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1.1 - Introduction

Looking for a way to connect your serial devices to a USB port on your USB equipped Windows computer? The **Keyspan High Speed USB Serial Adapter** is a simple, inexpensive, and reliable way to make this connection.

The Adapter plugs into any USB port on your PC. It provides one DB9 serial port which can be used to connect to your Palm Organizer, WindowsCE device, Wacom tablet, and many other serial devices.

Multiple Keyspan High Speed USB Serial Adapters may be installed on one CPU if desired.

Requirements

The **Keyspan High Speed USB Serial Adapter Software for Windows** requires the following:

- Windows:
 - At least one available USB port
 - Windows 98 / 98 SE / 98 Me / 2000 / XP

Contents

The **Keyspan High Speed USB Serial Adapter** package includes:

- Keyspan High Speed USB Serial Adapter (USA-19QW or USA-19W)
- USB cable (included only with USA-19QW)
- Mac and Windows compatible CD with software and user manual

Note: This documentation applies to Keyspan's High Speed USB Serial Adapter Software for Windows and covers the features and use of this software on that platform. For information and instructions for this product on other platforms, please visit Keyspan's web page <<http://www.keyspan.com>>.



2.1 - Capabilities

The Keyspan High Speed USB Serial Adapter provides **one male DB9 serial port** which supports **RS-232** asynchronous communications at **data rates up to 230 Kbps**. Please read our [Compatibility List for Windows](#) for a list of serial devices that have been tested with the Keyspan High Speed USB Serial Adapter.

Keyspan High Speed USB Serial Adapter Port

Keyspan High Speed USB Serial Adapter
Serial Port



The DB9 port on the Keyspan Adapter is seen as a COM port by Windows. The Keyspan COM port is interfaced via the "Win32 Communications API" and is then available to any program that accesses COM ports via this API.

By default, the COM port number assigned to the Keyspan adapter is the first unassigned (available) COM port number in the Windows registry. For example, if COM1 and COM2 have already been assigned or set aside by any software or hardware, the Keyspan adapter will take the next COM port (COM3). This COM port number can then be accessed via your serial device's software (ie Palm's HotSync Manager, Wacom tablet control panel, etc.)

Note: You can connect more than one Keyspan High Speed USB Serial Adapter to your USB equipped Windows computer. The DB9 ports on subsequent adapters will have a different COM port numbers.



3.1 - Installation Instructions

Installing the High Speed USB Serial Adapter Software for Windows Operating Systems

Note: These instructions apply to installing the Keyspan High Speed USB Serial Adapter on Windows. If you are installing this software on other platforms, please read the **Keyspan USB Serial Software User Manual** for that platform.

Step 1 - Insert the Keyspan Serial Adapter CD-ROM

Turn your computer ON. When your computer starts up, place the Keyspan High Speed USB Serial Adapter CD into the CD-ROM drive.

This will open the Keyspan High Speed USB Serial Adapter *CD browser* (Note: you can manually start the *CD browser* by locating and running the "**Launch.exe**" program on the CD-ROM).

Step 2 - Run the Keyspan USB Serial Software for Windows Installer

If the Keyspan Adapter is connected to your computer, **disconnect** it now.

Once the Keyspan CD browser has opened, click on the "**Install Software**" selection and then click on the "**Install Keyspan USA19QW Software**" selection. This will start the software installer.

Follow the instructions on-screen to complete the installation.

Step 3 - Software Installation Complete!

Now that you have installed the Keyspan High Speed USB Serial Adapter software, you are ready to install the Keyspan High Speed USB Serial Adapter hardware. Please proceed to the **installing the Keyspan High Speed USB Serial Adapter Hardware** instructions.

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Installing the Keyspan High Speed USB Serial Adapter Hardware

The following hardware installation instructions provide a basic overview on installing the **Keyspan High Speed USB Serial Adapter** in a USB port. For detailed instructions on how to connect USB devices your specific computer, please refer to the USB Device Install section in your computer's user's manual.

Step 4 - Connect the USB cable to the Adapter (if necessary)

If your Keyspan adapter does not have an attached USB cable, attach the included USB cable into the Keyspan adapter's USB port.

Step 5 - Connect the Adapter to your USB port

Attach the Adapter to your computer by connecting the Adapter's USB cable into any built-in USB port on your computer or USB Hub. It is not necessary to turn off your computer when attaching the Adapter.

Step 6 - Hardware Installation Complete!

Your Keyspan High Speed USB Serial Adapter is ready for use now that you have installed hardware and software.

Please proceed to the [Configuring Your Serial Device](#) section in this manual for instructions on what to do next.



4.1 - Configuring Your Serial Device

Prior to using your serial device (modem,UPS, etc.) with the Keyspan High Speed USB Serial Adapter, you must:

1. connect your serial device (*hardware*) to the Keyspan port
2. configure your serial device's *software* to use the Keyspan port

The following instructions provide a general overview of this process however we do provide specific configuration instructions for certain serial devices. For a list of these examples, please read the [Configuration Examples for Windows](#) Appendix in this manual.

Connecting Your Serial Device (Hardware)

If your Keyspan adapter is not connected, please do so NOW.

Step 1 - Connect Your Serial Device To The Keyspan Adapter

Attach your serial device's (ie Palm cradle, GPS, cell phone) serial cable to the serial port on your Keyspan High Speed USB Serial Adapter.

Step 2 - Determine Which Keyspan Port Your Serial Device Is Connected To

If your have a Keyspan product that has more than one serial port, please note which Keyspan serial port your serial device is connected to (the serial port on the Keyspan product, not your USB ports on your computer or USB hub). This information will become useful as we start Configuring Your Serial Device's Software.

Configuring Your Serial Device's Software

The following configuration instructions provide a basic overview of how to configure your software to use your Keyspan serial port(s). For specific instructions on how to operate your serial device, please refer to your serial device's user's manual for detailed instructions...

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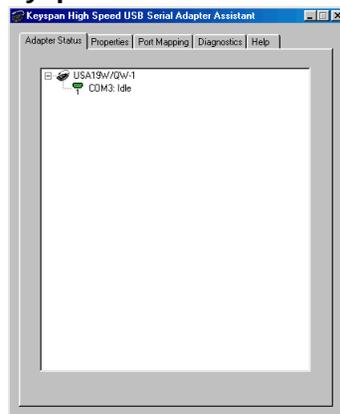


Step 3 - Check the Keyspan Serial Assistant

Now that your serial device is connected to the Keyspan adapter, you should check to see if the Keyspan serial port is installed correctly.

To do this, open the [Keyspan Serial Assistant](#) (in **Start** menu -> **Programs** -> **Keyspan High Speed USB Serial Adapter** -> **Keyspan Serial Assistant**). When you open the [Keyspan Serial Assistant](#), you will see the following window:

the **Keyspan Serial Assistant** window



If your Keyspan hardware and software are installed correctly, you will see your adapter in the '**Adapter Status**' tab box. You should also see the *COM port number* (ie **COM1**, **COM2**, etc.) and the *COM Port Status*. (**IDLE** or **BUSY**).

The **COM port number** and its **COM port Status** message are **very important** to configuring your serial device.

The **COM port Status** is the state of the Keyspan serial port. All serial ports have two states, **BUSY** (aka "*In Use*") or **IDLE** (aka "*Available*"). When serial port is **IDLE**, the port is *available* for use by any serial device's software. When a COM port is **BUSY**, the serial port is *in use* by software and therefore *not available* to other programs.

The **COM port number** is the address of the Keyspan serial port. In order for any serial device to communicate via the Keyspan adapter, that serial device's software must be told to use the Keyspan **COM port number**.

If you see your **COM port number** and its **COM port Status**, proceed to **Step 4**. If you do not see either of these items, proceed [Problem Solving](#) section in this manual.

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Step 4 - Determine Where To Select/Configure The Keyspan Serial Port(s)

Prior to using your serial device with a Keyspan serial port, you must first tell that serial device's **software** which serial port your serial device **hardware** is connected to.

For example, if you have a Palm, you will have to tell the Palm Desktop **software** to look for your Palm handheld (**hardware**) on a Keyspan serial port. By doing this, you establish communication between your serial device's **software** (ie the Palm Desktop software) and your serial device hardware (the Palm handheld unit).

Most serial devices will have software that will allow you to select which serial port the device is connected to. Depending on your serial device and its software, you may have to configure: a Control Panel (ie modems accessing ISPs), an application (ie UPSes), or some combination of these (ie modems accessing terminals using Zterm).

Please refer to your serial devices documentation on which method your serial device uses and how to access that software's serial port "configuration" screen.

Once you've determined where to select or configure your serial device's software's serial port settings, please proceed to **Step 5**.

Step 5 - Determine Which Serial Port To Select In Your Serial Device's Software

When you've found the port selection screen in your serial device's software, you may be presented with a list of COM port numbers, a place to type in a COM port number, or some combination of both.

At this point, you have to select or enter COM port number of the Keyspan serial adapter you are connecting to. Please note that you can see the COM port number in the **Adapter Status** tab in the [Keyspan Serial Assistant](#).

Step 6 - Use Your Serial Device

Once you've configured your serial software to use the Keyspan serial port, you're ready to start using your serial device under Windows.



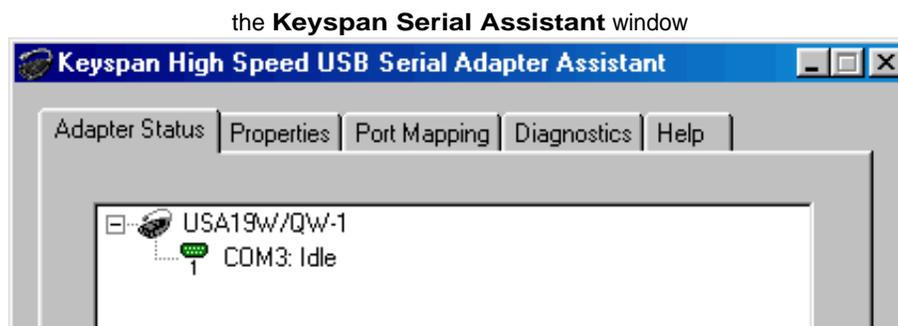
5.1 - Keyspan Serial Assistant

Besides the required drivers, the Keyspan High Speed USB Serial Adapter software installer installs an application called **Keyspan Serial Assistant**. This application is used to:

- Determine the status of the adapter software and hardware
- Assist in problem solving

Launching the Keyspan Serial Assistant

To launch the Assistant, open the [Keyspan Serial Assistant](#) (in **Start** menu -> **Programs** -> **Keyspan USB 4-Port Serial Adapter** -> **Keyspan Serial Assistant**). When you open the [Keyspan Serial Assistant](#), you will see the following window:



If your Keyspan hardware and software are installed correctly, you will see your adapter in the '**Adapter Status**' tab box. You should also see the *COM port number* (ie **COM1**, **COM2**, etc.) and the *COM Port Status*.(**IDLE** or **BUSY**).

If you see your **COM port number** and its **COM port Status**. If you do not see either of these items, proceed [Problem Solving](#) section in this manual.

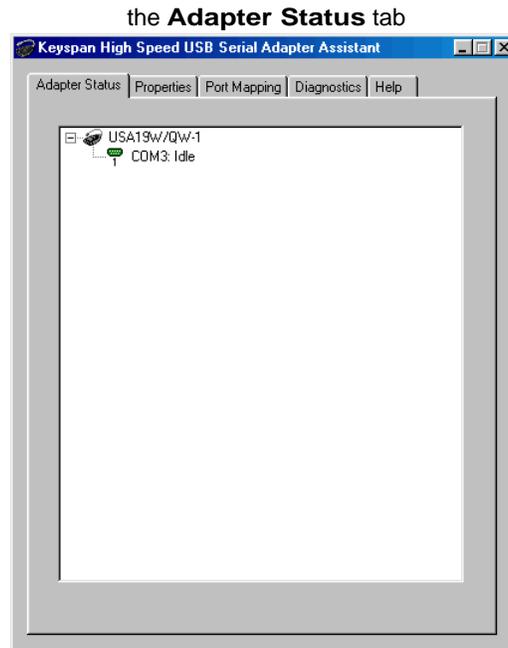
Explanation of Assistant Features

The following is a description of all the relevant text boxes and menus found in the Keyspan Serial Assistant. You can also obtain this information by turning on the '**Enable Tool Tips**' check box in the **Help** tab in the Assistant window.



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Adapter Status Tab



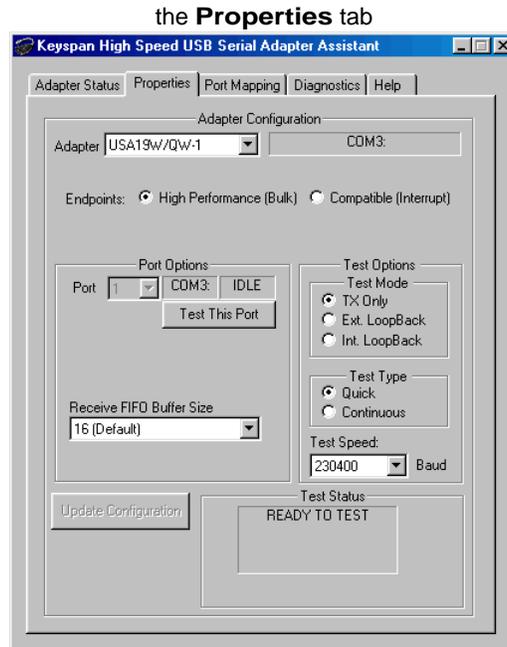
The **Adapter Status** tab in the Keyspan Serial Assistant displays the status of your Keyspan adapter. Specifically, it shows the *COM port number* (ie **COM1**, **COM2**, etc.) and the *COM Port Status*. (**IDLE** or **BUSY**). If you have several Keyspan adapters of the same type, they will all show up in this tab.

This is also the first place to check to see if your Keyspan adapter is working properly. If your Keyspan adapter does not show up in the **Adapter Status** tab, please proceed [Problem Solving](#) section in this manual for further instructions.



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Properties Tab



The **Properties** tab in the Keyspan Serial Assistant allows you **test** your Keyspan adapter and **make changes to the behavior** of the Keyspan adapter. The following is an explanation of the items in this tab.

the **Adapter** pull down menu



The **Adapter** pull down menu is used to select which High Speed USB Serial Adapter you would like to configure. If you only have one Keyspan High Speed USB Serial Adapter, you will not need to change the selection.

the **Endpoints** radio buttons



The **Endpoints** radio buttons are used to configure how the Keyspan adapter will communicate with the USB subsystem (software) on your computer. Most users will not need to modify the default setting (High Performance (BULK)). You should only change this setting if you are sure that your serial device needs a specific setting. The default setting is *High Performance (BULK)*.



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the **Port** pull down



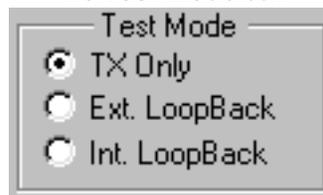
If you have more than one serial port on your Keyspan adapter, the **Port** pull down menu allows you select which serial port you want to modify or test. You can also see the serial port's *COM port number* and its *COM port status* next to the **Port** pull down menu. If you only have one serial port on your Keyspan High Speed USB Serial Adapter, you will not need to change the selection.

The **Test This Port** button



The **Test This Port** button tests the COM port selected in the **Port** pull down menu. The test that is performed is the selected test in the **Test Option** box.

the **Test Mode** box



The **Test Mode** box allows to specify the type of test that will be performed when you press the **Test This Port** button.

There are 3 types of tests:

TX Only: Use this test to test only the transmit (Tx) signals of the Keyspan adapter.

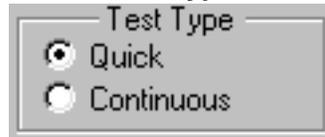
Ext. LoopBack: Use this test sending and receiving data. This test sends data out the selected serial port and waits to receive it via a special Loopback connector. You can find more information about this special Loopback connector in the [Serial Port Pin Outs](#) section in this manual.

Int. Loop Back: Use this test sending and receiving data. This test is performed within the Keyspan adapter hardware. This test DOES NOT require a special Loopback cable.



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the **Test Type** box



The **Test Type** box allows to specify how many times the selected test will be repeated when you press the Test button. Use the *Quick* option to perform the test once. To perform a subsequent test, press the **Test This Port** button. Use the *Continuous* option to repeat the test continuously. To stop the test, press the **Stop Test** button (the **Test This Port** button becomes the **Stop Test** button during a test).

the **Test Speed** pull down menu



The **Test Speed** pull down menu allows to specify the speed (baud rate) at which the port will be tested at when you press the **Test This Port** button button.

the **Test Status** box reports



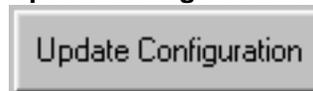
The **Test Status** box reports the test status or results of the selected COM port.

the **Receive FIFO Buffer Size** pull down menu



The **Receive FIFO Buffer Size** pull down menu allows you to configure the number of characters which are stored in the card's "First In First Out" input buffer ("FIFO") before they are made available to the computer. The default value of this parameter is "16". The **Receive FIFO** improves the reliability of data transfer at high speeds. You can turn this option OFF for performance reasons however this is not necessary in most cases.

the **Update Configuration** button

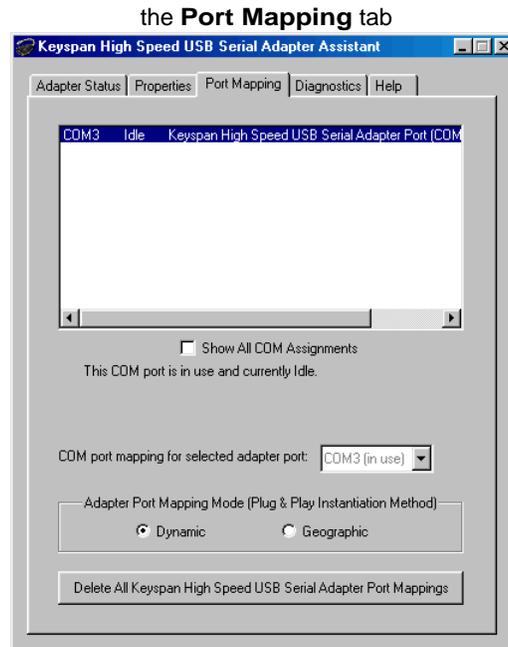


The **Update Configuration** button updates the Keyspan adapter with the changes you have made in the **Properties** tab. Please note that these changes will take effect when you click the **Update**



Configuration button.

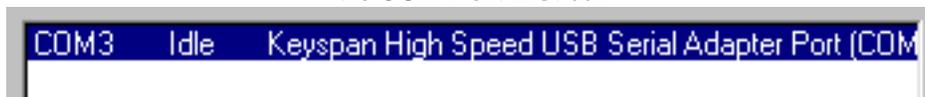
Port Mapping Tab



The **Port Mapping** tab in the Keyspan Serial Assistant allows you to change how COM port numbers are assigned to your Keyspan adapter. The following is an explanation of the items in this tab.

Important!!! Please make sure you read this entire section. Changing COM port assignments may render other hardware unusable.

the **COM Port List** box



The **COM Port List** box shows any connected **Keyspan High Speed USB Serial Adapter**, its *COM port number* and *COM port status*. You can also see any other COM port that have been assigned or reserved on your computer if you enable or check the **Show All COM Assignment** check box.



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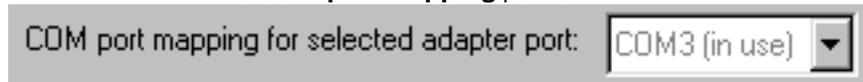
the **Show All COM Assignments** check box



Enable or check the **Show All COM Assignments** check box to display ALL of the COM port name and numbers that have been registered on your computer. This will include COM ports for other devices.

Note: You may have COM ports assigned or 'set aside' for hardware that may not be installed on your computer depending on how your computer was setup by its manufacturer.

the **COM port mapping** pull down menu



The **COM port mapping** pull down menu allows you to reassign the selected Keyspan COM port in the **COM port list** window. This window also reports whether a COM port is '*in use*'. In this menu, '*in use*' means that the selected COM port has assigned or reserved. It is **highly recommended** that you only change the COM port mapping to COM ports that are not '*in use*'.

Note: The **COM port mapping** pull down menu allows you to change the COM port mapping to any COM port including those that have already been assigned (aka *in use*). Changing the COM port mapping to a COM port that is *in use* may render any hardware and/or software using that port inoperable.

the **Adapter Port Mapping Mode** box



The **Adapter Port Mapping Mode** box allows you to change the behavior of how Keyspan COM port numbers are assigned when you connect the Keyspan adapter to a different USB port than the one it was originally connected to.

Dynamic assigns a COM port number (or numbers if your Keyspan adapter has multiple serial ports) to a particular Keyspan adapter. If you disconnect the Keyspan adapter and connect it to a different USB port, the COM port number of that Keyspan adapter will **not change**. This is the **default setting** and is recommended setting if you only have one Keyspan adapter.

Geographic assigns a COM port number (or numbers if your Keyspan adapter has multiple serial



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ports) to a particular USB port on your computer. If you disconnect the Keyspan adapter and connect it to a different USB port, the COM port number of that Keyspan adapter **will change**. This setting is recommended if you are using multiple Keyspan adapters and want the COM port numbers to remain the same.

the **Delete All Keyspan High Speed USB Serial Adapter Port Mappings** button

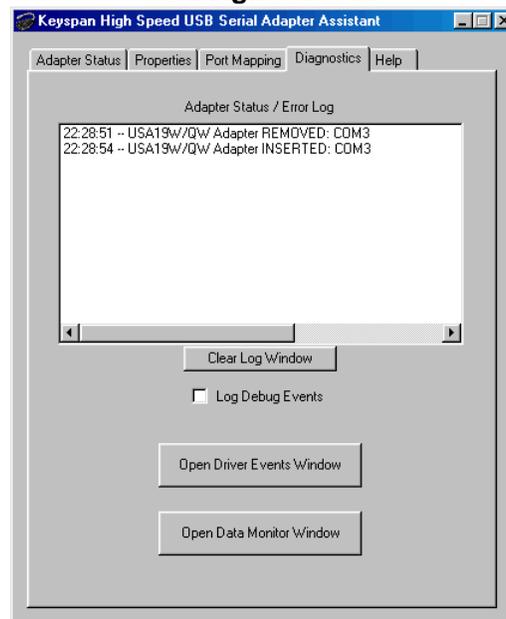


The **Delete All Keyspan High Speed USB Serial Adapter Port Mappings** button clears the Windows registry of all Keyspan High Speed USB Serial Adapter *COM port numbers* and Keyspan USB information. This allows Windows to create new COM port assignments.

Note: that this is an option for advanced users only. If you are unsure about how this command will affect your computer, please contact [Keyspan Tech Support](#) for further assistance.

Diagnostics Tab

the **Diagnostics** tab

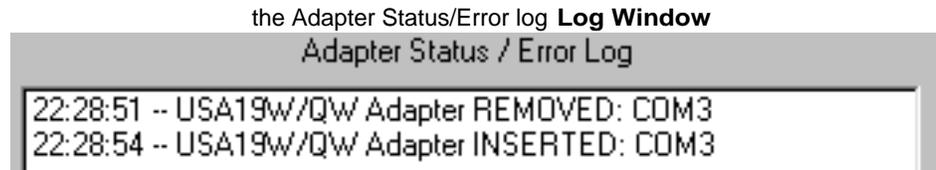


The **Diagnostic** tab in the Keyspan Serial Assistant reports diagnostic information about your Keyspan adapter's software and hardware. This information is useful if you are trying to solve problems with Keyspan's technical support staff. The following is an explanation of the items in this tab.

This User Manual applies to the Keyspan High Speed USB Serial Adapter Software for **Windows**.
(rev 02apr24JA)



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The **Adapter Status / Error Events** box displays the status of your Keyspan adapter hardware and software. It detects if the Keyspan driver is installed and whether or not a Keyspan adapter is connected.

the **Clear Log Window** button



The **Clear Log Window** button will clear the **Adapter Status / Error Events** box.

the **Log Debug Events** check box



Enable or check the **Log Debug Events** check box to display all of the Keyspan adapter's debug events as well as the driver events. This option can be turned on and off.

the **Open Driver Events Window** button



The **Open Driver Events Window** button will open the Keyspan adapter's Event log window. This window reports all of the events or actions that the adapter is performing. This is useful in troubleshooting data communication problems.

the **Open Data Monitor Window** button

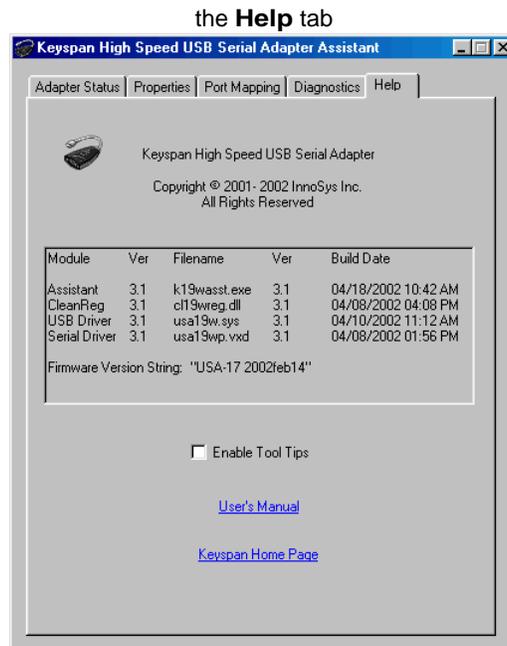


The **Open Data Monitor Window** button will open the Keyspan adapter's Line Monitor (aka Data Monitor) window. The Line Monitor will display all data and all modem control state changes sent to and from the High Speed USB Serial Adapter.



(continued on next page...)

Help Tab



The **Help** tab in the Keyspan Serial Assistant displays the version numbers of the different components in your Keyspan USB Serial Adapter installation. You can also enable **Tool Tips** (on screen help), read your Keyspan adapter's User's Manual, or go to Keyspan's home page.



6.1 - Problem Solving

If you are having problems with your **Keyspan USB to Serial Adapter in Windows**, please read the following instructions to assist you in troubleshooting your Keyspan adapter.

Hardware Troubleshooting

Step 1 - Use the Keyspan Serial Assistant

Launch the [Keyspan Serial Assistant](#) application. When you open the [Keyspan Serial Assistant](#) application, the '**Adapter Status**' tab will show your Keyspan adapter, its *COM port number* (ie **COM1**, **COM2**, etc.) and its *COM Port Status*.(**IDLE** or **BUSY**).

If you do not receive either of these messages, please contact [Keyspan Tech Support](#) for further assistance.

Otherwise, skip ahead to **Step 2**.

Software/Serial Device Troubleshooting

Step 2 - Check The Physical Connections

Make certain that your serial device is powered on and is properly connected to the Keyspan Serial Adapter.

Proceed to **Step 3** ...

Step 3 - Check Your Serial Device's Software Configuration

Check to see if your serial device's software is configured to use the Keyspan port . Please refer to your serial device's documentation for instructions on how to select/switch/configure a serial port in that software.

Once you've found your software port configuration screen, does it display the Keyspan High Speed USB Serial Adapter *COM port number*?



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If you **do not see** the Keyspan *COM port number* please contact [Keyspan Tech Support](#) for further assistance.

If you see the *COM port number* and have properly selected the Keyspan port that your serial device is connected to and are still having problems, please continue to **Step 4**.

Step 4 - Use Your Serial Device

If you have followed all of the above steps and are still having problems with your Keyspan High Speed USB Serial Adapter, contact [Keyspan Tech Support](#) for further assistance.

When You Need More Help...

The Keyspan web site <http://www.keyspan.com> is your best source for technical support information. The web site includes technical notes, reference manual updates, and answers to frequently asked questions.

You may also contact our technical support department directly via email, phone, or fax. Please see the [Support Information](#) section in this manual for more details.



7.1 - Appendices -

- [Frequently Asked Questions \(FAQs\)](#)
Frequently Asked Questions
- [Compatibility List for Windows](#)
List of serial devices that have been tested with Keyspan serial adapters...
- [Configuration Examples for Windows](#)
Instructions on configuring select serial devices to use Keyspan serial ports
- [Serial Port Pin Outs](#)
Serial Port Pin Out and Loopback Test Information
- [LED Behavior](#)
Description of the LED Behavior on your Keyspan Adapter
- [TX Ack Advance](#)
White Paper on the TX Ack Advance feature
- [Notices](#)
FCC, CE, VCCI, Copyright and Trademark Information
- [Keyspan Warranty Information](#)
Keyspan Warranty Information
- [Support Information](#)
Information about obtaining technical support



7.1.a - Frequently Asked Questions (FAQs)

The following is a list of Frequently Asked Questions (FAQs) about the Keyspan High Speed USB Serial Adapter for Windows. Keyspan frequently updates and adds the questions and answers list below. For the latest list, please visit the our web site at: <http://www.keyspan.com>

Frequently Asked Question List

Question:

How do I configure my serial device to recognize the Keyspan High Speed USB Serial Adapter?

Answer:

To configure any serial device to use a serial port on any Keyspan USB Serial Adapter, you must:

1. Locate the software that controls your serial device.
2. Access that software's port or connection configuration screen/dialog/menu/etc.
3. Select the Keyspan port that your device is connected to in port or connection configuration screen/dialog/menu/etc. for that device

Depending on what type of serial device you have, you may have to configure a control panel, an application, or a plug-in. Keyspan provides documentation on how to configure many popular serial devices in the [Configuration Examples for Windows](#) appendix in this manual.

Question:

Can I connect my Keyspan USB device to a USB hub?

Answer:

Yes, any Keyspan USB device can be connected to a USB hub. However, there are some USB hubs that cannot fully support some USB devices. If you are having problems with a Keyspan USB device that is connected to a USB hub, please connect the Keyspan USB device to a built-in USB port on your computer. If this solves the problem, then this may be an issue with your USB hub. If



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you are encountering this problem or something similar to it, please contact [Keyspan Tech Support](#) for further instructions.



7.1.b - Compatibility List for Windows

The following is a list of serial devices that have been tested with various Keyspan Serial Products on Windows. This list is intended to be used as reference guide and not as complete compatibility list. We are constantly testing products and adding them to this list.

Although compatibility testing of the Keyspan High Speed USB Serial Adapter software has been focused on modems and Palm PDAs, most Windows (98 and greater) compatible serial devices are compatible with the Keyspan High Speed USB Serial Adapter.

For the latest version of this list, please visit our web site at: <http://www.keyspan.com>

For the compatibility list for other operating system (ie Mac OS, Mac OS X, etc.), please refer to the user manual for that platform or visit our web site at: <http://www.keyspan.com>

Legend

- = See **Notes** section at end of list
- √ = Configuration Guide Available
- Δ = Not Tested
- Y = Compatible
- N = Not Compatible
- ! = See Guide for Information
- ∅ = not compatible with Operating System

Compatibility List for Windows

<u>Product</u>	<u>Guide</u>	<u>USA19Qi</u> <u>USA19Q</u> <u>USA19</u>	<u>USA19QW</u> <u>USA19W</u>	<u>USA49W</u>
<i>Graphic Tablets</i>				
Wacom Tablets		Y	Y	Y
<i>PDA's</i>				
Palm	√	Y	Y	Y
Psion Revo		Y	Y	Y
Sharp Wizard		Y	Y	Y
Compaq Aero		Y	Y	Y

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Casio PV 400 Series	Y	Y	Y
RIM Blackberry	•	Y	Y
Royal Vista	Y	Y	Y
Windows CE PDAs (all models)	Y	Y	Y
ActiveSync	Y	Y	Y

Other Devices

C-Pen	N	Y	Y
Olympus Digital Cameras	N	Y	Y
Modems (serial)	N	Y•	Y•

Compatibility List for Windows - Notes

RIM Blackberry	USA19 - If you have a Keyspan USB PDA Adapter, model number USA-19, the Blackberry Desktop Manager v2.1 is not able to communicate with Keyspan USB PDA Adapter with the model number of USA-19 due to a bug in the Desktop Manager . The currently shipping models of the Keyspan USB PDA Adapter *USA-19Q, USA-19Qi) are compatible. If you have the USA-19 model, please contact Keyspan tech support for further details.
Modems (serial)	USA19, USA19w, USA49w - If you are running Windows 98, Windows 98 SE, or Windows Me, you will have to add "AT&C0" to your modem initialization string. This is not necessary on Windows 2000 and Windows XP.



7.1.c - Configuration Examples for Windows -

The following is a list of available configuration examples for Windows. These example provide step-by-step instructions on configuring select serial devices. The current example available are:

- [Palm Desktop](#)

For the latest version of this list, please visit our web site at: <http://www.keyspan.com>

For the configuration examples for other operating system (ie Mac OS, Mac OS X, etc.), please refer to the user manual for that platform or visit our web site at: <http://www.keyspan.com>



7.1.c.01 - Palm Desktop

Before you begin...

This Configuration Example assumes that you have already done the following:

1. installed the Keyspan serial port *hardware* and *software*
2. installed the Palm Desktop *software*
3. connected the Palm Serial Cradle *hardware* to a Keyspan serial port

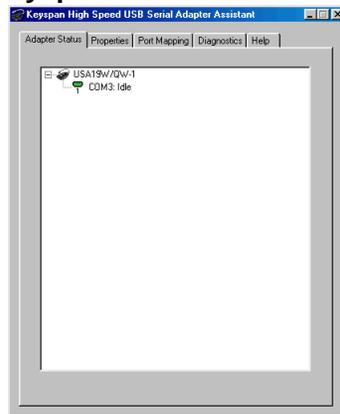
If you have not performed any of the steps mentioned above, please do so before proceeding.

Step 1 - Check the Keyspan Serial Assistant

Before proceeding, you should check to see if the Keyspan serial port is installed correctly.

To do this, open the [Keyspan Serial Assistant](#) (in **Start** menu -> **Programs** -> **Keyspan High Speed USB Serial Adapter** -> **Keyspan Serial Assistant**). When you open the [Keyspan Serial Assistant](#), you will see a window similar to the one shown below:

the **Keyspan Serial Assistant** window



If your Keyspan hardware and software are installed correctly, you will see your adapter in the '**Adapter Status**' tab box. You should also see the *COM port number* (ie **COM1**, **COM2**, etc.) and the *COM Port Status*.(**IDLE** or **BUSY**).

If you see either of these messages, note the Keyspan *COM port number* (ie **COM1**, **COM2**, etc.) and its *COM Port Status*.(**IDLE** or **BUSY**). Proceed to **Step 2**.



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If you do not receive either of these messages, proceed [Problem Solving](#) section in your Keyspan adapter's manual.

Step 2 - Access the HotSync® Manager

Before you can begin to HotSync your Palm, you must access and configure the HotSync® Manager application. The HotSync Manager is the program that manages the serial communication between your Palm and your computer.

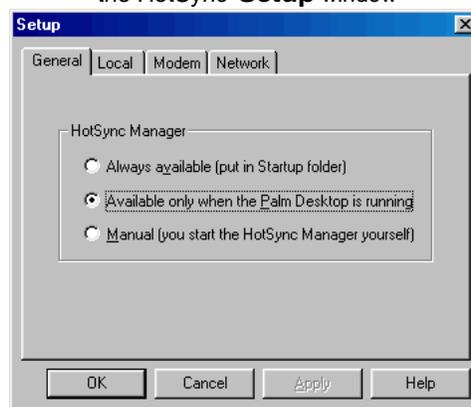
The easiest way to access the HotSync Manager is via the Palm Desktop software. To do this, launch the Palm Desktop software. When the Palm Desktop software is running, go to the "HotSync" menu and select the "Setup" command.

the **HotSync** menu & **Setup** selection in the Palm Desktop software



Once the HotSync® Manager application is opened, you will be presented with the HotSync **Setup** window.

the HotSync **Setup** window

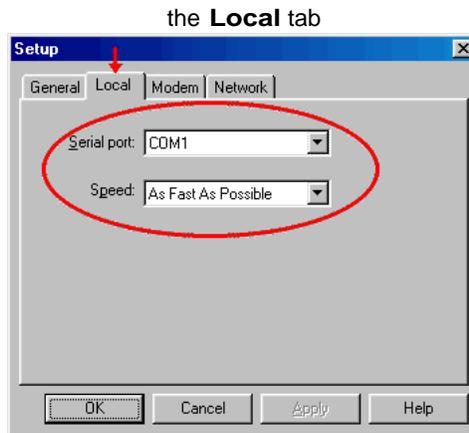


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Step 3 - Configure the HotSync **Setup** window

In the HotSync **Setup** window, click on the **Local** tab. This will display the **Serial port** and **Speed** pull down menus.



Select your Keyspan COM port in the **Serial port** pull down menu (see step 1 in this example).

Select 'As Fast As Possible' from the **Speed** pull down menu.

Note: If you have a **Keyspan USB PDA Adapter**, model number **USA-19** (not the same as the USA-19Q or USA-19Qi), you must set the **Speed** pull down menu to **57600**. This is the maximum speed your adapter is capable of.

Step 3 - HotSync your Palm Organizer

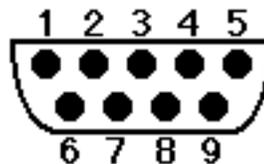
Palm Software configuration is now complete. To initiate a 'HotSync' session, place your Palm Organizer in its cradle and then press the HotSync button on the cradle. Your Palm Organizer will now "HotSync."



7.1.d - Serial Port Pin Outs

The pin assignments for the Keyspan High Speed USB Serial Adapter's male DB9 port are illustrated below:

Keyspan High Speed USB Serial Adapter's
male DB9 port



<u>Pin</u>	<u>Name</u>	<u>Signal Designation</u>
1	DCD	Data Carrier Detect (Input)
2	RX	Received Data (Input)
3	TX	Transmitted Data (Output)
4	DTR	Data Terminal Ready (Output)
5	GND	Ground
6	DSR	Data Set Ready (Input)
7	RTS	Request To Send (Output)
8	CTS	Clear To Send (Input)
9	RI	Ring Indicator (Input)

In order to ensure compliance with emission specifications, cables should be shielded using braided shields and metal hoods with complete 100% contact between the shields and hoods.

External Loopback Connector Information

The [Keyspan Serial Assistant](#) allows you to perform two types of loopback tests - internal and external. The external test requires the use of a special loopback connector. This connector requires a "DB9 Female Loopback plug" with the following wiring:

<u>Pin(s)</u>	<u>Wired to</u>	<u>Pin(s)</u>
1	<->	4,8
2	<->	3
6	<->	7,9



7.1.e - LED Behavior

The Keyspan High Speed USB Serial Adapter part number **USA-19QW** comes equipped with a green LED light that reports the status of the Keyspan adapter *USB hardware* and serial port.

The following table shows all of the possible states of these LED light and what they mean:

Color	State	Significance
Green	Off	The Keyspan adapter is not connected or not receiving power from your computer
Green	On-Blinking Slowly	The Keyspan adapter software and hardware are working properly. The Keyspan serial port is available for use.
Green	On-Steady Light	The Keyspan serial port is ' in use ' by an application on your computer and is ready to send and receive data to and from your serial device.
Green	On-Blinking Rapidly	The Keyspan serial port is sending and/or receiving data

Please note that the LED light is only available on the Keyspan High Speed USB Serial Adapter part number **USA-19QW**. It is not available on other part numbers.



7.1.f - TX Ack Advance

Overview

Many Keyspan USB serial adapters support configurable "Transmit Acknowledgment Advance" (aka TX-ACK threshold, aka TX-ACK(knowledge) advance, etc.) in the **Keyspan Manager**. This feature allows the user to adjust a device's transmit behavior to achieve the optimum compromise between compatibility (exact emulation of built-in ports) and maximum throughput. This document describes the factors which a user should be aware of to guide their configuration of this feature.

The Problem

In the case of a standard, "built-in" serial port, the host CPU (the "brain" of the computer) can communicate directly with the serial hardware because the (serial) hardware is in the address space directly accessible to the CPU. When the serial port has transmitted all the data in its transmit FIFO (the buffer that holds characters waiting to be sent), it interrupts the CPU, which then adds more characters to the transmit FIFO with a minimal time delay.

By contrast, in a USB to serial adapter, information about the state of the serial port FIFO reaches the CPU by means of USB messages. The USB subsystem in most computers delays the delivery of inbound (USB peripheral to USB host computer) USB messages by about 1 millisecond. The impact of this delay on serial throughput depends on the baud rate. At 9600 baud, it takes about 1 millisecond to transmit a character. If the serial adapter signals the host when it begins transmitting the last character in its FIFO, the host learns about it at about the same time the character is actually finished being transmitted. Since outbound (USB host computer to USB peripheral) USB messages are not subject to such a long delay, the host can supply new data before the serial port has been idle for too long.

At higher baud rates, however, this 1-millisecond delay becomes more of a problem. For example, at 920 Kbps, 1 millisecond is enough time to send 92 characters. So, if you're sending 92 characters at a time, you will only achieve 50% throughput, since half the time is spent with the adapter waiting for the host to send more data.

The Work Around

Since there's no way to eliminate the USB delays, there's only one work around: the serial adapter has to lie about when it's done transmitting. The size of the lie is what's being configured with the "TX Ack Advance" parameter: it specifies how many characters ahead of time the adapter tells the host "I'm done." This way, the adapter still has some data to transmit while it's waiting for more to arrive from the host. If the next data from the host arrives before the previous data is completely sent, the new data can be sent with no delay, and the device will achieve 100% transmit throughput.



Notes about the Work Around

In most situations, the serial adapter's lie is harmless or beneficial, even. However, in some circumstances, this lie gets us into trouble. There are several ways this can happen:

Flow control: If the adapter is programmed to use flow control, the remote (receiving) end of the serial connection can ask the adapter to suspend its data transmission (e.g. if it's not ready to receive more data). Since this state can persist indefinitely, the "I'm done" indication, if it were sent early, could arrive at the host a significant amount ahead of time. As a result, the application might use the "I'm done" signal as an indication that the remote end is ready, leading to various kinds of trouble.

Data flushing: Sometimes, an application will issue a "transmit flush" command to the adapter get rid of extra data. For example, let's say that an application sends "AAAA" to the adapter, and then, once it's received the "I'm done" indication, sends "BBBB." Now, let's say that some time after sending "BBBB," the application decides to cancel whatever part of the "BBBB" has yet to leave the serial port, and sends a "transmit flush" command to the adapter. If the adapter had been lying about being done sending "AAAA," it might still not be done, and the flush could purge the transmit FIFO of some of the A's (which is not what the application was expecting) in addition to the B's.

Timing: In some applications, the receipt of the "I'm done" indication is used as a timing reference point. For example, an application could send a data stream like this:

COMMAND.....

The extra periods following COMMAND would be just used to establish a timing interval: the application would know that once the serial port said "I'm done," the receiver would have had at least 64 character times to process COMMAND. If the "I'm done" indication was sent early, the application might then do its subsequent action too early.

Another possibility is that the application is using the timing of the "I'm done" message to determine the baud rate. For example, if the serial port was using external clocking, the application might not know what baud rate was being used, so it would send a message and see how long it took. The early delivery of "I'm done" could screw up its calculation.

There are many other communication protocols in which time periods are counted from the point that a message has been delivered. Any time you change the timing of the "I'm done" indication, you run the risk of interfering with such protocols.

What Should I Use?

There are various ways you can configure Tx Ack Advance. Following is a discussion of some possibilities:



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None: If you're using a baud rate of 9600 or less, you probably don't have a problem. The 1 millisecond delay will not significantly affect your throughput, and you can select this option. This option is also a good choice if you are running an application in which throughput is not an issue, or one in which guaranteeing 100% correct operation is important enough that you'd prefer not to risk having problems.

Auto: The "Auto" setting uses the calculation described above when internal clocking is used and sets the Tx Ack Advance to "None" when external clocking is used (this is because the host doesn't know the baud rate when the clocking is supplied externally).

Experiment: If you're using a baud rate above 9600, you can simply try increasing the Tx Ack Advance setting, and see whether it improves performance (in which case, great!), causes problems (in which case, don't use it), or doesn't make any difference (in which case it doesn't matter what you do).

Calculate: If you know that your application will not run into troubles with flow control or data flushing, you know what baud rate it uses, and you'd like to adjust the Tx Ack Advance to most closely approximate the timing of a built-in port, you can calculate the value yourself using this formula:

$$\text{integer}(\text{baud} / (\text{totalBitsPerCharacter} * 1000)) + 0.5)$$

This will result in the host receiving the "transmit complete" message at approximately the same time the last character has actually been transmitted. Note: the total bits per character includes the start bit, the stop bit(s), the parity bit (if any) and the data bits. So, an 8-bit character with one stop bit and no parity has a total of 10 bits.



7.1.x - Notices

Notices

United States FCC

DECLARATION OF CONFORMITY

We, InnoSys Incorporated at
3095 Richmond Parkway, Suite 207
Richmond, CA 94806 USA
(510) 222-7717

declare under our sole responsibility that the

KEYSPAN High Speed USB Serial Adapter, Model USA19QW

complies with Part 15 of 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.

CAUTION: Changes or modifications to the High Speed USB Serial Adapter not expressly approved by InnoSys Incorporated could void the user's authority to operate this equipment.

NOTE: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy, and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult InnoSys Incorporated or an experienced radio/TV technician for help.

(continued on next page...)



CE MARK DECLARATION OF CONFORMITY

(According to EN 45014)

Manufacturer's Name and Address

InnoSys Incorporated
3095 Richmond Parkway, Suite 207
Richmond, CA 94806

Declares that the product:

Product Name: KEYSpan High Speed USB Serial Adapter

Model Number: USA-19W

Conforms to the following Product Specifications:

EN 55022: 1998 Class B

EN 55024: 1998

following the provisions of the Electromagnetic Compatibility Directive.

Mike Ridenhour, Richmond, CA, USA,
President, April, 2002

Canada Digital Apparatus EMI Standard

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

Cet appareil numerique de la classe B respecte toutes les exigences du Reglement sur le material brouilleur du Canada.

VCCI

Voluntary Control Council for Interference from Information Technology Equipment

Class B ITE

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(continued on next page...)

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Translation:

This is a Class B product based on the standard of the Voluntary Control Council for Interference from Information Technology Equipment (VCCI). If this is used near a radio or television receiver in a domestic environment, it may cause radio interference. Install and use the equipment according to the instruction manual.

Australia/New Zealand

This device complies with AS/NZS 3548 Class B limits for the operation of Information Technology Equipment.

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7.1.y - Keyspan Warranty Information

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The following definitions apply to the terms as they appear in this agreement.

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- Product means the Software and Documentation

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You may NOT:

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(rev 02apr24JA)



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Keyspan,
a division of InnoSys, Inc.
3095 Richmond Pkwy, Ste. 207
Richmond CA 94806



7.1.z - Support Information

Contacting Support

If you require assistance with any Keyspan product, you may contact us by one of the following ways:

- **web/email:** <http://www.keyspan.com/support/>
(Monday through Friday: 9 am to 5 pm Pacific)
- **fax:** +1.510.222.0323
(Monday through Friday: 9 am to 5 pm Pacific)
- **telephone :** +1.510.222.8802
(**tech support**) (Monday through Friday: 9 am to 5 pm Pacific)

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If you live outside of the United States and require assistance with your Keyspan product, please contact the Keyspan's distributor in your country for technical support in your language. For a list of Keyspan's international distributors, please visit our international web page at:

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