12-key Network Remote Pad

VPK312 User Manual

EMC Information

FEDERAL COMMUNICATIONS COMMISSION INTERFERENCE STATEMENT: This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense.

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

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

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.

Suggestion: Shielded twisted pair (STP) cables must be used with the unit to ensure compliance with FCC & CE standards.

Achtung: Der Gebrauch dieses Geräts in Wohnumgebung kann Funkstörungen verursachen.

RoHS

This product is RoHS compliant.

User Information

Online Registration

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

International	http://eservice.aten.com

Telephone Support

For telephone support, call this number:

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

User Notice

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

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

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

Package Contents

- 1 VPK312 12-key Network Remote Pad
- 1 Faceplate
- 1 Pack of Button Caps
- 1 Power Adapter
- 1 2-pole Terminal Block
- 1 User Instructions

Note: Make sure that all of the items are present and in good order. If anything is missing or was damaged in shipping, please contact your dealer for further assistance.

Contents

About this Manual

This user manual is provided to help you get the most from the Remote Pad unit. It covers all aspects of installation, configuration, and operation. An overview of the information found in the manual is provided below.

Chapter 1, *Introduction and Getting Started* introduces you to the 12-key Network Remote Pad. Its purpose, features, benefits, and getting-started tasks are described.

Chapter 2, *Hardware Setup* introduces the panel components of the 12-key Network Remote Pad and the steps to quickly and safely set up the device.

Chapter 3, *Administrator Settings* provides information about configuring the Remote Pad's key layout and its system settings.

Appendix provides a list of safety instructions and precautions, contact information for ATEN technical support, product specifications, and other technical information.

Note:

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

◆ ATEN regularly updates its product documentation for new features and fixes. For an up-to-date Remote Pad documentation, visit http://www.aten.com/global/en/

Conventions

This manual uses the following conventions:

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

Product Information

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

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

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Chapter 1
Introduction and Getting Started

Overview

The VPK312 is a 12-key, network-based remote pad designed for operation control of ATEN Presentation Switches. The VPK312 Remote Pad offers an intuitive control interface of ATEN Presentation Switches using a wall-mountable keypad. Created with flexibility in mind, the key layout is made customizable to meet different application requirements.

Configuring the Remote Pad is easy. Simply pair the Remote Pad with a Presentation Switch and assign key functions via the web consoles. With up to 6 Remote Pads allowed for one Presentation Switch, the Remote Pad provides an scalable and affordable control of Presentation Switches and is perfect for any meeting room, class room, or lecture room.

Features

- 12-key Network Remote Pad for ATEN Presentation Switches
- Easy paring with a Presentation Switch via the Presentation Switch's web console
- Simple configuration via the web GUI
- Fully customizable for the functions and layout of the keys
- Dual-color button LEDs for clear indication and visibility
- Power redundancy supported when both DC power and Power over Ethernet (PoE) are supplied
- Convenient reset of system and network settings using the built-in reset button
- Firmware upgradable
- Engraved buttons for intuitive port indication and operation

Note: For a list of compatible products, visit the product web page.

Getting Started Tasks

Refer to the following table for a list of getting started tasks.

| Getting Started Tasks		Step-by-step Instructions
1.	Preparation: ◆ Decide an installation location for your Remote Pad. ◆ Obtain login credentials of the Presentation Switch.	-
2.	Install your Remote Pad.	See *Installing the Remote Pad*, page 5
3.	Pair the Remote Pad with a Presentation Switch via the Presentation Switch's web console.	See the user manual of the host Presentation Switch.
4.	Configure key functions via the Presentation Switch or the Remote Pad's web console.	See *Configuring the Key Layout*, page 10.

Hardware Setup

⚠ 1. Please review the safety information regarding the placement of this device in *Safety Instructions*, page 15.

2. Do not power on the VPK312 until all the necessary hardware is connected.

Components

This section provides an overview of the VPK312's hardware components, their locations and functions.
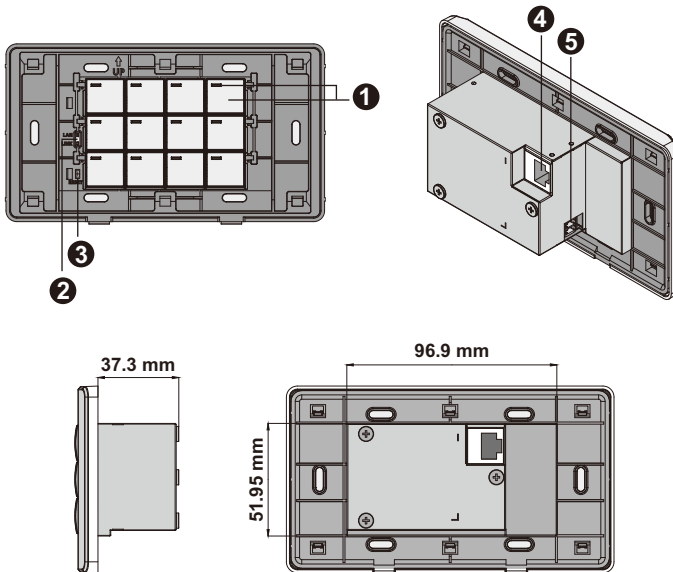
| No.	Component	Description
1	Button & Status LED	Press to turn the function on/off. The LED indicates status of the function: ◆ lights white when the function is enabled ◆ lights orange when the function is available ◆ dims when the function is not available
2	Network LED	Lights orange and white to indicate network connectivity.
3	Reset Button	◆ To reset network settings to defaults, press the reset button once. ◆ To reset system settings (except for network settings) to defaults, press and hold the reset button for 5 seconds.
4	Ethernet Port	Connects to a network switch via an Ethernet cable to allow access to the web console.
5	DC Power Port	Connects to a DC power jack. For details on how to replace the power jack with a terminal block, see *Installation*, page 5.

Installation

Installing the Remote Pad

Follow the steps below to safely install the Remote Pad.
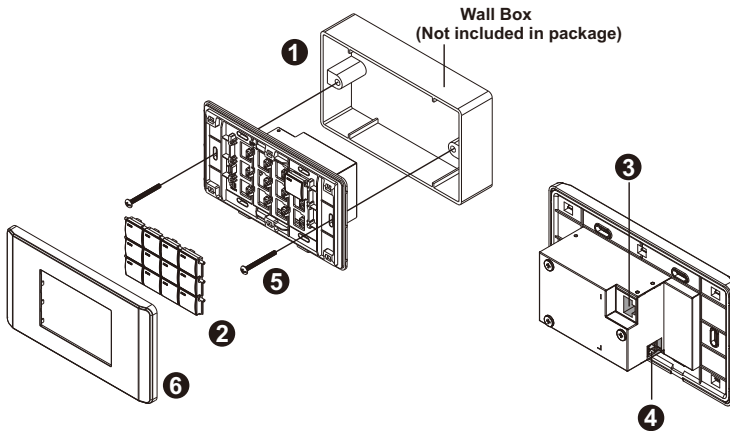
1. Prepare the installation site.

   a) Refer to the Panel Mount Cutout diagram (page 22) to cut out an opening to accommodate the Remote Pad and the connected cables.

   b) Install a wall box (not included in the package) to the installation site.

2. Install button caps to the Remote Pad.

3. Connect the unit to LAN using an Ethernet cable.

4. Supply the unit with power by doing one of the following, or both to supply redundant power.

   ◆ Connect the Remote Pad to DC power. For more information about preparing the power adapter, see *Installing a Terminal Block to a Power Adapter*, page 6.

   ◆ Make sure the connected router supports the PSE functionality.

5. Secure the unit to the wall box with two screws.

6. Attach the faceplate.

Installing a Terminal Block to a Power Adapter

To replace power jack connector of a power adapter to a terminal block connector, follow the steps below.
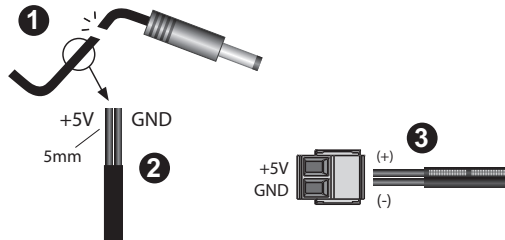
1. Cut the connector end of the power adapter.

2. Strip 0.5 cm off the insulation cover of the power adapter cable to expose the wires, a grounding and a +5V wire.

3. Insert the exposed wires into the provided 2-pole terminal block and tighten the screws on the terminal block to secure the wires.

Chapter 3
Administrator Settings

Overview

This chapter provides function descriptions for Remote Pad's settings and suggested procedures for configuring the device.

Login

To access Remote Pad's administrator settings, log in its web console via the host Presentation Switch or by typing the Remote Pad's IP address if you have the information at hand.

Supported Web Browsers

Refer to the table below for the supported web browsers for accessing the Remote Pad's web console.

Platform	Version	Web Browser	Supported Versions
Windows 10_1909 x64	V1.8.0_201 x64	Edge	44.18362.449.0
		Firefox	72.0.2 x64
		Chrome	79.0.3945.130 x64
		Opera	65.0.3467.78 x64
Windows 8.1_x32	V1.8.0_201 x32	IE	11.0.9600.18793
Ubuntu 18.04 x64 Kernel 4.19.041900rc3	V1.8.0_201 x64	Chrome	79.0.3945.130-1 x64
MAC 10.10	V1.8.0_25	Safari	8
Windows 7 SP1 x64	V1.8.0_201 x64	IE	11.0.9600.17843 x64
Windows 10 x64_1703_Enterprise	V1.8.0_201 x64	QQ	10.5.3.4034
		360 Secure Browser	12.2.1228.0

Logging in via Host Presentation Switch

1. Log in the host Presentation Switch's web console as administrator.

2. In the Configuration page, go to **System** > **Remote Pad**.

3. Click the drop-down list of the Remote Pad and select **Edit**. The Remote Pad's web console appears in new window.

Logging in by Typing Remote Pad's IP Address

1. In a web browser, type the IP address of the Remote Pad.

2. Type the administrator login credentials of the host Presentation Switch to log in.

The Remote Pad's IP Address

When the VPK312 connects to the network for the first time, it is assigned a dynamic IP address by default. If the Remote Pad is not assigned with an IP address 30 seconds after it is connected to the network, it automatically adopts the following network settings:

Network Parameter	Settings
IP Address	192.168.0.60
Subnet Mask	255.255.255.0
Gateway	192.168.0.1
HTTP Port	80

Configuring the Key Layout

The Remote Pad comes with four default templates that are also configurable. Note that the key layout can only be configured once the Remote Pad is paired with a Presentation Switch. For information about pairing Remote Pads with a Presentation Switch, refer to the Presentation Switch's user manual.

Follow the steps below to configure the key layout.

1. Log in the Remote Pad's web console.

2. Select a template for your Remote Pad.
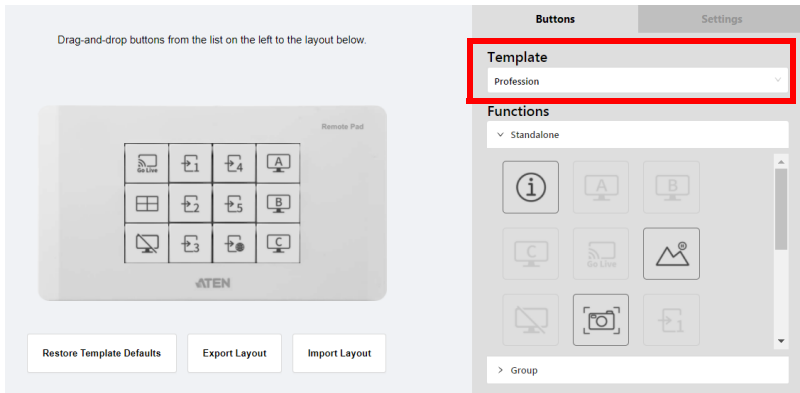
- ◆ **Profession:** A template designed for presenters to operate the host Presentation Switch.
- ◆ **Moderator:** A template designed for meeting moderator.
- ◆ **Participant:** A pre-made template designed for meeting participants.
- ◆ **Customize:** A blank keypad that you can freely customize.

3. (Optional) To customize the key layout, drag and drop keys from the Functions list to the Remote Pad preview.

    ◆ **Standalone:** This tab contains keys that can be used on its own.

    ◆ **Group:** This tab contains keys that should be used as a set, for example, volume up / volume down keys and Next / Prev keys.

    Hint: To erase your configuration and start over, click **Restore Template Defaults**.
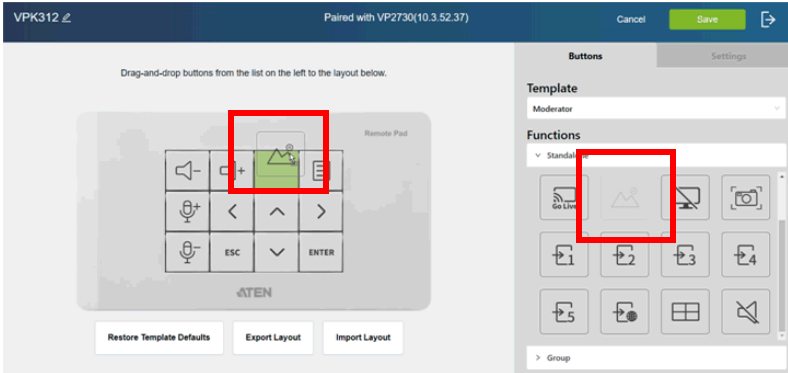
Exporting and Importing Layout

To export/import all the layout templates, log in the Remote Pad's web interface and then click **Export Layout/Import Layout**.
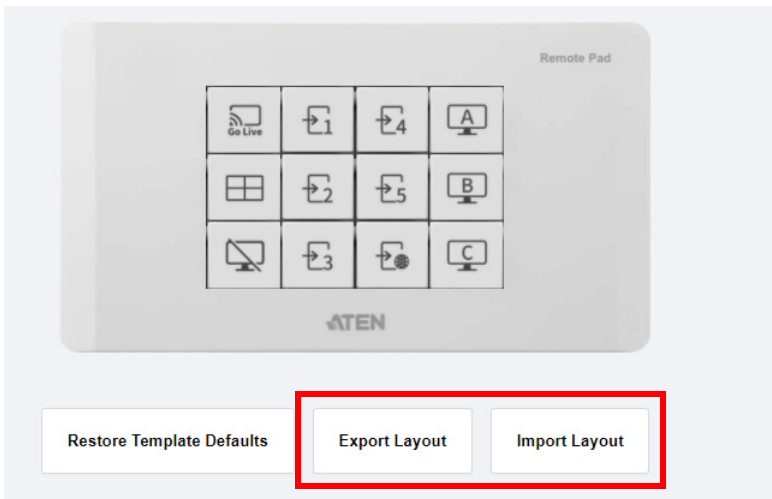
Firmware Upgrades

To upgrade the device firmware, follow the steps below.

1. Prepare a firmware file.

   a) Visit the product web page from http://www.aten.com/global/en/

   b) From the VPK312 web page, click the **Support and Download** tab, and then download a firmware file.

2. Log in the Remote Pad's web interface, and then click the **Settings** tab.

3. In the Firmware Updates section, browse the firmware file that you downloaded, and then click **Upgrade**.

4. When the upgrade is complete, a confirmation message appears.

Configuring the Network Settings

Web Console

To configure the Remote Pad's network settings, log in the web interface, and then go to the **Settings** tab.

- **DHCP:** Select this option for a connected network switch to dynamically assign an IP address, subnet mask, gateway, and DNS to the Remote Pad. By default, the Remote Pad is set to **DHCP**. If the Remote Pad is not assigned with an IP address 30 seconds after it is connected to the network, it will automatically switches to **Fixed IP Address** and adopts the following network settings:

Network Parameter	Settings
IP Address	192.168.0.60
Subnet Mask	255.255.255.0
Gateway	192.168.0.1
HTTP Port	80

- **Fixed IP Address:** Select this option to assign a fixed IP address, subnet mask, and gateway to the Remote Pad.

IP Installer Utility

You can also configure the Remote Pad's network settings via IP Installer, a utility that is used to configure network settings of ATEN devices. To download IP Installer, go to the product website and click **Support and Downloads**.

To allow configuration via IP Installer, make sure to set IP Installer mode (**Settings** > **IP Installer**) to **Enable**.The **View Only** mode allows IP Installer to search the Remote Pad but prohibits configuration via IP Installer.
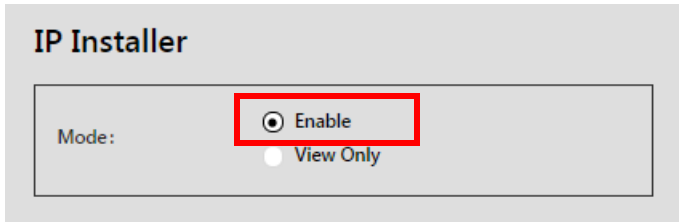
Restoring System Defaults

1. Log in the Remote Pad's web interface, and then go to the **Settings** tab.
2. Click **Restore Device Defaults** and follow the on-screen instructions to complete the process.

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Appendix
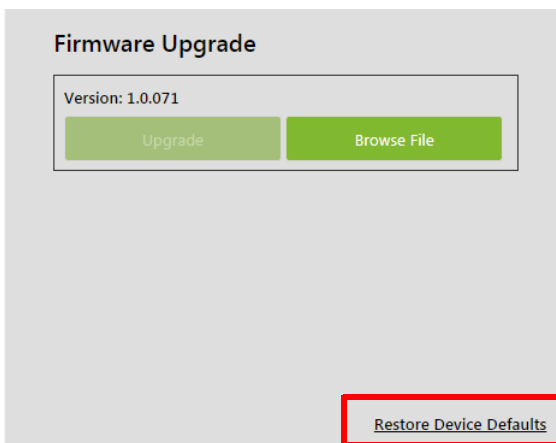
Safety Instructions

General

- This product is for indoor use only.

- Read all of these instructions. Save them for future reference.

- Follow all warnings and instructions marked on the device.

- Do not place the device on any unstable surface (cart, stand, table, etc.). If the device falls, serious damage will result.

- Do not use the device near water.

- Do not place the device near, or over, radiators or heat registers.

- The device cabinet is provided with slots and openings to allow for adequate ventilation. To ensure reliable operation, and to protect against overheating, these openings must never be blocked or covered.

- The device should never be placed on a soft surface (bed, sofa, rug, etc.) as this will block its ventilation openings. Likewise, the device should not be placed in a built in enclosure unless adequate ventilation has been provided.

- Never spill liquid of any kind on the device.

- Unplug the device from the wall outlet before cleaning. Do not use liquid or aerosol cleaners. Use a damp cloth for cleaning.

- The device should be operated from the type of power source indicated on the marking label. If you are not sure of the type of power available, consult your dealer or local power company.

- The device is designed for IT power distribution systems with 230V phase-to-phase voltage.

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

- The device is equipped with a 3-wire grounding type plug. This is a safety feature. If you are unable to insert the plug into the outlet, contact your electrician to replace your obsolete outlet. Do not attempt to defeat the purpose of the grounding-type plug. Always follow your local/national wiring codes.

- Do not allow anything to rest on the power cord or cables. Route the power cord and cables so that they cannot be stepped on or tripped over.

- If an extension cord is used with this device make sure that the total of the ampere ratings of all products used on this cord does not exceed the extension cord ampere rating. Make sure that the total of all products plugged into the wall outlet does not exceed 15 amperes.

- To help protect your system from sudden, transient increases and decreases in electrical power, use a surge suppressor, line conditioner, or uninterruptible power supply (UPS).

- Position system cables and power cables carefully; Be sure that nothing rests on any cables.

- Never push objects of any kind into or through cabinet slots. They may touch dangerous voltage points or short out parts resulting in a risk of fire or electrical shock.

- Do not attempt to service the device yourself. Refer all servicing to qualified service personnel.

- If the following conditions occur, unplug the device from the wall outlet and bring it to qualified service personnel for repair.
    - The power cord or plug has become damaged or frayed.
    - Liquid has been spilled into the device.
    - The device has been exposed to rain or water.
    - The device has been dropped, or the cabinet has been damaged.
    - The device exhibits a distinct change in performance, indicating a need for service.
    - The device does not operate normally when the operating instructions are followed.

- Only adjust those controls that are covered in the operating instructions. Improper adjustment of other controls may result in damage that will require extensive work by a qualified technician to repair.

Technical Support

International

- For online technical support – including troubleshooting, documentation, and software updates: http://support.aten.com

- For telephone support, call this number:

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

North America

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

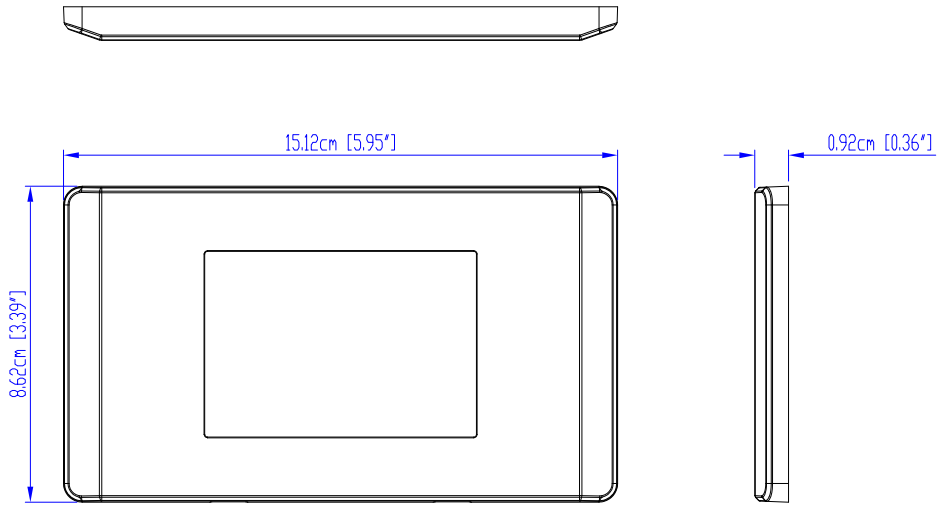When you contact us, please have the following information ready beforehand:

- Product model number, serial number, and date of purchase

- Your computer configuration, including operating system, revision level, expansion cards, and software

- Any error messages displayed at the time the error occurred

- The sequence of operations that led up to the error

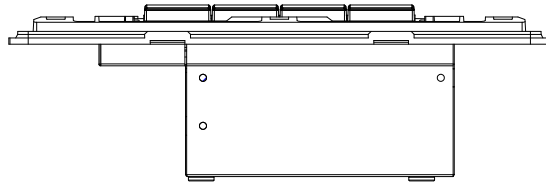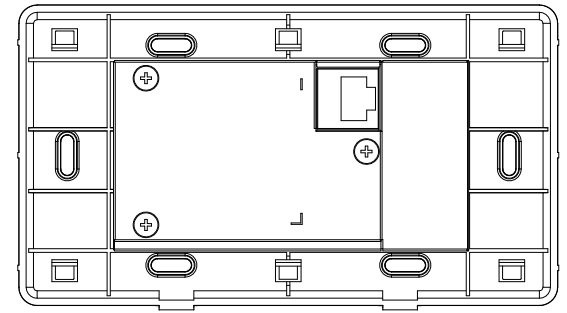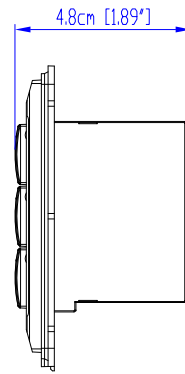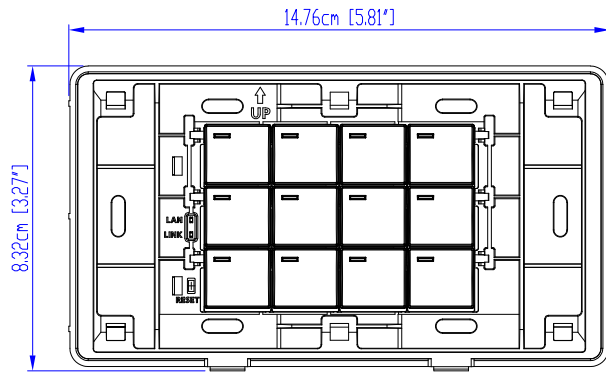- Any other information you feel may be of help

Specifications
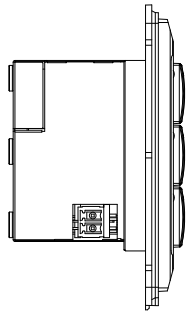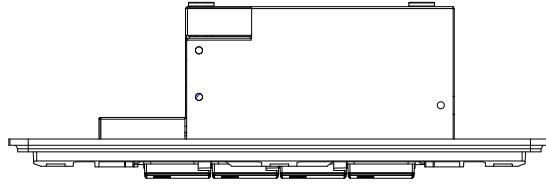
<u>Hardware</u>

Interfaces	
Keypad Layout	12 engraved buttons
Ethernet	◆ 1 x RJ-45 Female, 10/100 Base-T ◆ Supported protocol: DHCP, HTTP/HTTPS ◆ DHCP-enabled. The keypad adopts the following default settings if IP address is not assigned within 30 seconds of connecting to the LAN: ◆ IP Address: 192.168.0.60 ◆ Subnet Mask: 255.255.255.0

Reset Button
1 x semi-recessed pushbutton

Power Consumption
Power Adapter: DC5V:0.8W:3 PoE: DC48V:1W:4

Power
2-pole Terminal Block Connector

Environmental	
Operating Temperature	0 - 40°C
Storage Temperature	-20 - 60°C
Humidity	0 x 80% RH, Non-Condensing

Physical	
Housing	Plastic
Weight	0.2 kg (0.44 lb)
Dimensions (L x W x H)	8.32 x 14.76 x 4.8 cm (3.28 x 5.81 x 1.89 in)

CAD Drawings

15.12cm [5.95"]

8.62cm [3.39"]

0.92cm [0.36"]

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14.76cm [5.81"]

8.32cm [3.27"]

4.8cm [1.89"]

UP

LAN
LINK

RESET

ATEN

VPK312

9.69cm [3.81"]

15.12cm [5.95"]

8.62cm [3.39"]

4.8cm [1.89"]

3.73cm [1.47"]

5.2cm [2.05"]

12.06cm [4.75"]

6.38cm [2.51"]

6cm [2.36"]
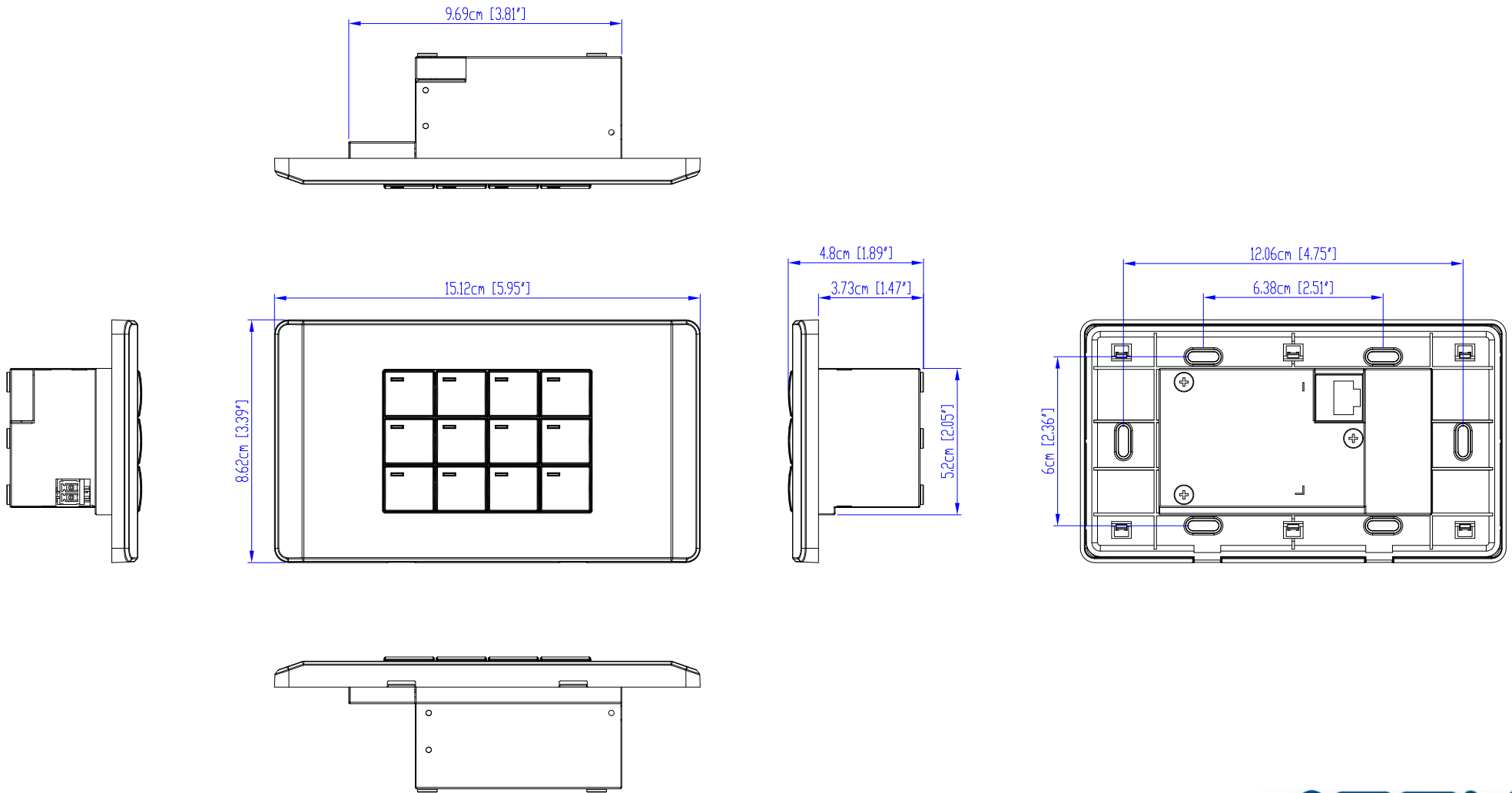
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Panel Mount Cutout

Width of faceplate = 15.1 cm [5.95"]
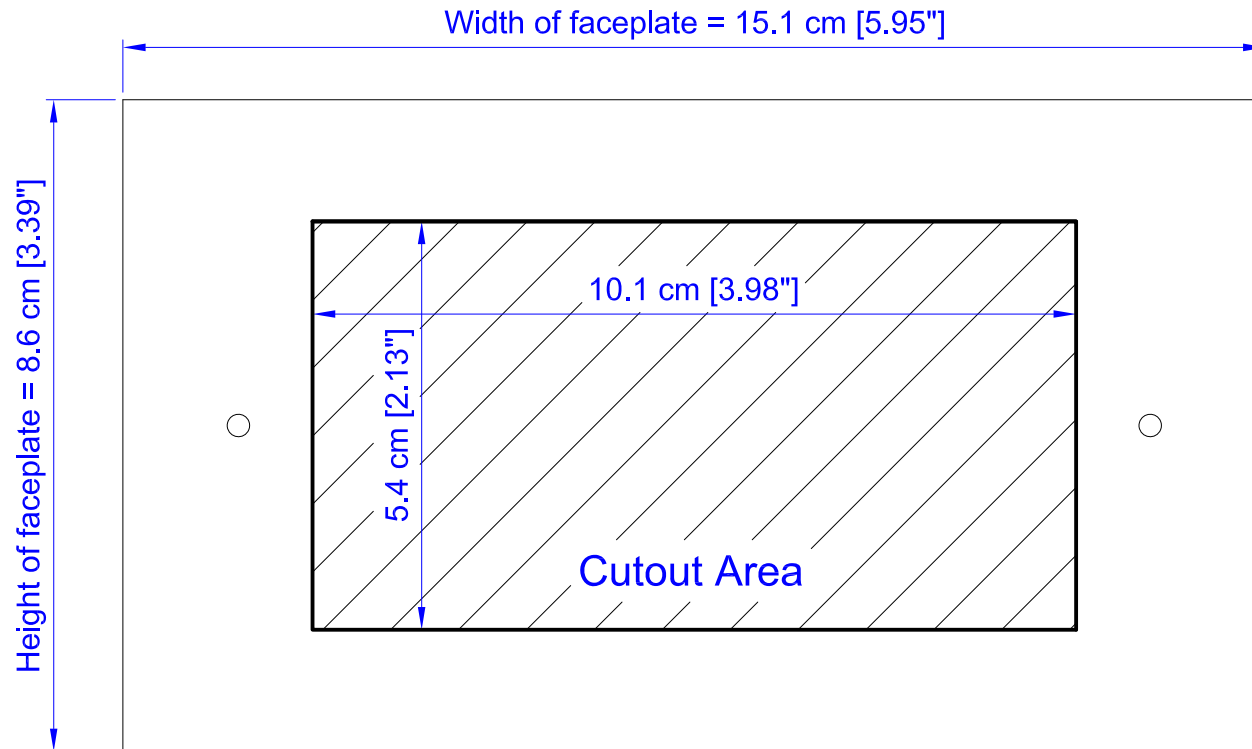
Height of faceplate = 8.6 cm [3.39"]

10.1 cm [3.98"]

5.4 cm [2.13"]

Cutout Area

Note: ATEN recommends a 2-gang wall box with a depth of at least 5 cm (1.97 inches) to accommodate the connectors and cables.

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VPK312

Limited Warranty

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

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

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