
• Type xusbnetcfg request link status <DEVICE IP>
        EXAMPLE:
        xusbnetcfg request link status 192.168.1.100
        xusbnetcfg request_link_status 192.168.1.102
C:\Windows\system32\cmd.exe
                                                                                        _
                                                                                             Х
:\Users\barinderr\Desktop\Xusbnetcfg commands>xusbnetcfg request_link_status 192.168.1.100
Paired Devices#
                   Link Status
                                MAC Address
                   Connected
:\Users\barinderr\Desktop\Xusbnetcfg commands>xusbnetcfg request_link_status 192.168.1.102
                  Link Status
                                MAC Address
00:1b:13:01:04:42
Paired Devices#
                   Connected
:\Users\barinderr\Desktop\Xusbnetcfg commands>
```

In this example, extender with IP 192.168.1.100 is paired to an extender with MAC address 00:1b:13:01:04:43 and the link is active.

Extender with IP 192.168.1.102 is paired to an extender with MAC address 00:1b:13:01:04:42 and the link is active.

# **LED** Activity

The image below is for the USB 2.0 RG2304GE-LAN.

Under correct operation the following LEDs display for the REX and LEX:

- Power LED lights
- Link LED lights
- Host LED lights

## USB device is connected to the REX:

• Activity LED flashes



**Device not linked:** 

- Activity LED unlit
- Host LED flashes



X

# **Unpairing Devices**

### To remove a pairing:

- 1. Type xusbnetcfg remove device pairing <LEX IP> <REX MAC>
- 2. Type xusbnetcfg remove device pairing <REX IP> <LEX MAC>

### EXAMPLE:

xusbnetcfg remove\_device\_pairing 192.168.1.100 00:1b:13:01:04:43
xusbnetcfg remove\_device\_pairing 192.168.1.102 00:1b:13:01:04:42

#### C:\Windows\system32\cmd.exe

C:\Users\barinderr\Desktop\Icron\Support\TESTING\SOFTWARE\Xusbnetcfg commands FW12>xusbnetcfg remo ve\_device\_pairing 192.168.1.100 00:1b:13:01:04:43 Device pairing removed successfully C:\Users\barinderr\Desktop\Icron\Support\TESTING\SOFTWARE\Xusbnetcfg commands FW12>

### LEDs behave is as follows:

LEX device	REX device
Power LED lights	Power LED lights
Link LED unlit	<ul> <li>Link LED flashes (Trying to pair with LEX)</li> </ul>
Host LED unlit	Host LED unlit
Activity LED unlit	Activity LED unlit

### To unpair the REX:



### LEDs behave is as follows:

LEX device	REX device
Power LED lights	Power LED lights
Link LED unlit	Link LED unlit
Host LED unlit	Host LED unlit
Activity LED unlit	Activity LED unlit

### Alternatively:

- 1. Type xusbnetcfg remove\_all\_pairings <LEX IP>
- 2. Type xusbnetcfg remove\_all\_pairings <REX IP>

### EXAMPLE:

xusbnetcfg	remove_all_pairings	192.168.1.100
xusbnetcfg	remove_all_pairings	192.168.1.102



LEDs behave is as follows:

LEX device	REX device
Power LED lights	Power LED lights
Link LED unlit	<ul> <li>Link LED flashes (Trying to pair with LEX)</li> </ul>
Host LED unlit	Host LED unlit
Activity LED unlit	Activity LED unlit

# To unpair the REX:

C:\Windows\system32\cmd.exe		×
C:\Users\barinderr\Desktop\Xusbnetcfg commands>xusbnetcfg remove_all_pairings 192.168.1.102 All paired devices successfully removed		î
C:\Users\barinderr\Desktop\Xusbnetcfg commands>		
		~

Under correct operation LEDs behave is as follows:

LEX device	REX device
Power LED lights	Power LED lights
Link LED unlit	Link LED unlit
Host LED unlit	Host LED unlit
Activity LED unlit	Activity LED unlit

×

# **Pairing Devices**

You can pair LEX devices to REX devices by using the IP and Mac Address of the extenders you want to pair.

There are two commands available. If you are using Simultaneous User Interaction and need to pair multiple REXs to a single LEX, use the "pair-to-device" command.

If you are only pairing a single LEX and REX together, you can use the "force-pair-todevice" command which instructs the device to clear all of its existing pairings and then try to pair with a different device specified in this message.

### To pair devices:

- 1. Type xusbnetcfg pair\_to\_device <LEX IP> <REX MAC>
- 2. Type xusbnetcfg pair to device <REX IP> <LEX MAC>

### EXAMPLE:

xusbnetcfg pair\_to\_device 192.168.1.100 00:1b:13:01:04:43

xusbnetcfg pair\_to\_device 192.168.1.102 00:1b:13:01:04:42

C:\Windows\system32\cmd.exe

	1
:\Users\barinderr\Desktop\Xusbnetcfg commands>xusbnetcfg pair_to_device 192.168.1.100 00:1b:13:01:04:43	1
Device paired successfully	
:\Users\barinderr\Desktop\Xusbnetcfg commands>	

### LEDs behave is as follows:

LEX device	REX device
Power LED lights	Power LED lights
<ul> <li>Link LED flashes (Trying to pair to a REX)</li> </ul>	Link LED unlit
Host LED unlit	Host LED unlit
Activity LED unlit	Activity LED unlit

C:\Windows\system32\cmd.exe	_	×
C:\Users\barinderr\Desktop\Xusbnetcfg commands>xusbnetcfg pair_to_device 192.168.1.100 00:1b:13:01:04:43 Device paired successfully		^
C:\Users\barinderr\Desktop\Xusbnetcfg commands>xusbnetcfg pair_to_device 192.168.1.102 00:1b:13:01:04:42 Device paired successfully		
C:\Users\barinderr\Desktop\Xusbnetcfg commands>		

### LEDs behave is as follows:

LEX device	REX device
Power LED lights	Power LED lights
Link LED lights	Link LED lights
Host LED Flashes	Host LED Flashes
Activity LED unlit	Activity LED unlit

The link is established.

# Inserting a USB device into the REX

LEDs behave is as follows:

LEX device	REX device
Power LED lights	Power LED lights
Link LED lights	Link LED lights
Host LED lights	Host LED lights
Activity LED flashes	Activity LED flashes

Alternatively, if you use the force pair command, all other existing pairings will be dropped:

- 1. Type xusbnetcfg force\_pair\_to\_device <LEX IP> <REX MAC>
- 2. Type xusbnetcfg force pair to device <REX IP> <LEX MAC>

#### EXAMPLE:

xusbnetcfg force\_pair\_to\_device 192.168.1.100 00:1b:13:01:04:43

xusbnetcfg force\_pair\_to\_device 192.168.1.102 00:1b:13:01:04:42

C:\Windows\system32\cmd.exe			100		×
C:\Users\barinderr\Desktop\Xusbnetcfg o :13:01:04:43 Device paired successfully	commands≻xusbnetcfg	force_pair_to_device	192.168.1	.100	00:1b
C:\Users\barinderr\Desktop\Xusbnetcfg ( :13:01:04:42 Device paired successfully	commands>xusbnetcfg	force_pair_to_device	192.168.1	.102	00:1b
C:\Users\barinderr\Desktop\Xusbnetcfg o	commands>				

# **Resetting the Device**



The Reset command only requires the IP of the device to reset.

### To reset the device

• Type xusbnetcfg reset device <DEVICE IP>

#### EXAMPLE:

xusbnetcfg reset\_device 192.168.1.102

```
xusbnetcfg reset_device 192.168.1.100
```



When any device is reset the LEDs will temporarily turn off except for power and then the device will re-pair.

## **Setting Static IP Address**

To setting static IP address:

• Type Xusbnetcfg use\_static\_ip <CURRENT IP> <DEVICE MAC> <DESIRED IP> <SUBNET MASK><DEFAULT GATEWAY>

#### EXAMPLE:

xusbnetcfg use\_static\_ip 192.168.1.100 00:1b:13:01:04:42
192.168.1.110 255.255.255.0 192.168.1.1

xusbnetcfg use\_static\_ip 192.168.1.102 00:1b:13:01:04:43
192.168.1.112 255.255.255.0 192.168.1.1

The image below shows current IP of the devices and the result of setting a new IP address. It also shows the message if the device IP does not exist.



# **Simultaneous Mode**

Simultaneous Mode allows one LEX to be paired with up to seven REXs. In this example we shall pair one LEX with 4 REXs.



# **Unpairing Devices**

If the devices have been previously paired then the first step is to unpair the devices. There are two ways to do this.

### Unpairing Method#1: Unpairing All

- 1. Type xusbnetcfg remove\_all\_pairings 169.254.1.101
  Removes all pairings <LEX>
- 2. Type xusbnetcfg remove\_all\_pairings 169.254.1.201
  Removes all pairings <REX1>
- 3. Type xusbnetcfg remove\_all\_pairings 169.254.1.202
  Removes all pairings <REX2>
- 4. Type xusbnetcfg remove\_all\_pairings 169.254.1.203
  Removes all pairings <REX3>
- 5. Type xusbnetcfg remove\_all\_pairings 169.254.1.204
  Removes all pairings <REX4>

#### Select C:\Windows\system32\cmd.exe

C:\Users\barinderr\Desktop\Icron\Support\TESTING\SOFTWARE\Xusbnetcfg commands FW12>xusbnetcfg remove\_all\_pairings 169.254.1.101 All paired devices successfully removed

C:\Users\barinderr\Desktop\Icron\Support\TESTING\SOFTWARE\Xusbnetcfg commands FW12>xusbnetcfg remove\_all\_pairings 169.254.1.201 All paired devices successfully removed

C:\Users\barinderr\Desktop\Icron\Support\TESTING\SOFTWARE\Xusbnetcfg commands FW12>xusbnetcfg remove\_all\_pairings 169.254.1.202 All paired devices successfully removed

C:\Users\barinderr\Desktop\Icron\Support\TESTING\SOFTWARE\Xusbnetcfg commands FW12>xusbnetcfg remove\_all\_pairings 169.254.1.203 All paired devices successfully removed

C:\Users\barinderr\Desktop\Icron\Support\TESTING\SOFTWARE\Xusbnetcfg commands FW12>xusbnetcfg remove\_all\_pairings 169.254.1.204 All paired devices successfully removed

Π

:\Users\barinderr\Desktop\Icron\Support\TESTING\SOFTWARE\Xusbnetcfg commands FW12>

### Unpairing Method#2: Unpairing Individually This method may be used if you wish to leave some existing pairings intact.

1. Type xusbnetcfg remove\_device\_pairing 169.254.1.101
 00:1b:13:02:6d:35

<LEX> <REX1>

2. Type xusbnetcfg remove\_device\_pairing 169.254.1.101
 00:1b:13:02:6d:33

<LEX> <REX2>

3. Type xusbnetcfg remove\_device\_pairing 169.254.1.101
 00:1b:13:02:6d:34

<LEX> <REX3>

4. Type xusbnetcfg remove\_device\_pairing 169.254.1.101
 00:1b:13:02:6d:1C

<LEX> <REX4>

5. Type xusbnetcfg remove\_device\_pairing 169.254.1.201
 00:1b:13:02:6d:2f

<REX1> <LEX>

6. Type xusbnetcfg remove\_device\_pairing 169.254.1.202
 00:1b:13:02:6d:2f

<REX2> <LEX>

7. Type xusbnetcfg remove\_device\_pairing 169.254.1.203
 00:1b:13:02:6d:2f

<REX3> <LEX>

8. Type xusbnetcfg remove\_device\_pairing 169.254.1.204
 00:1b:13:02:6d:2f

<REX4> <LEX>

## **Pairing Devices.**

To simultaneously pair the devices:

## LEX 1 to REX 1

- 2. Type xusbnetcfg pair\_to\_device 169.254.1.201 00:1b:13:02:6d:2F
  <REX1 IP> <LEX MAC>

## LEX 1 to REX 1 + REX 2

- 1. Type xusbnetcfg pair\_to\_device 169.254.1.101 00:1b:13:02:6d:33
   <LEX IP> <REX2 MAC>

### LEX 1 to REX 1 + REX 2 + LEX 3

### LEX 1 to REX 1 + REX 2 + LEX 3 + LEX 4

C:\Windows\system32\cmd.exe				×	
C:\Users\barinderr\Desktop\Icron\Support\TESTING\SOFTWARE\Xusbnetcfg ce_pair_to_device 169.254.1.101 00:1b:13:02:6d:35 Device paired successfully	commands	FW12>xusbr	netcfg	for	^
C:\Users\barinderr\Desktop\Icron\Support\TESTING\SOFTWARE\Xusbnetcfg ce_pair_to_device 169.254.1.201 00:1b:13:02:6d:2F Device paired successfully	commands	FW12>xusbr	netcfg	for	
C:\Users\barinderr\Desktop\Icron\Support\TESTING\SOFTWARE\Xusbnetcfg r_to_device 169.254.1.101 00:1b:13:02:6d:33 Device paired successfully	commands	FW12>xusbr	netcfg	pai	
C:\Users\barinderr\Desktop\Icron\Support\TESTING\SOFTWARE\Xusbnetcfg ce_pair_to_device 169.254.1.202 00:1b:13:02:6d:2F Device paired successfully	commands	FW12>xusbr	netcfg	for	
C:\Users\barinderr\Desktop\Icron\Support\TESTING\SOFTWARE\Xusbnetcfg r_to_device 169.254.1.101 00:1b:13:02:6d:34 Device paired successfully	commands	FW12>xusbr	netcfg	pai	
C:\Users\barinderr\Desktop\Icron\Support\TESTING\SOFTWARE\Xusbnetcfg ce_pair_to_device 169.254.1.203 00:1b:13:02:6d:2F Device paired successfully	commands	FW12>xusbr	netcfg	for	
C:\Users\barinderr\Desktop\Icron\Support\TESTING\SOFTWARE\Xusbnetcfg r_to_device 169.254.1.101 00:1b:13:02:6d:1C Device paired successfully	commands	FW12>xusbr	netcfg	pai	
C:\Users\barinderr\Desktop\Icron\Support\TESTING\SOFTWARE\Xusbnetcfg ce_pair_to_device 169.254.1.204 00:1b:13:02:6d:2F Device paired successfully	commands	FW12>xusbr	netcfg	for	
C:\Users\barinderr\Desktop\Icron\Support\TESTING\SOFTWARE\Xusbnetcfg	commands	FW12>			

To verify, we can apply the following command to see what the LEX is paired with.

• Type xusbnetcfg request\_extended\_device\_info 169.254.1.101

GL C:\Windows\system32\cmd.exe	200		×
			~
C:\Users\barinderr\Desktop\Icron\Support\TESTING\SOFTWARE\Xusbnetcfg commands	FW12>xusb	netcfg	req
uest_extended_device_info 169.254.1.101			
Device responded with:			
lexOrRex = LEX			
Number of Paired devices: 4			
Paired MAC = 00:1b:13:02:6d:35			
Paired MAC = 00:1b:13:02:6d:33			
Paired MAC = 00:1b:13:02:6d:34			
Paired MAC = 00:1b:13:02:6d:1c			
C:\Users\barinderr\Desktop\Icron\Support\TESTING\SOFTWARE\Xusbnetcfg commands	FW12>		

This example shows the LEX is paired to 4 REXs.

Under correct operation and with USB devices connected to each REX you will see:

### LEX device

- Power LED lights
- Link LED lights
- Host LED lights
- Activity LED flashes

### Each REX device

- Power LED lights
- Link LED lights
- Host LED lights
- Activity LED flashes



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#### What is Not Covered

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The standard limited warranty for Kramer products is seven (7) years from the date of original purchase, with the following exceptions:

- All Kramer VIA hardware products are covered by a standard three (3) year warranty for the VIA hardware and a standard three (3) year warranty for firmware and software updates; all Kramer VIA accessories, adapters, tags, and dongles are covered by a standard one (1) year warranty.
- Kramer fiber optic cables, adapter-size fiber optic extenders, pluggable optical modules, active cables, cable retractors, ring mounted adapters, portable power chargers, Kramer speakers, and Kramer touch panels are covered by a standard one (1) year warranty. Kramer 7-inch touch panels purchased on or after April 1st, 2020 are covered by a standard two (2) year warranty.
- 3. All Kramer Calibre products, all Kramer Minicom digital signage products, all HighSecLabs products, all streaming, and all wireless products are covered by a standard three (3) year warranty.
- 4. All Sierra Video MultiViewers are covered by a standard five (5) year warranty.
- 5. Sierra switchers & control panels are covered by a standard seven (7) year warranty (excluding power supplies and fans that are covered for three (3) years).
- 6. K-Touch software is covered by a standard one (1) year warranty for software updates.
- 7. All Kramer passive cables are covered by a lifetime warranty.

#### Who is Covered

Only the original purchaser of this product is covered under this limited warranty. This limited warranty is not transferable to subsequent purchasers or owners of this product.

#### What Kramer Electronics Will Do

Kramer Electronics will, at its sole option, provide one of the following three remedies to whatever extent it shall deem necessary to satisfy a proper claim under this limited warranty:

- 1. Elect to repair or facilitate the repair of any defective parts within a reasonable period of time, free of any charge for the necessary parts and labor to complete the repair and restore this product to its proper operating condition. Kramer Electronics will also pay the shipping costs necessary to return this product once the repair is complete.
- Replace this product with a direct replacement or with a similar product deemed by Kramer Electronics to perform substantially the same function as the original product. If a direct or similar replacement product is supplied, the original product's end warranty date remains unchanged and is transferred to the replacement product.
- 3. Issue a refund of the original purchase price less depreciation to be determined based on the age of the product at the time remedy is sought under this limited warranty.

#### What Kramer Electronics Will Not Do Under This Limited Warranty

If this product is returned to Kramer Electronics or the authorized dealer from which it was purchased or any other party authorized to repair Kramer Electronics products, this product must be insured during shipment, with the insurance and shipping charges prepaid by you. If this product is returned uninsured, you assume all risks of loss or damage during shipment. Kramer Electronics will not be responsible for any costs related to the removal or re-installation of this product from or into any installation. Kramer Electronics will not be responsible for any setting up this product, any adjustment of user controls or any programming required for a specific installation of this product.

#### How to Obtain a Remedy Under This Limited Warranty

To obtain a remedy under this limited warranty, you must contact either the authorized Kramer Electronics reseller from whom you purchased this product or the Kramer Electronics office nearest you. For a list of authorized Kramer Electronics resellers and/or Kramer Electronics authorized service providers, visit our web site at www.kramerav.com or contact the Kramer Electronics office nearest you.

In order to pursue any remedy under this limited warranty, you must possess an original, dated receipt as proof of purchase from an authorized Kramer Electronics reseller. If this product is returned under this limited warranty, a return authorization number, obtained from Kramer Electronics, will be required (RMA number). You may also be directed to an authorized reseller or a person authorized by Kramer Electronics to repair the product.

If it is decided that this product should be returned directly to Kramer Electronics, this product should be properly packed, preferably in the original carton, for shipping. Cartons not bearing a return authorization number will be refused.

#### Limitation of Liability

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Disconnect the unit from the power supply before opening and servicing

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