

thinklogical[®]

A **BELDEN** BRAND

Integrated Client Transmitter and CHS-HP4 Chassis **PRODUCT MANUAL**



Thinklogical, A BELDEN BRAND, 100 Washington Street, Milford, Connecticut 06460, USA

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Subject: Integrated Client Transmitter Product Manual

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Award-Winning Innovation from Thinklogical

The Integrated Client Transmitter received the “**Best of Show**” award at NAB 2018, presented by *Government Video Magazine* and the *Hollywood Professional Association's 2018 "People's Choice"* award. Our product was selected from among hundreds of nominees by a panel of industry experts as notable for its design, features, cost efficiency and performance in serving professional users.

The Integrated Client Transmitter is a full-featured virtual machine desktop client combined with a high-performance keyboard, video and mouse (KVM) transmitter extender. This compact, all-in-one module eliminates the need for a separate client device in extended virtual desktop infrastructure (VDI) applications, increasing system security, reducing IT complexity, and using up to 50% less rack space than traditional configurations.

The module is featured in the special *Best of Show Awards Program Guide*, distributed in digital edition form to more than 100,000 readers of *Government Video*, *Video Edge*, *Radio World*, *TV Technology*, *Digital Video*, *Radio*, *Pro Sound News* and *Sound & Video Contractor*.



PREFACE

About Thinklogical A BELDEN BRAND

Thinklogical, a Belden brand, is the leading manufacturer and provider of fiber optic and CATx KVM, video, audio, and peripheral extension and switching solutions used in video-rich, big-data computing environments.

Thinklogical offers the only fiber-optic KVM matrix switches in the world that are accredited to the Common Criteria EAL4, TEMPEST SDIP 24 Level B, and NATO NIAPC Evaluation Scheme: GREEN and the U.S. DoD DISA JITC UCR 2013 APL information assurance standards. And Thinklogical Velocity products are the first system with both KVM and video matrix switching capabilities to be placed on the Unified Capabilities Approved Product List (UC APL) under the Video Distribution System (VDS) category.

Governments, entertainment, scientific and industrial customers worldwide rely on Thinklogical's products and solutions for secure, high performance, continuous operation and ease of integration. Thinklogical products are designed and manufactured in the USA and are certified to the ISO 9001:2015 standard.



Certified to
ISO 9001:2008



JITC



Information Assurance

About this Product Manual

This product manual is divided into four sections: **System Features, Set-Up & Installation, Regulatory & Safety Requirements** and **Thinklogical Support**. These are sub-divided to help you find the topics and procedures you are looking for. This manual also includes a *Table of Contents* and *Appendices*.

Section 1 – System Features: Pg. 7. Details the features and functions of your equipment.

Section 2 – Set-Up and Installation: Pg. 16. Contains all the requirements and procedures necessary to connect and install your equipment, including FPGA updates.

Section 3 – Safety & Regulatory Requirements: Pg. 23. Thinklogical® strongly recommends that you read this section prior to starting the hardware assembly.

Section 4 – Thinklogical Support: Pg. 25. Thinklogical provides the best customer support in the industry. If you have any questions or wish to contact us for any reason, please refer to this section of the manual.

Note and Warning Symbols

Throughout this manual you will notice certain symbols that bring your attention to important information. These are **Notes** and **Warnings**. Examples are shown below.



Note: Important Notes appear in blue text, preceded by a yellow exclamation point symbol, as shown here.

A **note** is meant to call the reader's attention to **helpful or important** information at a point in the text that is relevant to the subject being discussed.



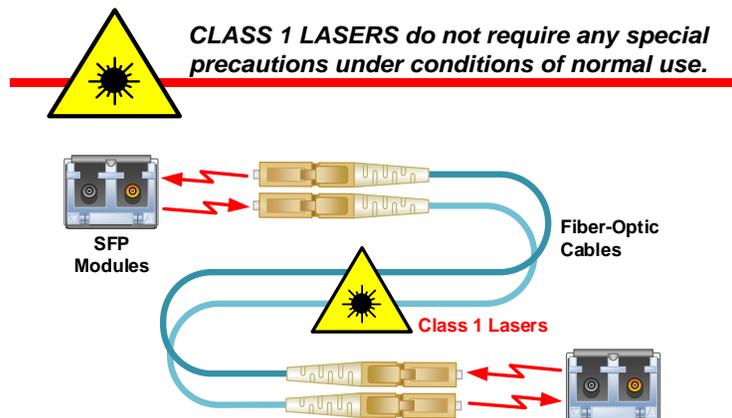
Warning! All Warnings appear in red text, followed by blue text, and preceded by a red stop sign, as shown here.

A **warning** is meant to call the reader's attention to **critical** information at a point in the text that is relevant to the subject being discussed.

BEFORE STARTING ANY PROCEDURE, IT IS RECOMMENDED THAT YOU READ THE INSTRUCTIONS THOROUGHLY!

Class 1 Laser Information

The Integrated Client Transmitter, like all Thinklogical® fiber-optic products, is designed and identified as a **Class 1 LASER product**. This means the maximum permissible exposure (MPE) cannot be exceeded when viewing the laser with the naked eye or with the aid of typical magnifying optics (e.g. telescope or microscope).



Section 1: Product Features

Noted for its design, features, cost efficiency and performance in serving professional users, the Integrated Client Transmitter is a full-featured virtual machine desktop client combined with a high-performance keyboard, video and mouse (KVM) Transmitter Extender.

This compact, all-in-one module eliminates the need for a separate client device in extended virtual desktop infrastructure (VDI) applications, increasing system security, reducing IT complexity, and using up to 50% less rack space than traditional configurations.

Thinklogical's **Integrated Client Transmitter** hosts any standard VDI Client software, including those produced by VMware®, Citrix®, Microsoft® and Linux and is compatible with most third party accredited software images.

Before Thinklogical's Integrated Client solution, VDI meant purchasing and back-racking separate zero/thin client machines in a secure IT space, attaching them to rack-mounted transmitters, and then extending the connections to the display, keyboard and mouse via a receiver located at the user's work station.

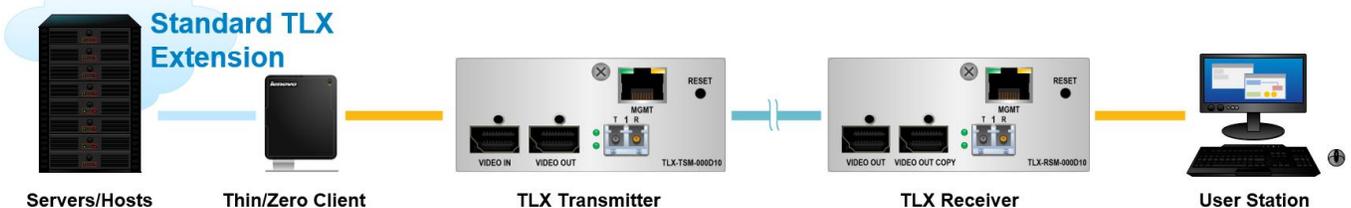
Thinklogical's integrated approach dramatically increases the security of a VDI infrastructure by removing network cables from the user location and putting them behind the Transmitter in a secure rack room.

The high-density system is modular, hot-swappable and supports **up to four Integrated Client Transmitters per CHS-HP4 Chassis**. Configurations support single-head or dual-head systems with uncompressed frame rate resolutions up to 4K at 30Hz.

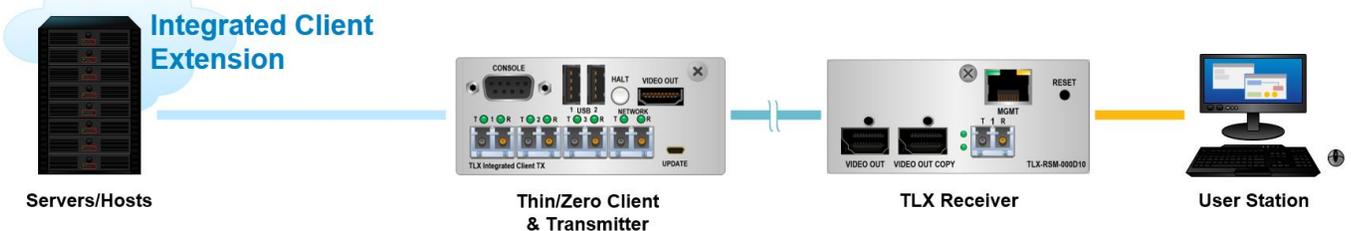
Compatible with Thinklogical's Velocity, Q-Series and TLX line of products.

Reduce Power, Cabling, Heat and Noise

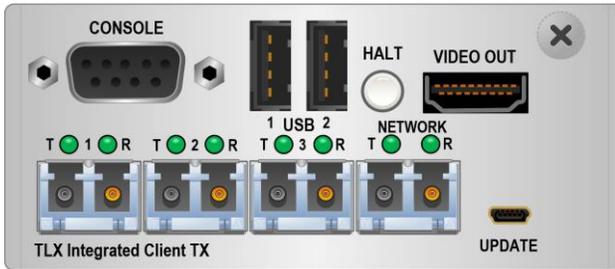
BEFORE



NOW



Integrated Client Transmitters



The *Integrated Client Transmitter Module* comes in both **10G** and **6G** configurations, both featuring a **7th Generation Intel U Processor Platform**, enabling superior processing power, enhanced graphics, and the intrinsic Intel architecture advantage (i.e., software development, open source code, etc.), thus saving rack-space by eliminating the need for a separate *Thin/Zero Client and Transmitter* and the many connecting cables.

Design Features

Each dual-head module occupies one of four slots of the CHS-HP4 1RU Chassis:

Height: 1.592" (40.43 mm), **Width:** 6.366" (161.69 mm), **Depth:** 10.338" (262.58 mm)

- Save rack-space while reducing cabling, power, heat and noise
- **Redundant, current-sharing, hot-swappable power supplies:** 2A @ 12V typical, 3A @ 12V max.
- **Intel Processor Daughter Card**
- **4 SFPs** (2 for dual-head 10G or 6G KVM Transmitter, 1 for USB 2.0, 1 for Network)
 - Network Port available with either a Fiber-Optic or a Copper SFP.



- **Dual-purpose USB mini-B Update Port:**
 - *Firmware Updates* via FPGA Download Utility (see pg. 30).
 - *ICT Control and Status* via terminal emulator (see pg. 18).
 - **Baud Rate:** 38.4K, **Data Bits:** 8, **Parity:** None, **Stop Bits:** 1, **Flow Control:** None
 - 1 USB Mini-B cable supplied, per chassis
- **HDMI 1.4**
 - Maximum Resolution: 4096x2160 @ 30Hz, 24bpp
 - No compression – No latency, artifacts, jitter or dropped frames
- **Analog Audio**
- **Local Access / Control / Status**
 - Gigabit Ethernet (Fiber or RJ45)
 - USB 2.0 (2 ports)
 - DB9 DCE Linux Command Console Port (RS232)
 - Halt Button
 - Bi-color Status LED's

Order Numbers

Follow the part numbering scheme below when ordering Integrated Client Transmitters.

I	C	T	-									
CONFIGURATION				TRANSPORT MEDIUM				NETWORK PORT				
X 10G V 6G				M Multi-Mode S Single-Mode				F Fiber Network Port C Copper Network Port				
USB				PLACE HOLDER				PROCESSOR DAUGHTER CARD				
H USB HID Only U USB HID and USB 2.0 C USB HID and Separate USB 2.0				0 Place Holder X Other				1 Intel i5 4Gb DDR 2... Following Iterations				
AUDIO												
A Audio X Other												
VIDEO												
10 Single Head, up to 4K @ 30Hz 22 Dual Head, up to 4K @ 30Hz												

EXAMPLE: Product Line → **I C T - X M F - C 0 1 A 2 2**
 (Integrated Client Transmitter)

- 10G → X
- Multi-Mode → M
- Fiber Network Port → F
- USB HID and Separate USB 2.0 → C
- Place Holder → 0
- Processor Daughter Card → 1
- Audio → A
- Dual Head 4K Video @ 30Hz → 2 2

High Power Quad Chassis – CHS-HP0004

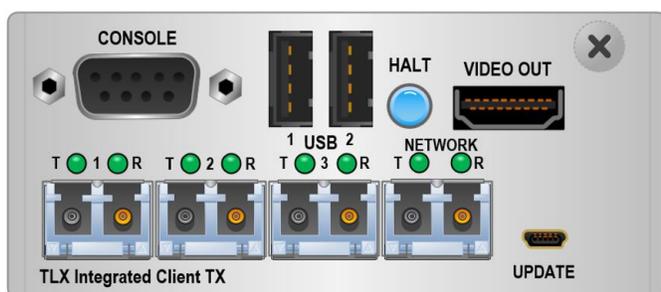
What is a Thin Client/Zero Client?

A **thin client**, such as that in an Integrated Client Transmitter, is a remote, lightweight computer linked to a larger, server-based computing environment that does most of the heavy work, such as launching software programs, crunching numbers, and storing data. A **zero client** (or *ultrathin client*) is like a thin client, but with no local storage or flash memory. A conventional desktop PC, in contrast, is a *fat* or *thick client*.

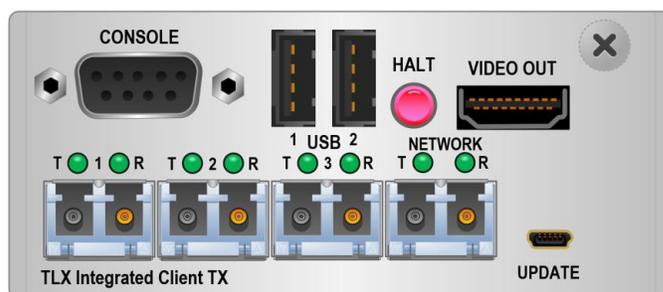
The HALT Button

The **HALT button provides visual status of the CPU's current state**. During normal operation, the HALT button is continuously lit blue. When halted, it will blink red.

If necessary, a System Administrator or other user may press the HALT button to suspend operation of the CPU if the operating system does not respond to the normal power-down procedure. (For normal power-down procedures, see pg. 21.)



CPU Active (HALT is lit BLUE)



CPU Halted (HALT is blinking RED)

The Status LEDs

Each **Integrated Client Transmitter's** SFP+ modules have helpful **Status LEDs** to allow users to assess the condition of each connection at a glance.

Integrated Client Transmitter SFP Status LEDs			
FIBER STATUS	LEFT LED	RIGHT LED	NORMAL CONDITION (with Back Channel)
T ACTIVE VIDEO/DATA OK	FLASH GREEN	N/A	T active and transmitting valid video/data
R ACTIVE DATA OK	N/A	FLASH GREEN	R locked onto link receiving data
FIBER STATUS	LEFT LED	RIGHT LED	OTHER CONDITIONS
T ERROR	FLASH RED	N/A	Error if T is not active
R ERROR	N/A	FLASH RED	R receiving signal but cannot lock onto data
T ACTIVE NO VIDEO/DATA	FLASHING RED-GREEN	N/A	No video or data / Invalid video or data
R ACTIVE NO DATA	N/A	GREEN ON	R locked onto link
R INACTIVE	N/A	OFF	No signal to R (no back channel)
MOD. STATUS	ALL L. LEDS	ALL R. LEDS	ALARM CONDITIONS
ALARM	FLASH RED	FLASH RED	Over temp or Fan fail

**INTEGRATED
CLIENT
TRANSMITTER**

Transmit = T ● R = Receive

SFP+ MODULE

NETWORK LEDS

NORMAL CONDITIONS	
T R	Link up (1Gbs)
● ○	Link up (100Mbs)
○ ●	Link up (10Mbs)
OTHER CONDITIONS	
○ ○	Link down
● ●	SFP fault

See **APPENDIX A: Integrated Client Transmitter & CHS-HP4 Chassis Quick Start Guide**, pg. 28.

The CHS-HP4 High Power Quad Chassis (CHS-HP0004)

The CHS-HP4, or the *High Power Quad Chassis*, is a 1 RU chassis that accommodates up to four hot-swappable **Integrated Client Transmitters** for use with Thinklogical fiber-optic extension systems.

Design Features:

- Dual, redundant, hot-swappable, load-sharing **Power Supplies** provide the modules with up to **160 Watts at 12VDC**.
- Six **Cooling Fans** for the modules and power supplies.
- Bi-color **LED indicators** on the Chassis Front Panel for individual module temperature and status, as well as chassis fan status and alarms.
- Front Panel **Dry Alarm Contacts**.
- EIA 19" **rack-mount brackets**
- Four Integrated Client Tx Modules in **1 RU** of rack space



Power Supply 1

Power Supply 2

Status & Alarm LEDs

The CHS-HP4 front panel



Mod. 1

Mod. 2

Mod. 3

Mod.4

AC Input

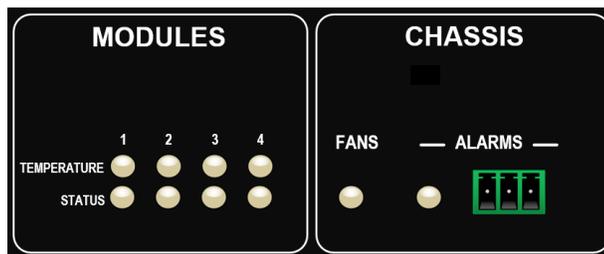
The CHS-HP4 rear panel

The CHS-HP4 does not contain a microprocessor or FPGA. Monitor and control functions, such as fan speed and alarm status indicators, are performed by the Integrated Client Tx Module installed furthest from the cooling fans. *Three or fewer modules can be installed in any configuration.*



Front Panel TEMPERATURE, STATUS and ALARM LEDs

When mounted in a rack, the Front Panel should be unobstructed and accessible so that the **Module Temperature and Status LEDs** and the **Chassis Fans and Alarms LEDs** are visible.



The **Module TEMPERATURE** indicator is driven by the installed module(s).

Blue = normal operation **Red** = over-temperature state

The **Module STATUS** indicator is also driven by the installed module(s).

Blue = normal operation **Red** = status alert

The **Chassis FAN** indicator is driven by the module installed furthest from the cooling fans.

Blue = normal operation **Red** = slow or stopped fan

The **Chassis ALARM** Indicator monitors the temperature, status and chassis fan signals.

Blue = normal operation **Red** = temperature, status and/or fan failure

The **Temperature and Status LEDs** are ON for slots with installed modules only. All others will be OFF.

The **Chassis Fans LED** will be ON if at least one module installed. If no modules are installed, the indicator will be OFF.

The **Chassis Alarm LED** will be ON if at least one module installed. If no modules are installed, the indicator will be OFF.

The **Chassis Alarm contacts** are Form C Dry Contacts with a nominal switching capacity of 1A @ 30VDC. There are connections for **normally open**, **common** and **normally closed** contacts. Contacts will change state in response to an alarm condition.

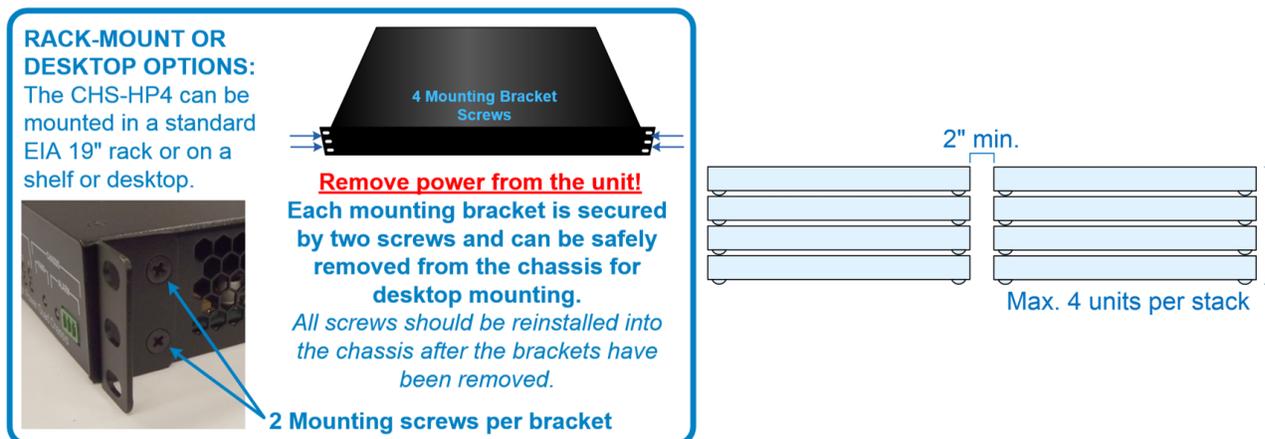


NO COM NC

Desktop or Rack-Mount the Chassis

You may choose to place your **CHS-HP4 Chassis** on or under a **shelf or desktop** (rubber feet included, under-desk mounting brackets, Kit ENCA000797, available), or **rack-mount** it using the supplied EIA 19" mounting brackets. In any mounting configuration, the front panel should be visible and unobstructed so that the Power Supplies, Alarm and Status LEDs are accessible. All connections are made on the rear of the chassis. *The CHS-HP4 Chassis does not need to be opened or accessed.*

The sturdy, metal case allows units to be stacked as needed (**maximum of four units per stack, with a minimum of two inches of clearance between stacks for adequate ventilation**).



The Power Supply Modules

The CHS-HP4 is powered by two 12V, 2x4 open frame Power Supplies. Each supply is rated for 250W with 300LFM (5.4 CFM) of airflow (fans ON). Each supply is rated for 155W if convection cooled (fans OFF). **Each supply provides 40W per module or 160W for a fully loaded chassis.** Each Power Supply, with convection cooling only, will continue to provide sufficient current if one or both Power Supply Fans ever fail.



Both Power Supply Modules have an ON/OFF switch and a blue LED to indicate that power is ON.

Each Power Supply Module slides into the chassis on **card guide rails** and connects to the Midplane via two connectors:

- **120 VAC** to the Power Supply input
- **+12 VDC** to the Power Supply output, status signals and LEDs.

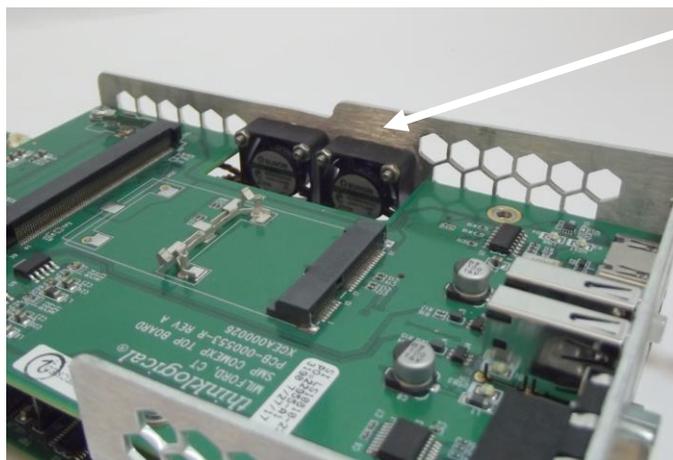
The Cooling Fans

The Cooling Fans for the CHS-HP4 provide sufficient airflow cooling across the power supplies and up to four installed modules. Each of the six fans meets the following specifications:



The Chassis Cooling Fans are identified as 1- 6

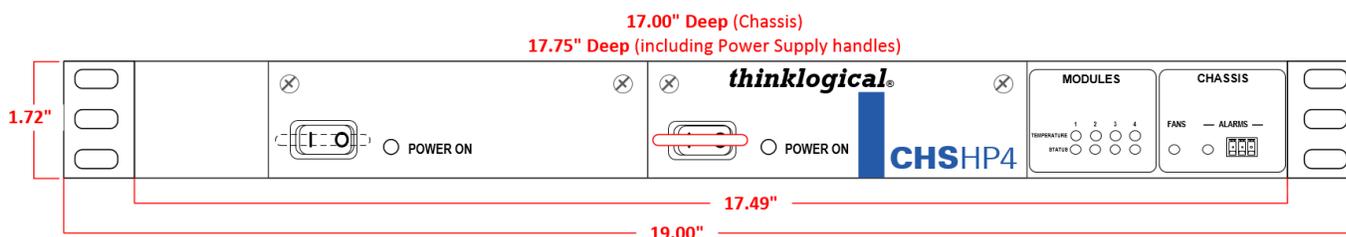
- Dimensions: 1.575" x 1.575" x .787"
(40mm x 40mm x 20mm)
- 12V operation
- 8000 RPM
- 10.8 CFM



Each Integrated Client Transmitter also features two **on-board cooling fans** to provide additional airflow throughout the chassis.

Integrated Client Transmitter Technical Specifications

Chassis CHS-HP0004	Rack Size: EIA 19" (482.6 mm) Height: 1 RU-1.72" (43.7 mm) Depth: 17.00" (431.8 mm), including PS handles: 17.75" (450.8 mm) Width: 17.49" (444 mm) Tolerance: $\pm .039$ "; (.991 mm)
	Weight (Chassis only): 9.0 lbs. (4.08 kg) Shipping Weight: 11 lbs. (4.99 kg) Weight (Chassis & 4 Modules): 13.8.0 lbs. (6.26 kg) Shipping Weight: 15 lbs. (6.80 kg)
Chassis Status LEDs	Module Temp (1-4), Module Status (1-4), Chassis Fans, Chassis Alarm, Power Supplies 1-2
Integrated Client Transmitter	Height: 1.59" (40.4 mm) Depth: 10.34" (262.6 mm) Width: 6.37" (161.7 mm) Tolerance: $\pm .039$ "; (.991 mm) Weight (1 ICT module): 1.2 lbs. (.54 kg) Shipping Weight: 2 lbs. (.91 kg)
Interfaces	1 Serial Console, 2 USB-A, 1 HDMI Video Out, 3 fiber SFPs, 1 RJ-45 or fiber Network SFP, 1 USB-mini-B Update
Operating Temperature	0° to 50°C (32° to 122 °F), 5% to 95% RH, non-condensing
Power Requirements	AC Input: 100-240VAC, 47-63Hz Universal AC Power Supply
Power Consumption	200 Watts, fully loaded
Compliance	Approvals for US, Canada, and European Union
Warranty	1 Year from date of shipment. Extended warranties available.



Section 2: Set-Up & Installation

Contents

When you receive your Thinklogical® CHS-HP4 Chassis, you should find the following items in the quantities specified in your order:

- CHS-HP4 Chassis
- Integrated Client Transmitters (in customer-specified quantities)
- Two Power Supplies
- Two Power Cords – PWR-000006-R (International connections may differ)
- One USB-A to USB mini-B cable
- Product Manual CD

Unpacking the CHS-HP4 Chassis

The CHS-HP4 is designed to be mounted in a standard EIA 19” rack (or on a desktop: See pg. 13). All physical connections to the product use industry-standard connectors. Non-supplied cables that may be needed are commercially available. All connections are found on the rear of the unit.

BEFORE STARTING ANY PROCEDURE, IT IS RECOMMENDED THAT YOU READ THE INSTRUCTIONS THOROUGHLY!

Step 1 Carefully remove the chassis from its shipping package and inspect it to make certain that it is in good condition.

Step 2 Verify that the Power Supplies and Modules are fully seated in the chassis and that the screws are secure.

Step 3 Ensure that all the SFP modules are sealed with a removable dust plug.

Step 4 When the device has been inspected and found to be in suitable condition, the installation process can begin.



Note: Whether mounting the chassis in a rack or on a desktop, insure that air flow to the fans is not restricted (minimum 2” of free space on all sides).



Note: A red status LED on the chassis front panel will illuminate if any of the sensors detect an over temperature condition.

Connecting to the CHS-HP4 Chassis

Power-ON the Chassis

- Ensure that the two power supplies and the modules are fully seated before applying power.
- Plug both AC line cords (PWR-000006) into the Power Supply input receptacles and connect them to a standard AC source.
- Connect the system’s fiber-optic and copper cables.
- Ensure that all devices on the Receiver side are properly connected and powered ON.
- On the Front Panel, flip the Power Supply Switches to the ON (I) position. (The installed modules will also turn on.)
- Ensure that all functions are operating properly.

See **APPENDIX A: Integrated Client Transmitter Quick Start Guide**, pg. 28.

Pluggable SFP+ Modules

Each Integrated Client Transmitter contains three SFP+ modules that serve as the **optic couplers** for the fiber cables to and from Thinklogical transmitter and receiver extenders.

The SFP+ Optical Module is a 10Gbs Short-Wavelength Transceiver designed for use in bi-directional Fiber Optic Channel links. The modules are hot-pluggable and operate on 3.3VDC.

Always use **dust caps** to protect against dust and damage when a fiber optic connector or port is not attached to a device. All Thinklogical SFPs are fully populated with dust plugs upon shipment.



Note: It is good practice to immediately install dust plugs in unused SFP modules and on the ferrules of unconnected fiber-optic cables.

Fiber-Optic Cables

On most Thinklogical products, fiber-optic cables connect an SFP's output port (Transmit) to any other SFP's input port (Receive).



Requirements: Thinklogical recommends connecting Extenders and Matrix Switches with SX+ Laser Enhanced Fiber-optic Cable, 50 or 62.5 microns, terminated with LC type connectors. Multi-mode fiber can extend up to 400 meters (1300 feet) and Single-mode fiber can extend up to 80km (50 miles).



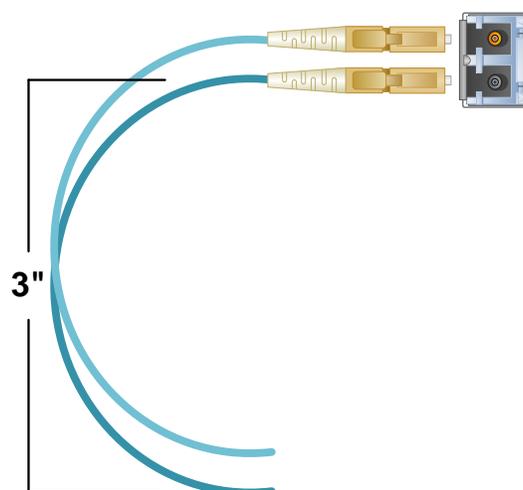
Handling Fiber Optic Cable: Unlike copper cabling, fiber optic cable requires special handling. A small speck of dust or a scratch to the ferrule tip (the end of the connector) can attenuate the optical signal, rendering the cable inoperable.



Warning! The ends of the connectors (the ferrule) should never come in contact with any foreign object, including fingertips. Always install a dust cap immediately on the ferrule of any unused fiber to protect the tip.



Warning! Minimum bend diameter must be no less than 3". Be careful not to kink or pinch the fiber when using ties.



The Update Port (Firmware Updates & Control/Status)

In addition to firmware updates (see pg. 29), the **Update Port** provides Status and Configuration reports and can be used for debug. A USB mini-B Cable is provided with every CHS-HP4 Chassis.

Open a terminal emulator and connect to a module's UPDATE port with the USB mini-B cable. Select the Port Settings shown in Fig. 1:

Baud Rate: 38.4K, **Data Bits:** 8, **Parity:** None, **Stop Bits:** 1, **Flow Control:** None. Select **OK**.

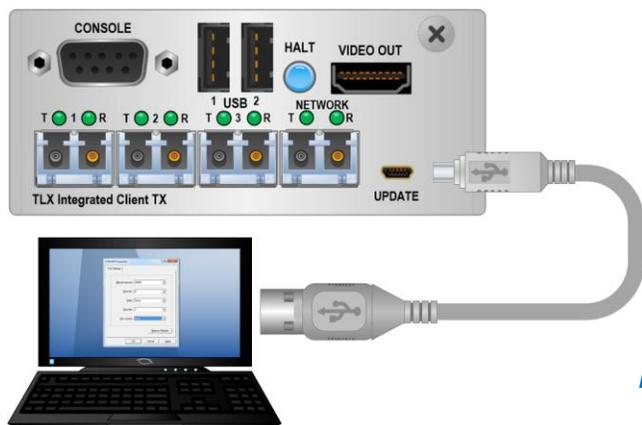


Fig. 1

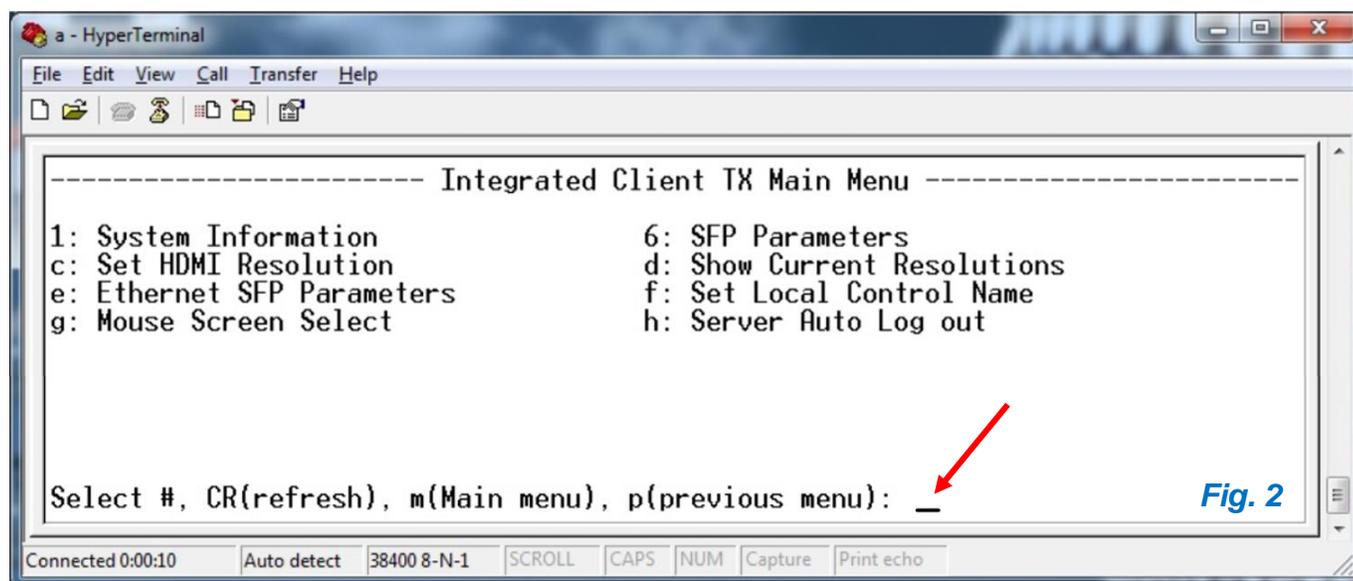
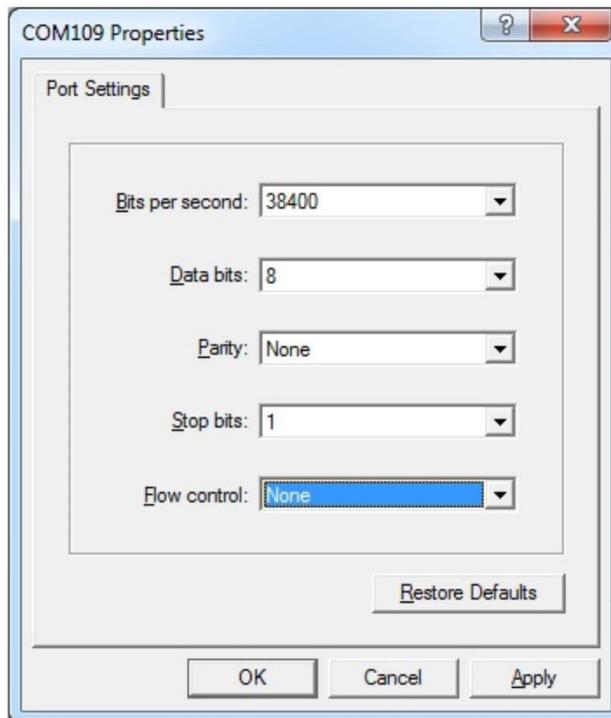


Fig. 2

From the **Main Menu**, make a selection by typing it at the prompt at the bottom of the page. See *examples on the following pages*.

Other Main Menu selections include:

- f: Set Local Control Name:** Enables the renaming of the ICT Module name (8 characters max.).
- g: Mouse Screen Select:** Enables support of Thinklogical's *Intuitive Mouse* feature.
- h: Server Auto Log out:** Enables automatic log-off of the O.S. upon disconnecting the keyboard / mouse fiber link.

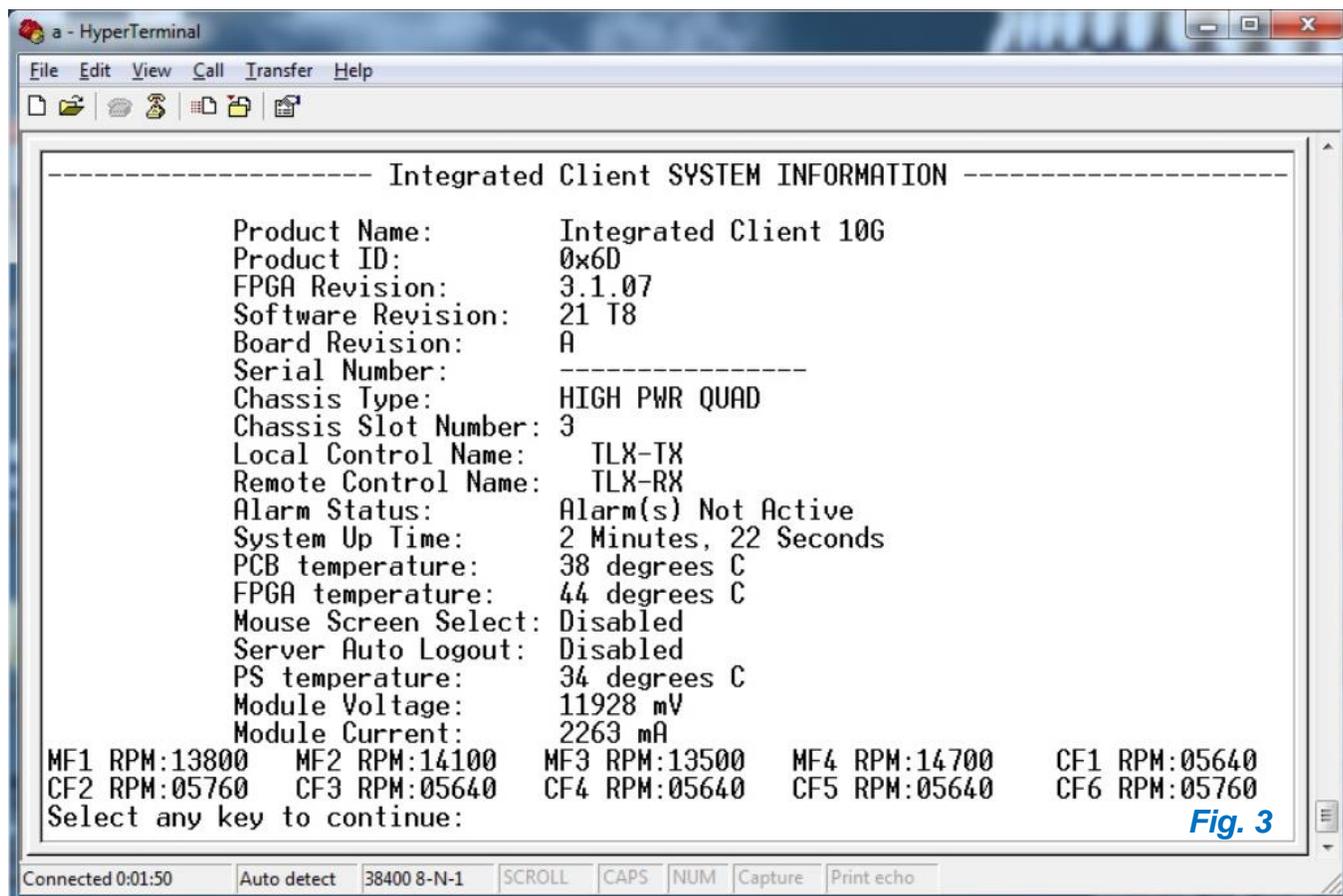


Fig. 3

Type 1 to select **1: System Information**. The resulting window displays relevant settings and conditions for that module, such as software revisions, temperatures and power usage. (Fig. 3)

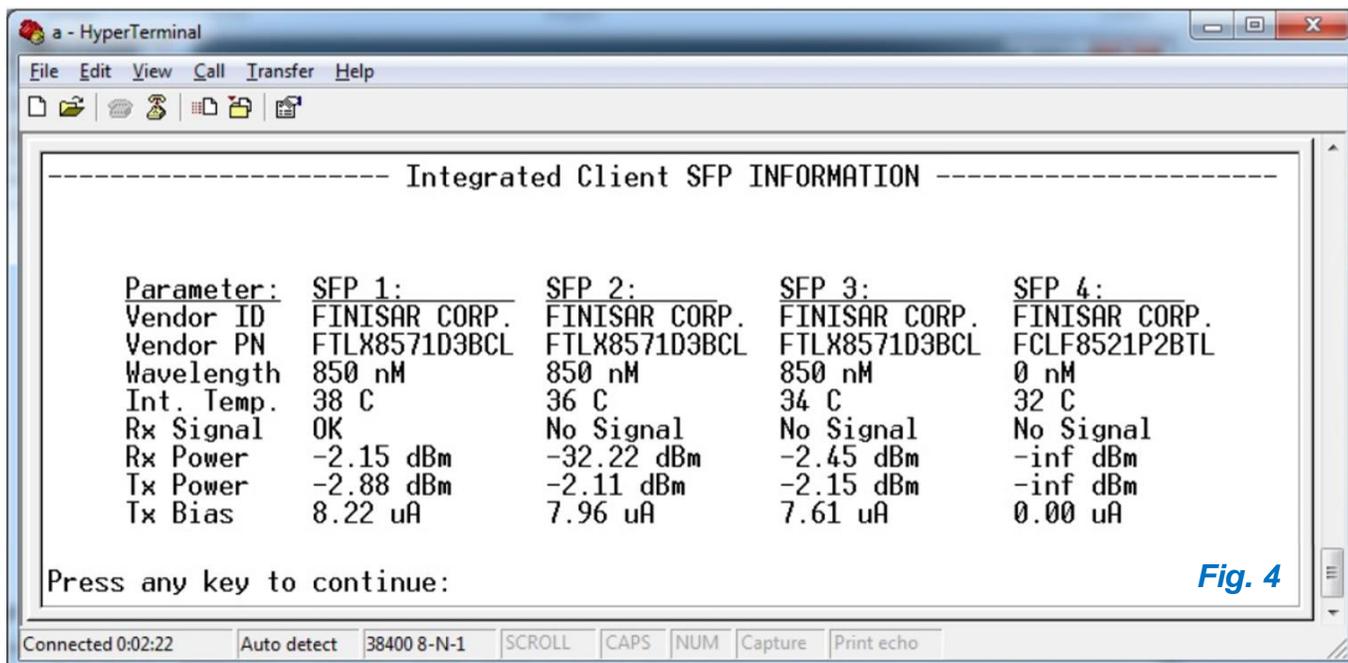


Fig. 4

Selecting **6: SFP Parameters** displays relevant SFP information for that module.

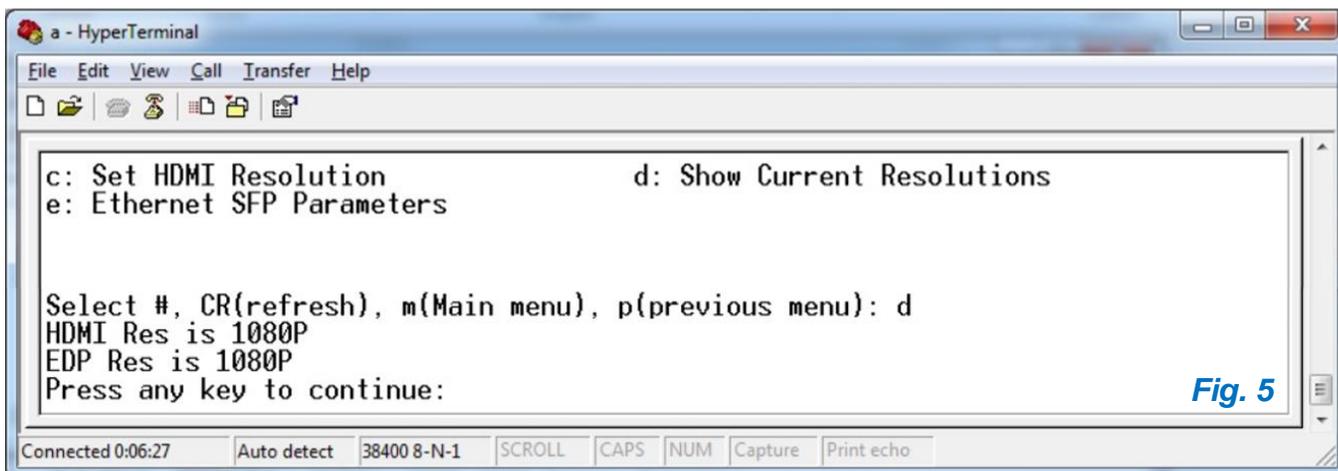


Fig. 5

Selecting **c: HDMI Resolution** shows current resolution settings and allows changes.

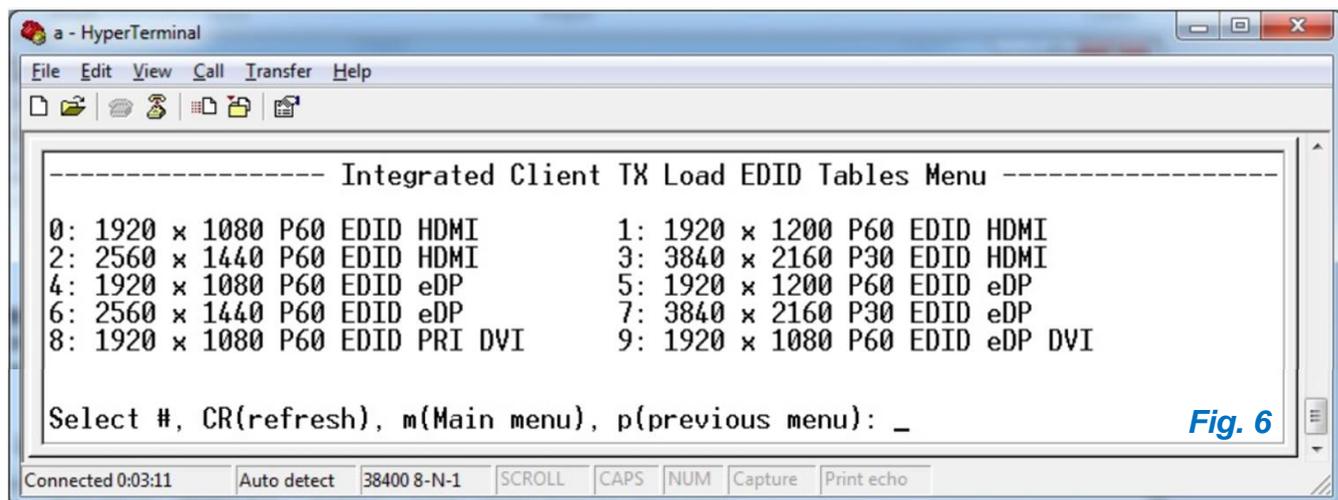


Fig. 6

Selecting **d: Show Current Resolutions** allows users to select EDID Modes. (May require machine power-cycle to load new tables.)

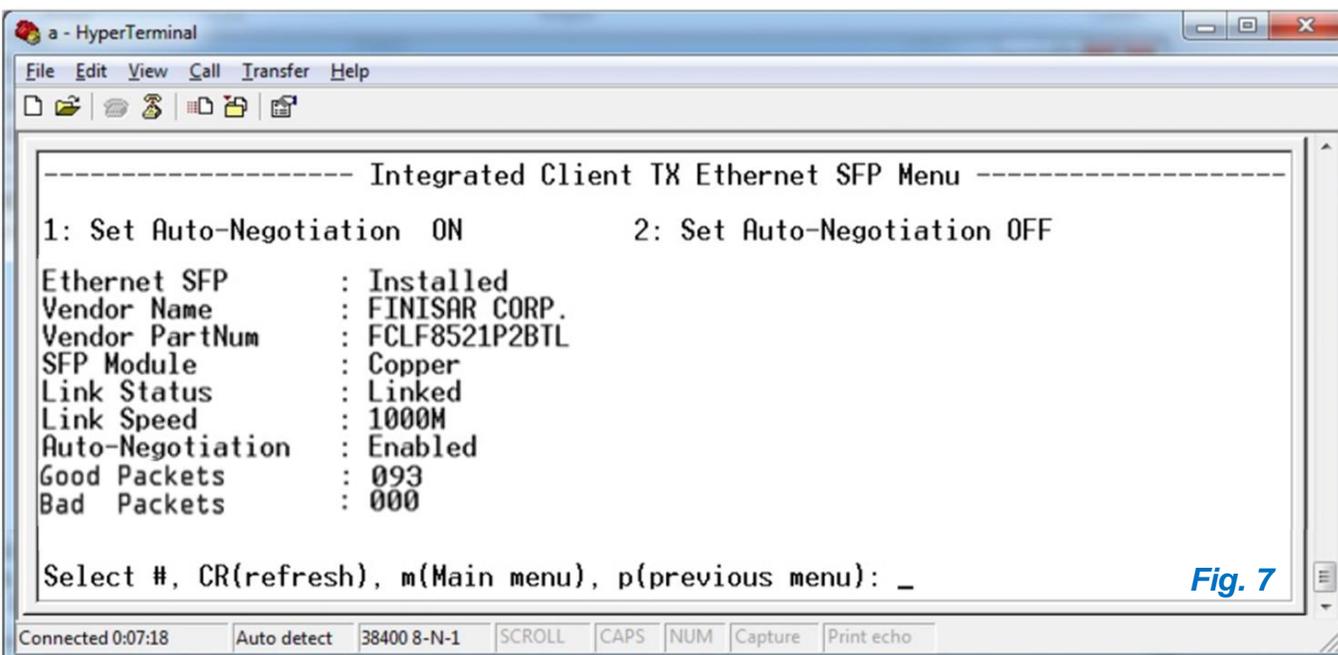
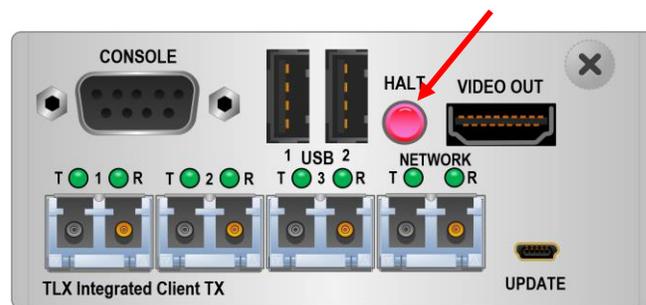


Fig. 7

Selecting **e: Ethernet SFP Parameters** displays SFP status and sets *Auto-Negotiation* ON or OFF.

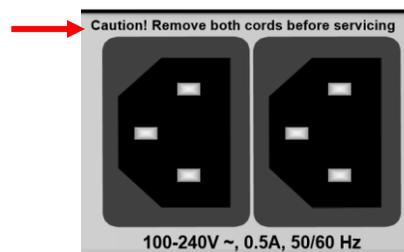
How to Power-Down a Module

To un-power an operating ICT Module, perform a standard, orderly shut-down at the Windows or Linux machine. When the Module's CPU has halted, the HALT button will blink red. The module can now be removed from the chassis.



Servicing the Unit

Power must be removed from the chassis before servicing or removing the cover for any reason. Follow the power-down procedure in the previous paragraph for each module. On the front panel, turn OFF (O) the switches on both power supplies. Ensure that BOTH power cords have been removed before opening the chassis. For technical assistance, please call us at: **1-203-647-8700**.



How to Remove and Replace a Power Supply

BEFORE STARTING ANY PROCEDURE, IT IS RECOMMENDED THAT YOU READ THE INSTRUCTIONS THOROUGHLY!

Each Power Supply Module is universal input 120-240VAC, 47-63Hz. Use the proper power cords for your region (PWR-000006-R, domestic-single, 2 each supplied with the unit).

Step 1 Flip the switch on the front of the Power Supply to **OFF (O)**.



Warning! Do not proceed to Step 2 until the power is OFF on the supply to be removed.

Step 2 Loosen the captive mounting screws in the upper corners of the module.

Step 3 Pull the Power Supply straight out of the chassis by the handle.

Step 4 Insert the new Power Supply into the chassis and slide it straight in until it reaches the backplane connectors. *At this point, use just enough force to firmly engage the module with the mating connector.*



Warning! If the module does not slide easily into the connector, do not force it! Damage may occur. Reseat the module and start over.

Step 5 Tighten the captive mounting screws in the upper corners of the module.

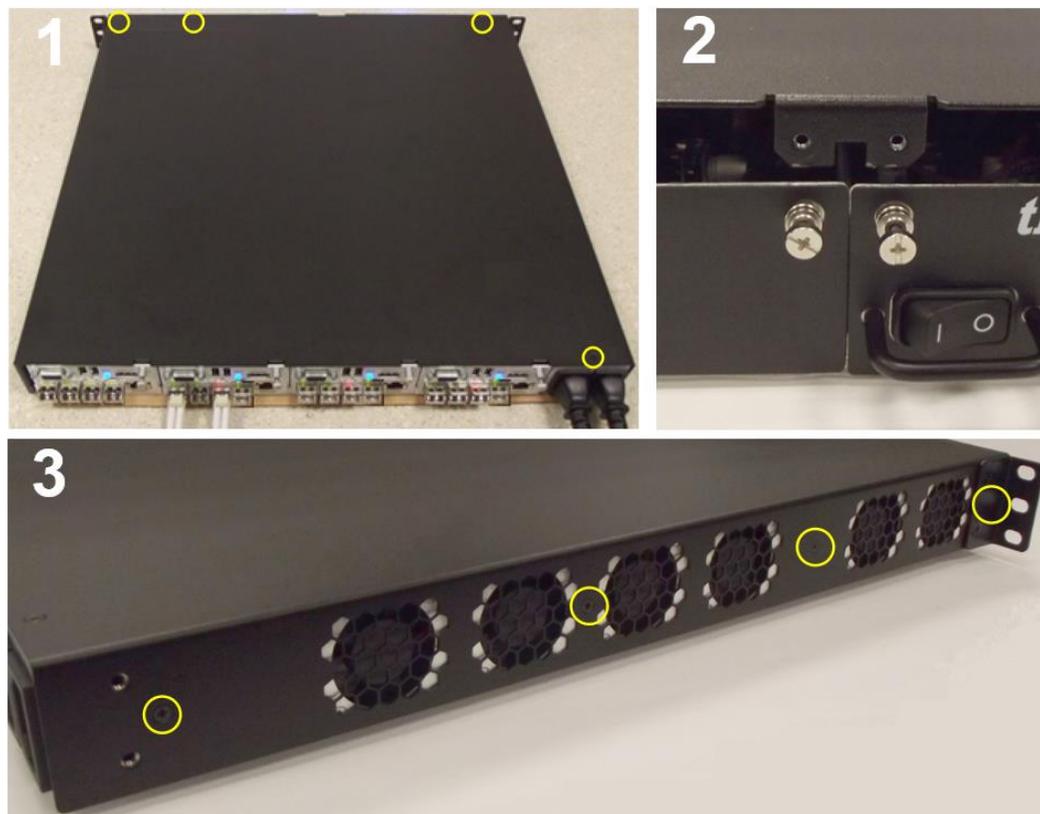
Step 6 Turn the switch on the front of the power supply to **ON (I)**.

How to Remove the Chassis Cover

Please contact your dealer or Thinklogical for qualified servicing. Do not remove the cover until power has been removed from the unit! (See *How to Power-Down the Unit*, above.)

Remove the two **mounting brackets** (pg. 13) if installed. There are fourteen screws securing the cover to the chassis. All screws are Philips screws. As shown in the photos below, there are **four screws on the top (1)**, **two screws on the front (2)**, located at the inner corners of the two power supplies (with cover lifted to show tabs), and **four screws on each side (3)**. (Note that near the rear of the chassis, there are two additional screw holes on each side to accommodate optional, rear-facing rack-mounting brackets.)

Lift the cover straight off the chassis. *Be sure to retain all screws for reinstallation.*



WARNING! Do not attempt to open or disassemble this product.
Please contact your dealer or *thinklogical* for qualified servicing.

⚡ NO USER SERVICEABLE PARTS INSIDE !

Firmware Updates

See **APPENDIX B: Integrated Client Transmitter FPGA Program Code Update Procedure**, pg. 29.

See **APPENDIX C: FPGA Download and Installation Procedure**, pg. 30.

Firmware updates are available through Thinklogical®. For technical assistance, please call us at **1-203-647-8700**.

Section 3: Regulatory & Safety Requirements

Symbols found on the product

Markings and labels on these products follow industry-standard conventions. Regulatory markings found on these products comply with domestic and many international requirements.

Regulatory Compliance

Thinklogical's® products are designed and made in the U.S.A. These products have been tested by a certified testing laboratory and found to be compliant with the following standards (both domestic USA and many international locations):

North America

Safety

ANSI/UL 60950-1:2007/03/27 Ed:2 Rev:2011/12/19

CSA C22.2#60950-1: 2007/03/27 Ed: 2 (R2012)

LASER Safety

CDRH 21 CFR 1040.10

Class 1 LASER Product

Canadian Radiation Emitting Devices Act, REDR C1370

IEC 60825:2001 Parts 1 and 2

Class 1 LASER Product

Electromagnetic Interference

FCC 47CFR Part 15 Subpart B: 2016 Class A

Industry Canada ICES-003:2016



Australia & New Zealand

This is a Class A product. In a domestic environment this product may cause radio interference, in which case the user may be required to take corrective measures.

European Union

Declaration of Conformity

Thinklogical's products comply with the requirements of the Low Voltage Directive 2006/95/EC, the EMC Directive 2004/108/EC, the RoHS Directive 2011/65/EU, the WEEE Directive 2012/19/EU and carry the CE marking accordingly.

Manufacturer's Name & Address:

Thinklogical, A BELDEN BRAND
100 Washington Street
Milford, Connecticut 06460 USA

Standards to which our products comply

Safety

IEC 60950-1:2005 (Second Edition) + Am 1:2009 + Am 2:2013

Electromagnetic Emissions

CENELEC EN 55022:2010 +AC:2011

Electromagnetic Immunity

CENELEC EN 55024:2010 +A1:2015

CENELEC EN 55032:2015

EN61000-3-2/: 2000 Harmonics

EN61000-3-3: 2008 Flicker

EN 61000-4-2:2009 Electro-Static Discharge Test

EN 61000-4-3:2006, A1:2008, A2:2010 Radiated Immunity Field Test
 EN 61000-4-4:2004 Electrical Fast Transient Test
 EN 61000-4-5:2006 Power Supply Surge Test
 EN 61000-4-6:2009 Conducted Immunity Test
 EN61000-4-11: 2004 Voltage Dips & Interrupts Test

Supplementary Information

The following statements may be appropriate for certain geographical regions and might not apply to your location.

This Class A digital apparatus meets all requirements of the Canadian Interference-Causing Equipment Regulations.

Cet appareil numérique de la classe A respecte toutes les exigences du Règlement sur le matériel brouilleur du Canada.



Warning! This is a Class A product. In a domestic environment, this product may cause radio interference, in which case the user may be required to take corrective measures.



Note: 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 in which case the user may be required to take adequate corrective measures at their own expense.



Note: This Class A digital apparatus complies with Canadian ICES-003 and has been verified as being compliant within the Class A limits of the FCC Radio Frequency Device Rules (FCC Title 47, Part 15, Subpart B CLASS A), measured to CISPR 22: 1993 limits and methods of measurement of Radio Disturbance Characteristics of Information Technology Equipment.



Note: The user may notice degraded audio performance in the presence of electromagnetic fields.

Product Serial Number

Thinklogical products have a unique serial number, which includes a date-code, printed on an adhesive label that is affixed to the unit. The format for the date-code is 2 *digits for the month*, dash, 2 *digits for the year*, plus *at least four digits for a unique unit number*. For example:

10-170129 indicates the unit was built in the **10th** month of **2017**, and is unit number **129**.

Connection to the Product

Connections and installation hardware for our products use industry-standard devices and methods. All wiring connections to the customer equipment are designed to minimize proprietary or customized connectors and cabling. Power connections are made with regionally appropriate power cords and approved methods.

Section 4: Thinklogical Support

Customer Support

Thank you for choosing Thinklogical® products for your application.

We appreciate your business and are dedicated to helping you successfully use our products.

thinklogical® is always here to help you.

To contact us, please use the following telephone numbers and internet-based methods:

Thinklogical® is an engineering company and we will always do our best to ensure that you receive any assistance you need directly from our most knowledgeable engineers.

We believe that the first line of support comes from the design engineers that developed each particular product.

Therefore, your questions or issues will be handled promptly by our in-house engineers who are most familiar with your products. **We won't be satisfied until you are satisfied.**

Website

Check out our website at www.thinklogical.com for current products, support documents and useful information about all the products and services we offer, including technical specification sheets, quick-start guides and product manuals (for viewing online or for download).



Note: Most online documents are stored as Adobe Acrobat “PDF” files. If you do not have the Adobe Acrobat reader needed to view PDF files, visit www.adobe.com for a download.

Email

Thinklogical is staffed **Monday through Friday from 8:30am to 5:00pm**, Eastern Time Zone. We will respond to your email inquiries promptly. Please use the following email addresses:

info@thinklogical.com – Information on Thinklogical and our products.

sales@thinklogical.com – Sales Department - orders, questions or issues.

support@thinklogical.com – Product support, technical issues or questions, product repairs and request for **Return Merchandise Authorization**.

Telephone

Thinklogical Operator	1-203-647-8700
Product & Customer Support:	1-203-647-8798
US Commercial & Canada Sales:	1-203-647-8715
US Federal Government Sales:	1-203-647-8716
Toll Free in the Continental US:	1-800-291-3211
International Sales (Europe, Middle East, Africa):	1-203-647-8704
International Sales (Asia Pacific, Central & Latin America):	1-203-647-8734

Please contact our expert sales staff in Milford, CT. We are here Monday through Friday from 8:30am to 5:00pm, Eastern Time Zone. We'll provide a representative's direct dial phone number when you call.

If leaving a voice message, please provide a preferred time to call back so we may reach you at your convenience.

Our switchboard attendant will direct your call during regular business hours. We have an automated attendant answering our main telephone switchboard after regular business hours and holidays. Please leave a voice message at any time.

Fax

Our company facsimile number is **1-203-783-9949**. Please indicate the nature of the fax on your cover sheet and provide return contact information.

Product Support

Thinklogical's support personnel are available **Monday through Friday from 8:30am to 5:00pm**, Eastern Time Zone. If your application requires assistance at some time outside of our normal business hours, please contact us beforehand and we will have someone available to assist you.

Warranty

Thinklogical warrants this product against defects in materials and workmanship for a period of one year from the date of delivery. Thinklogical and its suppliers disclaim any and all other warranties.



Note: Thinklogical products carry a one year warranty, with longer term available at time of purchase, on most products. Please refer to your product invoice for your product's Warranty Terms & Conditions.

Defect remedy shall be the repair or replacement of the product, provided that the defective product is returned to the authorized dealer within one year from the date of delivery.

If you wish to return your device, contact the Thinklogical authorized dealer where you purchased the device, or if you purchased directly, call Thinklogical at **1-800-291-3211** (USA).

Return Authorization

If you need to return your Thinklogical® product to us for any reason, please get a

Return Merchandise Authorization Number (RMA#)

from Thinklogical's **Product Support Department (1-203-647-8700)** before sending the unit in.

If you must return a product to Thinklogical directly, please contact **Customer Support** at **1-800-291-3211** or **1-203-647-8700**. Customer Support will ask you to describe the problem and will issue you a **Return Merchandise Authorization number (RMA#)**. Pack the device in its original box, if possible, and return it with the RMA# printed on the outside of the box.



Note: Please **DO NOT** return a product to Thinklogical without a **Return Merchandise Authorization**.

Our Addresses

If you have any product issues or questions or need technical assistance with your Thinklogical system, please call us at **1-800-291-3211 (USA only)** or **1-203-647-8700** and let us help. If you need to write us or return a product, please use the following address:

Please include the Return Merchandise Authorization number:

Thinklogical, A BELDEN BRAND
100 Washington Street
Milford, Connecticut 06460 USA
ATTN: RMA #



Website: www.thinklogical.com
Facebook: www.facebook.com/ThinklogicalUSA
LinkedIn: www.linkedin.com/company/thinklogical
Google+: <http://plus.google.com/u/0/109273605590791763795/about>
YouTube: www.youtube.com/user/thinklogicalNA
Twitter: [@thinklogical](https://twitter.com/thinklogical)



Appendix A: Integrated Client Transmitter & CHS-HP4 Quick Start Guide

thinklogical's QUICK-START GUIDE

Integrated Client Transmitter Modules & CHS-HP4 Chassis

VIDEO & KVM Extension System

With Integrated Client Transmitters and TLX Video & KVM Receiver Modules

Thinklogical recommends SVX Laser Enhanced Fiberoptic Cable, 50 or 60 micron core with LC type connectors.

Multi-Mode:
 Up to 33 meters with Type OM3
 Up to 300 meters with Type OM4
 Up to 400 meters with Type OM3
 Up to 800m with Type OM3 B12E

Single Mode: Up to 80km with Type OM3 B12E

STEP 1: Connect the **Integrated Client Tx Modules** to the **Network** using multi-mode **fiber-optic cables** (up to 1000 meters). See above.

STEP 2: On the destination chassis, ensure the **Power Supply switches** on the front panels are in the OFF position. Install the **AC Power Cords** into the left and right receptacles on the rear panel. Plug both cords into a standard AC source. On the front of the chassis, turn ON the Right and Left Power Supply Modules.

STEP 3: **Connect HDMI or DisplayPort Cables** from the Receiver to the display devices. Depending on your configuration, connect your **peripheral devices** (audio, USB, etc.) to the **Receivers** using standard copper cables as shown. Turn all the devices ON.

STEP 4: On the CHS-HP4 Chassis, ensure the **Power Supply switches** on the front panels are in the OFF position. Install the **AC Power Cords** into the left and right receptacles on the rear panel. Plug both cords into a standard AC source. On the front of the chassis, turn ON the Right and Left Power Supply Modules.

STEP 5: The **Console, USB 2.0 and Video OUT Ports** on the Integrated Client Tx Module are for local debugging. Use the **HALT** button to turn a module OFF.

Appendix B: Integrated Client Transmitter FPGA Program Code Update Procedure

thinklogical® Integrated Client Transmitter (6G & 10G) FPGA Program Code Update Procedure



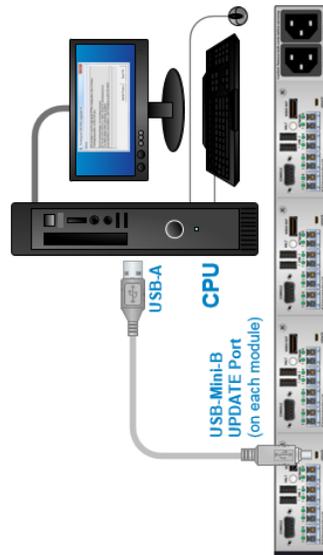
The following procedure documents the steps necessary to update the FPGA program code on an Integrated Client Tx module in a CHS-HP4 Chassis using a Windows-based computer.

Perform steps 1-8 as described:

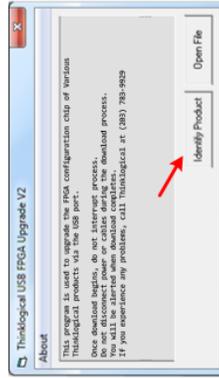
STEP 1: FPGA Update Preparation: Please contact your *thinklogical* Sales Representative or Customer Service (1-203-647-8700) for access to the FPGA Download Update application.

STEP 2: Save the FPGA program code update file provided by Thinklogical to a known location on the PC. The program code update file will have a file extension of **.lbf**. This is the file that will be retrieved in Step 6.

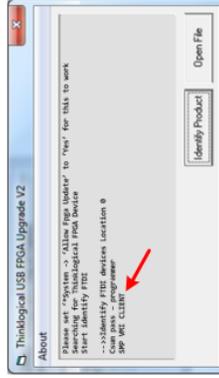
STEP 3: Connect a **USB A to USB mini-B** cable between the Integrated Client Transmitter's **UPGRADE** port and the CPU, as shown below.



STEP 4: Run the Thinklogical **FPGA Upgrade** application. You will see the following window. Click on *Identify Product*.



STEP 5: You may see a window similar to this, identifying the desired file name. Click *Open File*.



STEP 6: Select the file. Select **OK**. A dialog box similar to this will open.



STEP 7: Verify the response below during the process. The spinning bar to the left of the progress bar will stop when the download is complete.



STEP 8: When **FPGA download is complete**, you will see the window below. The Upgrade Procedure is now complete. Remove the USB cable from the PGM Update Port and exit the application.



Browse to and select the file: **smp_wmt_6G.lbf** or **smp_wmt_10G.lbf** (This is the file saved in Step 2.) and click **OPEN** to begin.

integrated_client_tx_fpga_update_instructions_user_manual

Appendix C: FPGA Download Installation Procedure

thinklogical® Procedure for the FPGA Download Installation

The following procedure documents the steps necessary to install the FPGA Download Application using a Windows-based computer.

1 Perform steps 1-5 as described:

FPGA Update Preparation:

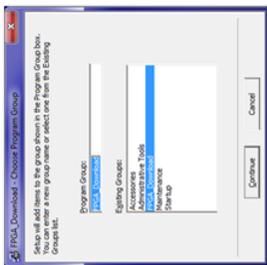
- The FPGA_Download.exe application is stored in: http://ftp.thinklogical.com/ftp/visualization/updates/FPGA_upgradeVxxx.zip (where 'Vxxx' is the version number).
- Open the FPGA_upgradeVxxx.zip file and extract the contents to a temporary directory.



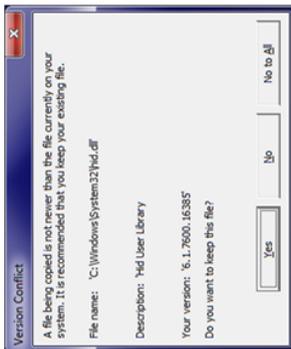
STEP 1: To install the application, double click on setup.exe (Contained in FPGA_upgradeVxxx.zip). If asked for permission to make changes, select Yes. At the above Welcome screen, select OK.



STEP 2: Begin the installation by clicking the displayed button.



STEP 3: Choose program group: Select Continue when the default selections are displayed.



STEP 4: The files will now attempt to download. If a Version Conflict is displayed, select Yes (keep this file).



STEP 5: The Thinklogical FPGA Download Setup is now complete. Press OK. You are now ready to download to a Thinklogical device. **NOTE:** When upgrading for the first time, the user may encounter a Found New Hardware Wizard box if the current drivers are not installed (A) or if not connected to the internet (B). Follow the instructions below, then proceed to steps (C) and (D).



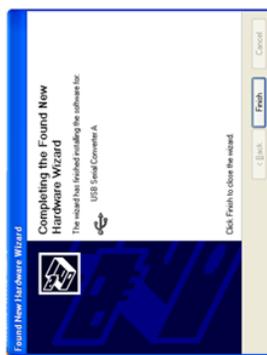
STEP A: The Found New Hardware Wizard may open if the Thinklogical product is being connected to the PC for the first time.



STEP B: If not connected to the Internet, select No, not this time and navigate to where the FPGA Update application is installed. The driver is in the Install Directory. Proceed to Step 3. If using an internet connection, select Yes, this time only. Click on Next. Proceed to Step C.



STEP C: Select Install the software automatically (Recommended). Click on Next



STEP D: Follow the instructions for the Completing the Found New Hardware Wizard Box. Click on Finish.

FPGA_Download_Installation_Rev_A.pdf