USB Over IP

User's Manual

SIIG's ONLINE SUPPORT and Product Registration

Visit SIIG's web site at ***www.siig.com*** and click **Support** for instant technical support. Also, click **Support/Register** to register your product

SIIG, Inc.®
Connectivity Solutions You Can Trust!™

About SIIG, Inc.

Founded in 1985, SIIG, Inc. is a leading manufacturer of IT connectivity solutions (including Serial ATA and Ultra ATA Controllers, FireWire, USB, and legacy I/O adapters) that bridge the connection between Desktop/Notebook systems and external peripherals. SIIG continues to grow by adding A/V and Digital Signage connectivity solutions to our extensive portfolio. All centered around the distribution and switching of A/V signals over CAT5/6, these products include matrix switches, distribution amplifiers, extenders, converters, splitters, cabling, and more.

SIIG is the premier one-stop source of upgrades and is committed to providing high quality products while keeping economical and competitive prices. High-quality control standards are evident by one of the lowest defective return rates in the industry. Our products offer comprehensive user manuals, user-friendly features, and most products are backed by a lifetime warranty.

SIIG products can be found in many computer retail stores, mail order catalogs, and e-commerce sites in the Americas, as well as through major distributors, system integrators, and VARs.

PRODUCT NAME

USB Over IP

FCC RULES: TESTED TO COMPLY WITH FCC PART 15, CLASS B
OPERATING ENVIRONMENT: FOR HOME OR OFFICE USE

FCC COMPLIANCE STATEMENT:

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

THE PARTY RESPONSIBLE FOR PRODUCT COMPLIANCE

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About This Manual

The purpose of this manual is to introduce you to your *USB over IP* server. It will guide you to properly configure and install into your system. Please save this manual for future reference.

This manual is comprised of the following sections:

Chapter 1: Introduction

Provides unpacking instructions, and introduces features and specifications.

Chapter 2: Hardware Installation and Device Compatibility

General overview to connect and install your adapter.

Chapter 3: Driver Installation

Describes how to install the drivers to your operating system.

Chapter 4: USB Over IP Admin

Describes how to configure and use your product.

Chapter 5: Technical Support and Warranty

Provides instructions on how to obtain technical support or return a product in the event of a problem.

Chapter 1 Introduction

Thank you for your purchase of the *USB over IP*. SIIG's goal is to provide reliable, high quality products and fast customer support.

The purpose of this comprehensive user's manual is to:

- Introduce you to your *USB over IP* features and benefits
- Guide you through the steps for an easy, trouble-free installation in your system
- Provide technical support information in the event of a problem.

Before installing the board, please review this chapter for unpacking instructions and an overview of the key features. Then refer to later chapters for installation instructions.

1-1 Unpacking the *USB Over IP*

Before installing the *USB over IP*, verify that the following items are included in the packaging carton:

- *USB over IP* adapter
- Power adapter
- Driver CD
- User's Manual

Please contact your dealer if any item is damaged or missing.

1-1.1 Static Electricity Precaution

One of the routine precautions you must be aware of when working with computer components is the problem of static electricity discharge.

> **Note**: Leave the product in its anti-static bag until you are ready to install it.

Caution: Static electricity discharge may permanently damage your system. In order to avoid possible static electricity discharge during installation procedures, please follow the guidelines below:

- Discharge any static electricity build up in your body by touching a large grounded metal surface or the computer case (if plugged in), for a few seconds.
- During installation procedures, avoid any contact with internal parts. Handle cards only by their edges.

1-1.2 Record the Serial Number

In order for SIIG's Technical Support or RMA Department to give you prompt service, you will need the following product information. ***The serial number label is located on the side of the box and on the adapter.***

Please take a moment to record the serial and part number.

Serial Number: _____

Part Number: _____

Date purchased: _____

1-2 Introducing the *USB over IP*

The *USB over IP* allows network users to connect remote USB devices like, printers, scanners, digital cameras and USB Flash drives over the network. It is ideal for home office, small office or classroom use! User friendly client software, which maps USB devices connected to the *USB over IP* onto the local host computer, is included

1-2.1 Features and Benefits

USB Connectivity

- Supports various types of USB devices
- Four high-speed USB ports
- Compatible with bulk, interrupt and isochronous USB devices

Network Connectivity

- Supports Ethernet networks
- RJ45 LAN connectors
- 10/100 auto sensing
- Supports Static or DHCP IP addressing

Client Software

- Supports various types of USB Traffic (Control, Bulk, Interrupt and Isochronous)
- Designed to comply with Microsoft WHQL Unclassified software category tests
- Support both Ethernet and Wi-Fi networks
- User-friendly application interface
- Device mapping feature for adding and removing USB devices
- Printer auto connect feature

1-2.2 System Requirements

- Windows® 7 (32-bit) / Vista (32-bit) / XP (32-/64-bit) / Server 2003 (32-/64-bit) / Server 2008 (32-bit)
- Ethernet network with an available RJ45 port
- CD-ROM drive

1-2.3 Layout

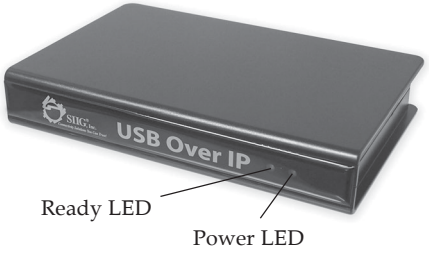


Figure 1: Front Layout

- **Power LED**: *USB over IP* is powered on
- **Ready LED**: when the box is first powered on, the *USB over IP* goes through it's initialization/bootup sequence. This LED will blink for 10 seconds, then it will go off for 10-15 seconds, when it comes back on the *USB over IP* is ready for use. If the Ready LED ever goes off, power-off then power-on the *USB over IP*. It is recommended to unplug all devices from the *USB over IP* during it's initialization/bootup sequence.

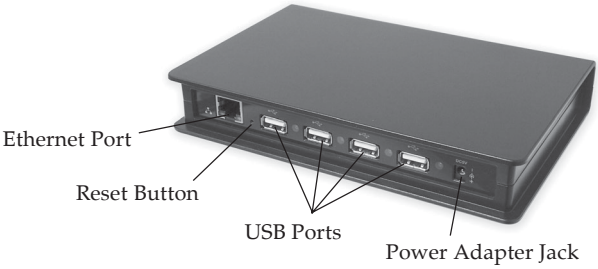


Figure 2: Back Layout

- **Reset Button**: Use this button to restore the default settings of the *USB over IP*. Using a paper clip, pen tip or similar size object, press in and hold down the button for 5-10 seconds. The default settings are: **SIIG** (Server Name), **192.168.3.22** (IP) and **192.168.3.1** (Gateway)
- **Ethernet Port**: connects the *USB over IP* to you network using a CAT 5 or better cable
- **Power Adapter Jack**: connect the switching power adapter here
- **USB Ports**: plug in your USB devices here

Chapter 2
Hardware Installation and Device Compatibility

2-1 Hardware Installation

General hardware installation instructions are provided below. Since the design of computer cases and motherboards vary, refer to your computer's reference manual for further information, if needed.

Static Electricity Discharge may permanently damage your system. Discharge any static electricity build up in your body by touching your computer case for a few seconds.

1. Connect one end of your Ethernet cable to the **Ethernet Port** of the *USB over IP*.
2. Connect the other end of the Ethernet cable to an available RJ45 port on your Ethernet switch or hub.
3. Plug the power adapter into the *USB over IP*, then plug the power adapter into a reliable power source.
4. Wait for the USB over IP to complete it's initialization/bootup sequence and the Ready LED to light up before proceeding to the next section.

2-2 Device Connection

The *USB over IP* supports up to four USB devices. Connect your USB device(s) to any port on the *USB over IP*. The green LED will light to show successful connection.

2-3 USB Device Support

USB Over IP Admin client software is based on open architecture, wherein the *USB over IP* box virtualizes the connected USB devices onto the remote client. The Client, installed on the remote host, interacts with the *USB over IP* box and enables remote access. In this approach, device drivers of the connected USB device are installed on the remote host only, as if the device is connected to it's USB ports.

2-3.1 USB Device Interoperability List

The following USB devices were tested in Windows XP SP2 32-bit operating system in default setup mode.

Device Type	Make	Model
Serial and Parallel	Prolific	PL2303
	FTDI	USB to 4-port Serial
	MCS7840	USB to 4-port Serial
	MCS7820	USB to 2-port Serial
	MCS7720	USB to 2-port Serial
Networking	MCS7830	USB to 10/100 Adapter
Hubs	Belkin	Hub
		Hub
	D-Link	Hub
	i-Rocks	Hub
	Enter	Hub
Phone	Skype	USB Audio Device
	YAP	USB Audio Device
TV Tuner	Diamond Multimedia	PVR660
Wireless	Belkin	USB to 802.11G

2-3.1 Device Interoperability List Cont'd.

Device Type	Make	Model
Webcam	Logitech	Quickcam Messenger
	Logitech	Quickcam Easy
	Logitech	Quickcam Go
	Logitech	Quickcam Pro 3000
	Logitech	Quickcam Pro 4000
	Logitech	Quick Communicate STX
	Microsoft	LifeCam VX-1000
	Microsoft	LifeCam VX-3000
	Creative	Vista Plus Webcam
	Quantum	QHMPL 500lm-8lm
	Frontech	e-CAM
	Microsoft	LifeCam VX-6000
	Logitech	Quickcam for Notebooks Pro
Speakers	Sony	Sony USB Speakers
	Microsoft	Microsoft Life Chat LX3000 head phones
	Turtle Beach	Audio Advantage Micro Sound Card
Multimedia	SIIG	USB SoundWave 7.1
		USB SoundWave 7.1 Pro

2-3.1 Device Interoperability List Cont'd.

Device Type	Make	Model
Keyboard	Acer	Acer Keyboard
	Apple Mac	Mac Extended Keyboard
	Microsoft	Comfort curve keyboard
	Microsoft	Intranet Pro Keyboard
Mouse	Apple	Apple Optical mouse
	Apple	Apple mouse
	Microsoft	Microsoft Basic mouse
	Logitech	Logitech mouse
	Sun	Sun mouse
	Dell	Dell mouse
	IBM	IBM mouse
Joystick	Microsoft	Joystick
Mass Storage Device	Iomega	USB Zip 100
	Toshiba	Transmemory
	Kingston	DataTraveler DTI 1GB
	Kingston	DataTraveler MiniFun DTMFP/2GB
	SanDisk	Cruzer Micro 1GB
	SuperTalent	Super Flash Drive 2GB
	Western Digital HDD Enclosure	WD600 U017 - 60GB Go
	ViPower	Pocket Drive VP-2528
	Transcend 2GB	JF V30
	ZipSys	USB to IDE controller
DVD	NEC	DVD ROM

2-3.1 Device Interoperability List Cont'd.

Device Type	Make	Model
Printers	HP	Business InkJet 1200
		DeskJet D2360
		LaserJet 1020 (GDI printer)
		DeskJet 3740
		PhotoSmart 3200
		LaserJet 2200d
	Epson	EPL-6200L
		Stylus C87 Plus
		Stylus C58 Plus
		LX-300 +II
	Canon	iP1700
	Samsung	ML 1210
	WeP	Bloom Laser 1600+
Multi-function printers	HP	OfficeJet 4315 All-in-One
		DeskJet F380 All-in-One
		LaserJet 3200
		PhotoSmart C6188 All-in-One
		PhotoSmart C3100 All-in-One
	Canon	MP160 MFP
	Brother	MFC-9700 Multi Function
	Dell	All-in-One Printer 946
Scanners	HP	ScanJet 1300C
		ScanJet 4470C

Chapter 3
Driver Installation

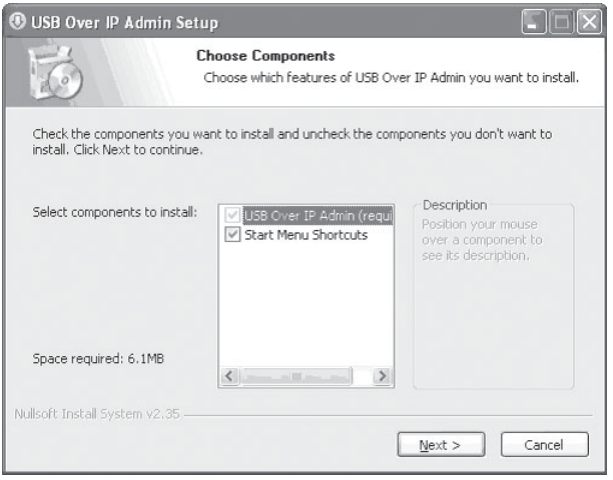
3-1 Driver Installation

This section provides information on how to install the *USB over IP* drivers. Windows Firewall/Internet Connection Sharing (ICS) must be running before installing the *USB over IP* drivers.

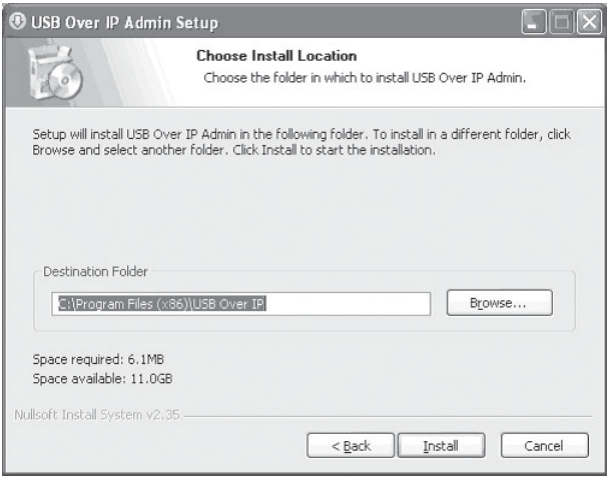
3-1.1 Windows XP (32-/64-bit)

1. Connect the *USB over IP* to your network.
2. At the Windows desktop insert the driver CD.
3. Autorun should start the installation, if not, click **Start**, then **Run**. Type **D:\Launch.exe** then click **OK**. (Change **D:** to match your CD-ROM drive letter)
4. At the USB Over IP screen click **Install**.

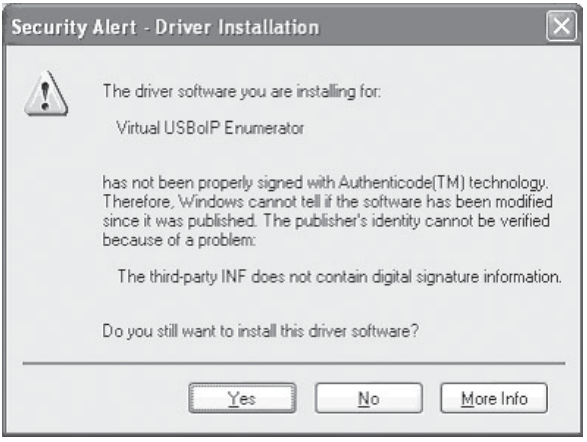
5. At Choose Components, click **Next**.



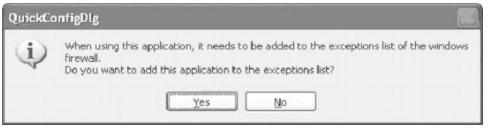
6. At Choose Install Location, click **Install**.

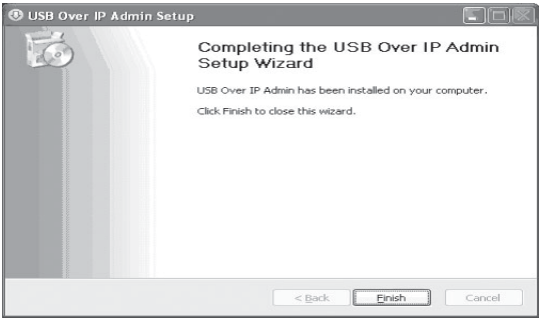


7. At the Security Alert, click **Yes**. (skip this step for 32-bit XP)



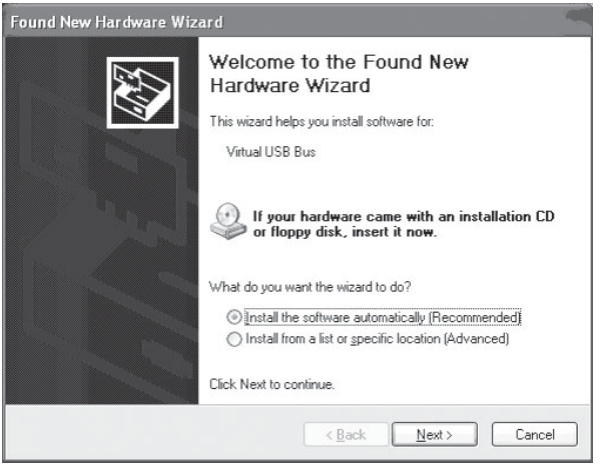
8. Click **Yes** to add the application to Windows Firewall exceptions list, then click **Finish**.



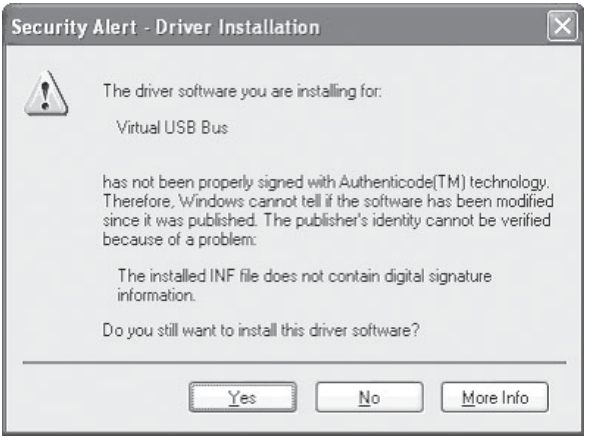


9. At the Found New Hardware Wizard, select **No, not this time**, click **Next**. (skip this step if not prompted)

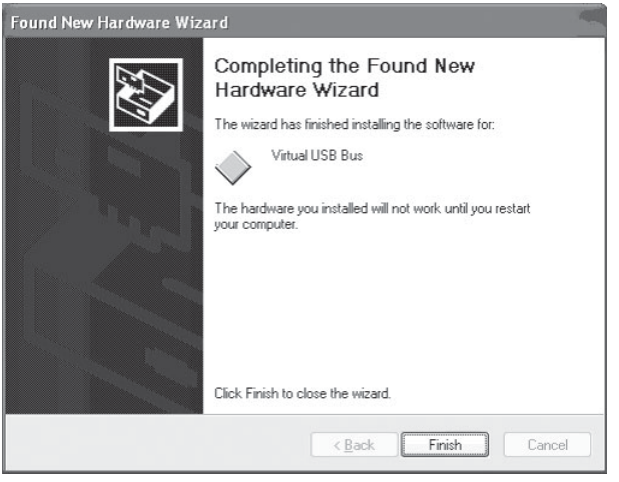
10. Select **Install the software automatically (Recommended)**, click **Next**.



11. At the Security Alert, click **Yes**. (skip this step for 32-bit XP)



12. Click **Finish**.



13. At Windows Security Alert, click **Unblock**. (skip this step if you clicked **Yes** to add this application to firewall exceptions list on step 8)

14. Repeat steps 9-12 for each *USB over IP* connected that matches your subnet address.
15. Click **Finish** then restart XP to complete the installation.

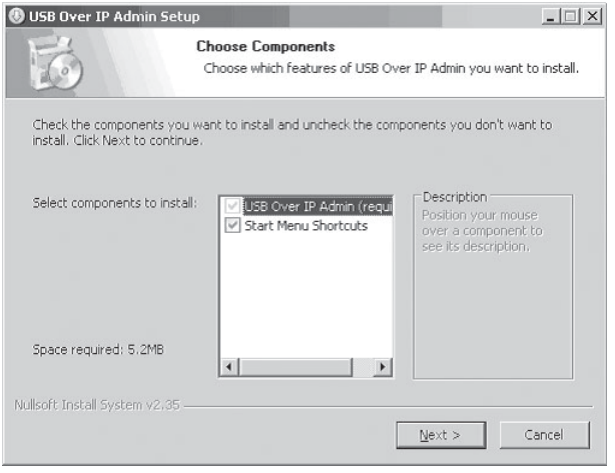
3-1.2 Windows Server 2003 (32-/64-bit)

Windows Firewall/Internet Connection Sharing (ICS) must be running before installing the *USB over IP* drivers.

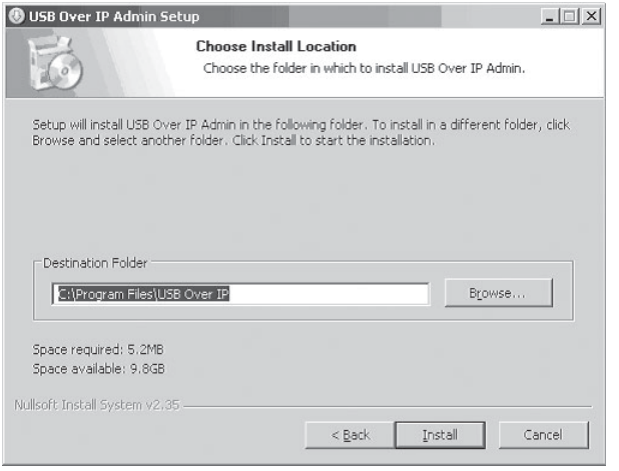
1. Connect the *USB over IP* to your network.
2. At the Windows desktop insert the driver CD.
3. Autorun should start the installation, if not, click **Start**, then **Run**. Type **D:\Launch.exe** then click **OK**. (Change D: to match your CD-ROM drive letter)

4. At the USB Over IP screen, click **Install**.

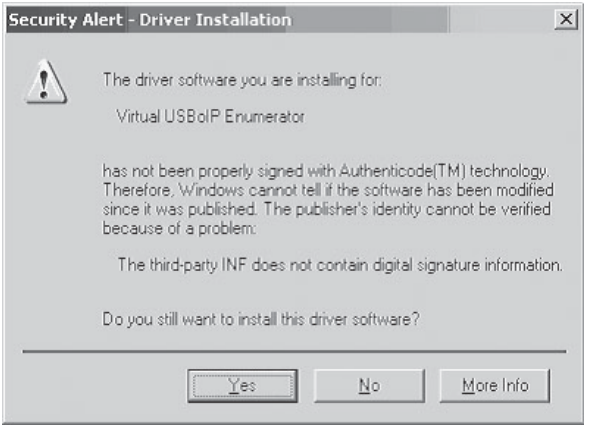
5. At Choose Components, click **Next**.



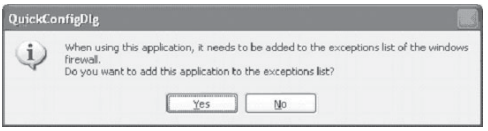
6. At Choose Install Location, click **Install**.

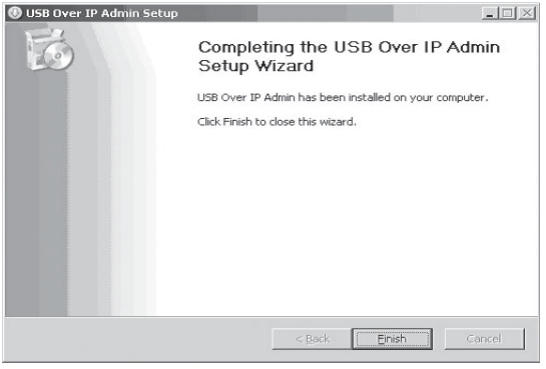


7. At Security Alert, click **Yes**.



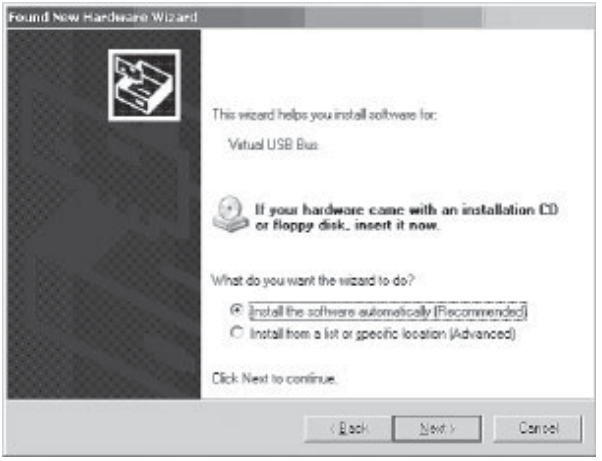
8. Click **Yes** to add the application to Windows Firewall exceptions list, then click **Finish**.



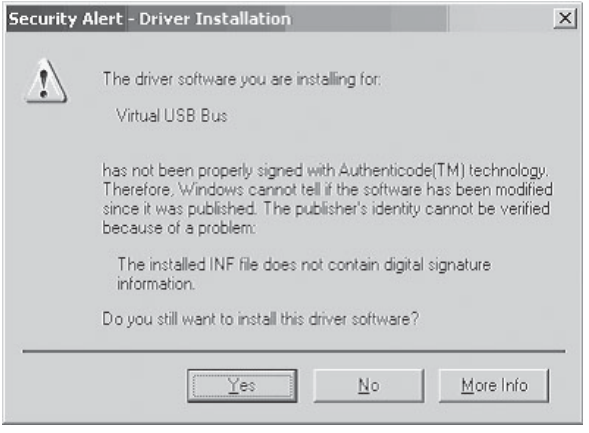


9. At the Found New Hardware Wizard, select **No, not this time**, then click **Next**.

10. Select **Install the software automatically (Recommended)**, click **Next**.



11. At Security Alert, click **Yes**.



12. Click **Finish**.

13. Repeat steps 9-12 for each *USB Over IP* connected that matches your subnet address.

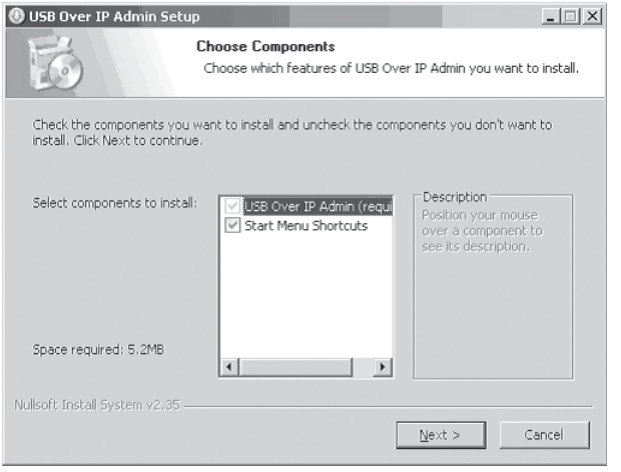
3-1.3 Windows Server 2008 (32-bit)

Make sure that Windows Firewall is configured before installing the *USB over IP* driver.

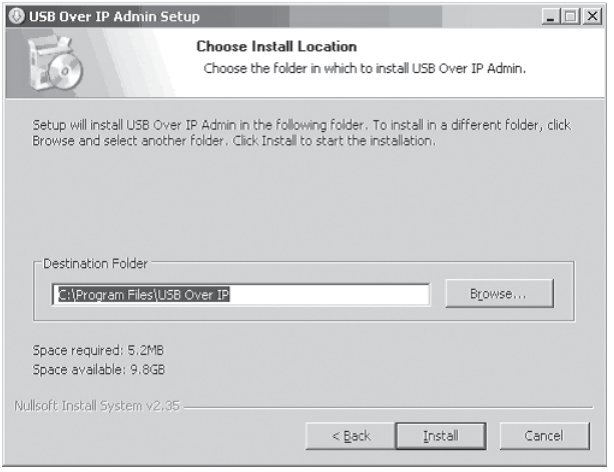
1. Connect the *USB over IP* to your network.
2. At the Windows desktop insert the driver CD.
3. Autorun should start the installation, if not, click **Start**, then **Run**. Type **D:\Launch.exe** then click **OK**. (Change D: to match your CD-ROM drive letter)

4. At the USB Over IP screen, click **Install**.

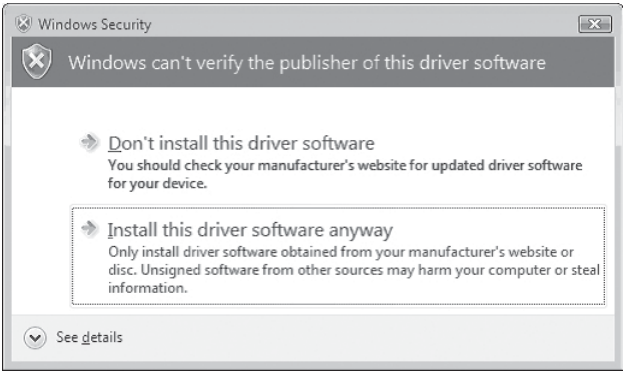
5. At Choose Components, click **Next**.



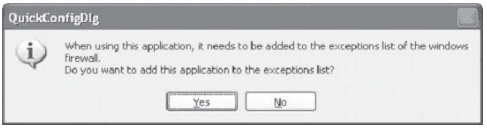
6. At Choose Install Location, click **Install**.

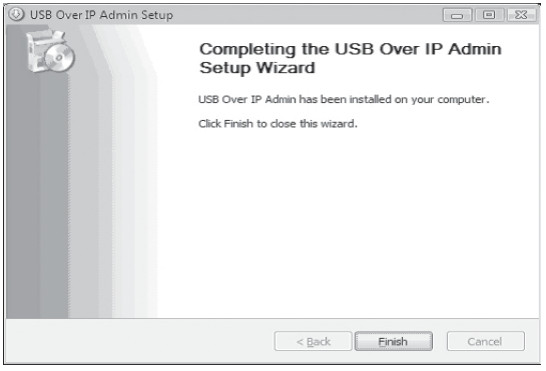


7. At Windows Security, click I**nstall this driver software anyway** two times.



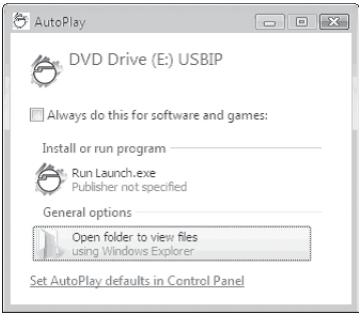
8. Click **Yes** to add the application to Windows Firewall exceptions list, then click **Finish**. Click **Finish**.





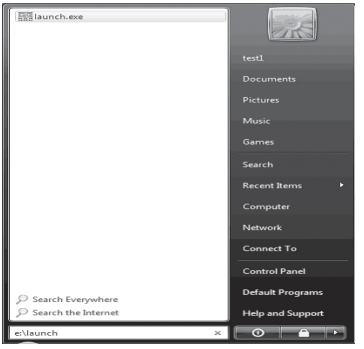
3-1.4 Windows Vista (32-bit)

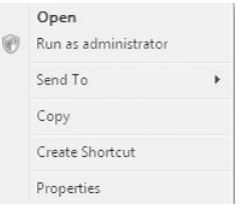
1. Connect the *USB over IP* to your network.
2. At the Windows desktop insert the driver CD.
   *At the **Auto Play** window*: click **Open folder to view files**.



*If **Auto Play** doesn't start*: click **Start**, in the **Start Search** box, type **D:\Launch.exe**. (Change **D:** to match your CD-ROM drive letter)

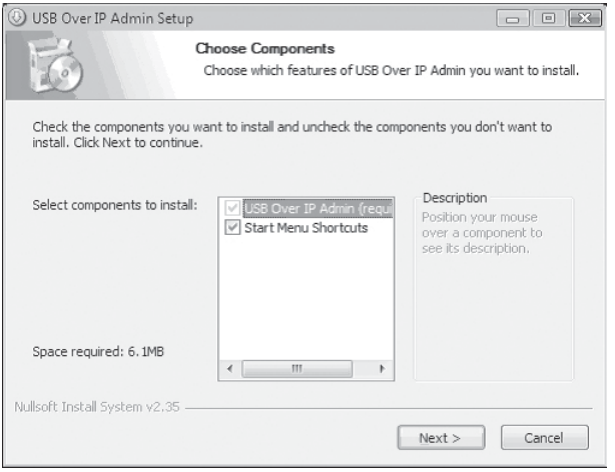
3. Right click **Launch**, click **Run as administrator**. Click **Allow**.



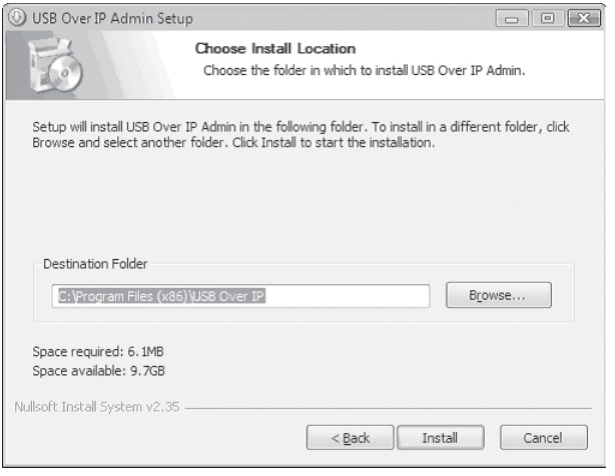


4. At the USB Over IP screen, click **Install**.

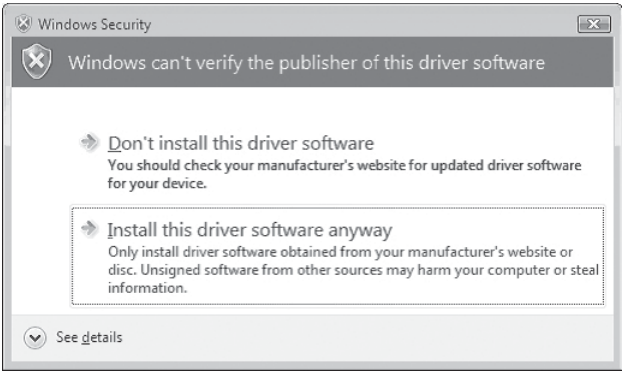
5. At Choose Components, click **Next**.



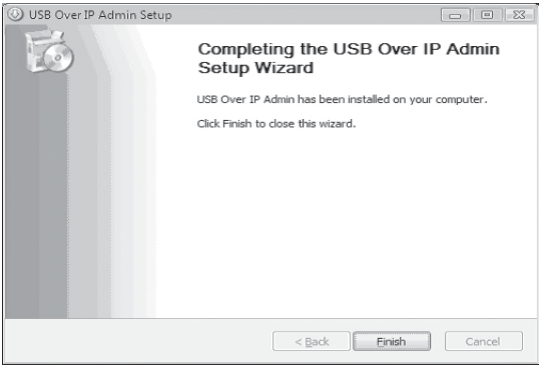
6. At Choose Install Location, click **Install**.



7. At Windows Security, click **Install this driver software anyway** two times.

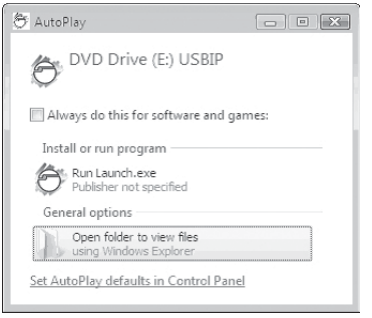


8. Click **Yes** to add the application to Windows Firewall exceptions list, then click **Finish** to complete the installation.

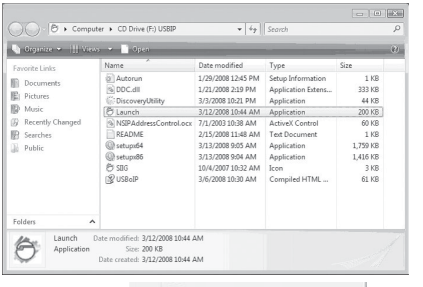


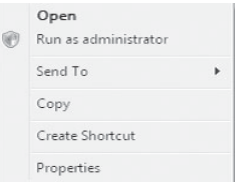
3-1.5 Windows 7 (32-bit)

1. Connect the *USB over IP* to your network.
2. At the Windows desktop insert the driver CD.
   *At the **Auto Play** window*: click **Open folder to view files**.



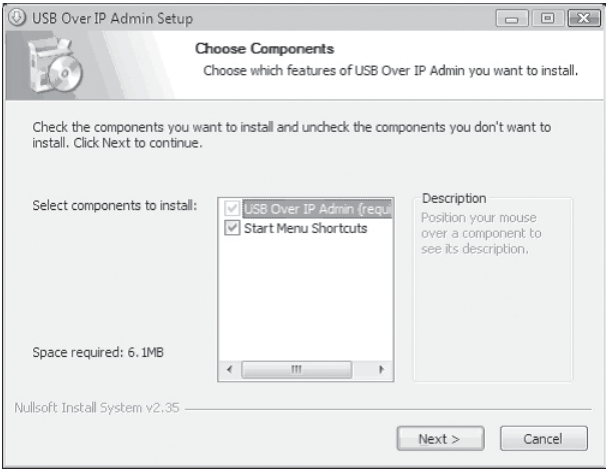
   *If **Auto Play** doesn't start*: Double click **Computer**, right click the CD\DVD-ROM drive showing the SIIG USBIP icon, click **Open**.
3. Right click **Launch**, click **Run as administrator**. Click **Yes**.



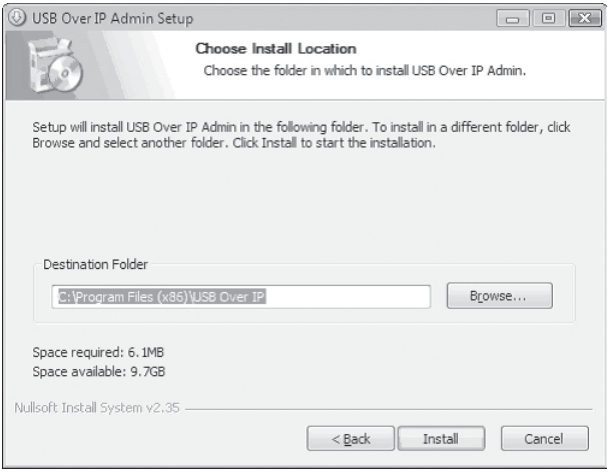


4. At the USB Over IP screen, click **Install**.

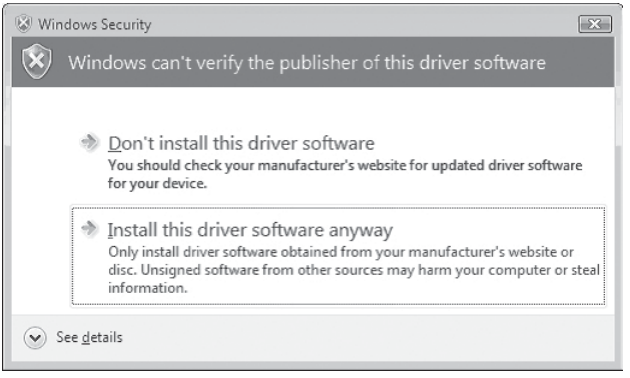
5. At Choose Components, click **Next**.



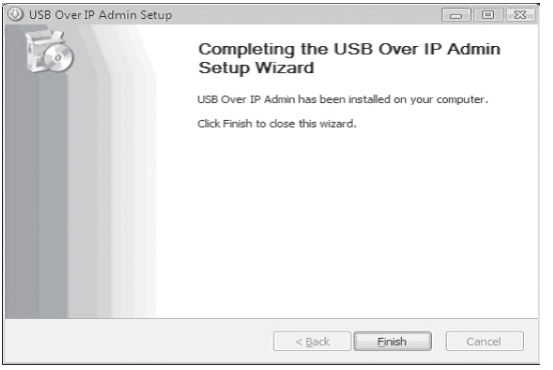
6. At Choose Install Location, click **Install**.



7. At Windows Security, click I**nstall this driver software anyway** two times.

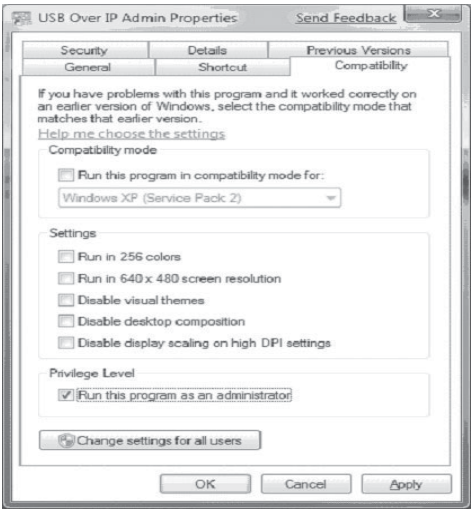


8. Click **Yes** to add the application to Windows Firewall exceptions list, then click **Finish** to complete the installation.

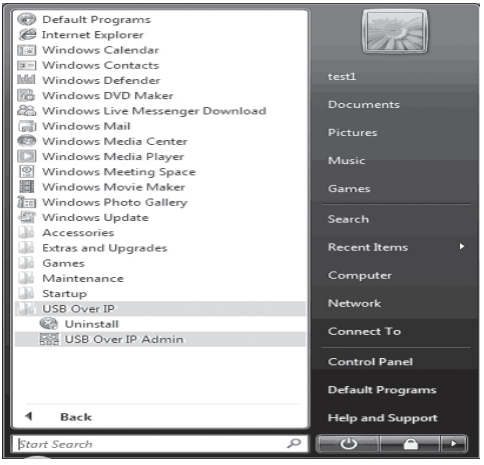


9. Right click the **USB Over IP Admin** icon located on the desktop, click **Properties**.

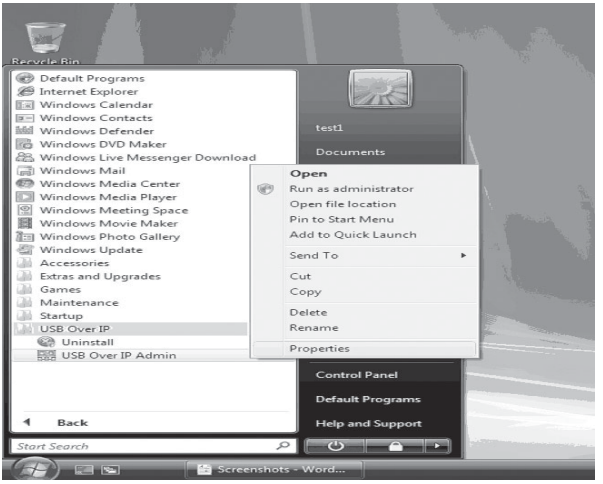
10. Click **Compatibility** tab. Check **Run this program as an administrator**, click **OK** (after clicking OK, wait up to 30 seconds to complete).



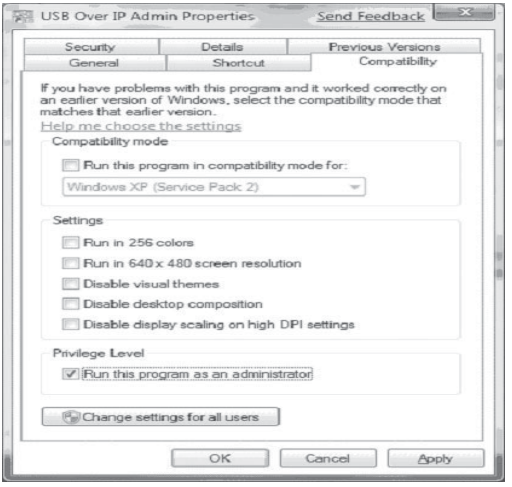
11. Click **Start**, **All Programs**, **USB Over IP**.



12. Right click the **USB Over IP Admin** icon, click **Properties**.



13. Click **Compatibility** tab, check **Run this program as an administrator**, click **OK**.



14. Double click the USB Over IP Admin icon on the desktop. If prompted click **Yes** at the User Account Control box to continue.

3-2 To Verify Installation

1. Verify installation in Device Manager.

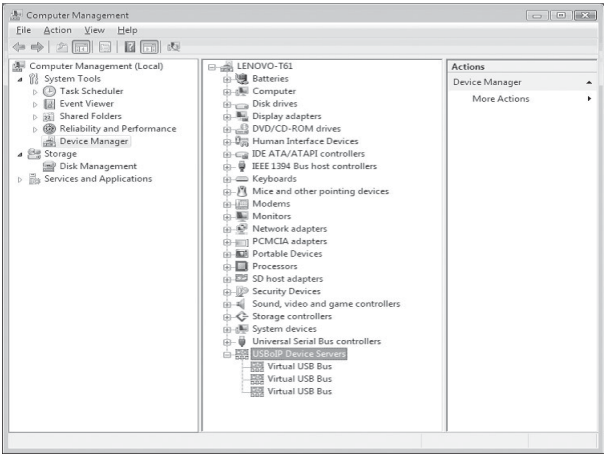
   For Windows 7: Right click **Computer**, click **Manage**, click **Device Manager**.

   For Windows Vista: Right click **Computer**, click **Manage**, click **Continue**, click **Device Manager**.

   For Windows XP / Server 2003: Right click **My Computer**, click **Manage**, click **Device Manager**.

   For Windows Server 2008: Right click **Computer**, click **Manage**, double click **Diagnostics**, click **Device Manager**.

2. Double click **USBoIP Device Servers**.
3. **Virtual USB Bus** should be displayed for each *USB Over IP* connected to the network.

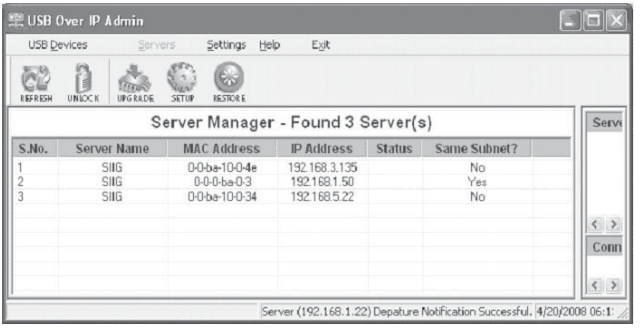


3-3 Set IP Address

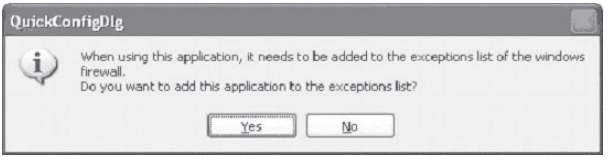
3-3.1 Change Subnet Address

The factory default IP address given to the *USB Over IP* is 192.168.3.22. This address may not match your network's subnet address, in this case, your USB devices will not be detected by the USB Over IP Admin. This section guides you through setting the IP address to match the subnet mask of your network.

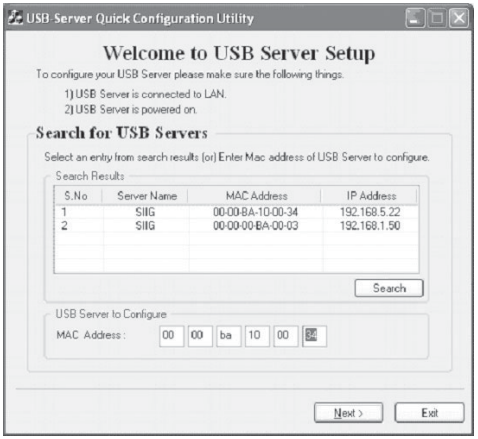
1. At the USB Over IP Admin Server Manager screen select the server not on the same subnet.



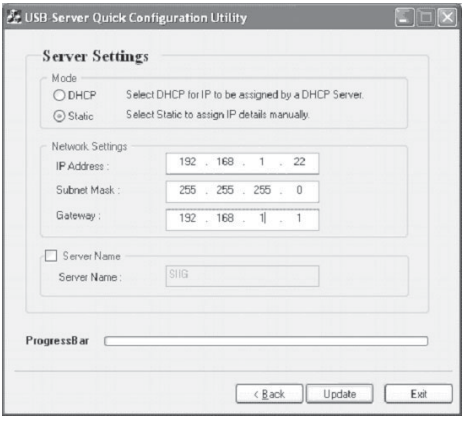
2. Click **Yes** to add to Windows Firewall exceptions list.



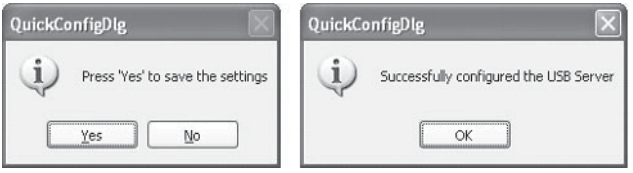
3. At the Welcome to USB Server Setup screen, if your *USB Over IP* doesn't show up, go directly to section **3-3.2 IP Config - DiscoveryUtility**. Otherwise type in the Mac address of the server and click **Next**.



4. At Server Settings, select either **Static** to assign IP and Gateway address manually or **DHCP** to have your DHCP server assign the addresses.



5. Click **Yes** to save your settings, then click **OK**.

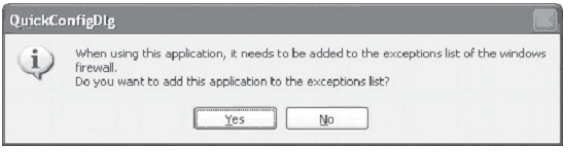


3-3.2 IP Config - DiscoveryUtility

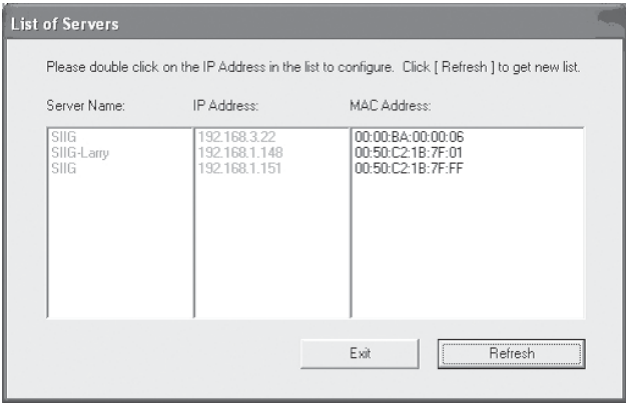
1. Insert the USB Over IP CD.
2. Click the **Start** button.

   For Windows 7 / Vista / 2008: In the Start Search box, type **D:\IPConfig\DiscoveryUtility.exe**, press **Enter**. (Change **D:** to match your CD-ROM drive letter)

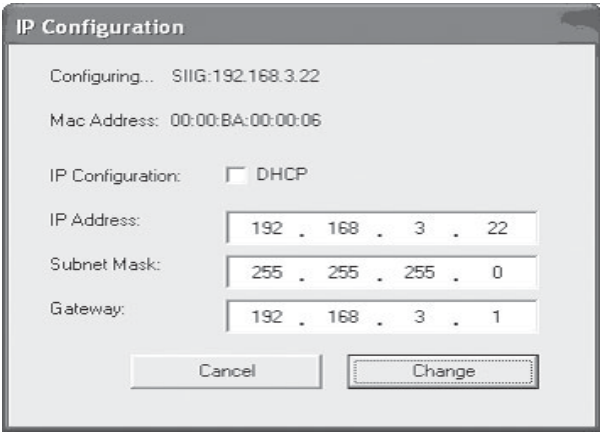
   For Windows XP / Server 2003: Click **Run**, type **D:\IPConfig\DiscoveryUtility.exe**, then click **OK**. (Change **D:** to match your CD-ROM drive letter)
3. Click **Yes** to add the application to Windows Firewall exceptions list.



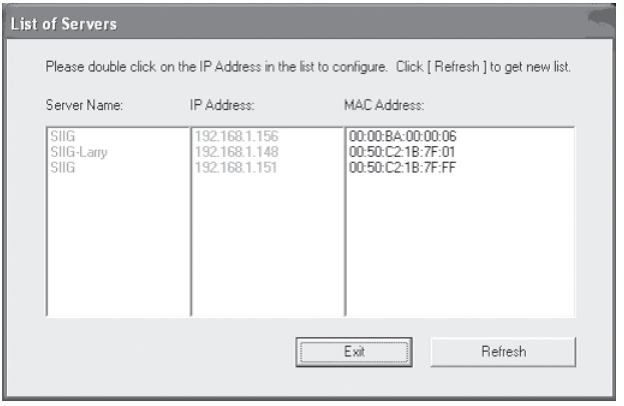
3. At List of Servers, double click the MAC address of the *USB Over IP* you want to change.



4. At IP Configuration screen, either type in the IP Address, subnet mask, and gateway or select **DHCP** to have them assigned by your DHCP server, then click **Change**.



5. At the List of Servers box click **Refresh** to view your changes. When ready, click **Exit** to close the utility.



Chapter 4
USB Over IP Admin

4-1 Introducing the USB Over IP Admin

The USB Over IP Admin is a user friendly PC software which supports High speed USB cameras, USB audio, USB Printers, Multi-function printers, scanners, storage devices, PDAs, digital cameras, serial adapters, mice, keyboards and much much more.

- Supports various types of USB Devices (class, multifunction and vendor specific)
- Supports all types of USB traffic (control, bulk, interrupt and isochronous)
- Designed to comply with Microsoft WHQL Unclassified software category tests
- Server Manager with search and display servers on network
- Supports both Ethernet and Wi-Fi networks
- Supports USB device safe removal
- User friendly application interface
- Device mapping feature for adding and removing USB devices
- Printer auto connect feature

4-2 Using the USB Over IP Admin

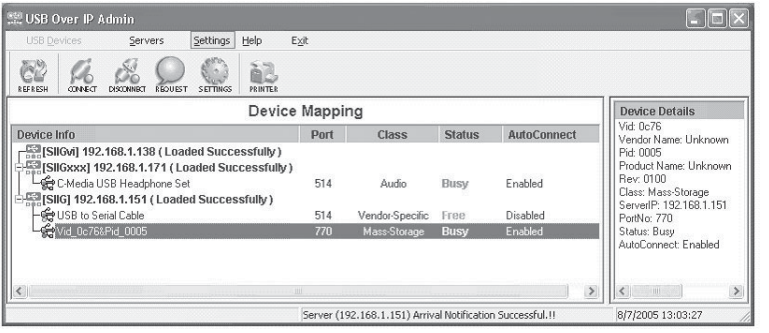
The USB over IP Admin is used to connect to your USB devices and configure your *USB Over IP* server.

4-2.1 Quick Start Icon

The USB Over IP Admin Quick Start Icon installs automatically during driver installation and is located on the right side of the taskbar by the system clock. Double click the icon to open the USB Over IP Admin.

4-2.2 USB Devices

The USB Devices window is divided into two sections, Device Mapping and Device Details. Device Mapping shows all detected USB devices, Device Details shows information about the USB device or USB Over IP servers.

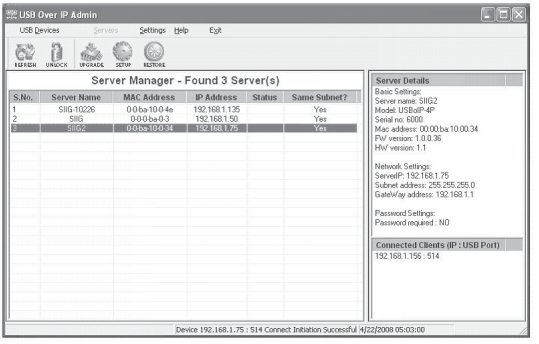


4-2.2.1 USB Device Function Buttons

- **Refresh**: refreshes USB device list
- **Connect**: connects to a free USB device
- **Disconnect**: disconnects from a connected USB device
- **Request**: sends request to free a device to the system that controls it
- **Settings**: opens device connection settings box
- **Printer Auto Connect**: automatically connects and disconnect to your printer when a print job is sent

4-2.3 Servers

The Servers screen is divided into three sections, **Server Manager**, **Server Details** and **Connected Clients**.



- **Server Manager**: displays all *USB Over IP* servers connected to the network
- **Server Details**: displays basic USB Over IP server information
- **Connected Clients**: displays the client IP address and device's USB port of each client connected to the server

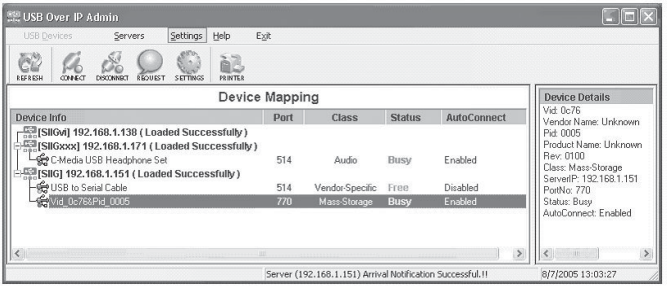
4-2.3.1 Server Function Buttons

- **Refresh**: searches for servers
- **Unlock**: unlocks password enabled servers
- **Upgrade**: upgrades server firmware
- **Setup**: enters Server Configuration. This button is disabled whenever a server is password enabled
- **Restore**: restores the *USB Over IP* to factory default IP settings of 192.168.3.22

4-2.4 Global Commands

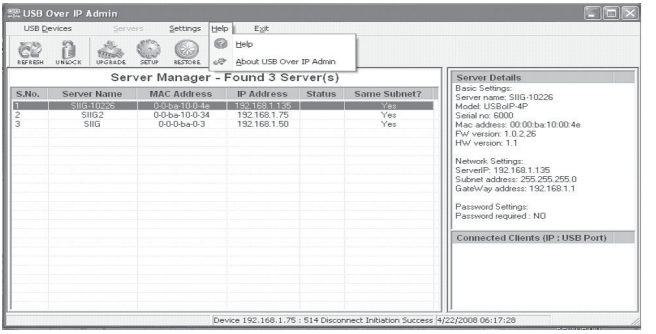
Global commands effect every device and *USB Over IP* connected to your network.

4-2.4.1 Settings



- **Add to Windows Firewall**: adds USB Over IP Admin to Windows Firewall exceptions list
- **Auto Connect All Devices**: enables or disables device Auto Connect feature of all connected USB devices whenever the USB Over IP Admin starts

4-2.4.2 Help



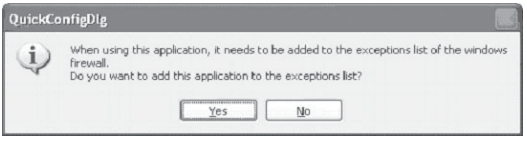
- **Help**: opens online help document
- **About USB Over IP Admin**: view system information including version number and date

4-2.4.3 Exit

Disconnects the system from all devices and **USB Over IP** servers and closes the USB Over IP Admin.

4-2.5 Notes

1. In Windows XP SP1 (32-bit) without Windows Firewall installed, everytime the USB Over IP Admin starts up, you will need to click **Yes** to add the application to Windows Firewall exceptions list.

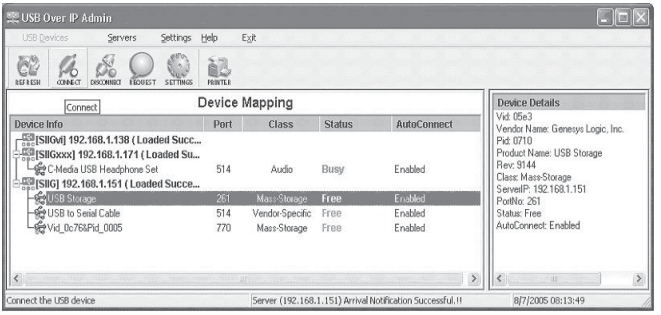


4-3 How To's

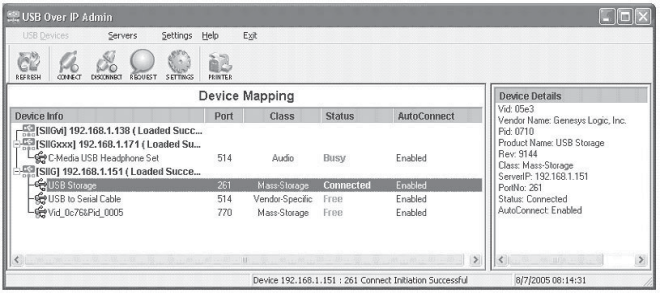
4-3.1 Device Mapping

4-3.1.1 How to Connect - Status Free

1. In the Device Mapping window, select a device who's status is ***Free***, then click the **Connect** button.



2. The ***Status*** will change to **Connected**.



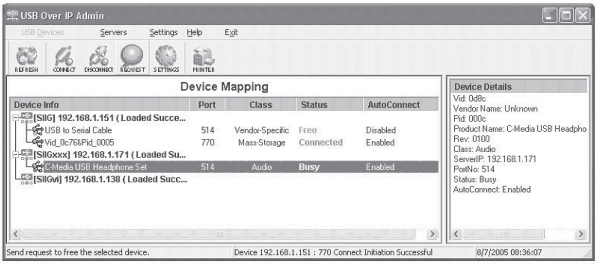
3. Depending on the device, Windows will either automatically install a driver for it or prompt you for a driver. Read the device's user's manual for driver installation instructions, if needed.

4-3.1.2 How to Connect - Status Busy

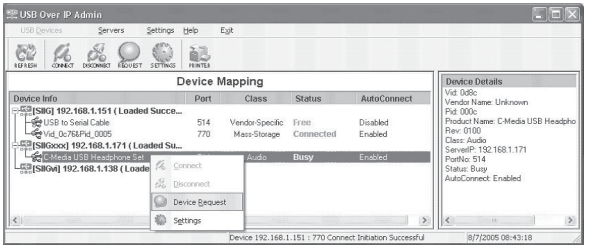
Instead of waiting for a device to become **Free**, you may send a request to release the device to the system that controls it.

1. In the Device Mapping window, select a device who's status is ***Busy*** and do either **A** or **B**:

   A) Click the **Request** icon located on the top of the window.



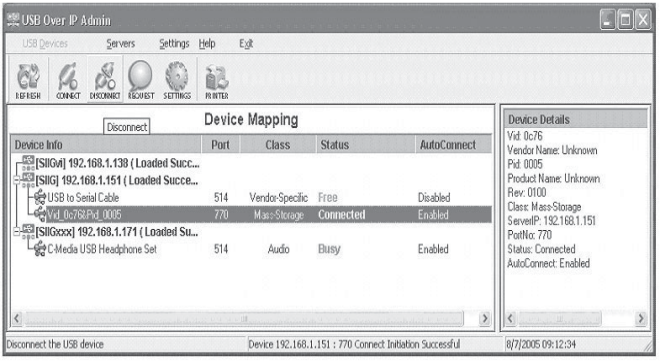
   B) Right click the device and click **Device Request** from the pop up box.



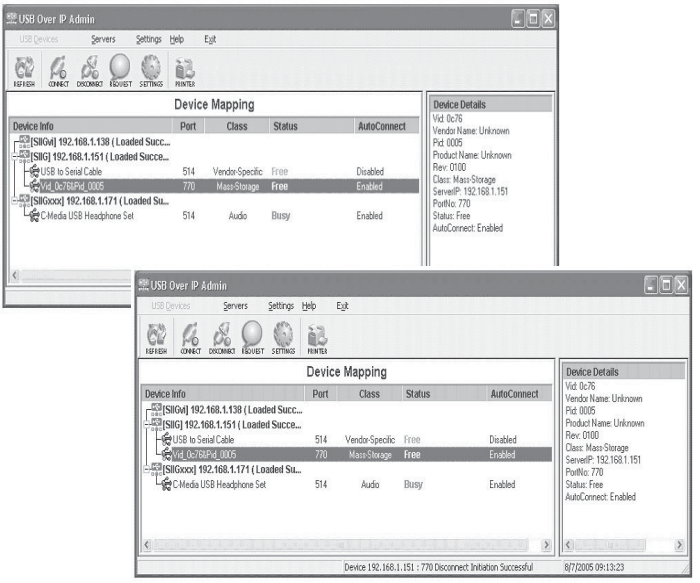
2. At the confirmation box, click **OK** and wait for the remote system to release the device.

4-3.1.3 How to Disconnect

1. In the Device Mapping window, select a device who's status is ***Connected***, then click the **Disconnect** button.



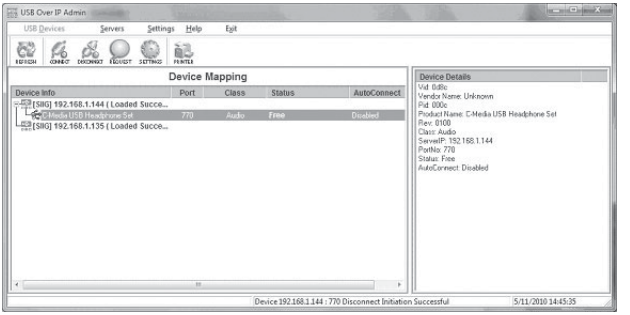
2. The ***Status*** will change to ***Unloading*** then to ***Free***.



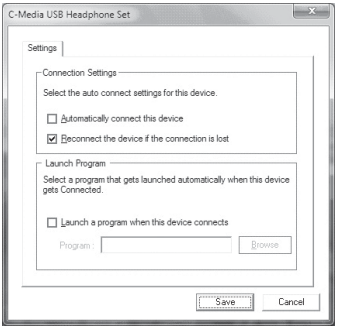
4-3.1.4 USB Device - Disable Auto Connect

Auto Connect is enable, by default, whenever the *USB Over IP* is started. However, it can be disabled on a device by device basis. If you choose to do so, follow the directions below.

1. Right click on a USB device connected to your system or with status as **Free**, then click **Settings**.



2. In the Settings box, uncheck **Automatically connect this device***.

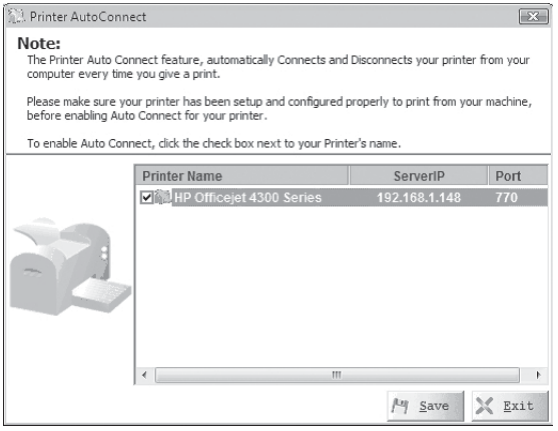


***Note**: If grayed out, see **Auto Connect All Devices** in section **4-2.4.1 Settings** on page 4-4 for more information.

4-3.1.5 Printer Sharing

The Printer Sharing feature automatically connects and disconnects your printer from your computer everytime you send a print job to the printer. Make sure the printer driver has been installed and the printer is configured to print from your computer before enabling this feature. Make sure you are **disconnected** from the printer before continuing, see section 4-4.1.2 for instructions on how to disconnect.

1. Click the **Printer** auto connect button.
2. Select the check box next to the printer's name.
3. Click **Save**.



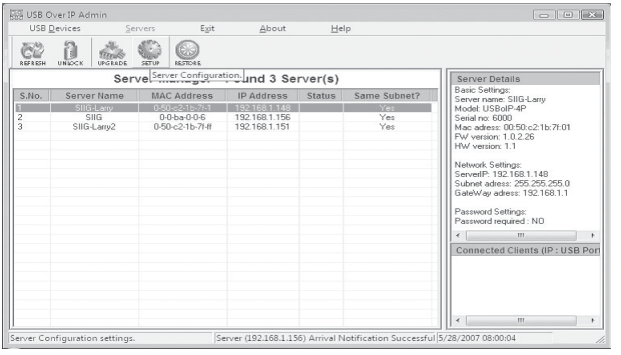
Note: Only printers that have been setup and configured properly to print from your computer will show up on the printer list. Check Windows Printers icon in Control Panel for proper installation. Consult your printer's users manual for printer setup and more information, if needed.

4-3.2 Server Manager

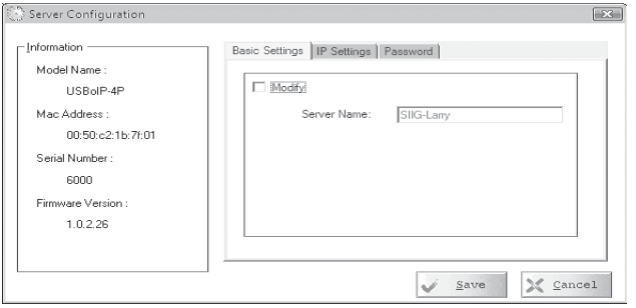
4-3.2.1 Setup (Server Configuration)

Use the **Setup** button to change server name, modify IP settings and enable or disable password. If the server is password protected the setup button will be disabled. To enable the **Setup** button, go to section 4-4.2.2 **Unlock Server and Reset Password**.

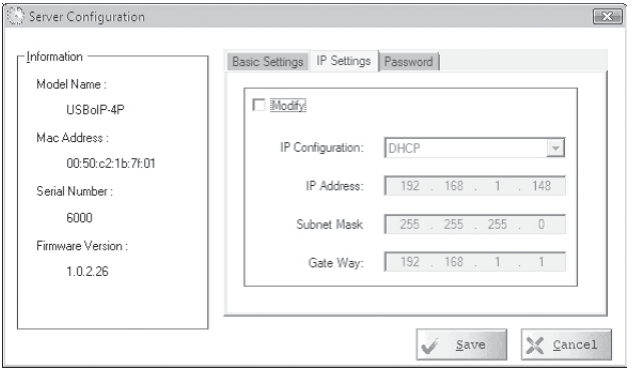
1. In Server Manager, click the server that you want to configure.
2. Click the **Setup** button.



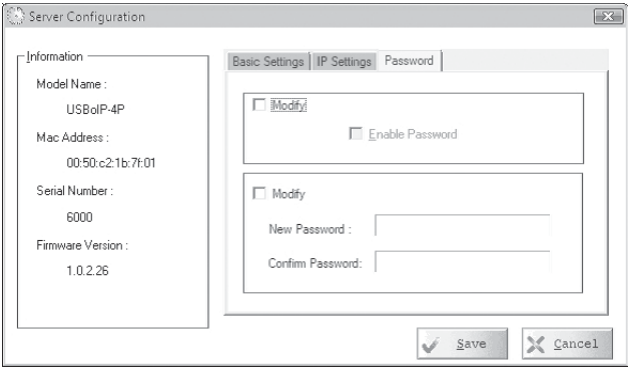
3. Select **Basic Settings** tab, modify the server name.



4. Select **IP Settings** tab. Check **Modify**, then either select **Static** and type in your IP address and gateway or, to have your server configured automatically, select **DHCP**.



5. Select **Password** tab. Check **Modify**, then enable, disable or change your password.

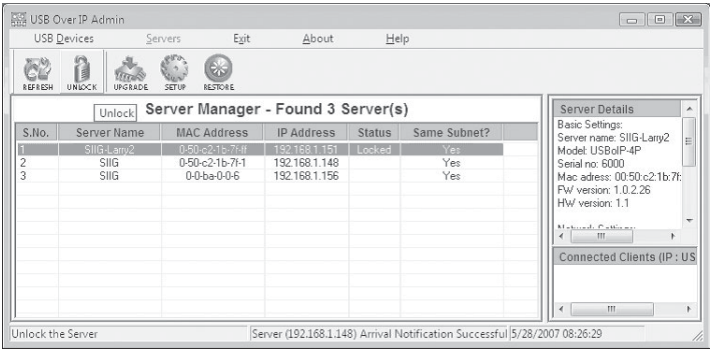


6. Click **Save** to save your changes and exit.

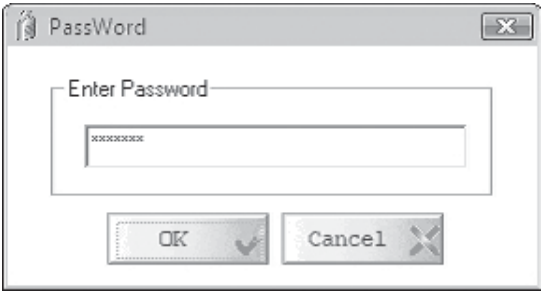
4-3.2.2 Unlock Server and Reset the Password

Whenever the *USB Over IP* is password protected, **Locked** will display in the ***Status*** column. Follow the steps in the order that they appear to unlock the server.

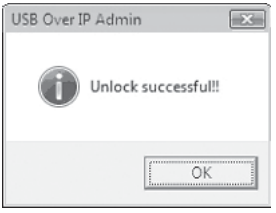
1. Select the server and click the **Unlock** button.

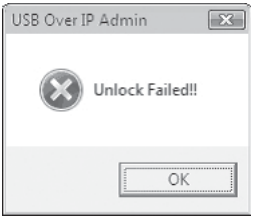


2. Type in your password, and click **OK**.

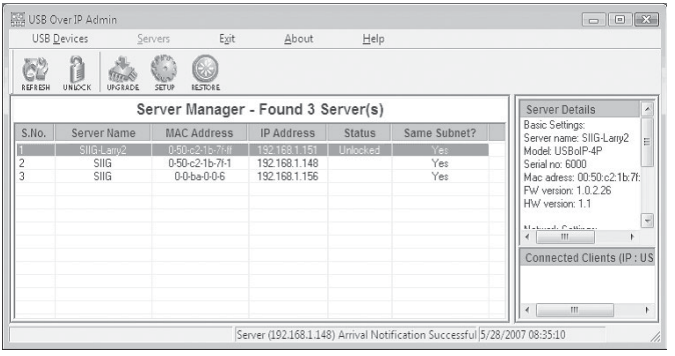


3. Your password will be confirmed or denied, click **OK**. If failed, try again. If you continue to have problems, check with your system administrator for the correct password.

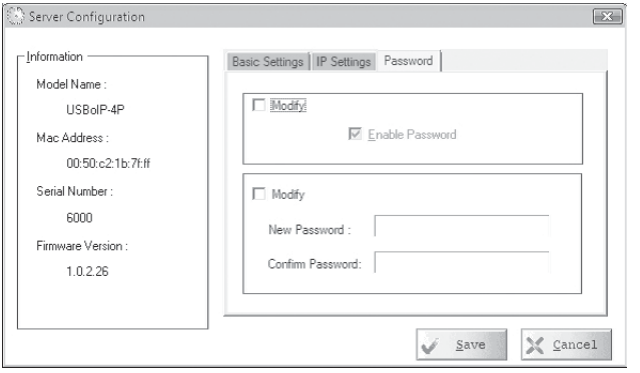




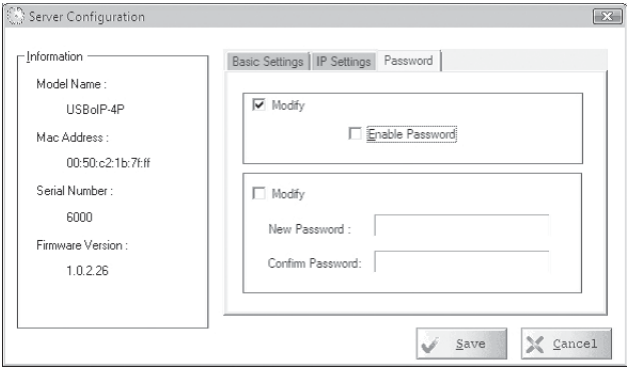
4. Click the **Refresh** button, the server's status should be **Unlocked**. To reset the password, click the **Setup** button.



5. Select the **Password** tab.

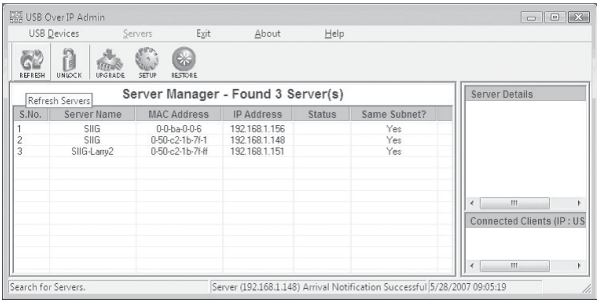


6. Check **Modify**, uncheck **Enable Password**, then click **Save**.

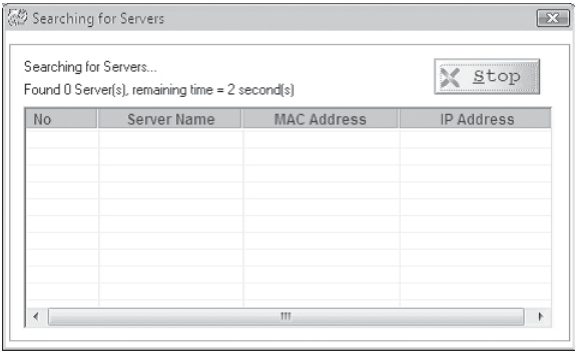


4-3.2.3 Refresh (Refresh Servers)

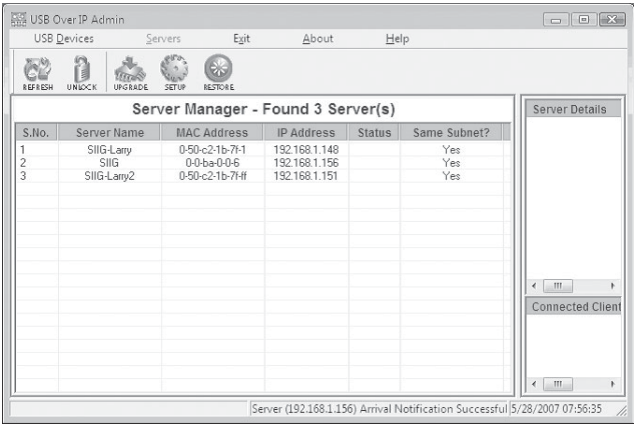
1. Click the **Refresh** button.



2. The Searching for Servers box will pop up.



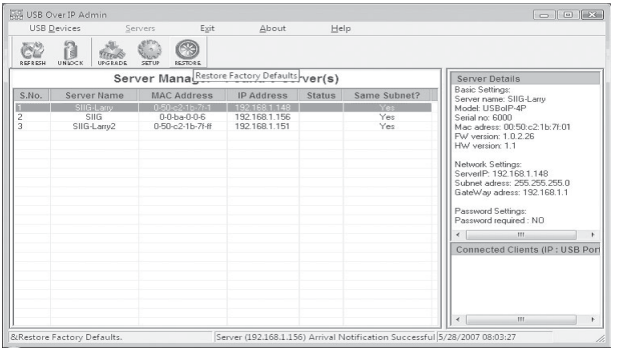
3. The Server Manager list will be refreshed.



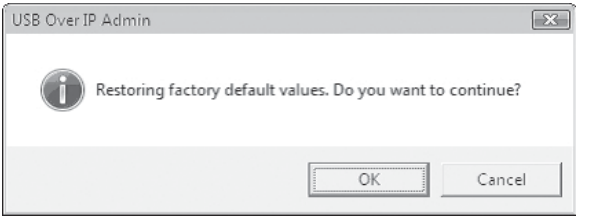
4-3.2.4 Restore (Restore Factory Default Settings)

The factory default settings are: **SIIG** (Server Name), **192.168.3.22** (IP) and **192.168.3.1** (Gateway).

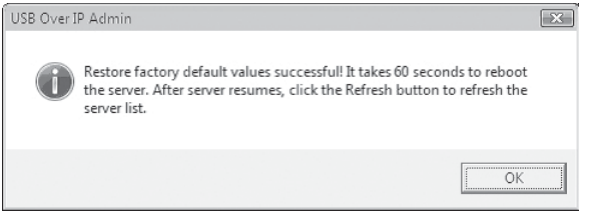
1. Select a server, click the **Restore** button.



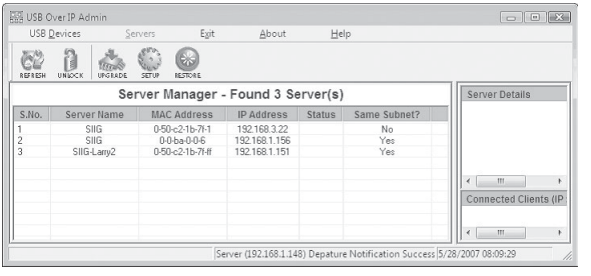
2. Click **OK**.



3. Click **OK** again.

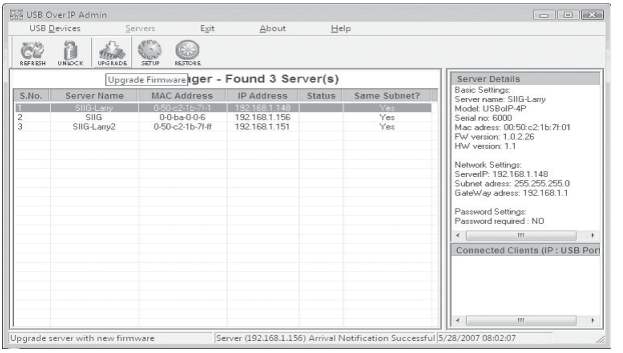


4. Click **Refresh** to display the server list.

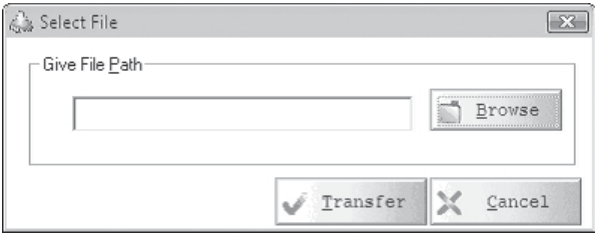


4-3.2.5 Upgrade (Upgrade Firmware)

1. Select a server, click the **Upgrade** button.

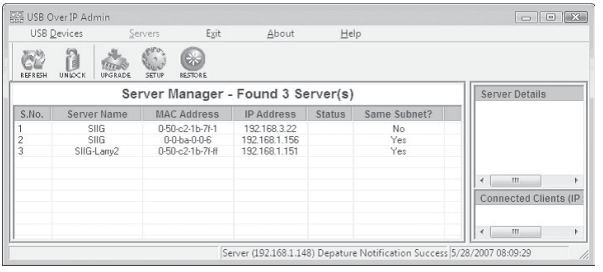


2. In Select File box, browse to or type in the location of the file, then click **Transfer**. Do not unplug the power adapter from the *USB Over IP* during the update process.

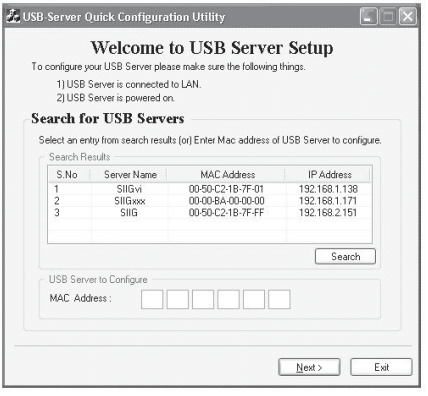


4-3.2.6 Configure IP Address: Server Not On the Same Subnet

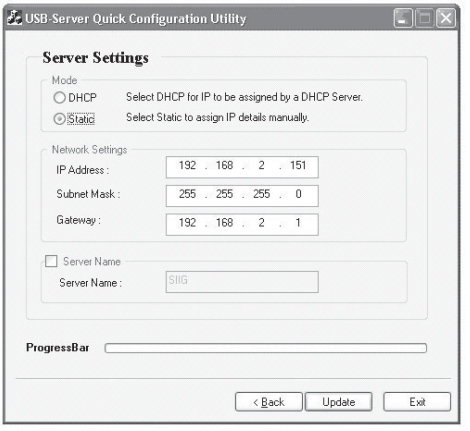
1. At the Server Manger screen, select the server that is not on the same subnet, then double click it. Click **Yes** to add this application to Windows firewall exceptions list.



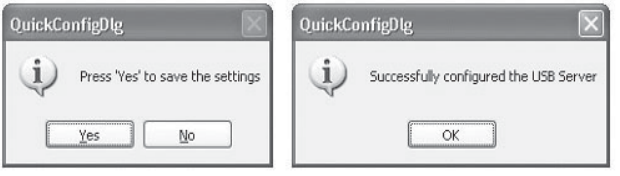
2. At Welcome to USB Server Setup, type in the Mac address of the server that's not on the same subnet, then click **Next**. If the server is not on the list go directly to section **4-4.2.7**. Otherwise continue to step 3.



3. In Server Settings, either select **Static** and type in the IP address and Gateway or select **DHCP** to have them assigned by the DHCP server. After making your changes, click **Update**.

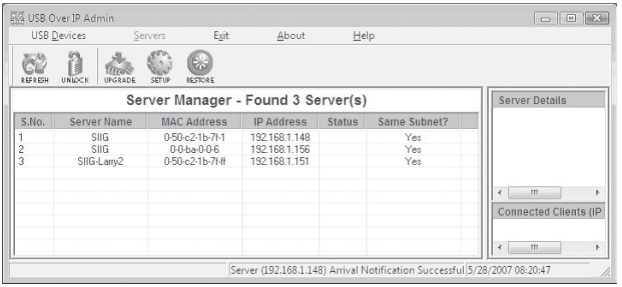


4. Click **Yes** to save your changes, then click **OK**.



5. Click **Exit** to close the USB Server setup screen.

5. At the Server Manager screen, click **Refresh**. **Yes** should be displayed in the ***Same Subnet?*** column of the server.

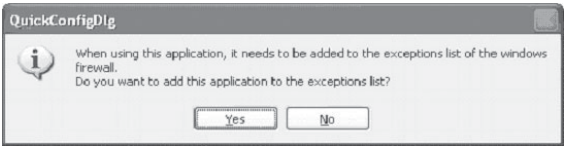


4-3.2.7 Configure IP Address: Server On Different Subnet

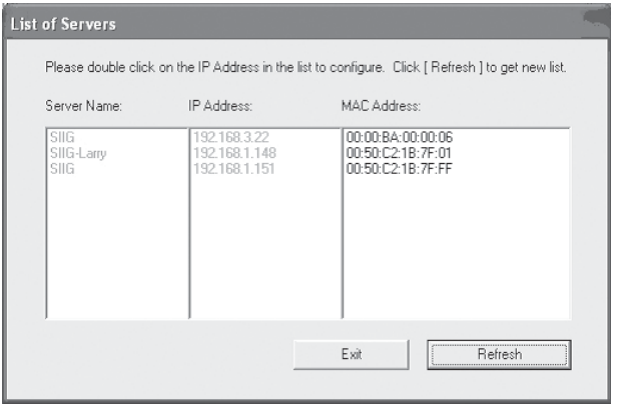
1. Insert the **USB Over IP** CD.
2. Click the **Start** button.

   For Windows 7 / Vista / 2008: In the Start Search box, type **D:\IPConfig\DiscoveryUtility.exe**, press **Enter**. (Change **D:** to match your CD-ROM drive letter)

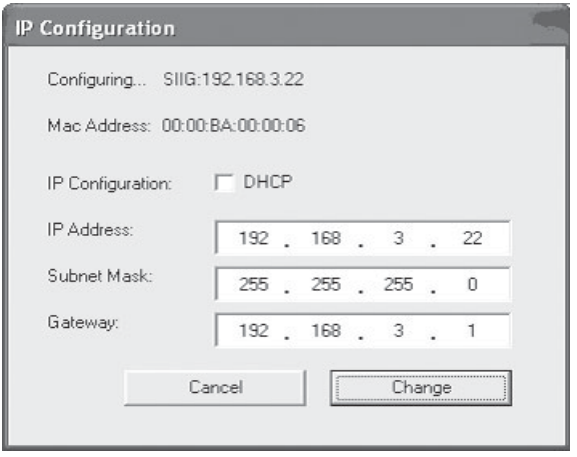
   For Windows XP / Server 2003: Click **Run**, type **D:\IPConfig\DiscoveryUtility.exe**, then click **OK**. (Change **D:** to match your CD-ROM drive letter)
3. Click **Yes** to add the application to Windows Firewall exceptions list.



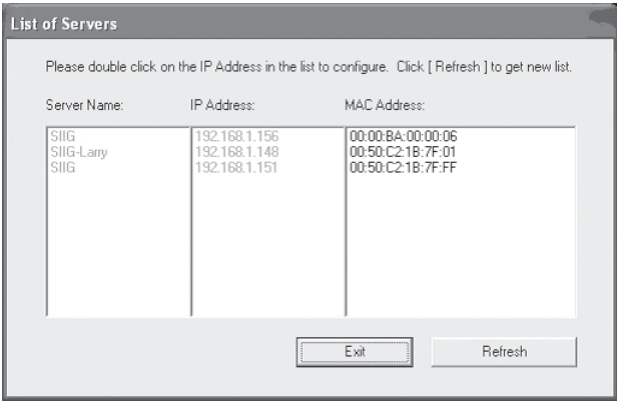
3. At List of Servers, double click the MAC address of the *USB Over IP* you want to change.



4. At IP Configuration screen, either type in the IP Address, subnet mask, and gateway or select **DHCP** to have them assigned by your DHCP server, then click **Change**.



5. At the List of Servers box, click **Refresh** to view your changes. When ready, click **Exit** to close the utility.



Chapter 5 Technical Support & Warranty

5-1 Overview

This chapter will give you instructions on how to obtain product information, contact technical support and return defective product. This user's manual is written with easy-to-understand instructions on how to configure and install this product in your system. We encourage you to consult this manual as your first step for technical assistance.

There are several steps you can take should you find problems with this product. It is most helpful if you consult the following resources:

1. Installation instructions from this user's manual.
2. Technical Support.
3. Warranty & RMA Information.

5-2 Technical Support and Warranty

QUESTIONS? SIIG's **Online Support** has answers! Simply visit our web site at ***www.siig.com*** and click **Support**. Our online support database is updated daily with new drivers and solutions. Answers to your questions could be just a few clicks away. You can also submit questions online and a technical support analysts will promptly respond.

SIIG offers a 5-year manufacturer warranty with this product. This warranty covers the original purchaser and guarantees the product to be free of any defects in materials or workmanship for five (5) years from the date of purchase of the product.

SIIG will, at our discretion, repair or replace (with an identical product or product having similar features and functionality) the product if defective in materials or workmanship. This warranty gives you specific legal rights, and you may also have other rights which vary from state to state. Please see our web site for more warranty details.

If you encounter any problems with this product, please follow the procedures below.

A) If it is within the store's return policy period, please return the product to the store where you purchased it.

B) If your purchase has passed the store's return policy period, please follow these steps to have the product repaired or replaced.

Step 1: Submit your RMA request. Go to **www.siig.com**, click **Support**, then **RMA**. Your RMA request will be processed, if the product is determined to be defective, an RMA number will be issued.

Step 2: After obtaining an RMA number, ship the product.

- Properly pack the product for shipping. All software, cable(s) and any other accessories that came with the original package must be included.
- Clearly write your RMA number on the top of the returned package. SIIG will refuse to accept any shipping package, and will not be responsible for a product returned without an RMA number posted on the outside of the shipping carton.
- You are responsible for the cost of shipping. Ship the product to the following address:

  SIIG, Inc.
  6078 Stewart Avenue
  Fremont, CA 94538-3152, USA
  RMA #: _____

- SIIG will ship the repaired or replaced product via Ground in the U.S. and International Economy outside of the U.S. at no cost to the customer.

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