



Legacy Hardware FAQs

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Audio Stuttering / Poor Quality When Using a Headset

Symptom

Audio is stuttering and/or of poor quality when using a headset. It cannot be improved by changing software settings.

Environment

- UD2/IZ2 D220
- UD3/IZ3 M330C, M340C
- UD5/UD6 H830C
- UD7 H850C
- UD9 TC215B
- UD10 TC236

Problem

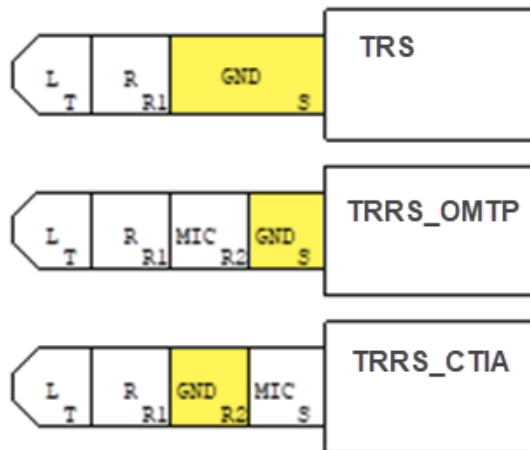
The line-out socket on the devices listed above is a 3-conductor socket (TRS). You may be using a headset with a 4-conductor audio plug (TRRS) of the OMTP type.

Solution

- IGEL recommends using 3-conductor audio plugs (TRS) on the IGEL devices listed above. See the difference between 3- and 4-conductor audio plugs in the picture below (3 conductors on the left, 4 conductors on the right).



- Alternatively, you can use 4-conductor audio plugs (TRRS) of the CTIA type. Placed on the second ring, the ground return (GND) has a proper contact with the socket.



i For microphone signals, the separate mic-in port must be used.

- You can also use an OMTP-to-CTIA adapter.

XenApp Focus Problems with Delphi-Coded Applications

Symptom / Problem

XenApp applications coded with Delphi loses focus on dropdown menus.

Solution

→ Deactivate seamless windows and set a static resolution for the session.

Hardware Accessories: Dimensions and Weight

Accessories	Product without Packaging	
	DxWxH (mm)	Weight (kg)
Passive DisplayPort-to-DVI adapter for UD3 (M340C) and UD6 (H830C)	260 x 40 x 15	0.050
Active DisplayPort-to-DVI adapter for UD2 (M250C)	230 x 40 x 15	0.05
USB-to-serial adapter	100 x 110 x 15	0.048
USB-to-parallel adapter	175 x 220 x 40	0.210
IGEL smartcard	54 x 86 x 1	0.005
Smartcard reader for UD3, UD6, UD7 series	80 x 45 x 10	0.022
Additional graphics card for UD7 (uses PCIe port)	170 x 70 x 15	0.176
Connectivity bar for UD3 series incl. 2x serial port & 1x anti-theft USB port	170 x 50 x 65	0.177
Connectivity bar for UD3 series incl. 2x serial port & 802.11 a/b/g/n WLAN (dual-band support 2.4 GHz + 5 GHz)	170 x 50 x 65	0.183
Connectivity bar for UD6 and UD7 series incl. 1x parallel port & 1x anti-theft USB port	170 x 70 x 55	0.207
Connectivity bar for UD6 and UD7 series incl. 1x parallel port & 802.11 a/b/g/n WLAN (dual-band support 2.4 GHz + 5 GHz)	170 x 70 x 55	0.213
VESA mount	130 x 125 x 16	0.315
Rubber feet, set of 4 pieces	38 x 38 x 12	0.014