Simply Better Connections

ATEN VanCryst™

VM3404H / VM3909H

4 x 4 / 9 x 9 HDMI HDBaseT-Lite Matrix Switch
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.

E3914

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 .

HDMI Trademark Statement

The terms HDMI, HDMI High-Definition Multimedia Interface, and the HDMI Logo are trademarks or registered trademarks of HDMI Licensing Administrator, Inc.

RoHS

This product is RoHS compliant.

About this Manual

This User Manual is provided to help you get the most from your VM3404H / VM3909H system. It covers all aspects of installation, configuration and operation. An overview of the information found in the manual is provided below.

Chapter 1 Introduction, introduces you to the VM3404H / VM3909H system. Its purpose, features and benefits are presented, and its front and back panel components are described.

Chapter 2 Hardware Setup, describes how to set up your VM3404H / VM3909H installation.

Chapter 3 Front Panel Configuration, explains the fundamental concepts involved in operating the VM3404H / VM3909H at the local site via the front panel LCD display using pushbuttons.

Chapter 4 Browser Operation, provides a complete description of the VM3404H / VM3909H's Browser Graphical User Interface (GUI), and how to use it to remotely configure and operate the VM3404H / VM3909H.

Chapter 5 Mobile Control, introduces you to the Video Matrix Control app and provides details on its installation requirements.

Chapter 6 CLI Commands, provides a complete list of the serial control protocol commands used when utilizing the RS-232 Serial Port so that an extra source device can be utilized in the installation.

Appendix, provides specifications and other technical information regarding the VM3404H / VM3909H.

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 the option (on a menu or dialog box, for example), that comes next. For example, Start > Run means to open the *Start* menu, and then select *Run*.
	Indicates critical information.

Package Contents

The VM3404H / VM3909H package consists of:

- 1 VM3404H / VM3909H 4 x 4 / 9 x 9 HDMI HDBaseT-Lite Matrix Switch
- 1 power cord
- 1 mounting kit
- 1 user instructions*

Check to make sure that all the components are present and that nothing got damaged in shipping. If you encounter a problem, contact your dealer.

Read this manual thoroughly and follow the installation and operation procedures carefully to prevent any damage to the unit, and/or any of the devices connected to it.

* Features may have been added to the VM3404H / VM3909H since this manual was published. Please visit our website to download the most up-to-date version.

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

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.

Table of Contents

4. Browser Operation

Chapter 1
Introduction

Overview

The ATEN VanCryst VM3404H / VM3909H 4 x 4 / 9 x 9 HDMI HDBaseT-Lite Matrix Switchis a versatile solution that provides an easy way to route high definition video and audio from any of 4/9 HDMI sources to any of 4/9 HDMI/HDBaseT displays at the same time. As a Matrix Switch, each input can be independently connected to any or all outputs, giving you the ultimate in flexibility and control in any multi-display audio/video installation.

Furthermore, with the latest HDBaseT technology, the VM3404H / VM3909H is able to extend HDMI sources up to 4K2K high-resolution video (with audio signals) over single Cat5 cable to receivers up to 60m away. The VM3404H / VM3909H also features Power over HDBaseT (POH), which can send power over Cat 5e/6 cable without an additional power supply.

When the VM3404H / VM3909H is combined with VE805R/VE816R receivers, it supports both ATEN Seamless Switch™ technology and Video Wall functionality, employing FPGA matrix system architecture to seamlessly switch between multiple sources and multiple displays. With EDID Expert technology, the VM3404H / VM3909H selects the optimum EDID settings for smooth power-up and the highest quality display. It also features a high-performing scaling engine that converts the video resolution into the display's native resolution to give you the best image quality.

You can easily configure the VM3404H / VM3909H via the front panel LCD display and pushbuttons, and through the use of an IR Remote Control. The LCD provides a quick view of all port connections, and lets operators access the unit’s built-in configuration utility.

Furthermore, the VM3404H / VM3909H allows convenient configuration and operation via an intuitive Graphical User Interface (GUI) using any web browser. The web GUI provides you with advanced features which include easy setup of custom Video Wall (when used in conjunction with VE805R/ VE816R receivers) and Digital Signage configurations that can be saved and recalled. Because your VM3404H / VM3909H can be controlled over a standard TCP/IP connection, it conveniently integrates into any existing network for easy remote access. For complete system and install integration, serial control is standard through the VM3404H / VM3909H’s built-in RS-232 port that allows the switch to be controlled through a high-end controller or PC.

The VM3404H / VM3909H also supports mobile control of frequently used features such as switching of profile and AV inputs using ATEN Video Matrix Control app.

The VM3404H / VM3909H is an ideal solution for applications that require HDMI outputs from multiple sources to be conveniently delivered to multiple destinations, such as for stage presentations, competitions, control centers, and system installations that require real-time reports.

Features

- Supports 4 (VM3404H) or 9 (VM3909H) HDMI inputs and mirrored 4 / 9 HDMI and HDBaseT outputs
- Long Distance Transmission – supports up to 60 m (using Cat 5e/6 cables) or 70m (Cat 6a)
- HDMI (4K, 3D, Deep Color); HDCP 1.4 compatible
- Video Wall - allows you to create custom video wall layouts via intuitive web GUI

Note: 1. The video wall feature is only available when the VM3404H / VM3909H is used in conjunction with the VE805R/VE816R.

2. The VE816R is only supported on VM3404H / VM3909H using firmware version 2.2.213 or later.

- Features a built in high-performance scaler function for best image quality (Only available when the VM3404H / VM3909H is used in conjunction with the VE805R/VE816R.)
- Easily switch between multiple sources and multiple displays
- Seamless Switch™ – provides continuous video streams, real-time switching and stable signal transmission

Note: 1. If Seamless Switch™ is enabled, the video output will not display 4K, 3D, Deep Color or interlaced resolutions (i.e., 1080i). For these features, you must disable Seamless Switch™.

2. Seamless Switch™ is only available when the VM3404H / VM3909H is used in conjunction with the VE805R/VE816R.

3. The VE816R is only supported on VM3404H / VM3909H using firmware version 2.2.213 or later.

- EDID Expert™ – selects optimum EDID settings for smooth power-up and highest quality display
- Configuration and control via the front-panel LCD display and the pushbuttons, and web GUI
- Supports free mobile control using the Video Matrix Control App
- System Operation:
  - Serial controller

- Browser Graphical User Interface (GUI)
- Telnet

- Built-in bi-directional RS-232 serial port for high-end system control
- Superior video quality – HDTV resolution of 480p, 720p, 1080i, 1080p (1920 x 1080) and 4K
- Supports Dolby True HD and DTS HD Master audio
- Consumer Electronics Control (CEC) support
- ESD protection for HDMI connections
- Firmware upgradeable
- Rack mountable all metal casing

Requirements

The following devices are required for a complete VM3404H / VM3909H installation:

Source Devices

- Computer or A/V source device with HDMI Type-A output connector(s)

Note: A DVI/HDMI adapter is required when connecting a DVI source device.

Display Devices

- Display devices or receivers with an HDMI Type-A input connector

Cables

- 1 HDMI cable for each source device you will be connecting
- 1 HDMI cable for each display device you will be connecting
- 1 Cat 5e cable
- 1 RS-232 serial cable

Note: No cables are included in this package. We strongly recommend that you purchase high-quality cables of appropriate length since this will affect the quality of the audio and video display. Contact your dealer to purchase the correct cable sets.

Source Device Operating Systems

Supported operating systems are shown in the table below:

OS		Version
Windows		2000 and higher
Linux	RedHat	6.0 and higher
	SuSE	8.2 and higher
	Mandriva (Mandrake)	9.0 and higher
UNIX	AIX	4.3 and higher
	FreeBSD	3.51 and higher
	Sun	Solaris 8 and higher
Novell	Netware	5.0 and higher
Mac		OS 9 and higher
DOS		6.2 and higher

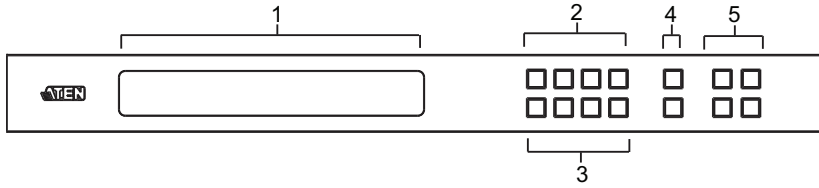
Browsers

Supported web browsers are shown in the table below:

OS	Java Version	Browser	Version
Windows 8.1	V1.8.0_60	Chrome	45.0.2454.85 m
		Firefox	40.0.3
		Safari	5.1.7
		Opera	31.0.1889.174
		IE11	11
Windows 2012 R2 (64bit)	V1.8.0_60 (64bit)	IE11	11 (64bit)
Windows 2008 R2 (64bit)	V1.8.0_60 (64bit)	IE8	8
Windows 7 SP1(64bit)	V1.8.0_60 (64bit)	IE10	10 (64bit)
Windows XP	V1.8.0_60	IE8	8
CentOS 7.0 (64Bit)	V1.8.0_60 (64bit)	Firefox	40.0.3
Ubuntu 12.04	V1.8.0_60	Chrome	45.0.2454.85
Solaris 11(64bit)	V1.8.0_25	Firefox	33
Mac 10.10	V1.8.0_25	Safari	8

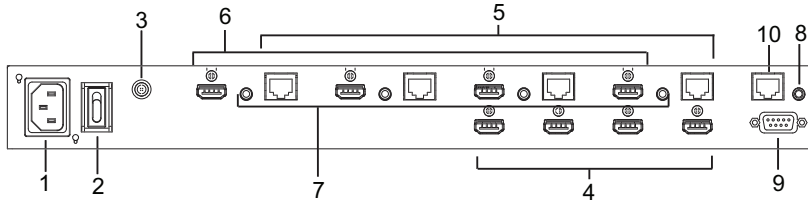
Components

VM3404H Front View



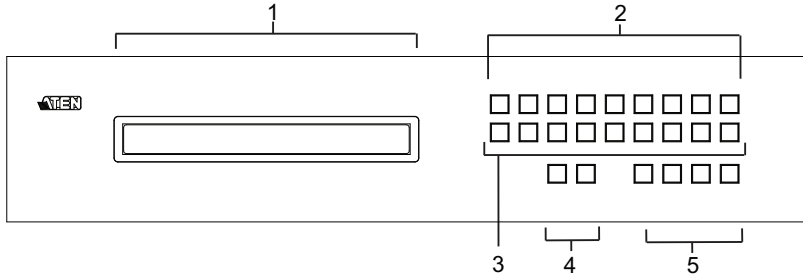
No.	Component	Description
1	LCD display	The LCD display gives a quick view of all port connections, and shows the various options for configuring and operating the VM3404H. For full details, see *Main Screen*, page 19.
2	input pushbuttons	These pushbuttons refer to the HDMI input ports found on the VM3404H rear panel. Press to select the input port. These pushbuttons may also correspond to menu options, connection profiles (P1–P4) and so on. **Note:** The **INPUT** (1–4) front panel pushbuttons have built-in LEDs that light to indicate they have been selected.
3	output pushbuttons	These pushbuttons refer to the HDMI / HDBaseT output ports found on the VM3404H rear panel. Press to select the output port. These pushbuttons may also correspond to connection profiles (P5–P8). **Note:** The **OUTPUT** (1–4) front panel pushbuttons have built-in LEDs that light to indicate they have been selected.
4	Prev / Next pushbuttons	These pushbuttons allow you to cycle through the menu options on the LCD display.
5	function pushbuttons	The function pushbuttons (**MENU**, **PROFILE**, **ENTER** and **CANCEL**) are for navigating the LCD built-in configuration utility. For full details, see *Front Panel Pushbuttons*, **page 17**. **Note:** The **MENU** and **PROFILE** front panel pushbuttons have built-in LEDs that light to indicate they have been selected.

VM3404H Rear View



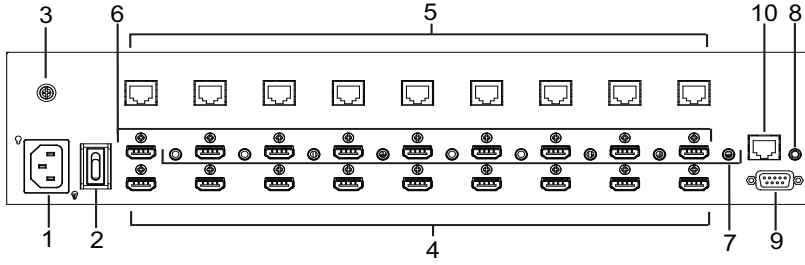
No.	Component	Description
1	power socket	This is a standard 3-pin AC power socket. The power cord from an AC source plugs in here.
2	power switch	This is a standard rocker switch that powers the unit on and off.
3	grounding terminal	The grounding wire attaches here. See *Grounding*, page 13, for further details.
4	HDMI input ports	The cables from your HDMI source devices plug into these ports.
5	HDBaseT output ports	The cables from your remote HDBaseT display devices or HDBaseT receivers plug into these ports.
6	HDMI output ports	The cables from your local HDMI display devices plug into these ports.
7	IR channel ports	Connect IR receivers / transmitters into the IR channel ports for controlling the source and the display from local or remote locations.
8	IR port	Connect an IR unit via the 3.5 mm mini stereo jacks. IR signals are used to control the VM3404H.
9	RS-232 serial port	Connect a computer or high-end system controller via this serial port.
10	Ethernet port	In order to access the VM3404H's Browser Graphical User Interface (GUI), the VM3404H must be connected to your network. The cable that connects the VM3404H to your LAN plugs in here. See *Cable Connection*, page 14, for further details

VM3909H Front View



No.	Component	Description
1	LCD display	The LCD display gives a quick view of all port connections, and shows the various options for configuring and operating the VM3909H. For full details, see *Main Screen*, page 19.
2	input pushbuttons	These pushbuttons refer to the HDMI / HDBaseT input ports found on the VM3909H rear panel. Press to select the input port. These pushbuttons may also correspond to menu options, connection profiles (P1–P9) and so on. **Note:** The **INPUT** (1–9) front panel pushbuttons have built-in LEDs that light to indicate they have been selected.
3	output pushbuttons	These pushbuttons refer to the HDMI output ports found on the VM3909H rear panel. Press to select the output port. These pushbuttons may also correspond to connection profiles (P10–P18). **Note:** The **OUTPUT** (1–9) front panel pushbuttons have built-in LEDs that light to indicate they have been selected.
4	Prev / Next pushbuttons	These pushbuttons allow you to cycle through the menu options on the LCD display.
5	function pushbuttons	The function pushbuttons (**MENU**, **PROFILE**, **ENTER** and **CANCEL**) are for navigating the LCD built-in configuration utility. For full details, see *Front Panel Pushbuttons*, **page 17**. **Note:** The **MENU** and **PROFILE** front panel pushbuttons have built-in LEDs that light to indicate they have been selected.

VM3909H Rear View



No.	Component	Description
1	power socket	This is a standard 3-pin 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 unit on and off.
3	grounding terminal	The grounding wire attaches here. See *Grounding*, page 13, for further details.
4	HDMI input ports	The cables from your HDMI source devices plug into these ports.
5	HDBaseT output ports	The cables from your remote HDBaseT display devices or HDBaseT receivers plug into these ports.
6	HDMI output ports	The cables from your local HDMI display devices plug into these ports.
7	IR channel ports	Connect IR receivers / transmitters into the IR channel ports for controlling the source and the display from local or remote locations.
8	IR port	Connect an IR unit via the 3.5 mm mini stereo jacks. IR signals are used to control the VM3909H.
9	RS-232 serial port	Connect a computer or high-end system controller via this serial port.
10	Ethernet port	In order to access the VM3909H's Browser Graphical User Interface (GUI), the VM3909H must be connected to your network. The cable that connects the VM3909H to your LAN plugs in here. See *Cable Connection*, page 14, for further details

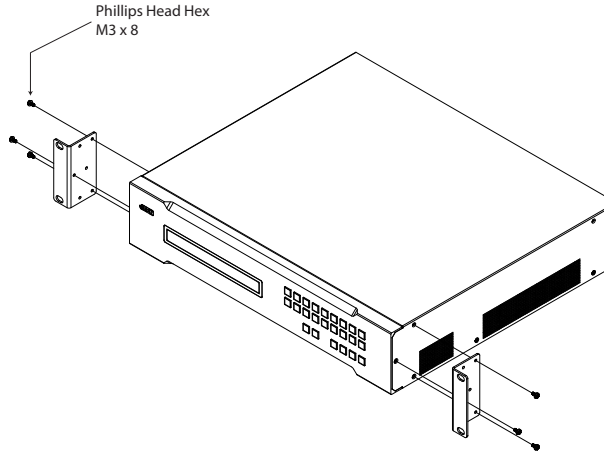
Chapter 2
Hardware Setup

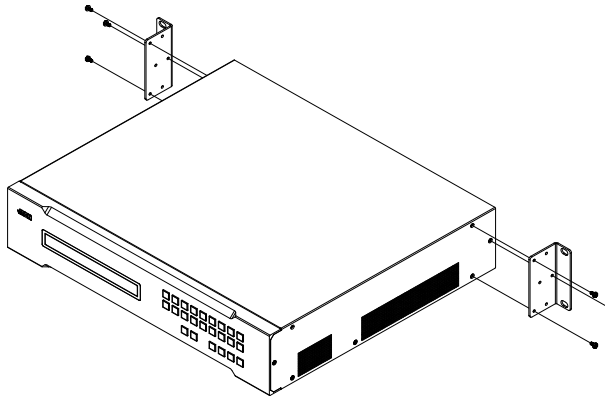
1. Important safety information regarding the placement of this device is provided on page 107. Please review it before proceeding.
2. Make sure that the power to all devices connected to the installation are turned off. You must unplug the power cords of any computers that have the Keyboard Power On function.

Rack Mounting

The VM3404H can be mounted in a 19” (1U) system rack and VM3909H can be mounted in a 19” (2U) system rack.For the most convenient front panel pushbutton configuration and operation at the local site, mount the unit at the front of the rack, as follows:

1. Use the M3 x 8 Phillips head hex screws supplied with the mounting kit to screw the rack mount brackets onto the front and back of the unit.



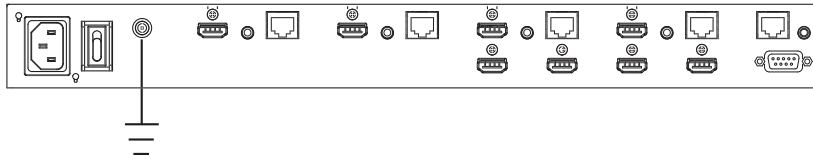


2. Position the unit in the front of the rack and align the holes in the rack mount brackets with the holes in the rack.
3. Screw the rack mount brackets to the rack.

Grounding

To prevent damage to your installation, it is important that all devices are properly grounded.

1. Use a grounding wire to ground the VM3404H / VM3909H by connecting one end of the wire to the grounding terminal, and the other end of the wire to a suitable grounded object.



2. Make sure that all devices in your VM3404H / VM3909H installation are properly grounded.

Cable Connection

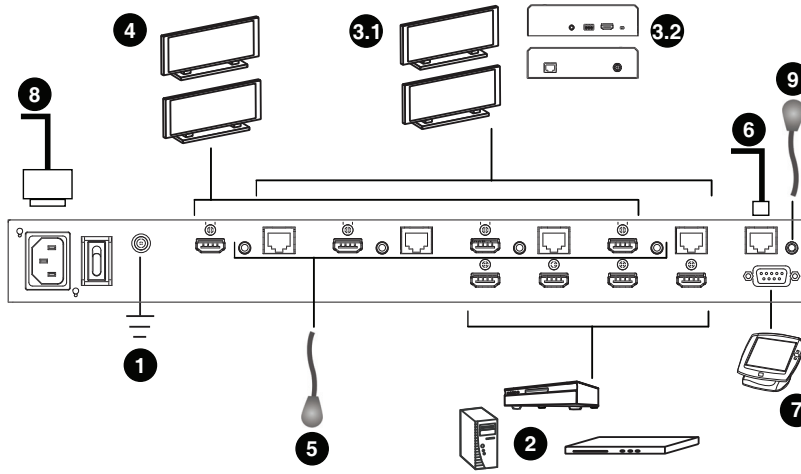
Installation of the VM3404H / VM3909H is simply a matter of connecting the appropriate cables. Refer to the installation diagram on the following page (the numbers in the diagram correspond to the steps below), and do the following:

1. Use a grounding wire to ground the unit by connecting one end of the wire to the grounding terminal, and the other end of the wire to a suitable grounded object.

   Note: Do not omit this step. Proper grounding helps to prevent damage to the unit from power surges or static electricity.

2. Connect up to 4 (VM3404H) or 9 (VM3909H) HDMI video sources to the **HDMI input** ports
3. You can choose one of the following methods to transmit signals over a distance.
   - Connect up to 4 (VM3404H) or 9 (VM3909H) HDBaseT display devices directly to the **HDBaseT output** ports using an RJ-45 cable.
   - Connect up to 4 (VM3404H) or 9 (VM3909H) HDMI display devices via an HDBaseT receiver. (Connect the VM3404H / VM3909H to the HDBaseT receiver using an RJ-45 cable. Then connect the receiver to the HDMI display device using an HDMI cable.)
4. (Optional) Connect up to 4 (VM3404H) or 9 (VM3909H) local HDMI display devices to the **HDMI output** ports.
5. Connect IR receivers / transmitters to the **IR channel** ports for controlling source and display devices from local or remote locations.
6. (Optional) To access features on the web interface or use the ATEN Video Matrix Control app (see *Browser Operation*, page 37), plug a Cat 5e cable from the LAN into the VM3404H / VM3909H's **Ethernet** port.
7. (Optional) If you are using the serial control function, use an appropriate RS-232 serial cable to connect the computer or serial controller to the VM3404H / VM3909H's female **RS-232 serial** port.
8. Plug the power cord supplied with the package into the VM3404H / VM3909H's 3-prong AC socket, and then into an AC power source.
9. Connect an IR receiver to the **IR** port for controlling the VM3404H / VM3909H.
10. Power on the VM3404H / VM3909H and all devices in the installation.

Installation Diagram



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Chapter 3
Front Panel Configuration

Overview

The VM3404H / VM3909H can be configured and operated locally via the front panel LCD/pushbuttons and IR Remote Control; remotely over a standard TCP/IP connection via graphical user interface (GUI) using a web browser; via a remote terminal session using Telnet; or by an RS-232 serial controller.

The local front panel operation is discussed in this chapter. Web GUI Operation is discussed in Chapter 4, and RS-232 serial control is discussed in Chapter 6.

Front Panel Pushbuttons

The front panel features an LCD display and pushbuttons for convenient operation locally. This allows users to perform operations such as selecting which source shows on which display, viewing the IP settings, configuring the serial port, setting the EDID Mode / CEC / OSD /Output Status, selecting security settings, and loading/saving profiles.

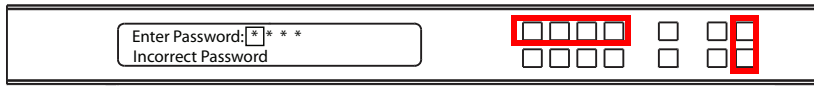
Note the following front panel pushbutton functions:

- Use the **MENU** pushbutton to access the Menu page options: IP Setting, Serial Port Setting, Operation Mode, Security Mode, and Save to a Profile (see *LCD Menu Organization*, page 21).
- Use the **PROFILE** pushbutton to switch between the connection profiles which have been added to the Profile List (see *Profiles*, page 39). Pressing this pushbutton for longer than 3 seconds displays the Save to a Profile page (see *Save to a Profile*, page 34).
- Use the **CANCEL** pushbutton to go back to a previous page, return to the Main Screen, stop or exit an operation.
- Use the **ENTER** pushbutton to select options and confirm operations.
- Use the **INPUT / OUTPUT** (**1–9**) or **(1-4)** pushbuttons to select the Input/ Output port. These pushbuttons may also correspond to menu options, connection profiles, and so on.
- Use pushbuttons **Prev / Next** to navigate the VM3404H / VM3909H menus.

Enter Password

Upon VM3404H / VM3909H startup, check the front panel LCD to view the loading progress. If the Password screen / LCD Menu fails to load, an error message displays. Reset the unit and try again.

If you are accessing the VM3404H / VM3909H for the first time, the Password screen appears as soon as the LCD loading process is done. Enter the default password 1234 to continue to the Main Screen (see *Main Screen*, page 19).



Additionally, the Password Screen appears if the VM3404H / VM3909H has been configured to require a password for Front Panel operation (see *Security Mode*, page 31).

To enter a password, do the following:

1. In the **Enter Password** field, check that the cursor is at the first asterisk (*) and flashing.
2. Use the front panel Input Port pushbuttons (1–9) or (1–4) to enter the 4-digit password. After the fourth digit has been entered correctly, the Main Screen displays.
3. Press **Cancel** to clear the password. The digits revert to 4 asterisks and the cursor goes back to the first asterisk.

Note: 1. The VM3404H / VM3909H password can be any four digit combination between 1111 to 9999 (VM3909H) or 1111 to 4444 (VM3404H). The default password is 1234.

2. If you enter an incorrect password, the cursor goes back to the first digit and reverts to flashing. The Incorrect Password message displays at the bottom of the screen, but clears as soon as a new password is entered.
3. If Password option is Enabled (see *Security Mode*, page 31), the LCD display time-out is 5 minutes by default.

Main Screen

The Main Screen shows the Input ports in the top row, which are tied to the Output ports shown in sequential order (1–9) or (1–4) at the bottom row.

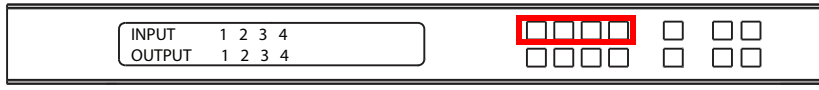
- The front panel pushbutton label (1–9) or (1–4) corresponds to the **Input** ports and **Output** ports on the unit's rear panel.
- Use the **Menu** pushbutton to view the LCD Menu (see *LCD Menu Organization*, page 21).
- Use the **Profile** pushbutton to switch between profile connections (see *Profiles*, page 39).

Port Switching

From the Main Screen, users can configure the Input-to-Output port connections to associate an Input source device to an Output display.

Input Assignment

Use the Input Port pushbuttons to select the Input port you want to configure.



To assign an input to one or more output displays, do the following:

1. Press an Input pushbutton. The outputs already assigned with this input light blue.
2. To assign this input to more outputs, press the Output pushbutton. To de-select an output, press the pushbutton again.

Note:

- To deselect an input, press the pushbutton again. The pushbutton dims.
- Input ports that are not assigned to any output will not be shown in the LCD screen.
- Pressing the **Cancel** pushbutton once stops the Input Port Selection operation and the LCD displays the active setting. Pressing the **Cancel** pushbutton again turns all LEDs off.
- After 10 seconds of inactivity, all the LEDs turn off.

Output Port Assignment

Use the Output Port pushbuttons to select the Output port you want to configure.

To assign an input to one output, do the following:

1. Press any Output pushbuttonn. The input assigned to this output lights yellow.
2. To assign another input to this output port, press the Input pushbutton. The pushbutton of the assigned input lights yellow.

   If an Output pushbutton is pressed a second time, it is deselected and the LED turns off.

To assign an input to multiple outputs, do the following:

1. Press the pushbuttons for the outputs to which you wish to assign a common input. These Output pushbuttons light blue.
2. Press an Input pushbutton to assign the input to the outputs you selected in step 1.

Note:

- To deselect an output, press the pushbutton again. The pushbutton dims.
- Pressing the **Cancel** pushbutton once stops the Output Port Selection operation and the LCD displays the active setting. Pressing the **Cancel** pushbutton again turns all LEDs off.
- After 10 seconds of inactivity, all the LEDs turn off.

LCD Menu Organization

The VM3404H / VM3909H has a built-in configuration utility via the front panel LCD, which can be controlled by pressing the **MENU** and front panel Input pushbuttons (1–9) or (1–4). User can cycle through the menu options, starting from IP Setting page, in the order shown in the table below:

Menu Page	Sub-Menu Page(s)		
IP Setting	IP Address		
	Subnet Mask		
	Gateway		
Serial Port Setting	Baud Rate	9600 / **19200** / 38400 / 115200	
Operation Mode	EDID	**Default** / Port1 / Remix / Customized	
	CEC	On / **NA**	
	OSD	**On** / NA	
	Output Status	Video	**On** / NA
		Output Resolution	01 - 04 (VM3404H) 01 - 09 (VM3909H)
Security Mode	Mode	**None**	
		Password enable	
		Lock Screen	
	Change Password	Old Password	New Password
Save to a Profile	Save to a Profile No.	01–08 (VM3404H); 01-18 (VM3909H)	
Play/Stop the Profile Schedule			
Turn Video Wall Off			

Note: The highlighted values are the default settings of the VM3404H / VM3909H.

Menu Pushbutton

Press the **MENU** pushbutton to switch between the Main Screen and LCD Menu page. When the Menu is active, the MENU pushbutton's built-in LED lights up:

From the Menu page:

- Press **1** to go to the IP Setting page (see *IP Setting*, page 22)
- Press **2** to go to the Serial Port Setting page (see *Serial Port Setting*, page 24)
- Press **Next** to go to the next page(s) for the sub-menu pages
- Press **Menu** or **Cancel** to return to the Main Screen

IP Setting

The IP Setting page displays the VM3404H / VM3909H's IP configuration. The values in the LCD Menu are read-only and can be edited via the Browser GUI (*Network*, page 64).

IP Address / Subnet Mask

To view the VM3404H / VM3909H's IP address and Subnet Mask, do the following:

1. Press the **Menu** pushbutton, and then press **Input pushbutton 1** to see the IP Setting submenu. The IP address and Subnet Mask are then shown.

Note: The VM3404H / VM3909H default IP address is 192.168.0.60. The default Subnet Mask is 255.255.255.0

2. Press **Next** to go to the next page.
3. Press **Menu** to return to the Menu page.
4. Press **Cancel** to return to the previous page without saving.

Gateway

To view the VM3404H / VM3909H's gateway address, do the following:

1. Press the **Menu** pushbutton, press **Input pushbutton 1** to see the IP Setting submenu, then press **Next** to get to the next page. The gateway address displays.

Note: The default Gateway is 192.168.0.1.

2. Press **Prev** to go to the previous page.
3. Press **Menu** to return to the Menu page.
4. Press **Cancel** to return to the previous page without saving.

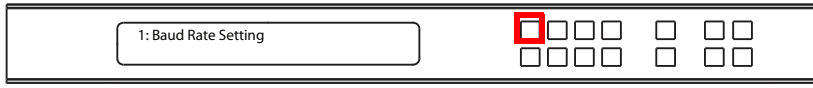
Serial Port Setting

Baud Rate

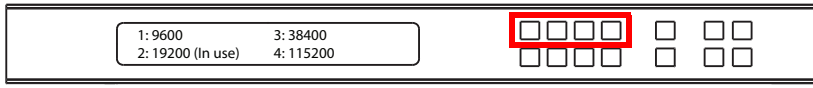
To set the VM3404H / VM3909H's baud rate, do the following:

1. Press the **Menu** pushbutton, and then press **Input pushbutton 2**.

2. Press **Input pushbutton 1** to select **Baud Rate Setting**.



3. Press **Input pushbuttons 1–4** to make your selection.



Baud Rate options are:

- **1:** 9600
- **2**: 19200
- **3**: 38400
- **4**: 115200

Note: The default baud rate is 19200.

4. Press **Menu** to return to the Menu page.
5. Press **Cancel** to return to the previous step without saving.

Operation Mode

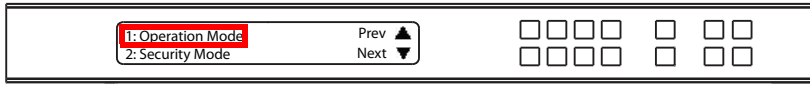
The EDID Mode, CEC, OSD and Output Status features can be configured from the Operation Mode page.

- **EDID Mode:** The EDID (Extended Display Identification Data) mode is used to have the VM3404H / VM3909H automatically apply a preset EDID Mode, which utilizes the best resolution across different monitors
- **CEC:** Consumer Electronics Control (CEC) allows interconnected HDMI devices to communicate and respond to one remote control
- **OSD:** Use this option to enable real-time port switching information for each port.
- **Output Status:** The Output Status shows whether the video/audio of an Output port is turned on or off and allows viewing and setting of the Output Resolution.

EDID Mode

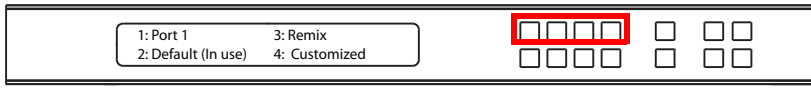
To configure the EDID Mode, do the following:

1. Press the **Menu** pushbutton, press **Next**, and then press **Input pushbutton 1**.



2. From the Operation Mode page, press **Input pushbutton 1**:

3. Press **Input pushbuttons 1–4** to make your selection.



EDID Mode options are:

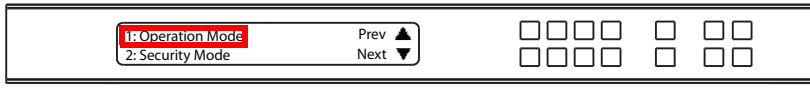
EDID Option	Description
1: Port1	The EDID from port1 is passed to all video sources.
2: Default	The default EDID is passed to all video sources.
3: Remix	Uses the EDID of each connected display according to its connection when the VM3404H / VM3909H is first powered on, or immediately after pressing 3 to select the Remix option.
4: Customized	Automatically retrieves and saves the EDID settings of a connected monitor/display device to an input source port. This can be configured using the Browser GUI. See *Customized Mode*, page 68.

4. Press **Menu** to return to the Menu page.
5. Press **Cancel** to return to the previous step without saving.

CEC

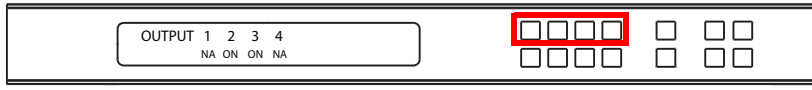
To configure the CEC setting, do the following:

1. Press the **Menu** pushbutton, press **Next**, and then press **Input pushbutton 1**.



2. From the Operation Mode page, press **Input pushbutton 2**:

3. Press **Input pushbuttons (1–9)** or **(1–4)** to enable (**ON**) or disable (**NA**) the CEC feature for the output port. If the port does not support CEC, an **NA** is shown.



Note: The default CEC setting is NA.

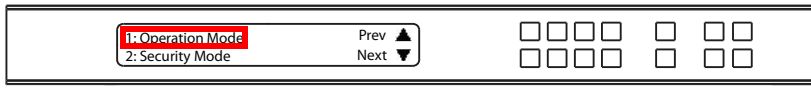
4. Press **Menu** to return to the Menu page.
5. Press **Cancel** to return to the previous step without saving.

OSD

The On-Screen Display or OSD feature enables real-time text updates to appear on the display device's screen for any configuration changes made to the Output port via the VM3404H / VM3909H's front panel, IR remote control or Browser GUI.

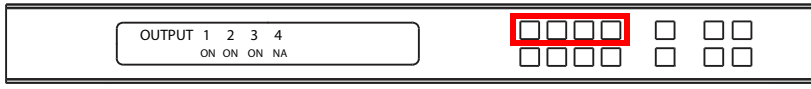
To configure the OSD setting for each output port, do the following:

1. Press the **Menu** pushbutton, press **Next**, and then press **Input pushbutton 1**.



2. From the Operation Mode page, press **Next** to go to the next page, then press **Input pushbutton 1**:

3. Press **Input pushbuttons (1–9)** or **(1–4)** to enable (**ON**) or disable (**NA**) the OSD feature for the output port.



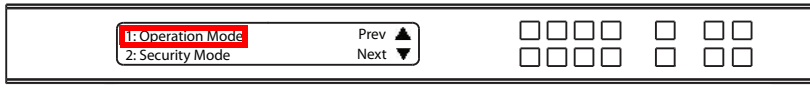
Note: The default OSD setting is On.

4. Press **Menu** to return to the Menu page.
5. Press **Cancel** to return to the previous step without saving.

Video Outputs

To configure the Output Status settings for each output port, do the following:

1. Press the **Menu** pushbutton, press **Next**, and then press **Input pushbutton 1**.



2. From the Operation Mode page, press **Next** to go to the next page, then press **Input pushbutton 2**:

3. From the Output Status page, press **Input pushbutton 1** to select Video.

4. Press **Input pushbuttons (1–8)** or **(1–4)** to enable (**ON**) or disable (**NA**) the video/audio of the output port.

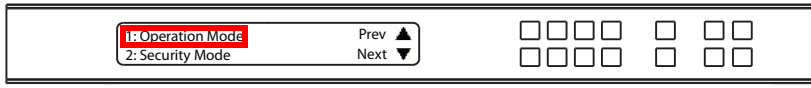
Note: The default Output Status setting is On.

5. Press **Menu** to return to the Menu page.
6. Press **Cancel** to return to the previous step without saving.

Output Resolution

To configure the Output Resolution settings for each output port, do the following:

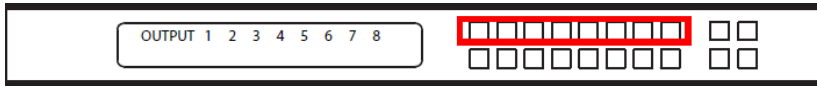
1. Press the **Menu** pushbutton, press **Next**, and then press **Input pushbutton 1**.



2. From the Operation Mode page, press Next to go to the next page, then press **Input pushbutton 2**:

3. From the Output Status page, press **Input pushbutton 2** to select Output Resolution.

4. Press **Input pushbuttons (1–8)** or **(1–4)** to select an output port whose resolution will be changed



5. Available options include: Native Resolution, 1024x768@60Hz, 1280x720@60Hz, 1280x1024@60Hz, 1400x1050@60Hz, 1600x1200@60Hz, 1920x1080@60Hz, 1920x1200@60Hz, 1280x720@50Hz, 1920x1080@50Hz, 1280x800@60Hz, 720x576@50Hz and 1600x900@60Hz.
6. Press **Menu** to return to the Menu page.
7. Press **Cancel** to return to the previous step without saving

Security Mode

The Security Mode page allows users to manage the VM3404H / VM3909H's security-related settings. Three security modes are available: None, Password Enable and Lock Screen. The VM3404H / VM3909H's password can also be changed here.

Mode

To configure the security mode setting:

1. Press the **Menu** pushbutton, press **Next**, and then press **Input pushbutton 2** to access the Security Mode page.

2. Press **Input pushbutton 1** in Security Mode.

3. In the Mode menu, the following options available:
   - To disable password authentication for the panel LCD, press **Input pushbutton 1**. To enable password authentication when the LCD times out or when the VM3404H / VM3909H is powered on, press **Input pushbutton 2**.

Note:

- The panel password can be any 4-digit combination between 1111 to 4444. The default password is **1234**.
- When password authentication is enabled, the LCD display times out after idling for 5 minutes.

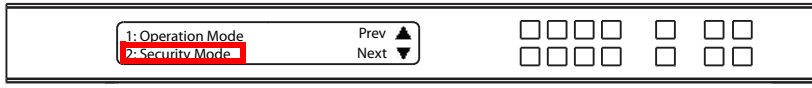
- To enable a lock screen, press **Next** to navigate to the next page, then press **Input pushbutton 1**. The menu will then return to the home screen. When Lock Screen is enabled, pressing any pushbutton from the home screen will trigger the following message: Please press "*Menu*" to start.

4. Press Menu to return to the **Menu** page.
5. Press **Cancel** to return to the previous step without saving.

Changing the LCD Password

To configure the front panel

1. Press the **Menu** pushbutton, press **Next**, and then press **Input pushbutton 2** to access the Security Mode page.



2. Press **Input pushbutton 2**.

3. In the Old Password field, the cursor flashes at the first digit. Enter the old password (see *Enter Password*, page 18). If the old password is entered correctly, you can proceed to the next step.

Note: If you entered an incorrect password, an error message appears and the cursor goes back to the first digit (flashing). The Incorrect Password message clears as soon as a new digit is entered.

4. In the New Password field, the cursor flashes at the first digit. Enter the new password using the front panel number pushbuttons VM3404H: (1111–8888) or VM3909H: (1111–4444).

5. Re-enter the new password in the following screen. The new password is applied by the VM3404H / VM3909H immediately.

If the password you entered does not match the one entered in the previous screen, an error message appears. Enter the new password correctly.

6. Press **Menu** to return to the Menu page.
7. Press **Cancel** to return to the previous step without saving.

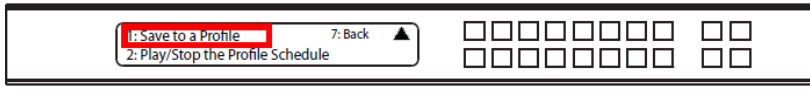
Save to a Profile

The switch allows users to store up to 8 (VM3404H) or 18 (VM3909H) (numbered P1–P18) different connection profiles that can be saved and recalled later.

The active Input-to-Output port connections on the LCD Main Screen is the configuration saved to a profile. When a user loads a profile, the change is immediate and the profile number is shown on the lower right corner of the LCD screen.

To save a profile once the desired port connections are set, do the following:

1. Press the **Menu** pushbutton to access the Menu page, then **Next** to navigate to the next pages. Press pushbutton **1** to open the select Save to a Profile page.



2. On the page that opens, you are asked to give the profile a number. Use the front panel number pushbuttons to select a profile number into which you want to save the configuration.

   VM3404H: Options are P1–P8 (when saving a profile via the LCD), where:

   - Input port pushbuttons **1–4** correspond to Profile **P1** to **P4**
   - Output port pushbuttons **1–4** correspond to Profile **P5** to **P8**

   VM3909H : Options are P1–P18 (when saving a profile via the LCD), where:

   - Input port pushbuttons **1–9** correspond to Profile **P1** to **P9**
   - Output port pushbuttons **10–18** correspond to Profile **P10** to **P18**

3. Press **Enter** to store the configuration – the LCD shows Profile Saved.
4. Press **Menu** to return to the Menu page,
5. Press **Cancel** to return to the previous step without saving.

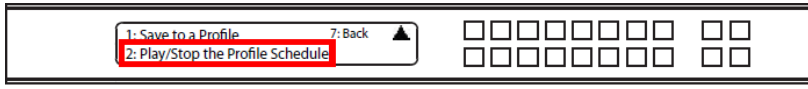
Note: Access the Save to a Profile page quickly by pressing the **Profile** pushbutton for longer than 3 seconds.

Playing/Stopping the Profile Schedule

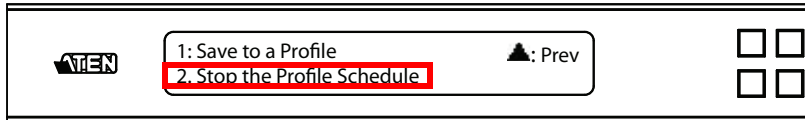
The final option in the menu allows users to play or stop the selected profile schedule (to learn more about switching between connection profiles, see *Video Wall Settings*, page 47).

To play or stop a profile, do the following:

1. Press the **Menu** pushbutton to access the Menu page, and then press **Next** twice to navigate to the next pages. Press **Input pushbutton 2** to play the selected profile schedule.



2. Press the **Menu** pushbutton to access the Menu page, then press **Next** twice to navigate to the next pages. Press **Input pushbutton 2** to stop the selected profile schedule.



Turn Video Wall Off

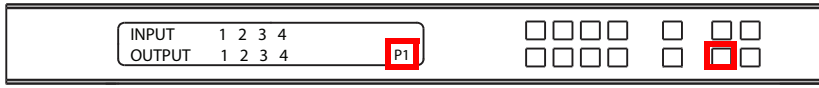
If a video wall is currently playing, a submenu will appear.

- Selecting Turn video wall off will return port assignments to their default (i.e. disassemble the video wall).

Profile Pushbutton

The **PROFILE** pushbutton lets users conveniently switch between connection profiles that have been saved or added to the Profile List (see *Profiles*, page 39).

When a Profile is in use, its profile number (P1–P18) is shown on the lower right corner of the LCD display.



The Profile pushbutton functions as follows:

- Press the Profile pushbutton for 1–2 seconds to cycle between profiles stored in the GUI's Profile List (from 1 up to 18) or (from 1 up to 8) depending on how many are added to the list.
- Alternatively, after pressing the Profile pushbutton (lights), use the Input/ Output pushbuttons to switch to a specific profile (P1 to P18) or (P1 to P8). Note that:
  - **Input** ports **1–9** or **1-4** correspond to Profile **P1** to **P9** or **P1** to **P4**
  - **Output** ports **1–9** or **1-4** correspond to Profile **P10** to **P18** or **P5** to **P8** (where Output Port 1=Profile 9, Output Port 2=Profile 10... Output Port 9=Profile 18)

  The selected pushbutton lights steady, and the VM3404H / VM3909H immediately applies the port connections configured in the selected profile.
- When the Profile pushbutton is pressed for 3 seconds or more, the LCD directs to the Save to a Profile page (see *Save to a Profile*, page 34)
- Press the **Cancel** pushbutton to exit

Note: If there are no profiles configured on the VM3404H / VM3909H device, an error message "*No Profile List defined. Profile List can be edited via the Web GUI*" is displayed when the Profile pushbutton is pressed.

A Profile's port connections can be edited using the front panel pushbuttons (see *Port Switching*, page 19) or from the *Connections* page of the Browser GUI (see , page 56). Additionally, the Profile List can be configured via the Profile page of the Browser GUI (see *Profiles*, page 39).

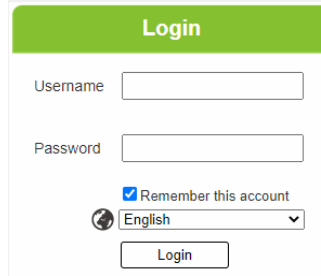
Chapter 4
Browser Operation

Overview

The VM3404H / VM3909H can be configured over a standard TCP/IP connection via its built-in Graphical User Interface (GUI). Because it can be accessed from anywhere over a network or the Internet, operators can easily log in via web browser. Security is ensured by password protection and user-configurable time-out. The VM3404H / VM3909H supports three levels of remote users with various privileges, and up to 32 users can log into the GUI at one time. For full details see the sections that follow.

Logging In

To access the GUI, type the VM3404H / VM3909H's IP address into the address bar of any browser. If a Security Alert dialog box appears, accept the certificate – it can be trusted. The login screen appears:



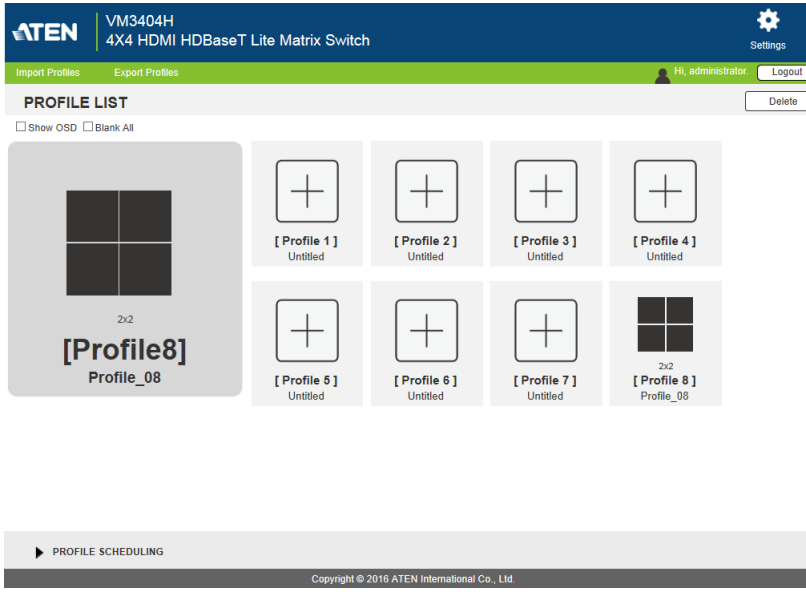
- The default IP address is **http://192.168.0.60**
- The default Username and Password are: **administrator / password**
- Enter the username and password, then click **Login**.
- Use the drop-down menu to select the GUI language

Note: 1. The username supports lower case letters only.

2. The same user can not be logged in simultaneously.

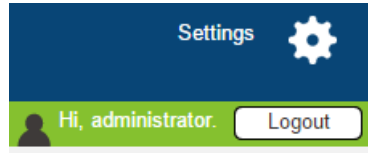
Main Page

The Main Page opens to the **Profile List**. This is where you configure the input to output connections by creating profiles. The page is divided into three parts: the *Menu Bar*, *Profile List*, and *Profile Scheduling*.



Menu Bar

The Menu Bar consists of the *Settings* icon and *Logout* button.



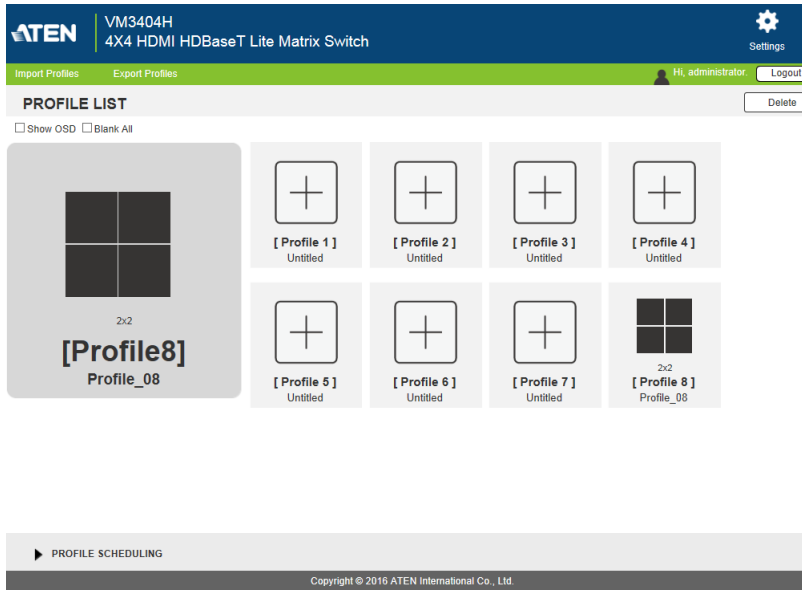
- Click **Settings** to enter the System Settings (see page 57).
- Click the **Logout** button to log out of the GUI.

Profiles

Understanding Profiles and Profile List

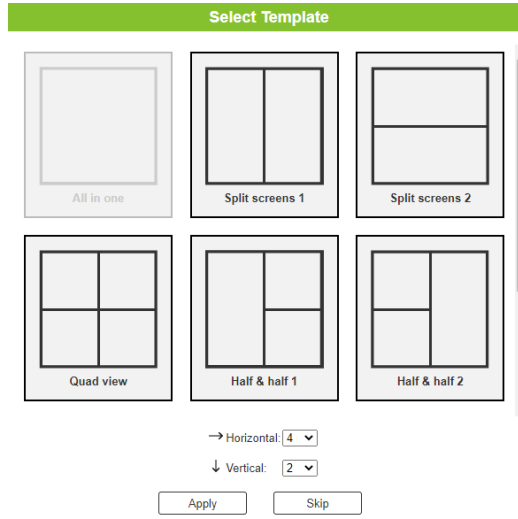
A profile is a set of settings that specifies how audio and video sources are to be displayed or played on one or more video walls and speakers. You can create and save up to 8 / 16 profiles to the Profile List to be conveniently switched via the front panel, web console (GUI), or the Video Matrix Control app as needed.

Note: For more information on the Video Matrix Control app, see *Mobile Control*, page 87.



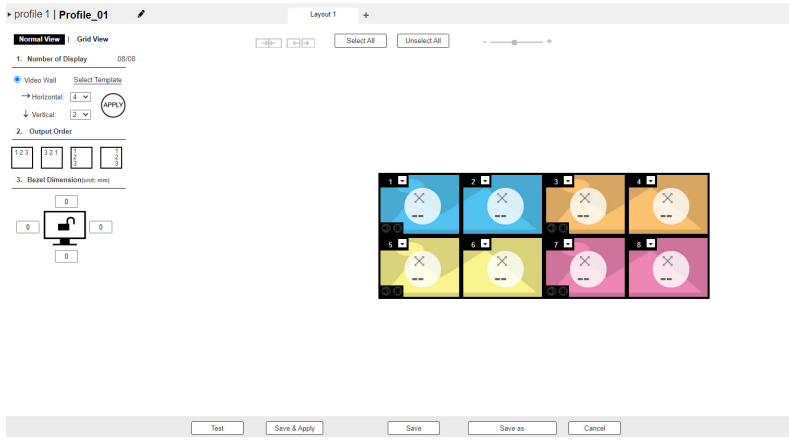
Creating a Profile

1. From the Profile List, click ⊞ from an empty profile. This window appears.

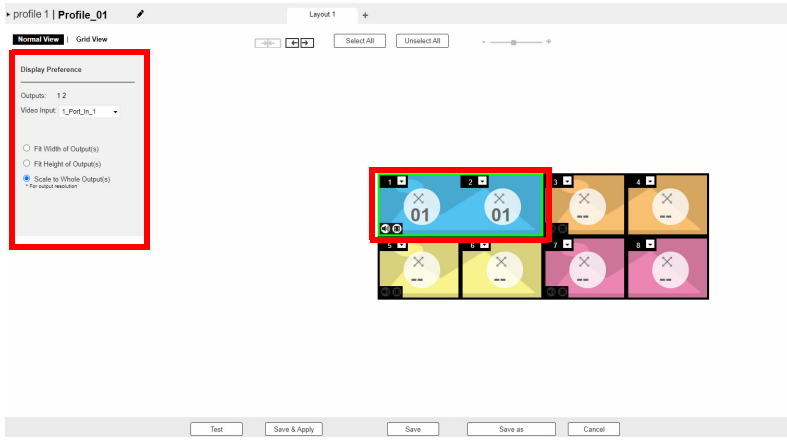


2. Select a template and define the number of your horizontal and vertical displays, and click **Apply**.

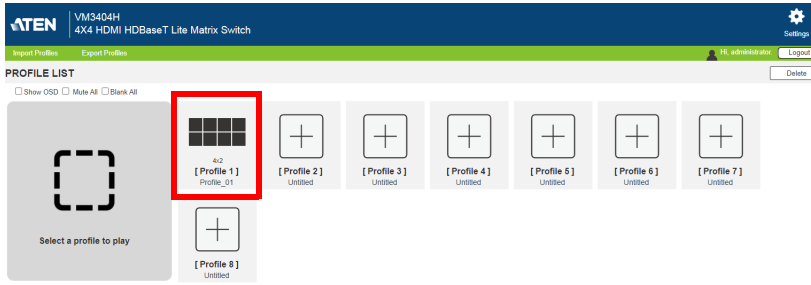
   This screen appears. In this example, the profile is set to a 4 x 2 video wall using 8 displays.



3. Click on each display in the preview and specify its video input and scaling preference. The selected input port is immediately indicates as the big number in the selected display.



4. Click **Save** to finish the configuration. The profile immediately appears in the Profile List.

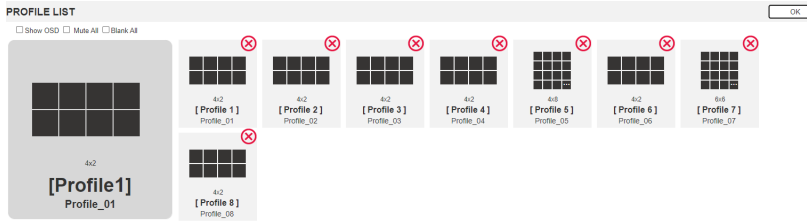


Deleting a Profile

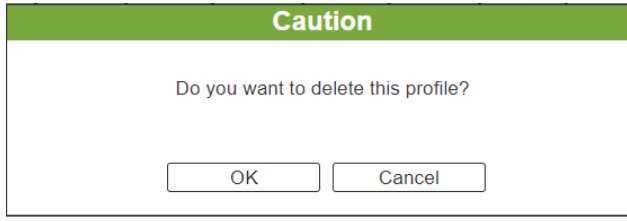
To delete a connection profile, do the following:

1. From the Profile List, click Delete.

2. From the Profile List, click ⊗ on the top-right corner of the profile you want to remove.

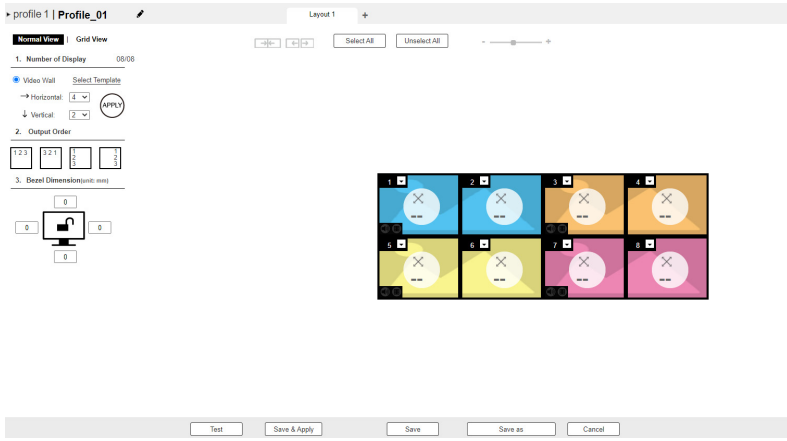


3. A warning message appears and click **OK**.



Configuring Video Settings of a Profile

1. In the Profile List, locate the profile you wish to configure.
2. Click the profile and then click **Edit**. This screen appears.

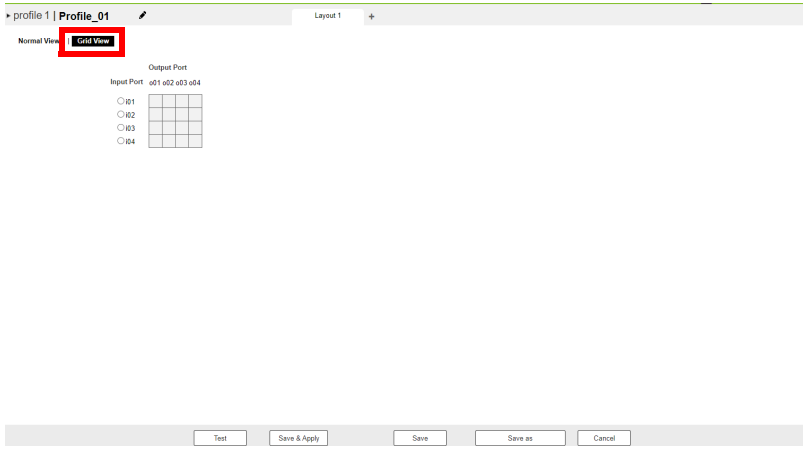


3. You can choose either the **Normal View** or the **Grid View** to edit the profile.

   Normal View

- On top of video and audio assignments, the Normal View also allows you to configure the number of monitors and the bezel dimensions of the profile.
- For detailed information, see , page 56.

Grid View

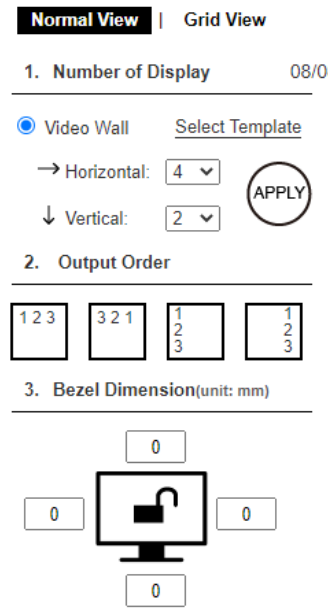


- In Grid View, the audio and video outputs are assigned by mapping the audio / video input on the vertical axis to the audio / video output on a horizontal axis.
- For detailed information, see , page 56.

4. (Optional) Click **Test** to apply your configuration without saving it.
5. To save your configuration, **click Save & Apply**, **Save**, or **Save As**.

Configuring Video Settings in Normal View

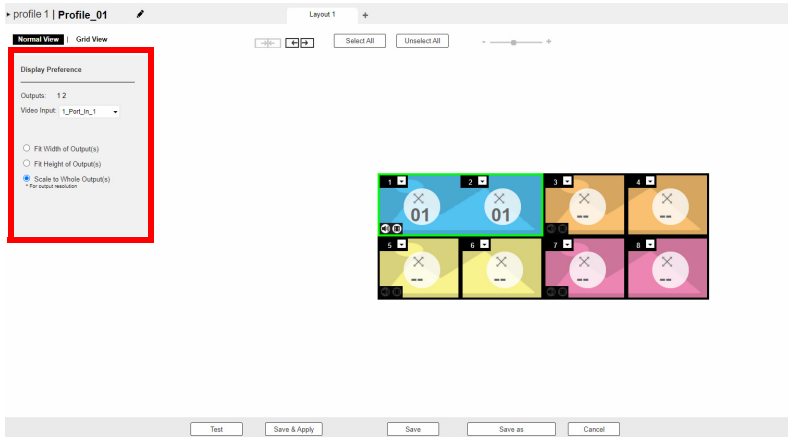
Profile Layout Settings



Option	Description
Number of Displays	Use the following controls to configure the layout type and the number of displays. ◆ **Video Wall:** Select this option for displays that are tiled together, where multiple monitors form one large screen – in various arrangements. ◆ **Select Template:** Click to open a window that allows you to select a predefined video wall layout. ◆ **Horizontal / Vertical:** Use these drop-down lists to select the number of displays that make up the video wall (a maximum of 64 are supported). Match this to the physical layout of the displays. **Note:** Click **Apply** to save the changes. A preview of the profile is shown on the right of the screen.
Output Order	Click any of the listed options to automatically assign output ports.
Bezel Dimension	Use the four boxes to increase / decrease the frame size for each active display.

Option	Description
Monitor Lock / Unlock 	Click the monitor icon to **Lock** the (4) bezel settings, so that when one size is changed they all change. Click the monitor icon to **Unlock** the (4) bezel settings, so that each size can be set independently.

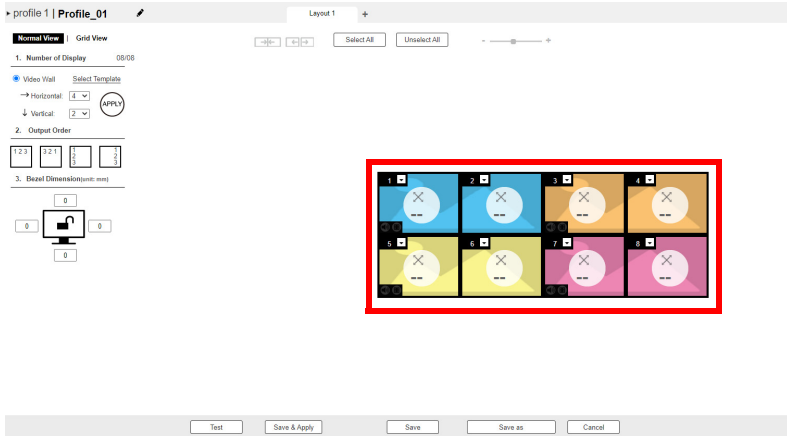
Display Preferences



Option	Description
Output	This indicates the selected displays.
Video Input	Click to select a video source for the output(s). The chosen video source (port number) is indicated at the center of the output(s) in the preview.
Radio Button	◆ **Fit Width of Output(s):** fits the video to the width of the display. ◆ **Fit Height of Output(s):** fits the video to the height of the display. ◆ **Scale to Whole Output(s):** fits the video on the entire display.

Video Wall Settings

Each icon represents an output port and the connected display. Use the icons to create Independent and Grouped outputs. **Independent** outputs will display video on a single monitor. **Grouped** outputs will display video across multiple monitors as one large screen,



- Click an icon to choose its **Output** and **Video Input** from the *Display Preference* menu (see page 56).
- Click multiple icons to Group Outputs (see *Grouping*, page 49) and choose the **Video Input** from the *Display Preference* menu.
- Use + next to **Display Layout _1** to create additional layouts under the same profile.
- Click **Select All** to select all outputs.
- Click **Unselect All** to unselect all outputs.
- Use the slidebar to zoom in and out of the display layout.
- On the *Top Bar* click:
  - to rename the profile
- Click **Test** to play current profile without saving.
- Click **Save & Apply** to save the profile and put it in the Play window (see page 54).
- Click **Save** to save the profile.
- Click **Save as** to save the profile as a different profile number.
- Click **Cancel** to discard changes and return to the Profile List.

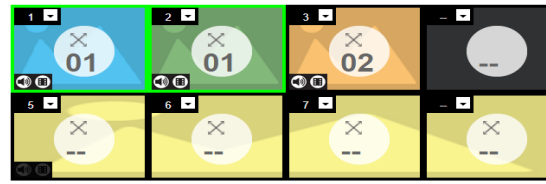
Null Input

Option	Description
Null Icon	Click Null Input icons to highlight icons in green and use the Display Preferences menu to set the video options (see , page 56). Select a **single** icon to set the **Output** and **Video Input** for an independent display (see *Independent Output*, page 48). Select **multiple** icons and set the **Video Input** to group displays as one screen (see *Grouping*, page 49). *You must first set the Output port for each icon*.
Drop-down Menu	Use the drop-down menu to select the Output port.

Independent Output

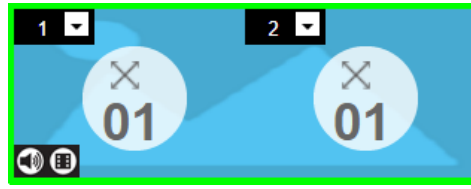
Option	Description
Independent Output	Independent Outputs are displays that have their own **Video Input** and **Output** selected. Independent Outputs: ◆ Display their own video ◆ Icons have their own color and Video Input Select an Independent Output and use the *Display Preferences* (page 56) menu select the **Video Input**.
Drop-down Menu	Use the drop-down menu to select the Output port.
Mute / Video 	Click the **speaker** icon to mute the audio on/off. Click the **video** icon to turn the video off/on.

Grouping



Option	Description
Grouping	Click multiple icons to Group Outputs (highlighted in green) and click →|← to group the displays into one screen*. Use the **Display Preferences** menu to select the **Video Input** for the group - each Output icon in the Group will appear with the same Video Input number and icon color (see *Grouping*, page 49). **Note:** Before grouping you must set the Output port for each icon.
Ungroup	Select a group and click ←|→ to ungroup the displays.

Group



Option	Description
Group	A **Group** (of Outputs) shares the same **Video Input** and displays the video together as one large screen. A Group of Outputs: ◆ Displays video across multiple monitors to form one screen ◆ Icons have the same color and Video Input number. ◆ Select a Group and use the *Display Preferences* menu to select the **Video Input**. ◆ To group outputs see *Grouping*, page 49.
Mute / Video 	Click the **speaker** icon to mute the audio on/off. Click the **video** icon to turn the video off/on.

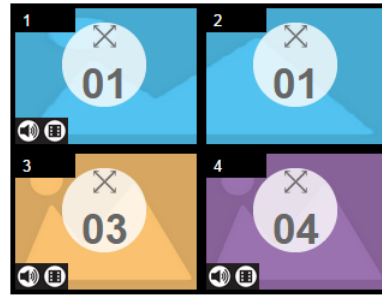
Video Wall Example 1

This example shows a video wall with 8 displays.

- This video wall has 1 **Group** and 4 **Independent** displays.
- Each *Group* and *Independent* Output has a unique color.
- The **Blue** Group will show video **Input 02** across all four displays as one large screen.
- The Independent displays will show the video from their own video **Input 3**, **4**, **5**and **6**.

Video Wall Example 2

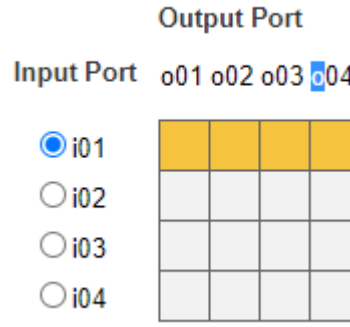
The example below shows a video wall with 4 displays.



- Each Group and Independent Output has a unique color.
- This video wall has 1 **Group** and 2 **Independent** displays.
- The Group will show **Video Input 01** across both displays as one large screen.
- The Independent displays will show the video from their own **Video Input –** 03 and 04.
- Add Display Layouts to create separate video walls (see , page 56).

Configuring Video Settings in Grid View

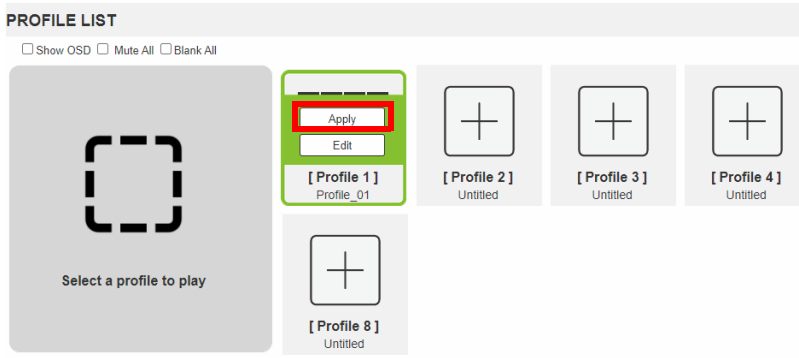
In a grid view, the audio and video outputs are assigned by mapping the audio / video input on the vertical axis to the audio / video output on a horizontal axis.



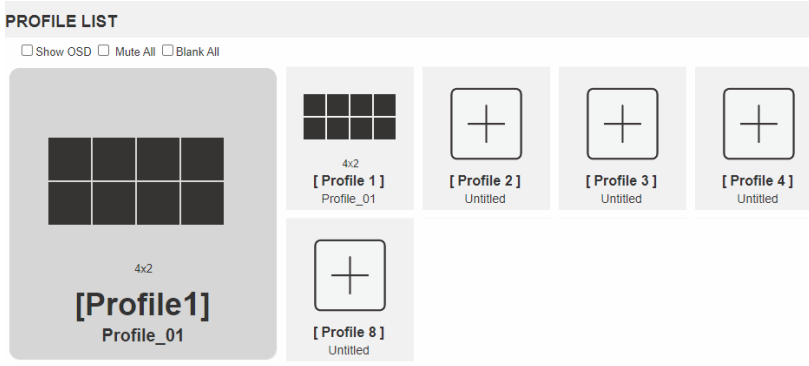
- From an *Output Port* column, click a box to select it's **Input Port**. The box will turn yellow.
- **Uncheck** an *Output Port* box to disable the video for that Output Port. The column will turn dark grey.
- **Check** an *Output Port* box to enable the video for that Output Port
- Click **Test** to play the current profile without saving.
- Click **Save & Apply** to save a profile and begin playing it.
- Click **Save** to save the profile.
- Click **Save as** to save the profile as a different profile number.
- Click **Cancel** to undo all unsaved changes.

Playing a Profile

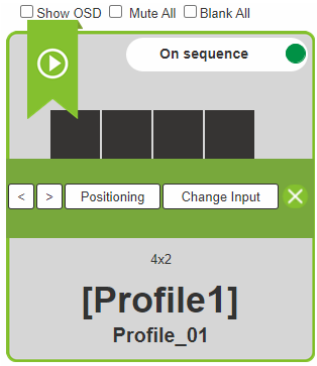
1. In the Profile List, locate the profile you wish to apply.
2. Click the profile and then click **Apply**.



3. The profile immediately applied and appears in the large **Play** window.



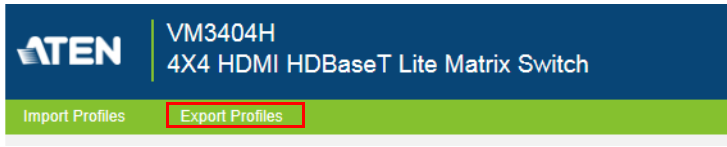
4. To adjust the played profile, click on the Play window. The following controls appear.



Option	Description
Show OSD	Check **Show OSD** to show the current connection status via OSD. When **Show OSD** is unchecked, the OSD will disappear.
Mute All	Check **Mute All** to mute the audio for all ports.
Blank All	Check **Blank All** to turn off the video to all displays.
	Click this icon to show a source assignment for this profile.
On Sequence	**On Sequence** appears when a profile schedule is playing.
<	Click < to go back to the previous profile in the sequence, when Profile Scheduling is in use. Only available with *On Sequence*.
>	Click > to advance to the next profile in the sequence, when Profile Scheduling is in use. Only available with *On Sequence*.
Positioning	Click **Positioning** to open a window that allows you to adjust the image position on each display. For Video Wall profiles, you can also set the Bezel Dimension, which is the frame thickness between each display.
Change Input	Click **Change Input** to change the input for single and grouped outputs, as explained on the next page.
	Click this icon to delete the profile.

Exporting a Profile

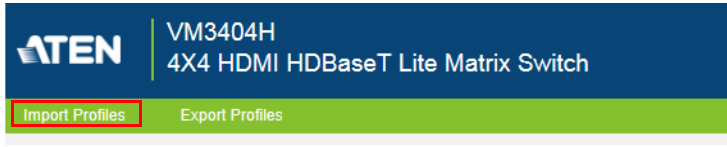
To export the VM3404H / VM3909H's connection profiles, click **Export Profiles** from the main screen. A configuration file starts downloading.



Importing a Profile

To import connection profiles to the VM3404H / VM3909H, do the following:

1. From the main screen, click **Import Profiles**.

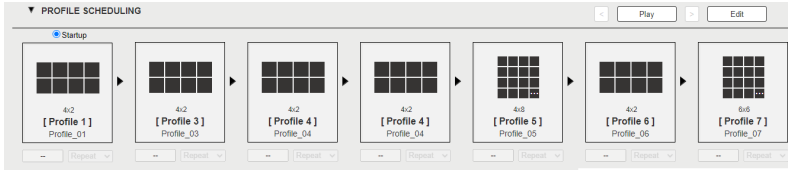


2. Browse to the configuration file, select it and click **Open**.

Note: Importing a connection profile database will overwrite the current profiles.

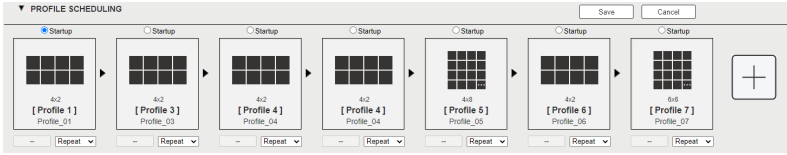
Profile Scheduling

You can create one or more profile playlists that play periodically on specified time frames.



Option	Description
Edit	Click to edit profile schedule.
Play	Click to play profile schedule.
Stop	Click to stop profile schedule. This option will only be available after you click Play.
< >	Click to change to next or previous profile when a profile schedule is playing.

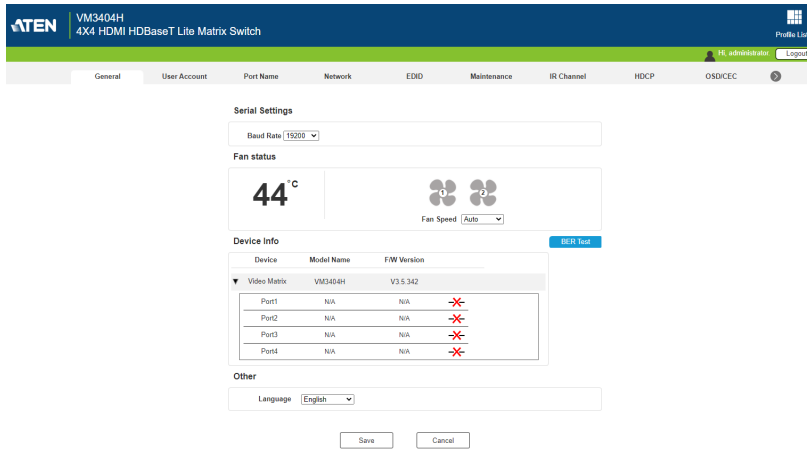
After selecting **Edit**, you will be presented with the following options.



Option	Description
	Click to add profiles to the schedule in the order to be played, left to right, then set the amount of time each profile plays.
	Click a profile for a pop-up menu to appear: ◆ Select **Startup** to use the profile as the starting point for the schedule. ◆ Click **Replace** to replace the selected profile with another profile. ◆ Click **Remove** to delete the profile from the schedule. ◆ Use **< >** to change the profile's position in the schedule.
	Use the drop-down menu to select the duration (Hours, Minutes, or Seconds) and enter the amount of time for the profile to play. After the time expires, the schedule switches to the next profile. Use **Repeat** to stop switching between schedules and stay on the currently selected profile. If **Repeat** isn't used, the schedule will loop back to the first profile. If **Repeat** is used, a specific number of hours, minutes and seconds cannot be set and later profiles will not be played.
Save	Click **Save** to save the schedule as it appears. After saving, the Profile Scheduling window will close. When a Profile Schedule is playing the *On Sequence* box will appear in the Play window.
Cancel	Click **Cancel** to discard changes and return to the Profile Schedule page.

System Settings

Click the *Settings* link from the Main page for the System Settings to open on the **General** page:



- The *General* page allows you to view and set Serial, Fan, Language and Baud Rate Settings. Here you can also view Temperature, Fan and Slot Information.
- The *User Account* page allows you to add and edit user accounts.
- The *Port Name* page allows you to name each input and output port.
- The *Network* page allows configuration of the network settings.
- The *EDID* page is used to set the EDID modes.
- The *Maintenance* page is for upgrading the device's firmware.
- The *IR Channel* page allows you to set the IR and channel settings*.
- The *HDCP* page lets users view and set HDCP key settings.
- The *OSD/CEC* page allows users to control port OSD and CEC settings.
- The *Video* page allows users to set Seamless Switch™ options which determine how a display performs when the input port is changed.
- The *Read Status* allows users to read the system status.
- Click **Profile List** to return to the Main page.

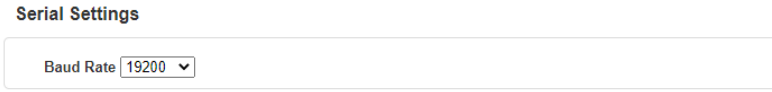
General

The General page has three sections: Serial Settings, Fan Status, Device Info, and Other.

Serial Settings

- Use the Baud Rate drop-down menu to select a serial port settings.

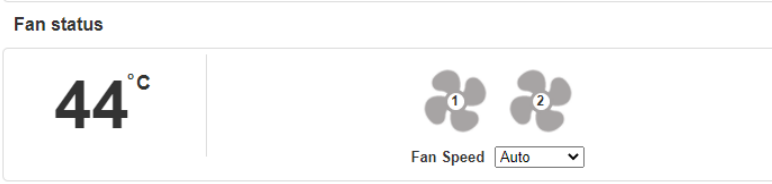
Options include: 9600, 19200, 38400, and 115200.



Fan Status

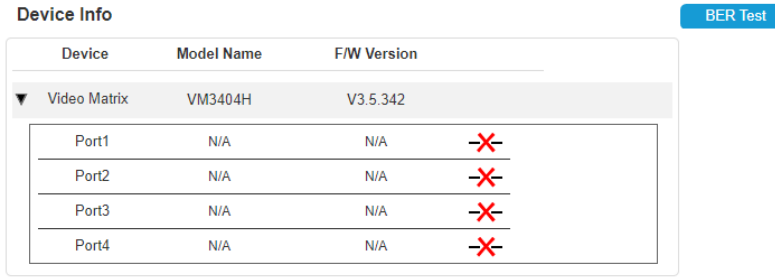
- This section displays the internal temperature and status of the cooling fans.
- Fans rotate to indicate they are working.*

Note: Use the drop down menu to select fan speed: Auto, High, Medium and Low.If the fans have stopped working or are switched off, they will appear as follows. The fan module will then need to be replaced or reset.



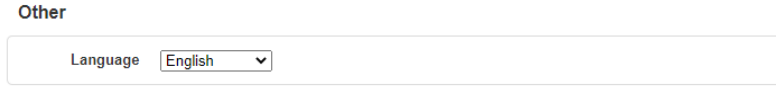
Device Info

- This section lists the Video Matrix ports, Model Name, Firmware Version, and connection status.



Other

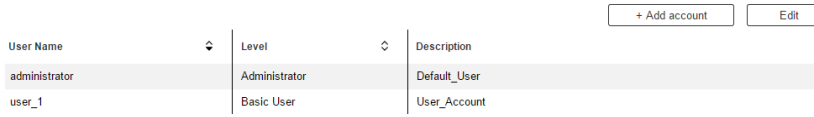
- Use the **Language** drop - down menu to select a preferred user interface language.
  - Options include: English, French, German, Italian, Japanese, Portuguese, Russian, Spanish, Simplified Chinese, and traditional Chinese.
-



User Account

The *User Account* page lets you add, edit, or delete users and change the password for accessing the VM3404H / VM3909H's GUI.

Note: This is an Administrator only function.



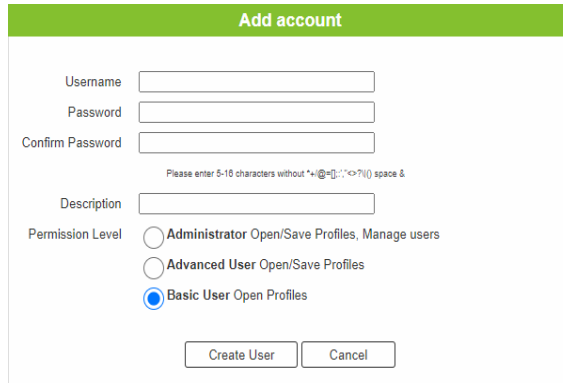
- **+ Add account** – Click the *Add account* button to add another user to the list. The VM3404H / VM3909H supports up to 32 users at one time (see page 61 for more details).
- **Edit** – Click the *Edit* button to change user information. This option allows an Administrator to edit individual accounts.

- Edit – Click to rename the user account, set the password, add a description, and set the user's permission level (see page 62 for more details).
- Delete – Removes the user account.

- The default username and password are: administrator/password.

+ Add Account

Use the Add Account / Edit buttons to create a user account, set the user's password, add a description, and set the user's permission level (see , page 61) when accessing the VM3404H / VM3909H's GUI.



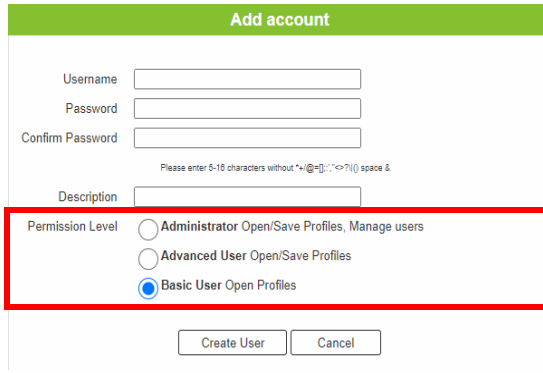
- Fill in a username or edit an existing one.
- Enter a password and re-type the password to confirm.

Note: Usernames and passwords accept multi-lingual characters, and must be 5–16 alphanumeric characters (excluding :;=[]+=/?\|). Passwords are case sensitive. Usernames only support lower case letters.

- Add or edit the description for the user.
- Select the permission level that you want to grant the user (see page 62).
- Click **Create User** to save the data.
- Click **Cancel** to discard the changes and exit.
- If a user is logged into the VM3404H / VM3909H's GUI, their user settings cannot be edited, and the fields in this screen are grayed out.

Permission Level

At the bottom of the New/Edit User page is the permission section, which is used to set a user's permission level.

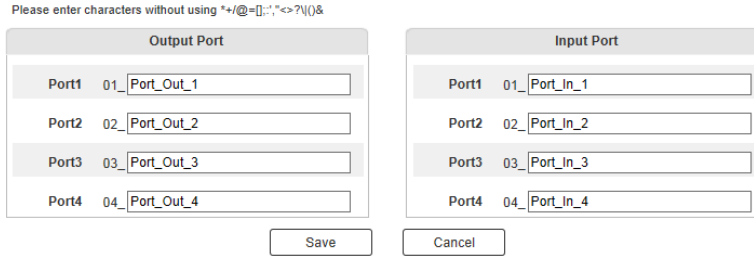


The three available permission levels are as follows:

- **Administrator** – this level provides full access and control of the VM3404H / VM3909H, in addition to full User Management privileges.
- **Advanced User** – this level provides full access and control with no User Management privileges.
- **Basic User** – this level only provides basic functions (connections and open profiles).

Port Name

The *Port Name* page lets users name the Input and Output ports for easy identification.

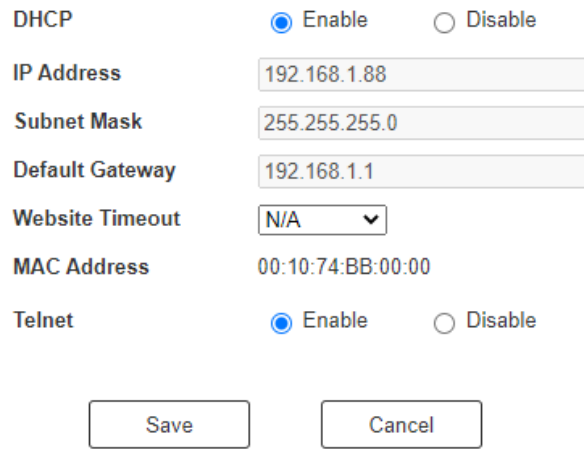


- To name an Input/Output port, enter a descriptive name of up to 16 characters (including 0-9, a-z, A-Z, _, -) in the corresponding field.
- To change an Input/Output port's name, enter another value and click **Save.**
- Click **Cancel** to reset all stored names.

Note: The Input and Output port names can be the same.

Network

The *Network* page lets you configure the VM3404H / VM3909H's IP settings for connecting to it via the web GUI, and enable/disable Telnet.



Enable DHCP to allow the DHCP server to assign an IP address to the VM3404H / VM3909H. Select **Disable** to enter your own static IP address settings for the device.

Click **Cancel** to use the following default values:

- IP Address – **192.168.0.60**
- Subnet Mask – **255.255.255.0**
- Default Gateway – **192.168.0.1**
- Website Timeout* – N/A, 5, 10, 30, 60 minutes
- Telnet enabled (checked)

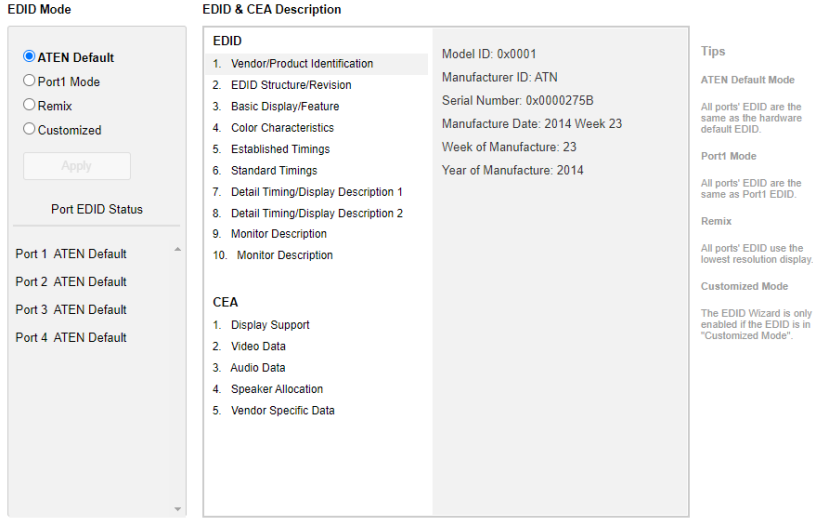
Enter the values, then click **Save**. Changes may take a few seconds and after refreshing the page automatically redirects you to the IP address specified.

---

* This option controls how long an inactive web connection stays logged into the VM3404H / VM3909H. Any changes will take effect immediately. The default setting is 5 minutes.

EDID Settings

The *EDID Setting* page lets users view and select an EDID Mode so that the VM3404H / VM3909H can use the best resolution for its display(s).

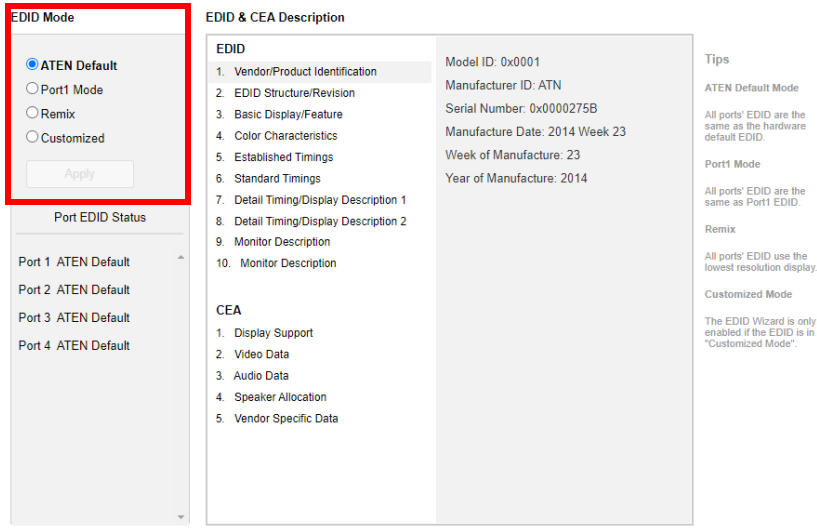


Note: The EDID Mode can also be selected via the Front Panel pushbuttons – see *LCD Menu Organization*, page 21.

Extended Display Identification Data (EDID) is a data format that contains a display's basic information and is used to communicate with the video source/ system.

EDID Mode

In the left panel of the page, users can select a pre-configured EDID Mode using the **EDID Mode** radio buttons.



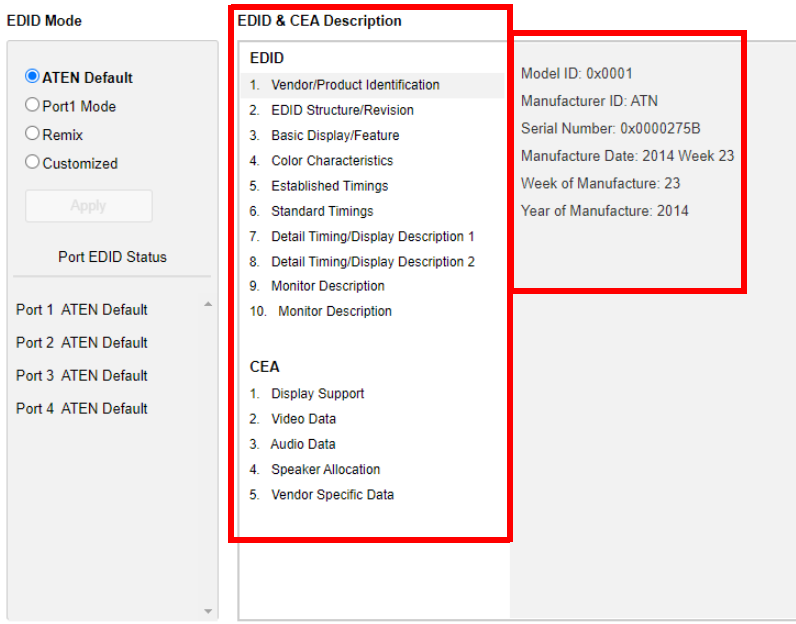
Select the EDID Mode to use and click **Apply**. The VM3404H / VM3909H uses the settings configured for that EDID mode.

Options are:

- **ATEN Default**: All ports' EDID are the same as the hardware default EDID.
- **Port 1 Mode**: All ports' EDID are the same as Port1's EDID.
- **Remix**: All ports' EDID use the best display resolution.
- **Customized**: See Customized Mode, see page 68.

EDID & CEA Description

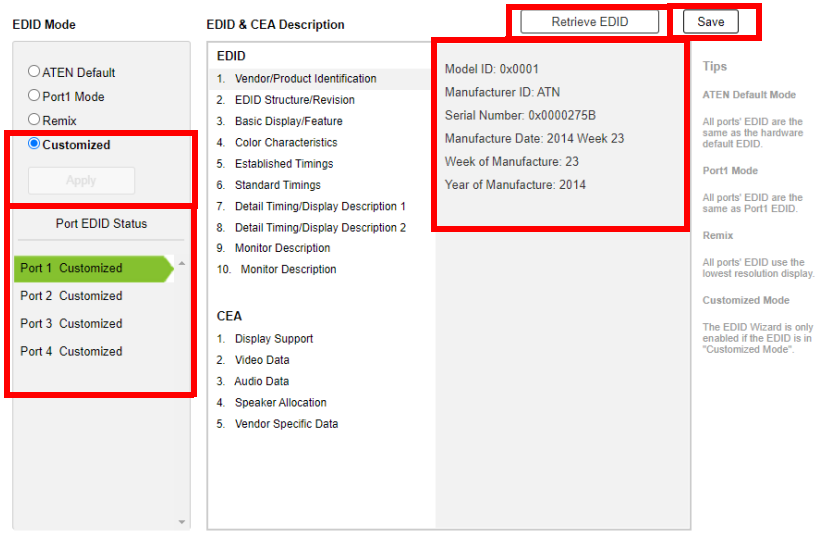
The right panel of the screen lets users view the configuration of the *EDID* and *CEA* Modes selected:



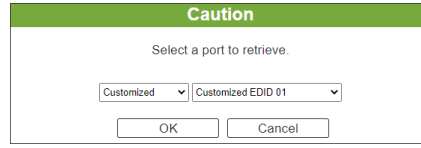
- From the left column, click the option that you want to view and/or edit. There are two categories: **EDID** (Extended Display Identification Data) and **CEA** (Consumer Electronics Association).
- When you highlight the menu items on the left column, the right column displays the current settings for the corresponding EDID configuration. Some of the screens are read-only.
- See *EDID Settings*, page 65 for more information on these two columns.

Customized Mode

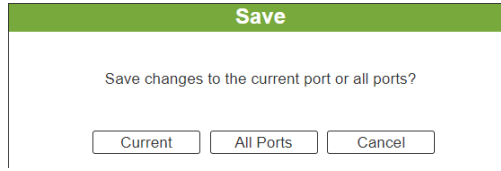
Use the *Customized* Mode to automatically retrieve and save the EDID settings of a connected monitor/display device to an input source port.



- In the left-most panel of the page, select **Customized** from the *EDID Mode* section and click **Apply.**
- **Port EDID Status**: Select which input source port you want to store the EDID configuration (01–16).
- **Retrieve EDID**: Click and a pop-up window appears to retrieve the EDID settings of a stored EDID configuration: *Customized EDID 01-16*, *Display Port* or *ATEN Default*. Select the port to retrieve:



- The right panel displays a summary of the acquired EDID settings that you can edit. Click **Save** and select the configuration for the **Current Port** or **All Ports** for the duration of the session.



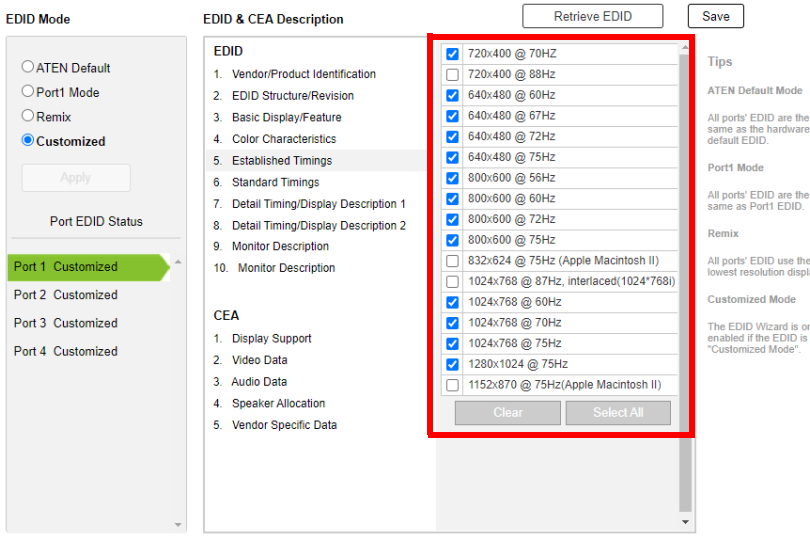
Customized EDID Parameters

The EDID structure is comprised of 128 bytes in total – each heading shown in the left column corresponds to a specific number of bytes.

The pages for the pre-configured EDID Modes (Port 1, Default and Remix) cannot be edited. The pages for the Customized EDID, which can be edited, are discussed in the proceeding sections:

Established Timings

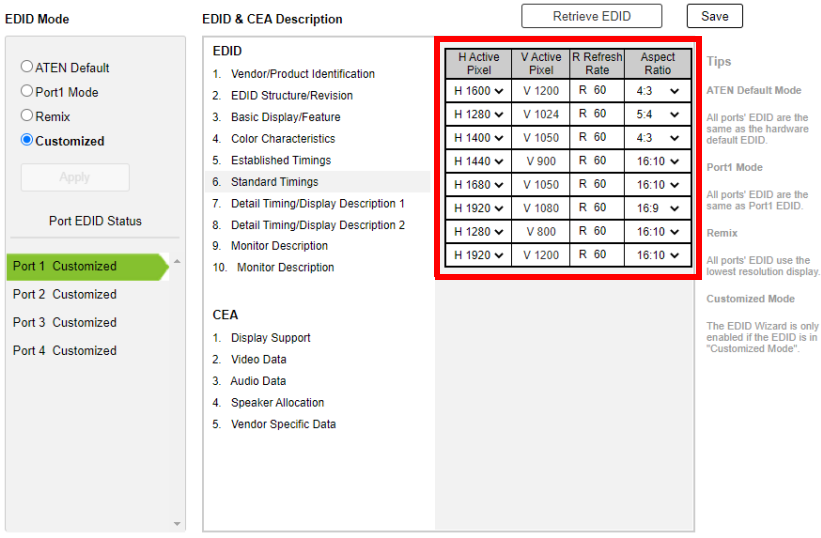
This page lists video resolutions/timings that display devices can support.



- Select the resolution(s) you want to use for the attached monitor/ display device.
- Click **Clear All** to deselect all the items.
- Click **Select All** to check all the items.
- Click **Save** to apply the changes.

Standard Timings

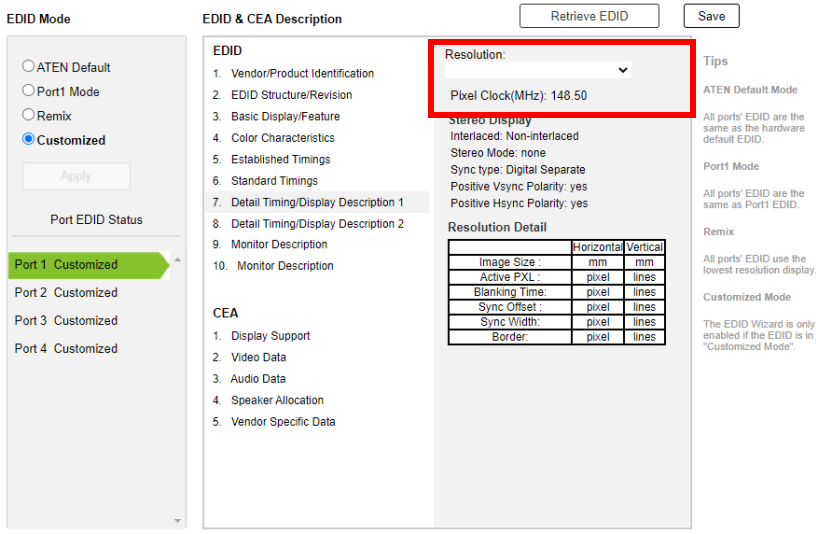
This page shows eight resolutions/timings that display devices can support in addition to those listed in the Established Timings page.



- Select the *H Active Pixel* from the drop-down menu.
- Select the *Aspect Ratio* from the drop-down menu.
- Click **Save** to apply the changes.

Detail Timing / Display Description

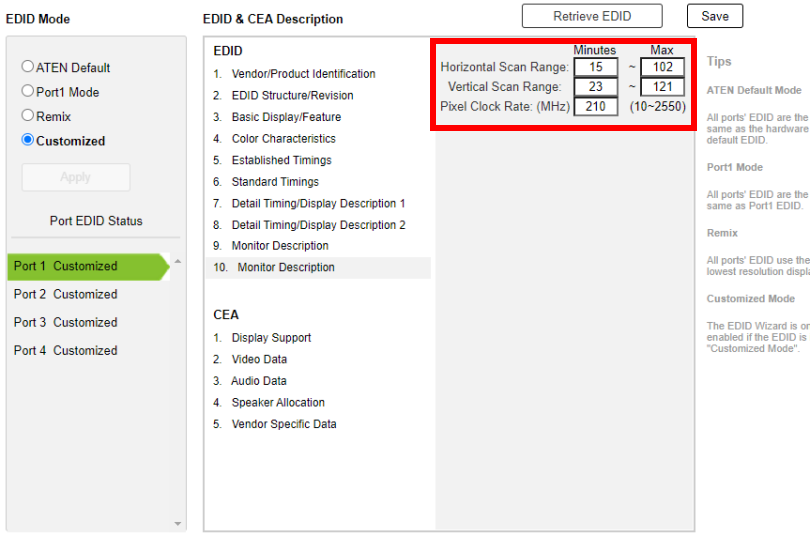
This screen gives more video resolution options, and provides resolution/ timing details.



In the drop down menu, choose a resolution with values that fit the attached monitor/display device and click Save.

Monitor Description

This screen lets you specify the viewing specifications, namely horizontal and vertical scan ranges and pixel clock rate, of your monitor/display device.



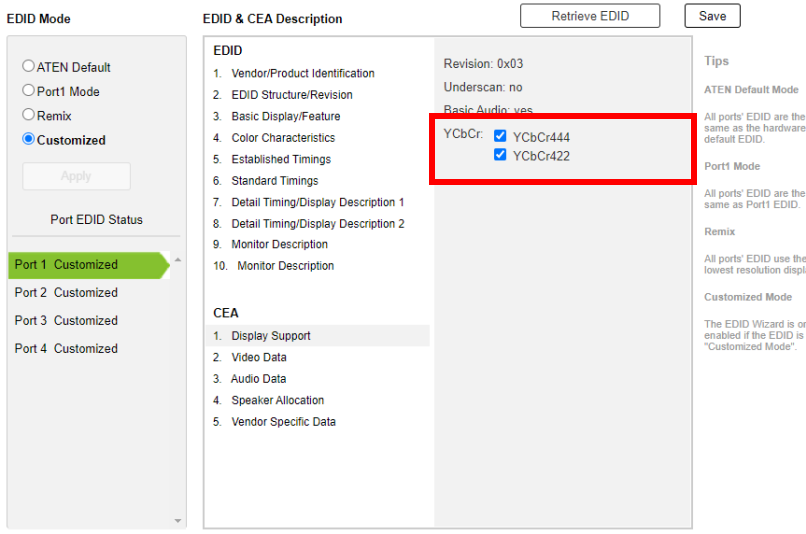
Enter the values that correspond to your device and click **Save** to apply the changes.

CEA Settings

CEA is an extension data of the EDID structure, which further extends the standard definitions of EDID to support advanced features of monitors/display devices.

Display Support

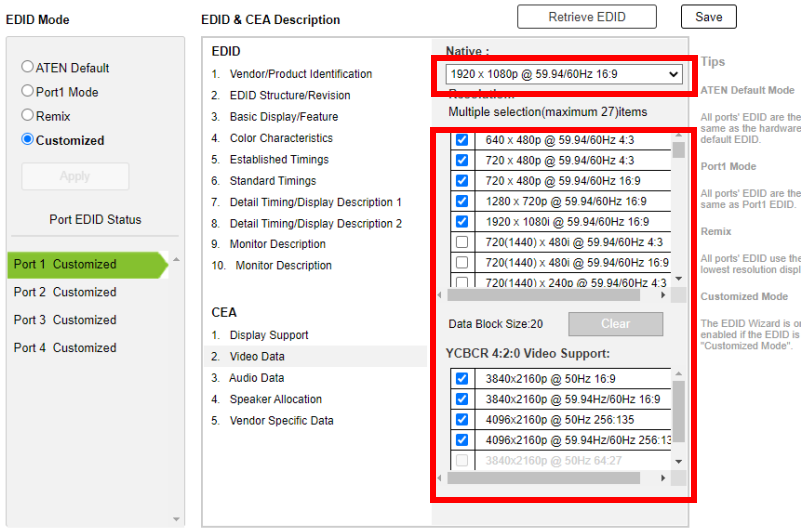
This screen describes the display's basic digital components.



Select the YCbCr mode applicable to your display and click **Save**.

Video Data

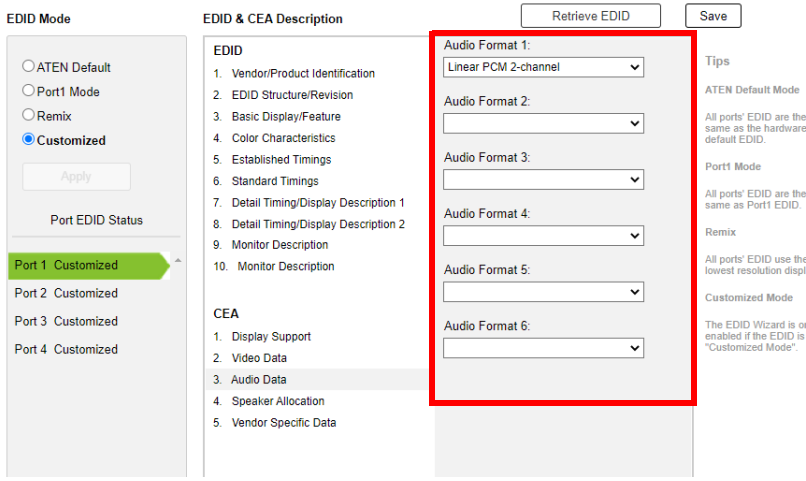
This screen lists additional video resolution/timing displays that may be supported by other devices, other than PC monitors (for example, 1080i).



- Select the native resolution of the attached display device.
- Select the resolutions that work with the attached monitor/display device.
- Click **Clear All** to deselect all the items.
- Click **Save** to apply the changes.

Audio Data

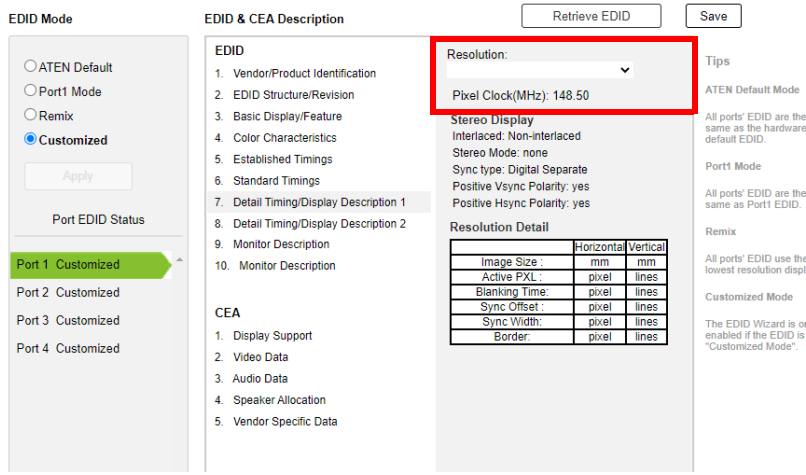
This screen lets you select advanced audio configurations for your device.



Use the drop down menu to select the **Audio Format** (1~6) applicable to your audio output device, and click **Save** to apply the changes.

Detail Timing / Display Description

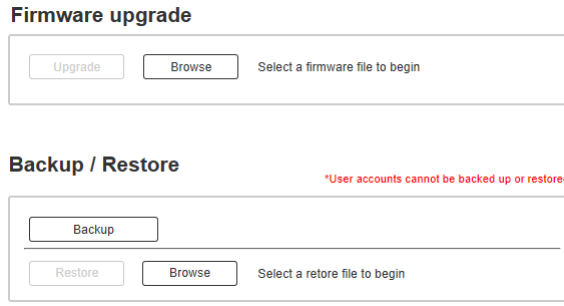
This screen gives more video resolution options, and provides resolution/ timing details (in addition to those specified in the EDID structure).



In the **Resolution** drop down menu, choose a resolution with values that fit the attached monitor/display device and click **Save**.

Maintenance

The *Maintenance* page lets users upgrade the VM3404H / VM3909H's firmware and back up or restore system settings. This is an Administrator only function.



To upgrade the VM3404H / VM3909H's firmware, do the following:

1. Use the **Browse** button to locate the firmware upgrade file. Make sure you have the correct file saved on your PC.
2. Click **Upgrade** to begin the upgrade procedure.

Note: After updating the firmware, it's recommended that you clear your web browser's cache and then close and reopen the web browser. This will ensure the GUI refreshes and functions properly.

To back up the VM3404H / VM3909H's system settings, do the following:

1. Click **Backup**. A configuration file will then begin downloading.

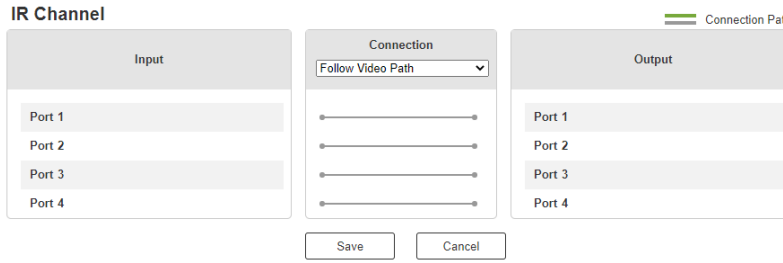
To restore the VM3404H / VM3909H's system settings, do the following:

1. Use the **Browse** button to locate the configuration file. Make sure you have the correct file saved on your PC.
2. Click **Restore** to begin the restoration procedure.

Note: User accounts cannot be backed up or restored.

IR Channel

This page allows users to view the IR channel path, and have the ability to configure the IR Channel signal path. Either one to all, or to individual ports.

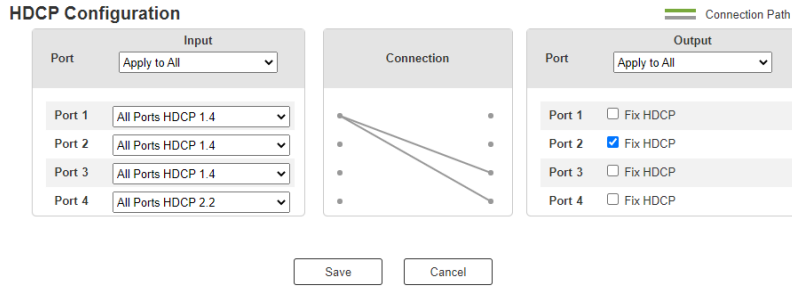


- **Connection**: Sets the connection path for the IR signal.
  - Use the drop-down menu to select *Broadcast (1-All)* to broadcast the signal from one port to all ports.
  - Use the drop-down menu to follow video path.
- **Individual Paths:** Set the connection for the IR signal Individual Paths.
  - Click the preferred input port, and then the output port to set the individual path.
  - When both ports are selected, the Individual Path will appear on the display.

Click **Save** to save the settings. Click **Cancel** to revert to the default settings.

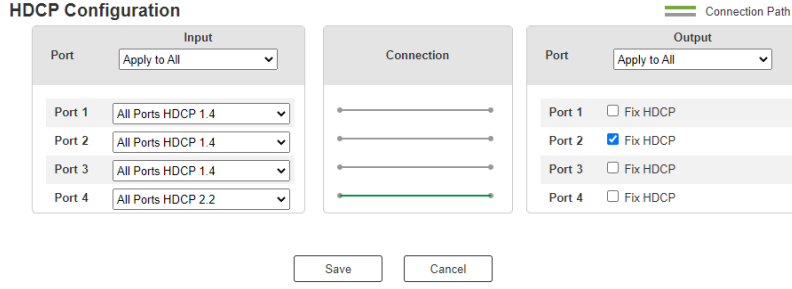
HDCP

The HDCP page lets users view and set HDCP key settings for digital copy protection and to ensure Seamless Switching between different devices. This is an Administrator and Advanced User only function.



Input

Here users can select whether port content is HDCP 1.4 or non-HDCP enabled, either individually or by applying one setting to all ports.



Connection

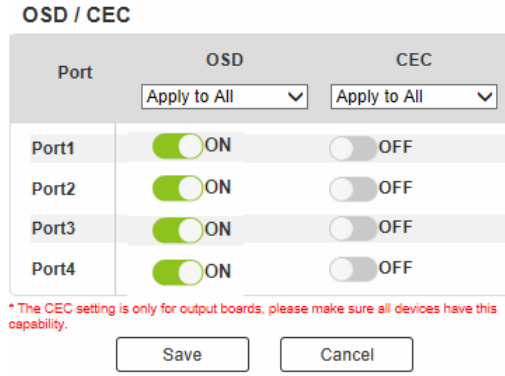
Here users can find a visual display of connection paths between inputs and outputs. When selecting an input, its path is displayed in green.

Output

Here users can define whether or not HDCP settings are fixed, either by individual port or by applying one setting to all ports. By prearranging and fixing keys, this setting ensures that Seamless Switching is possible even when switching between HDCP and non-HDCP enabled devices.

OSD/CEC

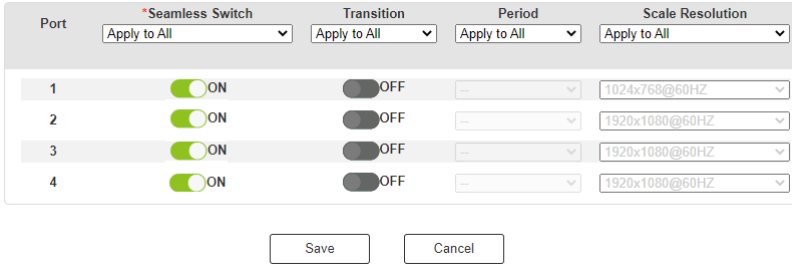
The OSD/CEC page lets users view and set OSD and CEC settings for all ports.



- **OSD**: Sets the default OSD option for the port. When OSD is on, real-time text updates appear on the display for 10 seconds when configuration and port changes are made to its output.
  - Use the drop-down menu to apply options to all ports, or ON/OFF button to enable/disable the OSD for each port.
- **CEC**: Consumer Electronics Control (CEC) allows interconnected HDMI devices to communicate and respond to one remote control.
  - Use the drop-down menu to apply options to all ports, or On/Off button to enable/disable CEC for a port.
- Click **Save** to save the settings or **Cancel** to exit without saving the settings.

Video

The Video page allows you to set Seamless Switch options which determine how a display performs when an Input port is changed.



The *Transition*, *Period* and *Scale Resolution* apply only when Seamless Switching is on.

- **Seamless Switch**: Turning *Seamless Switch* on removes the video distortion and delay seen when an input port is switched.
  - Use the drop-down menu to apply options to all ports, or the On/Off button to enable/disable Seamless Switching per port.
- **Transition**: Allows you to fade the video display when the Input port is changed. Use the period option to set the fade speed.
  - Use the drop-down menu to apply options to all ports, or On/Off button to enable/disable Transition per port.
- **Period**: Sets the fade speed for the Transition option.
  - Use the drop-down menu to apply an option (*Slow*, *Normal*, or *Fast*) to all ports, or lower drop-down menus to apply options per port.
- **Scale Resolution**: Forces the port to scale the video displayed to the selected resolution. Use the top drop-down menu to apply an option to all ports, or use the lower drop-down menus to apply options per port. Options are:

  560x360@60HZ
  720x576@50HZ
  768x480@60HZ
  1024x768@60HZ
  1280x720@50HZ(720p)
  1280x720@60HZ(720p)
  1920x1080@30HZ(1080p)

1280x800@60HZ
1280x1024@60HZ
1366x768@60HZ
1400x1050@60Hz
1600x900@60HZ
1600x1200@60HZ
1920x1200@60HZ
1920x1080@50HZ(1080p)
1920x1080@60HZ(1080p)

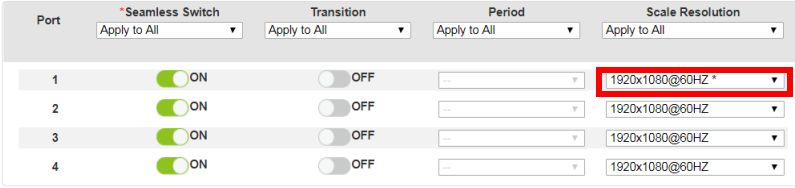
- Click **Save** to save the profile or **Save as** to save as a different profile number.
- Click **Cancel** to undo all unsaved changes.

Customized Resolution

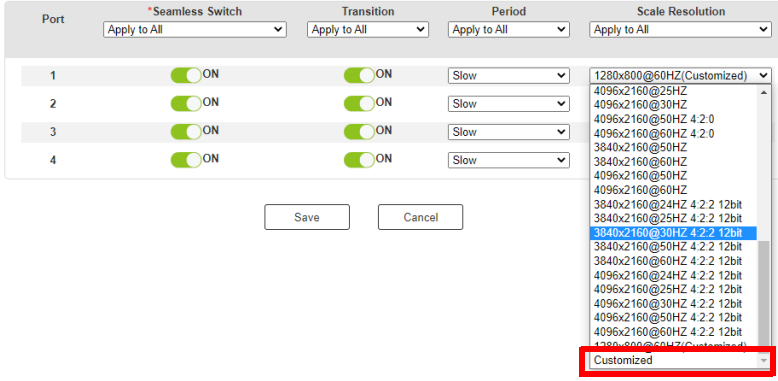
Use the **Customized Resolution** to define an unique video resolution for your VM3404H / VM3909H. To set a customized resolution on your Seamless Switch™, follow the steps below.

Note: This function is only supported on VM3404H / VM3909H with VE816R, and the supported resolutions may vary depending on its bandwidth and limitations.

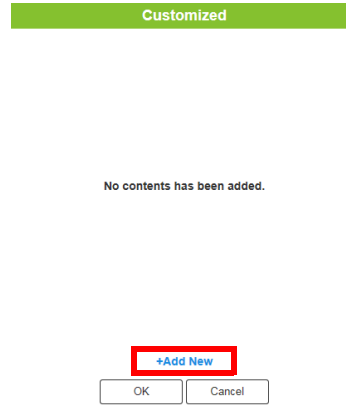
1. Choose a port that you wish to define an unique video resolution to.



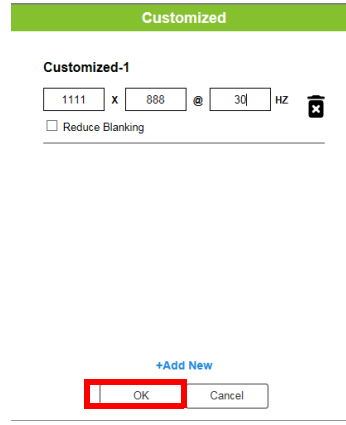
2. Use the drop-down menu and select **Customized**.



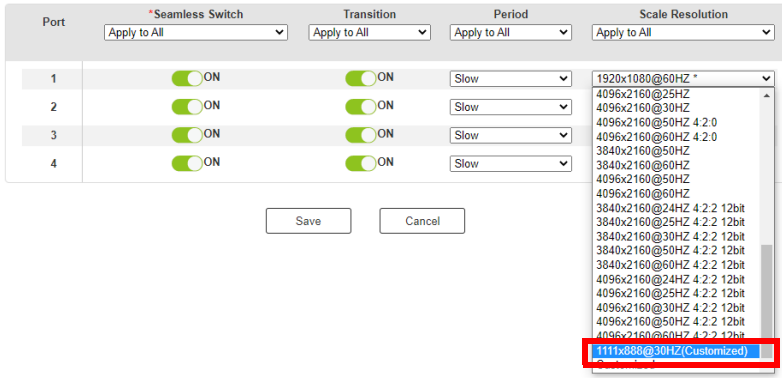
3. Click +Add New.



4. Define your resolutions and click **OK**. Click to remove the customized resolution. To reduce blanking, check the Reduce Blanking checkbox.



5. Use the drop-down menu to select your pre-defined video resolution.



Read Status

The Read Status page allows user to read the system status such as system network, device info, video connection, CEC and OSD configurations, and output resolution.

System Network

IP Address	192.168.1.88
Sub Mask	255.255.255.0
Gateway	192.168.1.1
MAC Address	00:10:74:BB:00:00
IP Assign	DHCP

Device Info

FW Version	V3.5.342 May 28 2021 12:45:22
FPGA SYS Version	V010
EP Version	1.1.101
Panel FW Version	V10R073

Video Connection

Output	1	2	3	4
Input	-	-	1	1

CEC

Output	1	2	3	4
Setting	X	X	X	X

OSD

Output	1	2	3	4
Setting	O	O	O	O

Output Resolution

Output	1	2	3	4
Reso	1920x1080@60HZ	1920x1080@60HZ	1920x1080@60HZ	1920x1080@60HZ

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Chapter 5
Mobile Control

Overview

The VM3404H / VM3909H supports Video Matrix Control App, a free mobile app that allows you to switch profiles, audio inputs and video inputs, and also reminds you when any new firmware is available, all through a local area network to which the target VM3404H / VM3909H is connected. This mobile application is especially useful for profile and AV source switching when you do not have access to the VM3404H / VM3909H's front panel or the web interface.

The Video Matrix Control App

Requirements

- Make sure your mobile device uses a supported version of the mobile operating system listed below before installing the app.

Mobile Operating System	Supported Version
iOS	12.0 or later
Android	8.0 or later

- The VM3404H / VM3909H needs to be connected to a local area network via the Ethernet port.

Installation and Connections

To install the Video Matrix Control App on a mobile device, do the following:

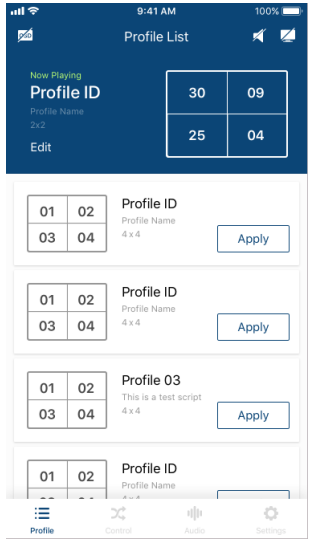
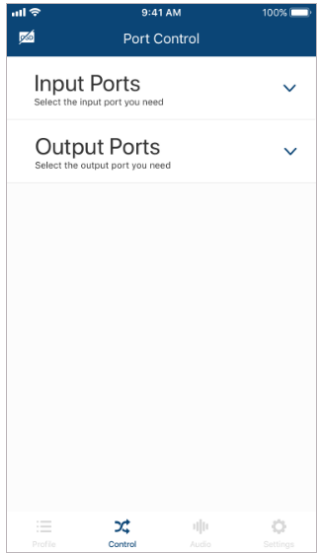
1. From the mobile device, tap the **App Store** or **Google Play** icon.
2. In the search box, type “Video Matrix Control App”.
3. Tap Video Matrix Control App and then download and install the app.
4. Tap the app icon.
5. Follow the on-screen instructions to connect to the target VM3404H / VM3909H device by scanning the network, selecting from connection history, or specifying the device IP address and password.

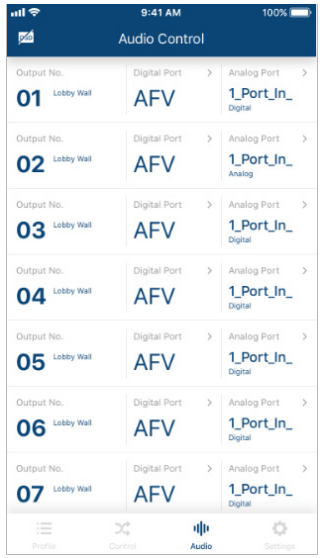
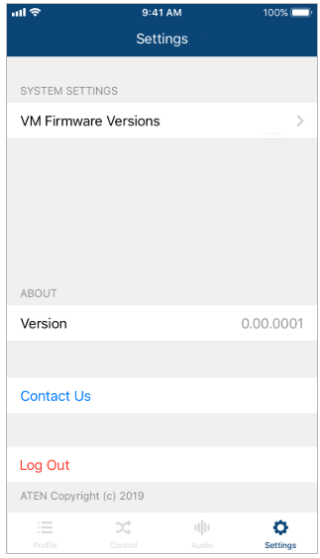
Note:

- The Video Matrix Control App is designed to control one VM3404H / VM3909H device at a time.
- If you cannot find the VM3404H / VM3909H device, make sure that the VM3404H / VM3909H is connected to LAN and that the app is connected to the same LAN and then try again.

The Control Interface

The functions in the Video Matrix Control App are categorized into four tabs – **Profile**, **Control**, **Audio**, and **Settings**. See the table below for an overview of each tab.

Control Interface	Description
	In the **Profile** tab, you can switch profiles for display or change the video input for the profile that is playing. **Note:** ◆ The Video Matrix Control App can not be used to create profiles. Before using the app, make sure to create the profiles you need via the web interface. For details, see *From the Profile List, click from an empty profile. This window appears.*, page 40. ◆ Any configuration change made to a profile via Video Matrix Control App is only effective while the profile is being played and will not be saved to the VM3404H / VM3909H unit. ◆ Previews of input assignment, as indicated by input numbers in the control interface on the left, are not supported for VM0404HB, VM0808HA, and VM0808HB.
	In the **Control** tab, you can instantly switch video inputs for each of the output.

Control Interface	Description
	In the **Audio** tab, you can specify the audio input for the digital and analog outputs of the VM3404H / VM3909H. **Note:** The fields available in this tab may vary for the connected device.
	In the **Settings** tab, you can look up notification for system firmware upgrades, the current app version, and technical support contact, or log out of the app.

Chapter 6
CLI Commands

Overview

The VM3404H / VM3909H can be configured and controlled via RS-232 or Telnet commands when connected to a host computer or other device, such as a control system. This chapter provides information on how to connect to the VM3404H / VM3909H via RS-232/Telnet and command syntax.

Connecting to the Matrix Switch via Telnet

To establish a Telnet session with the VM3404H / VM3909H, do the following:

1. Connect a host computer or control system to a shared network with the VM3404H / VM3909H.
2. Open a command-line interpreter program from your computer.
3. In the command-line interpreter, type the VM3404H / VM3909H's IP address in the following way:

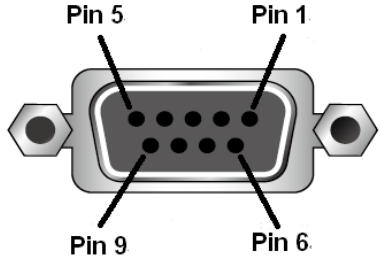
   ```
   telnet [IP address]:23
   ```

4. Press **Enter**. The login screen appears.
5. At the login prompt, type the login username and password for the VM3404H / VM3909H.
6. When a session is established with the VM3404H / VM3909H, you can control and configure the VM3404H / VM3909H via RS-232 commands. For more information on commands, see *Commands*, page 93

Connecting to the Matrix Switch via RS-232

You can control and operate the VM3404H / VM3909H using a high-end controller or PC. To connect to the VM3404H / VM3909H via RS-232, do the following:

1. Connect the RS-232 serial port on the VM3404H / VM3909H to the RS-232 serial port on your computer using a 9-wire straight cable, with only pin 2 to pin 2, pin 3 to pin 3, and pin 5 to pin 5 connected.



Pin	Description
1	Not connected
2	RXD
3	TXD
4	Not connected
5	GND
6	Not connected
7	Not connected
8	Not connected
9	Not connected

2. The controller's serial port should be configured as follows:

RS-232 Protocol	
Baud Rate	19200
Data Bits	8
Parity	None
Stop Bits	1
Flow Control	None

3. When a session is established with the VM3404H / VM3909H, you can control and configure the VM3404H / VM3909H via RS-232 commands. For more information on commands, see *Commands*, page 93.

Verification

After entering a command, a verification message appears at the end of the command line as follows:

- **Command OK** - indicates that the command is correct and successfully performed by the switch
- **Command incorrect** - indicates that the command has the wrong format and/or values.

Commands

After connecting to the VM3404H / VM3909H via Telnet or RS-232, you can operate the system using the following commands.

Switch Port Command

The Switch Port command allows you to switch ports on the VM3404H / VM3909H.

The formula for the Switch command is as follows:

Command + Input + Number + Output + Number + Control + [Enter]

1. For example, to switch input port 02 to output port 05, type:

   sw i02 o05 [Enter]

2. To switch output port 04 to the next port, type:

   sw o04 + **[Enter]**

3. To turn off video output on port 03, type:

   sw o03 off [Enter]

The following tables show the possible values for the **Switch Port** command:

Command	Description
sw	Switch command

Input Command	Description
i	Input command

Port number	Description
xx	01-09 port

Output Command	Description
o	Output command

Port number	Description
yy	01-09 port
*	All output ports

Control	Description
on	Turn on the display
off	Turn off the display
+	Next Port
-	Previous Port

Note: 1. By default, input port 01 is tied to output port 01; input port 02 is tied to output port 02; and so on until port 09 (i.e., o01 i01, o02 i02).

2. Each command string can be separated with a space.

3. The **Port Number** can be skipped, and the default value will be used.

The following table lists the available Switch Port commands:

Command	Input Command	Input Port	Output Command	Output Port	Control	Enter	Description
sw	i	xx	o	yy *		[Enter]	Switch Input Port xx to Output Port yy (xx:01~09; yy:01~09, *)
sw			o	yy *	on off	[Enter]	Turn on Output Port yy Turn off Output Port yy (yy:01~09, *)
sw			o	yy *	+ -	[Enter]	Switch Output port yy to next Output port. Switch Output port yy to previous Output port. (yy:01~09, *)

EDID Mode Command

Extended Display Identification Data (EDID) is a data that contains a display's basic information and is used to communicate with the video source.

The formula for the EDID command is as follows:

Command + Control + [Enter]

1. For example, to use the Port1 EDID mode, type:

   edid port1 [enter]

The following tables show the possible values for the **EDID** command:

Command	Description
edid	EDID Mode command

Control	Description
port1	Implement the EDID of the connected display to Port 1, and pass it to the video source.
remix	Implement the EDID of each connected display according to its connection when the VM3404H / VM3909H is first powered on, or immediately after selecting the Remix option.
default	Implements ATEN's default EDID. (default)
custom	Implements the customized mode as set in the EDID system settings. (See *Customized Mode*, page 68)

Note: Each command string can be separated with a space.

The following table lists the available EDID commands:

Command	Control	Enter	Description
edid	port1	[Enter]	The EDID from Port 1 is passed to the video source.
edid	remix	[Enter]	The VM3404H / VM3909H implements the EDID of each connected display according to its connection when the VM3404H / VM3909H is first powered on, or immediately after selecting the Remix option.
edid	default	[Enter]	ATEN's default EDID is passed to the video source.
edit	custom	[Enter]	Implements the customized mode.

CEC Command

Consumer Electronics Control (CEC) allows interconnected HDMI devices to communicate and respond to the same remote control.

The formula for the CEC command is as follows:

Command + Output + Number + Control + [Enter]

1. For example, to enable the CEC function on output port 1, type:

   cec o01 on [enter]

The following tables show the possible values for the **CEC** command:

Command	Description
cec	CEC command

Output Command	Description
o	Output command

Port number	Description
yy	01-09 port (default is 01)
*	All output ports

Control	Description
off	Disable CEC (default)
on	Enable CEC

Note: Each command string can be separated with a space.

The following table lists the available CEC commands:

Command	Output	Output Port	Control	Enter	Description
cec	o	yy *	off	[Enter]	CEC off for output port yy (default) (yy:01~09, *)
cec	o	yy *	on	[Enter]	CEC on for output port yy (yy:01~09, *)

Scaling Command

The Scaling command allows you to set a resolution for scaling the display connected to an output port.

The formula for the Scaling command is as follows:

Command + Output + Number + Address + Number + Horizontal resolution + Number + Vertical Resolution + Number + [Enter]

1. For example, to turn scaling off for output port 02, type:

   scaling o02 off [Enter]

2. To set the scaling for output port 04 to 1920x1080@60Hz, type:

   scaling o04 1080p [Enter]

3. To set the scaling for all output ports to the connected display's native resolution, type:

   scaling o* native [Enter]

The following tables show the possible values for the **Scaling** command:

Command	Description
scaling	Scaling command

Output Command	Description
o	Output command

Port Number	Description
yy	01-09 port
*	All output ports

Control	Description
off	Turn off the scaling function (by pass mode)
native	Map display's native resolution for scaling (default)
1080p	Scale to 1920x1080@60Hz
720p	Scale to 1280x720@60Hz
1920	Scale to 1920x1200@60Hz
1800	Scale to 1800x1200@60Hz
1400	Scale to 1400x1050@60Hz
1280	Scale to 1280x1024@60Hz
1024	Scale to 1024x768@60Hz

Control	Description
hor	Horizontal of scaling resolution
hhhh	Horizontal resolution
ver	Vertical of scaling resolution
vvvv	Vertical resolution
freq	Frequency of scaling resolution
fff	Scaling resolution frequency

Note: 1. Each command string can be separated with a space.

2. The **Port Number** command string can be skipped, and the default value will be used.

The following table lists the available Scaling commands:

Command	Output	Port Number	Control	Enter	Description
scaling	o	yy *	off	[Enter]	Turn off scaling for port yy (by pass mode) yy: 01 ~ 09 or *
scaling	o	yy *	native	[Enter]	Enable display's native resolution for scaling on output port yy (default) yy: 01 ~ 09 or *
scaling	o	yy *	1080p	[Enter]	Scale output port yy to 1920x10\80@60Hz yy: 01 ~ 09 or *
scaling	o	yy *	720p	[Enter]	Scale output port yy to 1280x720@60Hz yy: 01 ~ 09 or *
scaling	o	yy *	1920	[Enter]	Scale output port yy to 1920x1200@60Hz yy: 01 ~ 09 or *
scaling	o	yy *	1800	[Enter]	Scale output port yy to 1800x1200@60Hz yy: 01 ~ 09 or *
scaling	o	yy *	1400	[Enter]	Scale output port yy to1400x1050@60Hz yy: 01 ~ 09 or *

Command	Output	Port Number	Control	Enter	Description
scaling	o	yy *	1280	[Enter]	Scale output port yy to 1280x1024@60Hz yy: 01 ~ 09 or *
scaling	o	yy *	1024	[Enter]	Scale output port yy to 1024x768@60Hz yy: 01 ~ 09 or *
scaling	o	yy *	hor 1920 ver 1080 freq 60	[Enter]	Scale output port yy to 1920x1080@60Hz yy: 01 ~ 09 or *
scaling	o	yy *	hor 4096 ver 2048 freq 30	[Enter]	Scale output port yy to 4096x2048@30Hz yy: 01 ~ 09 or *

Echo Command

The Echo function updates the RS232 controller when operations are made via the front panel pushbuttons, web browser, or telnet. The changes echo back to the RS232 controller to keep the settings in sync with the device.

The formula for the Echo command is as follows:

Command + Control + [Enter]

1. For example, to enable the echo feature, type:

   echo on [Enter]

The following tables show the possible values for the **Echo** command:

Command	Description
echo	Echo command

Control	Description
on	Turns Echo function on
off	Turns Echo function off (default)

Note: Each command string can be separated with a space.

The following table lists the available Echo commands:

Command	Control	Enter	Description
echo	on	[Enter]	Turn on Echo function
echo	off	[Enter]	Turn off Echo function

Read Command

The Read command allows you to view the current configuration, firmware and other information about the device.

The formula for the Read command is as follows:

Command + [Enter]

1. To view information about the device, type:

   read [Enter]

The following table shows the possible values for the **Read** command:

Command	Description
read	Read command

Note: Each command string can be separated with a space.

The following table lists the available Read commands:

Command	Enter	Description
read	[Enter]	View information about the device

Reset Command

The Reset command allows you to reset the VM3404H / VM3909H to the default factory settings.

The formula for the Reset command is as follows:

Command + [Enter]

The following tables show the possible values for the **Reset** command:

Command	Description
reset	Reset command

Note: Each command string can be separated with a space.

The following table lists the available Reset commands:

Command	Enter	Description
reset	[Enter]	Resets the device settings

Baud Rate Command

The Baud Rate command allows you to set the RS-232 data rate for the VM3404H / VM3909H to use. Options are 9600, 19200 (default) 38400 and 115200.

The formula for the Baud Rate command is as follows:

Command + Control + [Enter]

1. For example, to set 38400 as the baud rate, type:

   baud 38400 [Enter]

The following tables show the possible values for the **Baud Rate** command:

Command	Description
baud	Sets the RS-232 baud rate

Control	Description
9600	Use 9600 baud rate
19200	Use 19200 baud rate (default)
38400	Use 38400 baud rate
115200	Use 115200 baud rate

Note: Each command string can be separated with a space.

The following table lists the available Baud Rate commands:

Command	Control	Enter	Description
baud	9600 / 19200 / 38400 / 115200	[Enter]	Sets the RS-232 baud rate

Save/Load Profile Command

The Save/Load Profile command allows you to save and load connection profiles. Saving profiles will save the connections currently in use.

The formula for the Save/Load Profile command is as follows:

Command + Profile + Number + Control + [Enter]

1. For example, to save the current connection configuration to profile 02, type:

   profile f 02 save [Enter]

The following tables show the possible values for the **Save/Load Profile** commands:

Command	Description
profile	Save / Load profile

Profile	Description
f	Profile command

Profile Number	Description
yy	VM3404H: 01-09 (default is 01)
	VM3909H: 01-18 (default is 01)

Control	Description
save	Save the connection configuration
load	Load a saved profile

Note: Each command string can be separated with a space.

The following table lists the available Save/Load Profile commands:

Command	Profile	Profile Number	Control	Enter	Description
profile	f	yy *	save	[Enter]	Save the connections as profile yy. VM3404H: (yy:01~08, *)
					VM3909H: (yy:01~18, *)
profile	f	yy *	load	[Enter]	Load profile yy. VM3404H: (yy:01~08, *)
					VM3909H: (yy:01~18, *)

OSD Command

To enable or disable the On-Screen Display (OSD) using the following command:

Command + Output Command + Port Number + Control + [Enter]

1. For example, to enable the OSD, type:

   osd on [enter]

The following tables show the possible values for the **OSD** command:

Command	Description
osd	Enable / Disable the OSD

Output Command	Description
o	Output command

Port Number	Description
yy	01-09 port
*	All output ports

Control	Description
on	OSD is enabled (default)
off	OSD is disabled

Note: Each command string can be separated with a space.

The following table lists the available OSD commands:

Command	Output Command	Output Port	Control	Enter	Description
osd	o	yy *	on	[Enter]	OSD on
osd	o	yy *	off	[Enter]	OSD off

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Appendix

Safety Instructions

General

- Read all of these instructions. Save them for future reference.
- Follow all warnings and instructions marked on the device.
- This product is for indoor use only.
- 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.
- To prevent damage to your installation it is important that all devices are properly grounded.
- 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 un-interruptible 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.
- Safety warning: Avoid circuit overloads. Before connecting equipment to a circuit, know the power supply's limit and never exceed it. Always review the electrical specifications of a circuit to ensure that you are not creating a dangerous condition or that one doesn't already exist. Circuit overloads can cause a fire and destroy equipment.

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.
- 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.
- Make sure that all equipment used on the rack – including power strips and other electrical connectors – is properly grounded.
- Ensure that proper airflow is provided to devices in the rack.
- Ensure that the operating ambient temperature of the rack environment does not exceed the maximum ambient temperature specified for the equipment by the manufacturer.
- Do not step on or stand on any device when servicing other devices in a rack.

Technical Support

International

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

North America

Email Support		support@aten-usa.com
Online Technical Support	Troubleshooting Documentation Software Updates	http://www.aten-usa.com/support
Telephone Support		1-988-999-ATEN ext 4988

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		VM3404H	VM3909H
Video Input	Interface	4 x HDMI Type A Female (Black)	9 x HDMI Type A Female (Black)
	Impedance	100 Ω	
	Max. Distance	1.8 m	
Video Output	Interface	4 x HDMI Type A Female (Black) 4 x RJ-45 Female	9 x HDMI Type A Female (Black) 9 x RJ-45 Female
	Impedance	100 Ω	
	Max. Distance	HDMI: 15 m HDBaseT (Class B): 4K@35m (Cat 5e/6) / 40m (Cat 6a); 1080p@60m (Cat 5e/6) / 70m (Cat 6a)	
Video	Max. Data Rate	10.2 Gbps (3.4 Gbps Per Lane)	
	Max. Pixel Clock	340 MHz	
	Compliance	HDMI (3D, Deep Color, 4K); HDCP 1.4 Compatible; Consumer Electronic Control (CEC); HDBaseT Compatible	
	Max. Resolution	Up to 4096 x 2160 / 3840 x 2160 @ 60Hz (4:2:0); 4096 x 2160 / 3840 x 2160 @ 30Hz (4:4:4)	
	Max. Distance	Up to 70 m*	
Control	Ethernet	1 x RJ-45 Female	
	RS-232	Connector: 1 x DB9 Female (Black) Baud Rate: 19200, Data Bits: 8, Stop Bits:1, Parity: No, Flow Control: No	
	IR Channel	4 x Mini Stereo Jack Female (Black); 30~60 kHz full range transmission	9 x Mini Stereo Jack Female (Black); 30~60 kHz full range transmission
EDID Settings		EDID Mode: Default / Port1 / Remix / Customized	
Power	Connector	1 x 3-Prong AC Socket	
	I/P Rating	100-240VAC; 50-60Hz; 1.0A	
	Consumption	110 VAC, 42.90W; 220 VAC,41.58W (w/o PoE)	110 VAC, 77.44 W; 220 VAC, 75.24 W (w/o PoE)
Environmental	Operating Temperature	0–50ºC	
	Storage Temperature	-20–60ºC	
	Humidity	0–80% RH, Non-condensing	

Function		VM3404H	VM3909H
Physical Properties	Housing	Metal	
	Weight	5.62 kg	7.33 kg
	Dimensions (L x W x H)	43.24 x 38.23 x 4.40 cm	43.24 x 38.23 x 8.80 cm
Carton Lot		1 pc	

Note: A Cat 6a RJ-45 cable is required in order to extend a signal to 70m.

Compatible Receivers

Receiver	Max. Distance	IR	4K	Seamless Switch ™	Video Wall	POH	Dual View
VE801R	70m*		Yes				
VE802R	70m*	Yes	Yes			Yes	
VE805R (with Scaler)	70m*	Yes		Yes	Yes		
VE816R (with Scaler)	70m*	Yes	Yes	Yes	Yes		
VE814AR	70m	Yes	Yes				Yes
VE601R (DVI)	70m*						
VE901R	70m*		Yes				

* Cat 6a Ethernet cable is required to extend the distance up to 70 meters.

** The VE816R is only supported on VM3404H / VM3909H using firmware version 2.2.213 or later.

Telnet Operation

To connect to VM3404H / VM3909H via Telnet, follow the steps in *Connecting to the Matrix Switch via Telnet*, page 91.

Configuration Menu

Once a Telnet connection to the VM3404H / VM3909H is established, the device's text-based Configuration Menu comes up, with the following items:

1. H – Call up the command list for help

Command list:

IP – Set IP address

LO – Load connections from profile *nn*

PW – Change password

RI– Read what input is connected to *nn* output

RO – Read what output is connected to *nn* input

SB – Set the serial port baud rate

SS – Switch input to specified port

SV – Save the current connections into profile *nn*

TI – Set timeout

VR – Software version information

Ctrl-Q – Quit

2. IP – Set IP address

```
IP
```

Old IP address: 192.168.0.60

New IP address:

3. LO – Load connections from profile

```
LO 01
```

Load profile 01 OK.

4. PW – Change password

```
PW
```

Old password: ********

New password:

5. RI – Read what input is connected to *nn* output

```
RI 01
```

Input port 02 04 08 is connected to output port 01

6. RO – Read what output is connected to *nn* input

```
RO 01
```

Output port 02 is connected to input port 01

7. SB – Set serial port baud rate

```
SB 96
```

Serial port baud rate is set to 9600

8. SS – Switch input to specified output

```
SS 01,03
```

Switch input 01 to output 03 (00: Local Port)

9. SV – Save the current connections into a profile

```
SV 01
```

Save the current connections into profile 01

10. TI – Set timeout

```
TI 30
```

Set 30 minute timeout

11. VR – Software version information

```
VR
```

Software version 1.0.

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 detective, 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/