



Keyspan:USB Server - User Manual



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This User Manual applies to the Keyspan USB Server Software Version 1.3.x. Patent Pending.



1 Introduction

The USB Server makes it possible for USB devices such as scanners, printers, hard drives, etc. to be used and shared by client PCs on a Local Area Network (LAN)! It is ideal for home office, small office or classroom use. The USB Server supports both Ethernet and Wi-Fi networks -- making it easy to print to a USB printer from a Wi-Fi based laptop!

Compatible USB Devices

This release of USB Server software supports USB printers, USB multi-function printers, USB scanners, USB hard drives, USB HID devices (ie keyboards and mice), and other USB devices. USB audio and video products are not compatible with this release. See the Keyspan web site for further compatibility details.

Connectivity to USB Devices

The **Keyspan USB Server** provides the following connections to your USB Devices:

- 4 USB 2.0 Full-Speed ports (12 Mbps)
- Full 500mA power provided to each port

Connectivity to Network

The **Keyspan USB Server** provides the following connections to your Network:

- RJ45 Ethernet connector
- 10/100 autosensing
- IP addressing: Static/DHCP/Zeroconfig

Requirements

- Macintosh: Mac OS X 10.3 (or later)
- Windows: Windows 2000/XP or greater

What's Inside The Package

The **Keyspan USB Server** package includes:

- Keyspan USB Server (US-4A)
- Power Supply
- Quick Start Sheet(s)
- Mac and Windows compatible CD with software and user manual



2 Installation Instructions

Installing the USB Server Hardware

Note: Do not connect your USB device(s) to the Keyspan USB Server until you have finished installing the USB Server software and hardware!!! The next section, **Using Your USB Devices Over Your Network**, will walk you through the process of connecting and using your USB devices with the Keyspan USB Server.

Step 1 - Connect The Keyspan USB Server To Your Network

First connect an Ethernet cable to the USB Server's Ethernet port (see next image):



Once the Ethernet cable is connected, connect the other end of the cable to your network. This can be a free Ethernet port on your DSL router, Ethernet hub, or 802.11 (aka Airport) router/base station.

If you do not have a network, you can connect the USB Server directly to the Ethernet port on your computer.

Tech Note: If you have more questions about connecting the USB Server to your network, please read the **USB Server Networking Discussion** section in this manual.

Step 2 - Connect the USB Server's Power Supply / Read the LEDs

Connect the included power supply to the USB Server's power connector (see next image):



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Once the USB Server has power, you will notice the USB Server's status lights turn on and off. After a few seconds, the lights will stop blinking. If the USB Server is responding properly, the four green USB lights will turn on and stay solid. You should also notice that the first green SYSTEM light will blink on and off every few seconds. Ignore any other status lights for now.



Tech Note: The LEDs on the USB Server can also indicate other status such as IP configuration type, server status, etc. For a detailed description of what the LED lights indicate, please read the **Status Light Behavior** appendix in this manual.

TROUBLESHOOTING: You may see red lights on the server at this point in the installation. This is normal until you install the Keyspan Server Utility software on at least one computer.

TROUBLESHOOTING: If you do not see the USB lights turn on and/or do not have a blinking green SYSTEM light, please proceed to the **Troubleshooting:Status Lights** section in this manual.

Keyspan USB Server hardware installation is now complete. Please proceed to the Keyspan Server Utility software installation instructions.

Installing the Keyspan Server Utility software

Tech Note: The following instructions outline the installation of the Keyspan Server Utility software for both Mac and Windows operating systems. Where instructions are different for one operating system, the difference will be noted. Although screen shots of the Keyspan Server Utility software may not match to your operating system, please note that button, menu, and tab names are identical on both platforms.

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Step 3 - Insert the Keyspan USB Server CD-ROM

Turn your computer ON. When your computer starts up, place the **Keyspan USB Server** CD into the CD-ROM drive.

MACINTOSH NOTE:

When the CD icon appears on your desktop, double click on its icon to display its contents. Locate the Keyspan USB Server Installer icon and double click to start the installation process. Follow the instructions on screen.

WINDOWS NOTE:

Windows will automatically open the Keyspan CD Browser window. Using the on-screen menus, locate the Keyspan USB Server Installer selection and click it to start the installation process. Follow the instructions on screen.

WINDOWS Tech Note: During and/or after the software installation, the Windows **New Hardware Wizard** may ask you to install software several times. Select 'Install the software automatically' and click next until the New Hardware Wizard tells you that the installation is finished. PLEASE NOTE that you will not be able to use your USB Server until you complete the New Hardware Wizard process.

Step 4 - Running the Keyspan Server Utility application

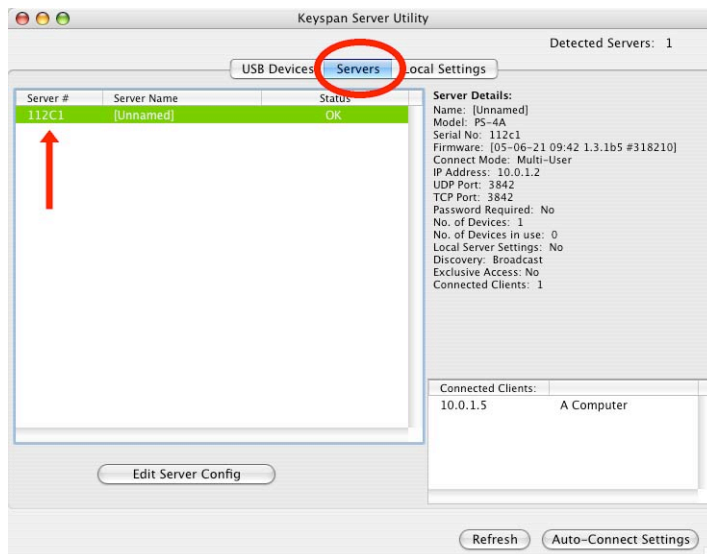
Once the Keyspan installer completes, it will automatically launch the Keyspan Server Utility application. You will use this utility to configure the USB Server.

Tech Note: Firmware Update: The first time you launch the USB Server program, you may be asked to update your USB Server's firmware. If you get this message, please update your firmware as per the on screen instructions. Please note that you can also find instructions on how to do this in the Updating Your Firmware subsection in the Changing USB Server's Settings section later in this manual.

In the Keyspan USB Server window, click the **Servers** tab. You will now see your USB Server listed in this tab (see next image):



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Tech Note: Server Names and Serial Numbers: Out of the box, your USB Server will show up as 'Unnamed'. You can change your USB Server's name in **Servers** tab. You will also notice a serial number listed next to your USB Server name. This serial number corresponds to the last five digits of your USB Server's MAC/Network address (printed on the bottom of your USB Server hardware).

Tech Note: About Firmware Updates: When you first launch the Keyspan Server Utility software, you may get a message stating that there is new firmware available for your USB Server hardware. We recommend that you update your firmware now. To do this, please follow the on-screen instructions to update your firmware. Once the update is complete, proceed to Step 5.

Tech Note: About Multiple Servers: If you have multiple unconfigured USB Servers on your local network, you can determine which server you are configuring by looking at the serial number presented by the Keyspan Server Utility application. This number correlates to the MAC/Network address that is printed on the bottom of your USB Server hardware.

TROUBLESHOOTING: If you do not see any USB Servers in this window, please proceed to the **Troubleshooting:Network Issues** section in this guide.

Step 5 - Software Installation Complete!

Keyspan Server Utility software is now complete.

You may now proceed to the **Using Your USB Devices On The network** section in this guide.

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Uninstall Instructions

If you need to uninstall the Keyspan Server Utility software, please follow these instructions:

MACINTOSH NOTE:

Run the "UninstallUS4A.pkg" uninstaller program. This program is located on the CD that came with your USB Server. You can also download the uninstaller from Keyspan's web site (<http://www.keyspan.com>).

WINDOWS NOTE:

Uninstall the Keyspan Server Utility software using the **Add/Remove Programs** control panel. (located in START menu -> SETTINGS -> CONTROL PANEL). Once the **Add/Remove Programs** control panel is open, locate and select the Keyspan USB Server software and then click the **Change/Remove** button. Follow the instructions on-screen to complete the uninstall.

You may now proceed to the next section in this guide...



3 Using Your USB Devices On The Network

Overview

In this section, you will learn how to use your USB devices via the Keyspan USB Server. You will learn to:

- connect your USB device (*hardware*) to the Keyspan USB Server's USB port
- virtually connect to your USB device using the Keyspan USB Server *software*
 - using the Connect and Disconnect buttons
 - using the Auto Connect Feature for Printers on Windows
 - using the Auto Connect Feature for Printers on Mac OS X
- use your USB device via the Keyspan USB Server

Tech Note: These instructions are intended to help you connect a USB device (ie printer, scanner, etc.) to the USB Server for the **very first time**. It is **highly recommended** that you only connect one USB device at this time. To connect additional devices, repeat these instructions for each device.

Using Your First USB Device

Step 1 - Connecting Your USB Device To The USB Server

Before using the Keyspan USB Server, connect your USB device to any USB port on the Keyspan USB Server.



USB Ports

Tech Note: USB Lights: US-4A Only: Above each USB port is a green LED light (for a total of 4 lights). These lights indicate whether or not your USB device is supported in the current software/firmware. If your device is supported, you will have a solid green light. If you have a slow blinking light, your USB device is not currently supported. Please contact Keyspan if you have a slow blinking light.

Once your USB device is connected to the USB Server, open the **Keyspan Server Utility application**.

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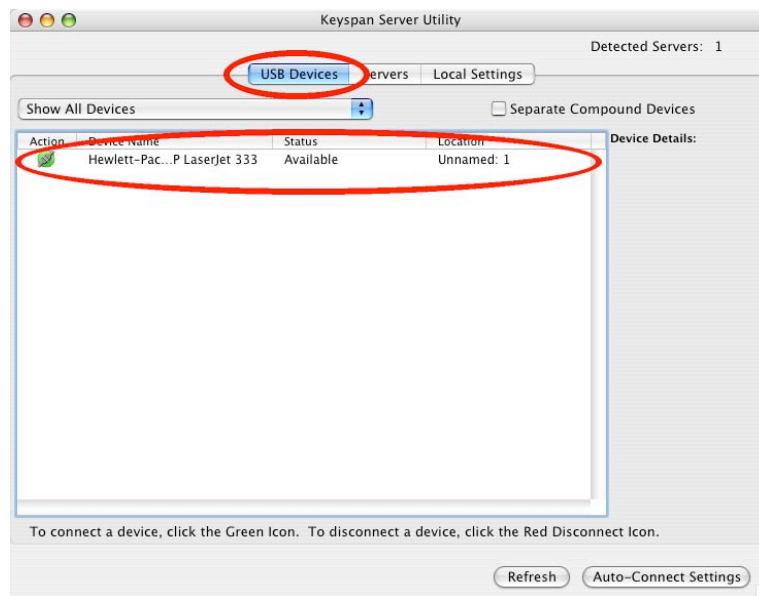
MACINTOSH NOTE:

The **Keyspan Server Utility application** is located in your **Applications** folder. Double click the Keyspan USB Server icon to open the **Keyspan Server Utility application**.

WINDOWS NOTE:

The **Keyspan Server Utility application** is located in your **START** menu -> **PROGRAMS** -> **KEYSPAN SERVER** -> **Server Utility**.

Once it is open, click on the **USB Devices tab**. You will see the names of your USB devices listed in this tab (see next image):



Tech Note: US4A: The USB device's name that is shown is the name that is programmed into your USB device by its manufacturer. This name may differ from the actual name and model number of your device. For example, if you have a HP Deskjet 882 printer, it may appear as HP Deskjet 880 or HP Printer. Some USB devices do not have any names programmed into them. For 'unnamed' USB devices, the USB printer's programmed Vendor ID (VID) and Product ID (PID) will be shown. You can rename your USB devices. For more information, please read the **USB DEVICE CONFIGURATION** subsection in the **Changing USB Server's Settings** section in this manual.

TROUBLESHOOTING: US4A: If you do not see your USB device in the Keyspan USB Server application, please proceed to the **Troubleshooting:USB Devices** section in this manual.



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Step 2 - (Virtually) Connecting Your USB Device

In the **USB Devices tab**, the following information is shown:

Action: The Action column contains an icon

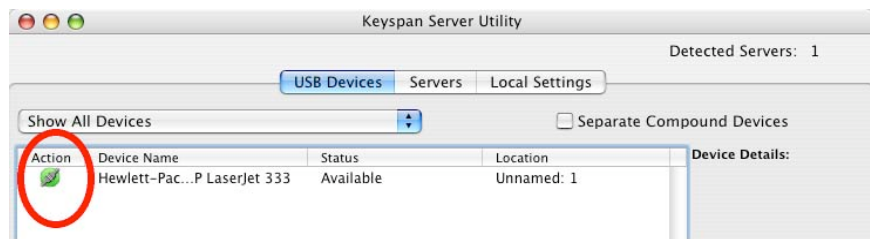
Device Name: The name of your USB device. This is the name programmed into the USB device itself. Note: This name can be changed. Read the **USB DEVICE CONFIGURATION** subsection in the **Changing USB Server's Settings** section in this manual for more details.

Status: This is the current Status of your USB device. This field is dynamic and will change as you start to use USB devices through the USB Server. For now, we're only concerned with the *Available* status (which means that the USB device is ready to used via the USB Server) but there are other Status. For details, please see the **USB Device Status Details** subsection later in this manual.

Location: This column shows the server and server's USB port number that your USB device is connected to. For example, the location 'MyServer:3' means that your USB device is connected to USB port number 3 on the USB Server called 'MyServer'. Note: You can change the name of your USB Server. Read the **USB Server Settings Descriptions** subsection in the **Changing USB Server's Settings** section in this manual for more details.

To use a USB device, you will need to first 'connect' your USB device via the Keyspan Server Utility software.

To connect your USB device to your computer via the USB Server, select your USB device and then click the **green Connect** button under the ACTION column as shown below:



You will notice that your USB device's Status will change from *Available* to *In Use by [ComputerName]*. At this point, you can now use this USB device as if it is connected directly to your computer. You can repeat this step for every USB device that you want to use.

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Tech Note: US4A/PS4A: By default, the USB Server is configured to use the **Multi-User Connect Mode**. In this mode, all USB devices will be shared in a *one-at-a-time* mode. Before you can use a USB device, you will have to connect to it to gain exclusive access. Once you are finished using the USB device, you will have to disconnect from that device before others can use it. In this mode, the USB Server acts like a library where your USB devices are checked out for use and checked back in so that other can use these devices. This process can be automated by using the Auto-Connect Feature. Continue reading this section for details.

In Multi-User' Connect Mode, you can also dedicate USB devices to certain computer, set up passwords for a certain USB device, and setup Auto-Connect for devices (so that you don't need to connect and disconnect your device all the time). You can also configure your USB Server to use the '**Single-User**' Connect Mode where the USB Server is dedicated to a particular user. In the **Single-User** Connect Mode, you do not need to connect/disconnect devices since there is only one computer.

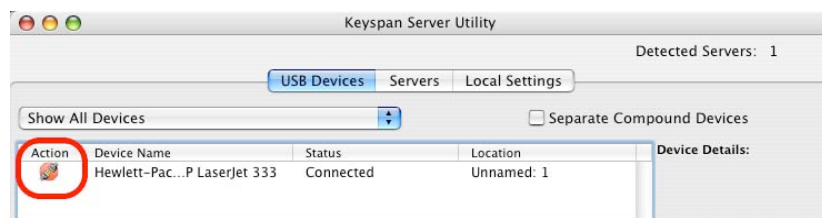
You can configure the USB Server to use other sharing modes, such as **Single-User** mode. For more details, please read the **Sharing Modes Overview** sub section at the end of this section.

TROUBLESHOOTING: US4A/PS4A: If a device is in use by another user, that USB device's Status show as *In Use By [ComputerName]*. If you wish to use a USB device that is *In Use*, you'll have to wait until that user finishes using it. If a printer has been setup for **Auto-Connect**, the printer will automatically become available once the other user finishes printer. If your computer is also setup for Auto-Connect, your print job will automatically start once the other user has finished printing. For more information on **Auto-Connect**, continue reading this section.

Now that your USB device is connected, you can start using your USB device as if it was directly connected to your computer.

Step 3 - (Virtually) Disconnecting Your USB Device(s)

When you are done using your USB device, you must virtually disconnect it from your computer before it is available to everyone else on the network. To do this, open the Keyspan Server Utility application, select your USB device and then click the **red DISCONNECT** icon (see next image):



You'll notice that the USB device's **Status** will change to '*Available*'. Other users will also see the

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USB device's status change to *Available*.

Tech Note: US4A/PS4A: Some USB devices may require additional action **PRIOR** to 'disconnecting' your USB device. For example, some USB devices (like printers with a card reader.) will require you to drag the device's icon to the trash, stop the USB printer's card reader software, etc. If your USB device requires such actions when the device is directly connected to the computer, please do these actions prior to clicking the **DISCONNECT** button in the Keyspan Server Utility software.

If you forget to disconnect a USB device, please note that USB devices will automatically get disconnected if your computer goes to 'sleep' or 'hibernate', your computer is turned off, or if you disconnect from your network.

In the worst cases where a device has been left in use and you cannot get the other computer to disconnect a device, you can forcibly 'Force Disconnect' a device that has been left in use. While Force Disconnecting a device is not recommended, you can learn more about this feature in the **Advanced menu** subsection found in the **Changing USB Server's** Settings section.

Step 4 - Other Methods Of Connecting USB Devices (Optional)

In addition to using the USB Server program to 'manually' connect USB devices to your computer, you can also:

- Automatically connect and disconnect printers for improved printer sharing (by using the **Auto-Connect** feature)
- Connect and disconnect USB devices without opening the USB Server program (by using the USB Server system tray icon)
- Not 'share' your USB devices and Automatically connect USB devices to only one computer (by using the **Single-User Connect Mode**)

For specific instructions on how to setup and use these features, please read the **Other Methods To Connect Your USB Devices** sub section later in this chapter.

Step 5 - Finishing Up and Additional Notes

You have now learned to how use your USB device via the Keyspan USB Server.

If you need to connect additional USB devices, note that you can connect up to 8 USB devices to one Keyspan USB Server. While the USB Server only has 4 USB ports, we support 8 devices due to how **Compound** USB devices work. Compound USB devices are devices that have multiple components connected to an embedded USB hub inside 1 USB device. For example, the Lexmark X1150 is a **compound** device that has 2 components (one for the scanner, one for the printer). The Canon i475D is also a compound device that has 3 components (the printer, the card reader, and a HID device [for buttons on the printer]).

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Tech Note: Using Multiple USB Servers and USB Devices: US4A/PS4A:

You can **view up to 8 USB Servers** in the Keyspan Server Utility software.

If you are using all of the USB ports on your 8 servers, *you will be able view a total of 32 USB devices* in the Keyspan Server Utility software **however you will only be able to have 12 USB devices 'connected'** to your computer.

If you need to use a 13th USB device, 'disconnect' one of your 12 USB devices via the Keyspan Server Utility software to free a location for the next USB device.

If you need to have more than 8 USB Servers, configure your next 8 servers to use a different UDP port. Once you have done this, use the USB Software's **Local UDP Port** menu item to switch between your first 8 servers and your next 8 servers.

Tech Note: Using One USB Server With Multiple Users:

Only 10 users can connect to a single or set of USB Servers using the same UDP port. You can support more users by setting up additional USB Servers with different UDP port numbers.

Other Methods To Connect Your USB Devices

Using the USB Server program to connect and disconnect your USB devices (as outlined above) is only one method of connecting devices. While the USB Server program gives detailed information about your USB Server and USB devices connected to it, you may not always want to open the USB Server program every time you want to use your USB device. Because of this, we have created other methods to connect your USB devices. With the USB Server 1.3 software, you can:

- Automatically connect and disconnect printers for improved printer sharing (by using the **Auto-Connect** feature)
- Connect and disconnect USB devices without opening the USB Server program (by using the USB Server system tray feature)
- Reclaim or **Force Disconnect** a device that has been left in use by another user.
- Not 'share' your USB devices and Automatically connect USB devices to only one computer (by using the *Single-User Connect Mode*)

The following subsections show you how to use these different features.

Using The Auto-Connect Feature For Windows

This feature will automatically connect and disconnect printers whenever you have a print job queued. This gives you a richer printing experience that is similar to using a print servers. Note: This feature is only enabled in the **Multi-User Connect Mode** for USB devices that are using the **Shared Share Mode**.

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MACINTOSH NOTE:

Auto-Connect feature for Windows is configured differently on Mac OS X systems. If you are interested in using the Auto-Connect feature for Mac, please skip ahead to the **Using The Auto-Connect Feature For Mac** subsection.

Before You Begin

Before you begin, please make sure that you have connected and installed your printer via the Keyspan USB Server's **USB Devices tab** (see the **Using Your First USB Device** sub section earlier in the section).

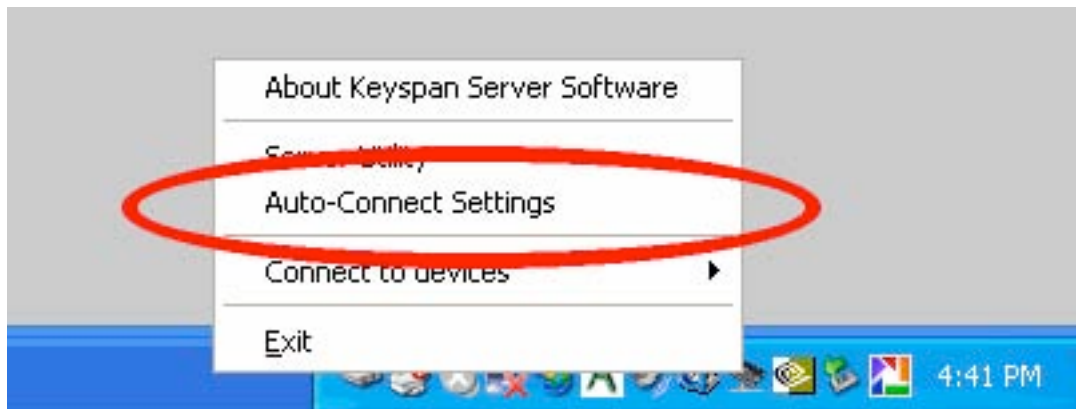
To setup your printer for Auto-Connect, please follow these instructions:

Step 1 - Access The USB Server System Tray Icon And Auto-Connect Settings

Right click the USB Server icon in the System Tray.



When the sub-menu appears, select to **Auto-Connect SETTINGS**.



This will open the Keyspan Auto-Connect window.

Step 2 - Add Your Printer To Auto-Connect

In the Keyspan Auto-Connect window, click the check box next to your printer's name.

Tech Note: If You See Multiple Selections For The Same Printer:

US4A/PS4A:

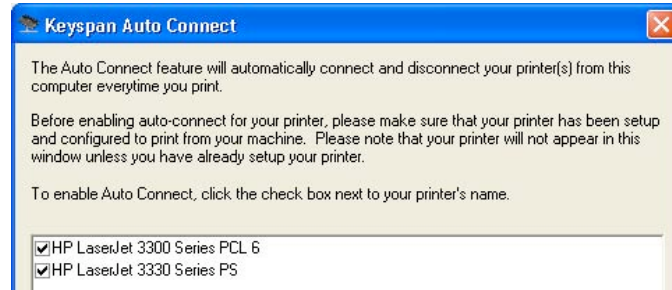
You may see your printer listed multiple times if you or your printer's software created multiple printers in Windows's **Printers and Faxes** window. You can either delete

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the extra printers in the **Printers and Faxes** window or enable Auto-Connect for all of the 'printers'.



Step 3 - Using Your Printer Via Auto-Connect

Now that you have setup your printer via Auto-Connect, you're ready to print. There is nothing special you need to do. Just print your documents as you would normally. Depending on your printer, you may get a warning stating that your printer is disconnected. **IGNORE THESE WARNINGS** as the Auto-Connect feature will connect the printer for you. Once the printer gets 'Auto-Connected', your print job will be sent to the printer (this may take a few seconds).

When the printer has finished printing, Auto-Connect will disconnect your printer and make it available to other users.

About Multiple Print Jobs From Multiple Users

If you have 2 users printing to the same printer, Auto-Connect will connect the whichever computer reaches the USB Server first. The second user's print job will stay in the queue until the first user finishes printing. Once the first user's print job is finished, the first user will be disconnected and the second user will connect to the printer and his print job will automatically start.

Using The USB Server System Tray Feature

The USB Server system tray icon allows you to quickly:

- open the Keyspan Server Utility
- configure Auto-Connect settings
- connect and disconnect to USB devices on your USB Server

MACINTOSH NOTE:

The **USB Server System Tray** is currently Windows only but a Mac OS X version of this feature is currently in development. Please contact Keyspan for details.

To do any of the above, first find the Keyspan USB Server System Tray icon. The System Tray is located in the lower right hand corner of your screen (next to the time).

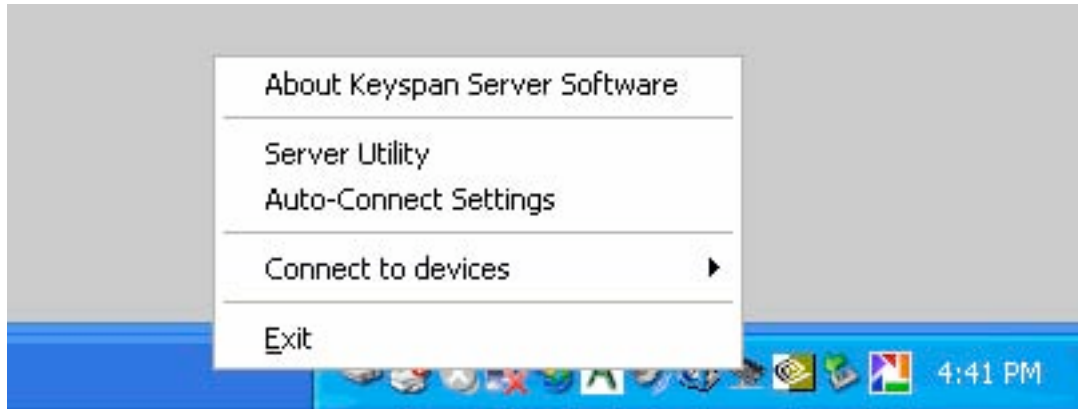
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Once you've found the USB Server icon, right click the icon. This will bring up a sub menu (see next image).



In the sub menu:

- **ABOUT KEYSPAN SERVER SOFTWARE** will open an about window that displays the currently installed software versions.
- **SERVER UTILITY** will open the Keyspan Server Utility application. This is the same as opening the Keyspan Server Utility application via the START menu.
- **AUTO-CONNECT SETTINGS** will open the Auto-Connect window. This is where you configure your printers to use the Auto-Connect window. For details about this feature, please read the **Using Auto-Connect For Printers** section earlier in this guide.
- **CONNECT TO DEVICES** allows you to connect to available USB devices without having to open the Keyspan USB Server program. To do this, just select your device from the list. USB devices connected to your computer will show a check mark next to them. USB Devices connected to other computers will not show up

Please note that this is the same thing as opening the Keyspan Server Utility software and manually connecting your device. The System Tray icon makes connecting and disconnecting USB devices faster and easier.

- **EXIT** will quit the Keyspan USB Server System Tray icon. **IMPORTANT!!!** If the Keyspan System Tray is not running (ie you selected exit), your printers will not Auto-Connect. To fix this, restart your computer or re-launching the KEYSPAN USB Server TASK from START menu -> PROGRAMS -> STARTUP

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Using The Auto-Connect Feature For Mac

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Before You Begin

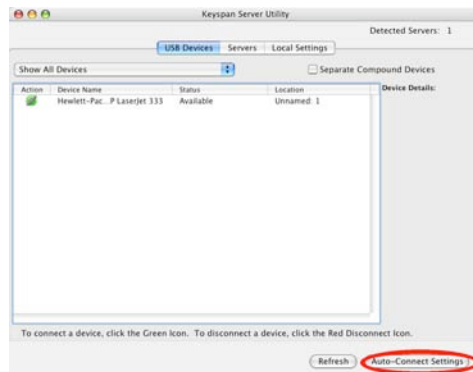
Before you begin, please make sure that you have connected and installed your printer via the Keyspan USB Server's **USB Devices tab** (see the **Using Your First USB Device** sub section earlier in the section).

To setup you printer for Auto-Connect, please follow these instructions:

Step 1 - Access The USB Server and Click The Auto-Connect Settings Button

Open the Keyspan Server Utility application. This application is located in your **Applications** folder and is called **Keyspan USB Server**.

Once you have opened the Keyspan Server Utility application, click the **Auto-Connect Settings** button as shown below:



This will open the **Auto-Connect Printer Settings** window.

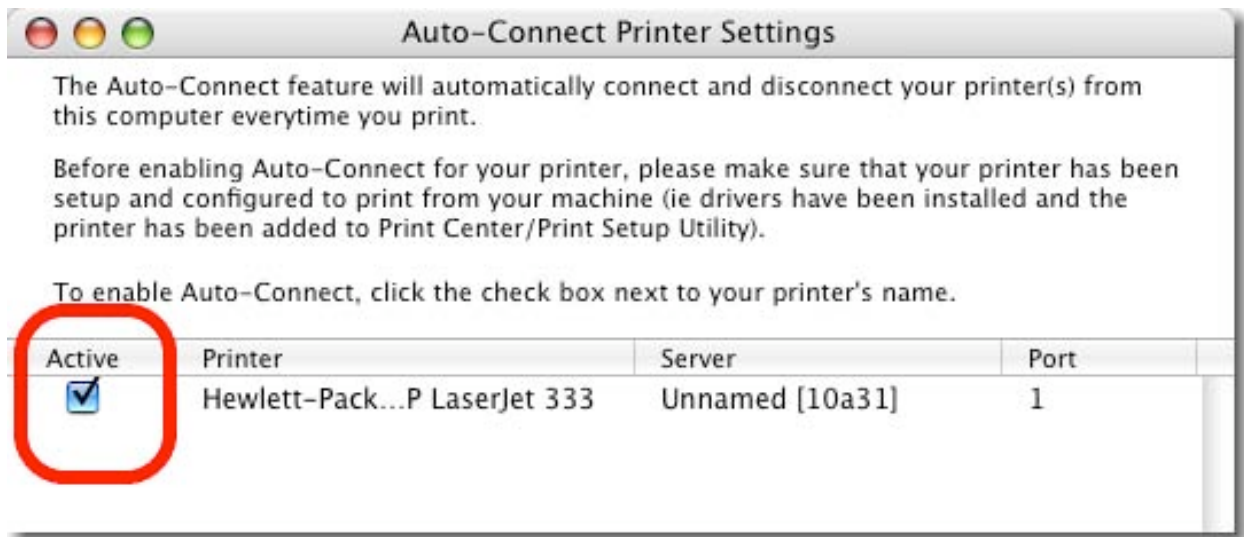
Step 2 - Enable Auto-Connect For Your Printers

In the **Auto-Connect Printer Settings** window, you will see printers that are connected to your USB Server(s). To enable Auto-Connect for your printer, check the check box next your printer's name (as shown below).

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Once you have enabled Auto-Connect for your printer(s), close this window.

Step 3 - Using Your Printer Via Auto-Connect

Now that you have setup your printer via Auto-Connect, you're ready to print. There is nothing special you need to do. Just print your documents as you would normally. Depending on your printer, you may get a warning stating that your printer is disconnected. **IGNORE THESE WARNINGS** as the Auto-Connect feature will connect the printer for you. Once the printer gets 'Auto-Connected', your print job will be sent to the printer (this may take a few seconds).

When the printer has finished printing, Auto-Connect will disconnect your printer and make it available to other users.

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If you have 2 users printing to the same printer, Auto-Connect will connect the whichever computer reaches the USB Server first. The second user's print job will stay in the queue until the first user finishes printing. Once the first user's print job is finished, the first user will be disconnected and the second user will connect to the printer and his print job will automatically start.

Note For Networks With Multiple Users:

Please note that Auto-Connect is enabled PER COMPUTER. If you have multiple computers, you will need to enable Auto-Connect on each computer.

Using Device Force Disconnect

The **Force Disconnect** command allows you to disconnect a USB device from another computer if that USB device that has been left 'in use' by another user. To Force Disconnect a device, select the

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device in the USB Devices tab then select the Force Disconnect command from the **Advanced** menu. Follow the instructions on screen to complete the process.

Please note that if your USB Server has an administrator password enabled, you will be asked to enter that password before you can Force Disconnect the selected USB device.

IMPORTANT NOTE!!! Force Disconnect will disconnect a USB device that is connected to another user's computer. This is the same as physically disconnecting the USB device's cable from the USB port. As with any USB device, it is not recommended to disconnect (or Force Disconnect) any USB printer while that device is in use (ie disconnecting a printer while it's printing). You should only use Force Disconnect if you are sure that the USB device is not in use. Please note that if your computers automatically 'sleep' (aka 'hibernate', 'power save', etc.), USB devices connected to the sleeping computer will be released and made available to other users. Turning off your computer will also release USB devices left in use.

Using The Single-User Connect Mode

The USB Server has two **Connect Modes**: Multi-User and Single-User.

By default, the server is set to use the **Multi-User** mode. In Multi-User mode, USB devices are shared in a one-user-at-a-time mode. This allows multiple computers to use one USB device. Again, you need to 'connect' to the USB device before you can use it (thus preventing other users from using your USB device at the same time).

Single-User mode will automatically connect USB devices to your computer without you having to connect or disconnect. When your USB Server is set to Single-User mode, it will 'connect' all of the USB devices connected to the server to the first computer (with Keyspan Server Utility software) it detects. Use this mode, if A) you only have one computer or B) you have multiple computers but only one computer will have access to the USB Server.

Connect Mode (Multi-User or Single-User) can be configured in the USB Server's **Servers tab**. For details, please see the **Changing USB Server's Settings** section later in this manual.

The **Single-User** Connect Mode affects an entire USB Server. Please note that you can also configure a single USB device to be dedicated to particular computer and still share other USB devices with other computers. For details, please see the XXXX section later in this manual.

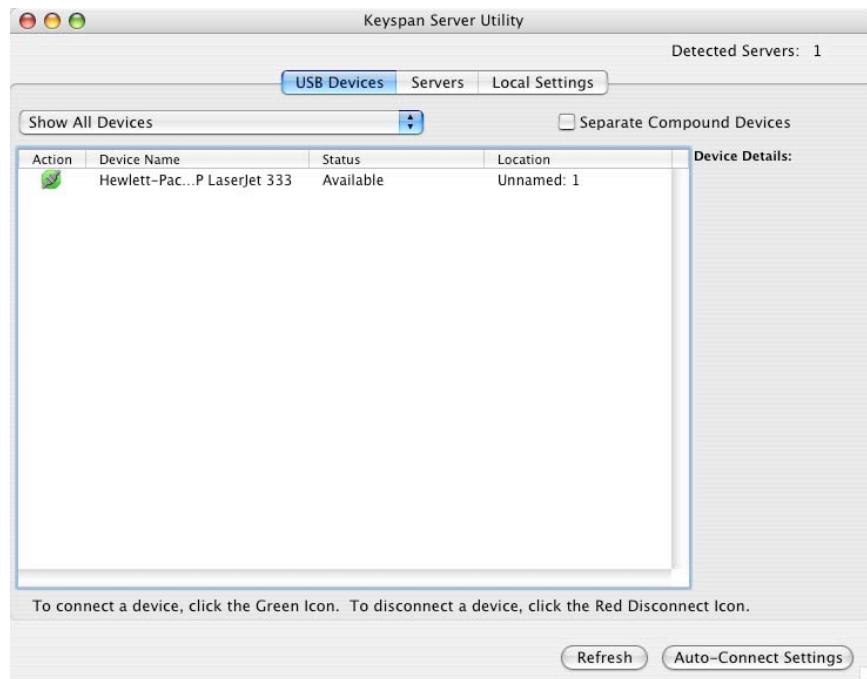
USB Device Status Details

The Keyspan USB Server's **USB Devices** tab will show the 'connection' Status of USB devices connected to the server. The following is a list of the possible states of USB devices connected to the USB Server.

This User Manual applies to the Keyspan USB Server Software Version 1.3.x. Patent Pending.



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In the **USB Devices** tab, the following information is shown:

Available: The USB Device is *available* for use by any computer. To use this device, click the **green Connect** button under the ACTION column. Once you connect to the device, the status message will change to **Connected**. If someone else uses the device, you will see the **In Use By [x]** status.

Connected: The USB device is connected to your computer. When the Status is set to **Connected**, you have exclusive access to that USB device. Other users on the network will see the **In Use By [x]** status. To make this device *available* for use by any computer, click the **red Disconnect** icon

In Use By [x]: The USB device is in use by another computer. You cannot use this device until the other computer finishes disconnects from that device (making the device available again).

Note: The text in brackets shows the name of the 'client' that is using that device. This client name is obtained from the computer's name (as specified when that computer was setup). You can also change this name in the USB Server's LOCAL SETTINGS tab.

Auto-Connected: The USB printer (either a printer or a multifunction printer) has been

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setup for **Auto-Connect** (the feature that automatically connects/disconnects printers when you print). You cannot 'connect' to a Auto-Connected printer as this is done for you automatically by the Keyspan Server Utility software.

Note: For information on how to setup your printer for Auto-Connect, please read the **Using Auto-Connect Feature For Windows/Mac** subsections earlier in this document.

Password Required: The USB device requires a password before you can connect to it. You can password protect individual USB devices by editing your USB Server's settings in the **Servers** tab and then setting a password in the **USB Device Configuration** tab. For details about this tab, please read the **USB Device Configuration** tab subsection later in this document.

Reserved/Dedicated: The USB device is reserved/dedicated to your computer. Other computers will show the device as **Dedicated To [x]**. You can dedicate a single USB device to specific computer by editing your USB Server's settings in the **Servers** tab and then setting a password in the **USB Device Configuration** tab. For details about this tab, please read the **USB Device Configuration** tab subsection later in this document.

Connected Dedicated: The USB device is reserved/dedicated to your computer. Other computers will show the device as **Dedicated To [x]**. You can dedicate a single USB device to specific computer by editing your USB Server's settings in the **Servers** tab and then setting a password in the **USB Device Configuration** tab. For details about this tab, please read the **USB Device Configuration** tab subsection later in this document.

Dedicated To [x]: The USB device is reserved/dedicated to another computer. You cannot connect connect to a device that is dedicated to another computer. You can dedicate a single USB device to specific computer by editing your USB Server's settings in the **Servers** tab and then setting a password in the **USB Device Configuration** tab. For details about this tab, please read the **USB Device Configuration** tab subsection later in this document.

You may now proceed to the next section in this guide...



4 Changing USB Server's Settings

Overview

The Keyspan USB Server comes preconfigured for use with most networks. However, you may want to change some of the Keyspan USB Server's settings to meet specific needs posed by your network and/or USB device sharing needs. This section describes how to change the USB Server's settings and what the settings affect.

Editing A Specific USB Server

To change the USB Server's **Servers** settings, launch the **Keyspan Server Utility** application.

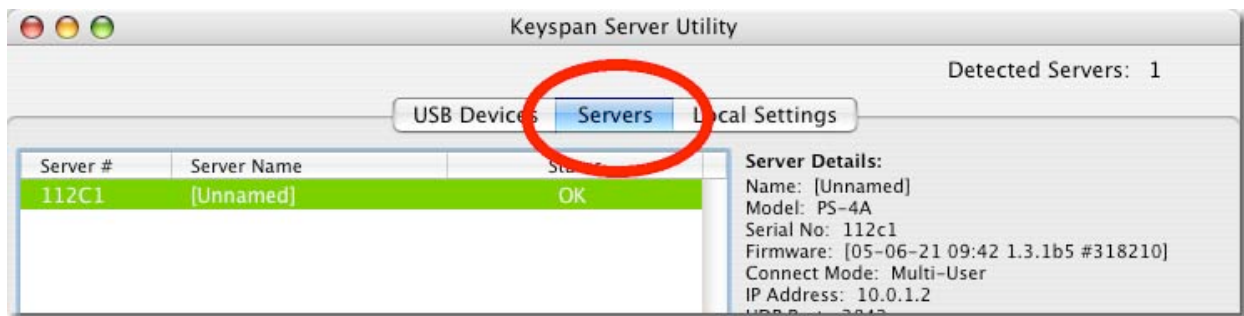
MACINTOSH NOTE:

The **Keyspan Server Utility** application is located in your **Applications** folder. Double click the Keyspan USB Server icon.

WINDOWS NOTE:

The **Keyspan Server Utility** application is located in your **START** menu -> **PROGRAMS** -> **KEYSPAN Server**.

Once the Keyspan Server Utility application is open. Click on the **Servers** tab (see next image):



The **Servers** tab will show any USB Server hardware it finds.

The **Servers** tab shows the following information:

Server #: Displays the last five numbers of your USB Server's Network Address/Mac Address. The full Network Access is printed on the bottom of your USB Server hardware.

Server Name: The name of your USB Server. You can modify this name by selecting the server and clicking the **Edit Server Config** button.

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Status: This is the current Status of your USB Server's hardware and software. This column will show if the Keyspan Server Utility software has successfully communicated with your USB Server hardware. For details, please see the **Server Status Details** subsection later in this manual.

Server Status Details

The Server Status are:

- OK:** The Keyspan Server Utility software has successfully found the USB Server hardware. You can now communicate with the selected USB Server. Note: The USB Server may have an **Client Access Password** or a **Configuration Password** that would prevent from users from using that specific server or changing the selected server's configuration. For more information about these passwords, please see the **USB Server Settings : Access Tab** subsection later in this manual.
- Old Firmware:** The USB Server hardware contains 'old' firmware. This happens your computer has newer software than the firmware on the USB Server hardware. If you see this message, you must upgrade your USB Server's firmware. To do this, select your USB Server in the **Servers** tab and click the **Edit Server Config** button. For more details, please read the **Updating Your USB Server's Firmware** subsection later in this manual.
- Temp. Defaults:** The USB Server hardware has been put into **Temporary Default Settings Mode**. This mode allows you to temporarily return the USB Server to its factory settings for diagnostics. You can edit your previous setting while you are in the **Temporary Default Settings Mode**. For more information about how to set your USB Server into **Temporary Default Settings Mode**, please see the **Reboot Server Into 'Temporary Default Settings Mode' Using The Reset Button** subsection (in the **Troubleshooting** section) later in this manual.
- Login Failed:** The USB Server could not connect to the selected USB Server because the USB Server has a password. Your computer either does not have a password set in the **Server Access Settings** field in the **Local Settings** tab or you have entered an incorrect password for your USB Server. For more information about these passwords, please see the **USB Server Settings : Access Tab** subsection later in this manual. mismatch server discovery information.

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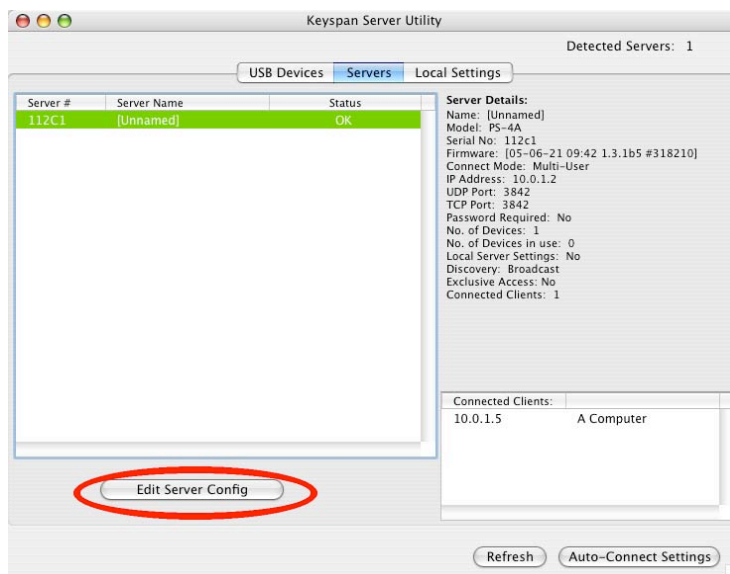
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Attempting Discovery: The Keyspan Server Utility software is attempting to locate USB Server hardware on your networks. This message will temporarily appear when you first start up your computer or when you reboot the USB Server. Attempting Discovery also means that the client software is attempting to make a connection to the server over WAN/Internet. If this message does not go away, please read the **Troubleshooting** section later in this manual.

Attempting to Connect: The USB Server hardware is sending 'Broadcast' messages to your computer but the connection to the USB Server hardware cannot be made. If you have modified your USB Server's settings, set the USB Server to the **Temporary Default Settings Mode** and change your settings. If this message does not go away, please read the **Troubleshooting** section later in this manual.

Editing Your USB Server's Settings

To edit a specific server's setting, select it from the list and click the **Edit Server Config** button (see next image):



This will open the the Edit Server Configuration window (see next image). This window has three tabs, **Access**, **Network**, and **Device Configuration**. For details about these tabs and what settings can be configured, please read the **USB Server Settings : Access Tab**, **USB Server Settings : Network Tab**, and **USB Server Settings : Device Configuration** subsections later in this document.

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Server Serial Number: 1002E

Server Name: MyServer

Connect Mode: Multi-user

Requires Configuration Password

Configuration Password: _____

Re-enter Configuration Password: _____

Requires Client Access Password

Client Access Password: _____

Re-enter Client Access Password: _____

Restore Defaults Apply

Check Server Firmware Cancel

NOTE: After clicking the **Edit Server Config**, you may receive a pop-up window informing you about new firmware. You will only be able to update your server's settings **AFTER** you have upgraded your firmware. While updating your USB Server, you will notice its icon disappear while the new firmware is being loaded. The USB Server icon will reappear after your server has loaded the new firmware.

MULTIPLE USERS NOTE: While multiple users can view the Servers tab at any given time, only one user is allowed to change the server settings once the **Edit Server Config** is clicked. If you are editing the server, other users will receive a message stating that you are editing the server. Once you have finished making changes, other users will be able to make changes on a *one-user-at-a-time* basis.

USB Server Settings : Access Tab

The **Access** tab contains settings that pertain to accessing the USB Server hardware and how the USB Server shares USB devices at the server level. These changes affect the selected server.

The following is a description of all of the different settings you can change in the **Access** tab.

IMPORTANT NOTE: Any server settings changes you make will require that you click the **Apply** button. You can also cancel your changes prior to applying your changes or you can also restore the USB Server to factory settings. Please see the **Applying/Canceling Server Settings** and **Restoring Factory Settings** sub sections later in this section.

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ACCESS tab: Server Name/Server Config Password

Edit the **Server Name** field to change the name of the selected USB Server. This name will appear to anyone using the Keyspan USB Server application.



ACCESS tab: Connect Mode

The Connect Mode pop-up menu allows you to change how USB devices get *connected* to your client PCs.

Multi-User (*default setting*): Use this mode if you have more than one client computer connected to the Keyspan USB Server. Prior to using your USB device, you will have to click the USB Devices tab's CONNECT button. USB devices will be shared on a *one-user-at-a-time basis*. Use this mode if you have more than one client PC and if all attached USB devices will be used as subscription devices. Note: You can use the Auto-Connect feature to automate the process of connecting/disconnecting your devices.

Single-User: Use this mode if there is only one client computer (or if only one client computer will be powered on at a time and connected) to the Keyspan USB Server. In this mode it is not necessary to manually connect and disconnect USB devices. All devices on the USB Server will be automatically connected to the client computer. **WARNING: Using this mode with multiple computers will cause unexpected results as all of the computers will attempt to get exclusive access to your USB Server.**

continued on next page...



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ACCESS tab: Configuration Password

Turning on the **Requires Configuration Password** check box will force users to enter a password before they can edit any server settings. Once you have set a password, users will still be able to see the USB Server in the USB Devices and Admin tabs however they will not be able to edit any server settings without supplying the correct password.

Note: This is settings is just a configuration password. You can restrict access to an entire USB Server by setting the **Client Access Password** in this tab or your can restrict access to certain USB devices by adding a password in the **USB Device Configuration** tab in this window. You can also dedicate a specific to device to a certain user in the **USB Device Configuration** tab.



ACCESS tab: Client Access Password

Turning on the **Requires Client Access Password** check box will restrict users from using the USB Server unless they have the correct password for the specified server. If you are adding a Client Password, this password can be automatically added to your **Local Settings**. Other users will need to add a **Access Password** in the **Server Access Settings** field in the **Local Settings** tab. users to enter a password in the before they can edit any server settings. Once you have set a password, users will still be able to see the USB Server in the USB Devices and Admin tabs however they will not be able to edit any server settings without supplying the correct password.

Note: You can also can restrict access to certain USB devices by adding a password in the **USB Device Configuration** tab in this window or you can dedicate a specific to device to a certain user in the **USB Device Configuration** tab.

continued on next page...

USB Server Settings : Network Tab

The **Network** tab contains network settings that pertain to how the USB Server communicates on your network. You can configure how the USB Server obtains its IP address, what TCP/UDP ports it uses to communicate (useful when dealing with firewalls), and the method that the USB Server uses to 'announce' it's presence on your network (aka the **Discovery Mode**).

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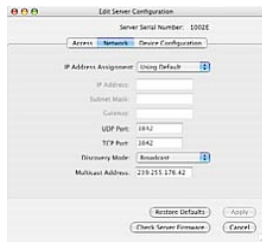
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The following is a description of all of the different settings you can change in the **Network** tab.



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Network tab: IP Address Assignment

The **IP Address Assignment** pop-up allows you to change how the USB Server obtains its network settings (ie IP address, Subnet Mask, etc.).

Using Default (*default setting*): In this mode, the USB Server will try to get an IP address via DHCP first. If it fails to obtain an IP address within 10 seconds, it will assign itself an IP address via Zeroconfig. This is the recommended setting for most users.

Using DHCP: In this mode, the USB Server will automatically obtain an address via DHCP server. Use this setting if you only want to use an IP address obtained via a DHCP server (ie a DSL router, etc.).

Using Zeroconfig: In this mode, the USB Server will assign itself an IP address via the Zeroconfig protocol. Use this setting if you are in a network where you only want to use Zeroconfig IP addresses.

Tech Note:Zeroconfig: Zeroconfig (aka Zeroconf) is a networking protocol that allows computers to automatically find each other without the need for you to enter IP addresses, configure DNS servers, or setup DHCP. You can get more information about ZeroConf at <http://www.zeroconf.org/>

Please note that computers using Zeroconfig can only communicate with each other when they are on the same Ethernet segment (ie all Zeroconfig computers are connected to same Ethernet hub).

Manually: In this mode, you will manually enter your IP Address, Subnet Mask, and Gateway Address. Use this mode if you want your USB Server to always use the same network settings.

IP Address:	62.152.15.10
Subnet Mask:	255.255.255.0
Gateway:	62.152.10.1

Network tab: IP Address/Subnet Mask/ Gateway

The USB Server will show its current network configuration in the **IP Address**, **Subnet Mask**, and **Gateway** fields. You can only enter data in these fields if you have the **IP Address Assignment** pop-up set to **Manually**.

IMPORTANT NOTE: All of the the fields (IP Address, Subnet Mask, and Gateway) must be filled in. Your server will not be able to communicate with your network if it is missing any of this information.



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UDP Port:	<input type="text" value="3842"/>
TCP Port:	<input type="text" value="3842"/>

Network tab: UDP Port/TCP Port

The **UDP port** and **TCP Port** fields allow you to specify which port numbers the USB Server will communicate on. This communication happens between the USB Server hardware and software. By default, these ports are set to 3842. Port 3842 is reserved exclusively for the Keyspan USB Server. Other IP services (ie ftp, email, web, etc.) cannot use this reserved port.

UDP Port (*default is 3842*): Change this setting to change the UDP port number that the USB Server will broadcast on. Other computers configured to use this UDP port number will be able to see this USB Server. This setting is useful if you wish to limit the number of people connecting to a particular USB Server or if you want to hide a USB Server from other users on your network.

IMPORTANT NOTE: If you change your server's UDP Port number in the **Servers tab**, you will also need to tell the Keyspan Server Utility software to 'listen' to the new port. To do this, go to the **LOCAL SETTINGS** tab in the Keyspan Server Utility application and enter your UDP Port field. You only need to change the Local UDP Port if you've changed the USB Server's UDP port.

TCP Port (*default is 3842*): Change this port to change the TCP port that the USB Server uses to transmit and receive USB data.

Tech Note:UDP/TCP Ports and Firewalls: For most users, there is no need to change the USB Server's UDP and TCP ports however certain firewalls may block traffic to the default UDP and TCP ports. In these instances, you can either change the port numbers or configure your firewall to allow connections via USB Server's configured UDP and TCP ports.

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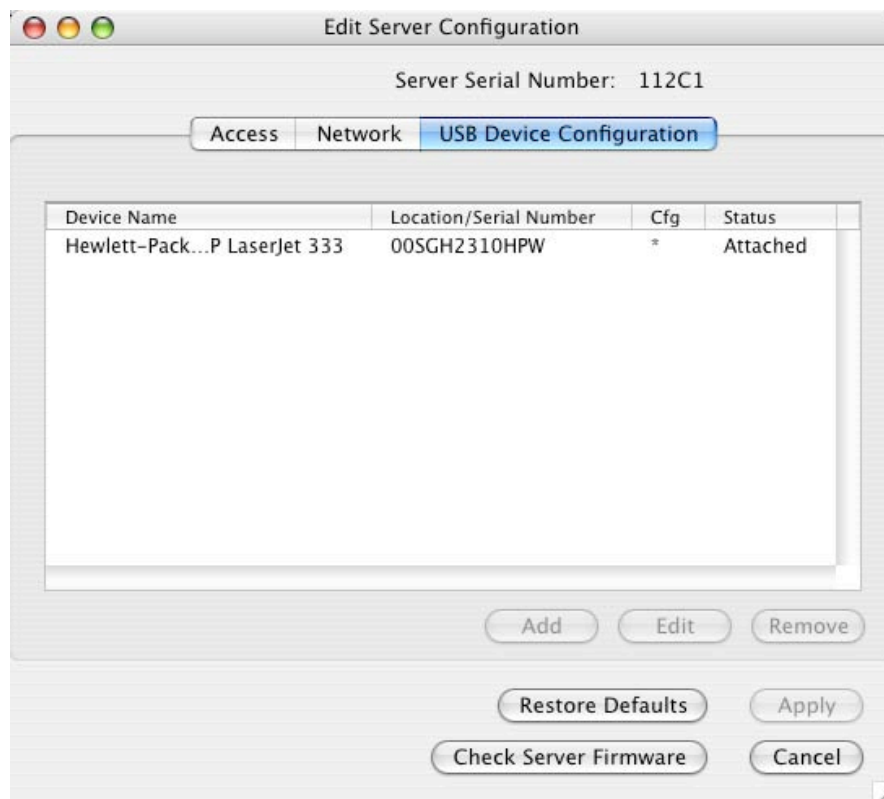


USB Server Settings : Device Configuration Tab

the **USB Device Configuration** tab shows USB devices that are *attached* to the USB Server and configuration records for *detached* USB devices. This tab allows you to make server specific changes to devices connected to your server. You can configure:

- a USB device to require a password before you can access the device
- a USB device to be dedicated to certain computer so that a USB device is always connected to that computer.
- the name that is displayed for a particular USB device. This is useful if you multiple USB devices that don't register a name or if you have multiple identical USB devices.

In the **USB Devices tab**, the following information is shown:



Device Name: The **Device Name** column shows the name of selected USB device. If your USB device has a name programmed into the

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device itself, that name will be shown here. You can change the name of your device by selecting your device and clicking the **Add** button. Please read the **USB Device Configuration tab - USB Device Configuration Window** subsection for details.

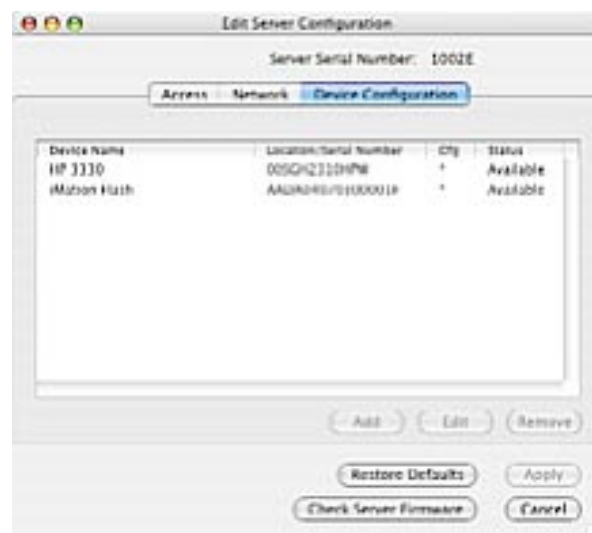
Location/Serial Number: The **Location/Serial Number** column shows the serial number of your USB device if it has one. If it does not have a serial number, its location on the USB Server will be shown (ie Port 2).

Cfg: The **Location/Serial Number** column will display an asterisk '*' if you have configured the selected USB device using the **USB Device Configuration Window**. Please read the **USB Device Configuration tab - USB Device Configuration Window** subsection for details about what USB device specific settings you can change.

Status: This Status displays whether or not the selected USB device is **Attached**, **Detached**, or has an **Invalid Password** (if the password in this and the password saved in **Local Settings** tab are different).

Device Configuration Tab - USB Device Configuration Window

If you want to change how a particular USB device is accessed through the USB Server, select the device and click the **Add** button or **Edit** Button (see next image):



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This will open the **USB Device Configuration** window (see next image):

USB Device Configuration

USB Device Name: Hewlett-Packard HP LaserJet 333
Vendor ID: 0x3f0
Product ID: 0x917
Location ID: 0x1
USB Serial No: 00SGH2310HPW
Alternate Name: **HP 3330 by Shipping**
 Requires Password to Connect
Password: ••••
Re-enter Password:
Share Mode: Dedicated
Client Name: A Computer

Cancel OK

The following is a description of the settings that are shown in the **USB Device Configuration** tab.

IMPORTANT Tech Note: About USB Device Configuration:

When you click the Add button and open the USB Device Configuration window, you are creating a **device configuration record** for your USB device that is attached to a specific Keyspan Server on a specific port on that Keyspan Server. If your USB devices does not have a unique **USB Serial Number** and you move the device to a different port on the same server, you will need to create a new **device configuration record**. If you move any USB device to a different Keyspan Server, regardless whether or not that device has a unique USB Serial Number, you will also need to create new **device configuration records** on the new Keyspan Server.



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Device Configuration: Device Names, IDs & Serial No.

The **USB Device Name** displays the name programmed into your USB device. This name is shown in all of the USB Server windows unless an alternate name is specified in the **Alternate Name** field.

The **Vendor ID** and **Product ID** fields will show the USB Vendor ID and Product IDs (aka VID and PID) that are programmed into your USB device.

The **Location ID** shows the location of the selected device on the USB Server. For example, if the **Location ID** shows '0x2', your USB device is located on USB port# 2 on the USB Server hardware.

The **USB Serial No.** field shows the serial number, if any, programmed into your USB device.



Device Configuration: Alternate Name

The **Alternate Name** field allows you to change the name of the selected USB device on a particular server.

Device Configuration: Password

Turn on the **Requires Password to Connect** check box to only share the specified USB device with users that have the password to that USB device. When users first attempt to connect to a password protected USB device, they will receive a dialog asking them to enter a password prior to using the USB device. User can then opt to store passwords locally in the Local Settings tab so that they do not need to reenter password every time they want to use that USB device.



Device Configuration: Connection Type/Client Name

The **Connect Type** pop-up determines if the specified device is can shared with with multiple users (**Subscription** mode) or if the USB device is only to be used with one particular user/computer (**Dedicated** mode).

If you set the **Connection Type** to **Dedicated**, you will need to enter the **Client Name** of the user/computer that you want to dedicate the selected device to. To determine what a particular user's/computer name is, on that computer, click the **Local Settings** tab in the Keyspan Server Utility software.

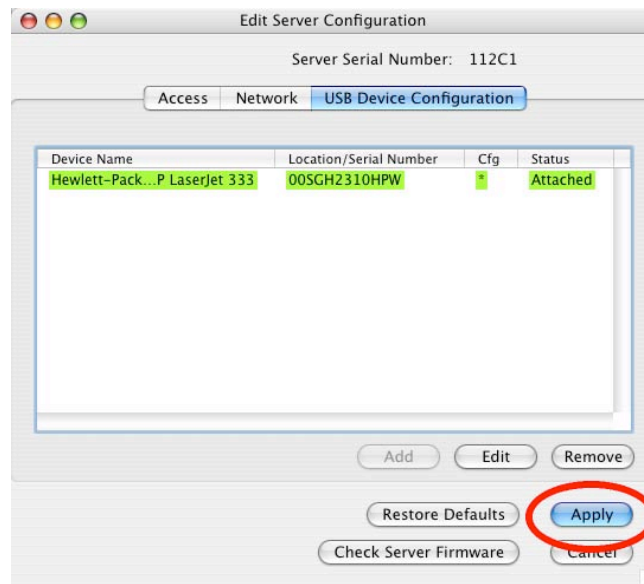
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Applying/Canceling Server Settings

Once you have changed the server's settings, you will need to apply your changes in order for the changes to take effect. To do this, click the **Apply** button (see next image).



Once you **Apply** your changes, the USB Server (hardware) will disconnect any users connected to it and restart itself. Please note that your USB Server will disappear temporarily from the Keyspan Server Utility application while it is restarting.

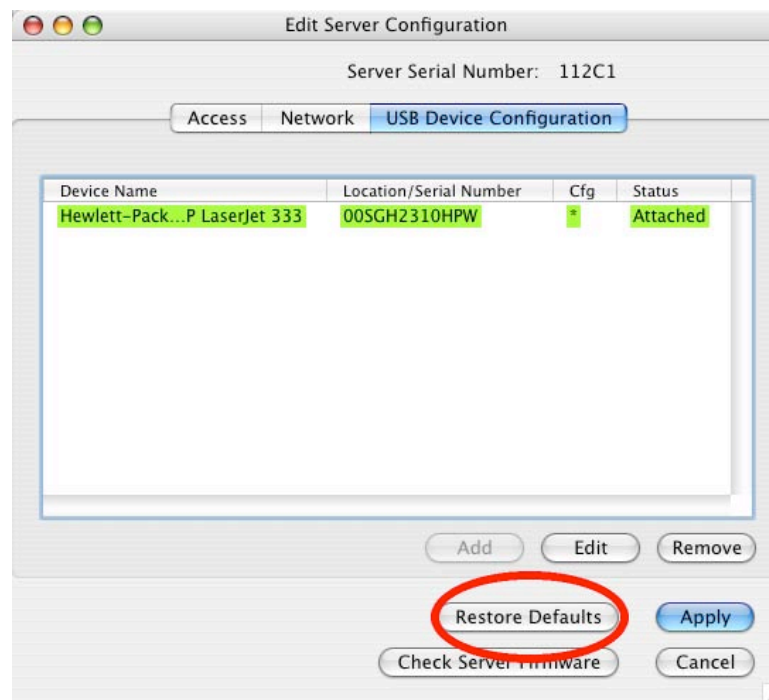
If you do not want to keep the changes that you made, cancel your changes by clicking the **Cancel** button. Your USB Server hardware will not be restarted.

Restoring Default Settings

You can reset the USB Server to factory settings by using the Keyspan Server Utility application. To do this, select and **edit** your USB Server (as detailed earlier in this section) and then click the **Restore Defaults** button (see next image).



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Restoring the default settings will cause the USB Server (hardware) to restart.

Tech Note: Restoring to default settings will also set the USB Server's UDP port to 3842 and the Multicast address to 239.255.176.42. If you previously changed your UDP port and/or Multicast address, remember to change the Keyspan Server Utility application's Local UDP Port to 3842 and Multicast address to 239.255.176.42. You may not be able to see your USB Server if you fail to change your Local UDP Port and/or Multicast address. To change the Local UDP Port, go to the **Local Settings** tab and edit the **UDP Port** field.

IMPORTANT NOTE FOR FIREWALL USERS: If you've configured your firewall to allow access to the USB Server, remember to check your firewall's setting. The USB Server's IP address may have changed after restoring to default settings.

Updating Your USB Server's Firmware

The Keyspan USB Server's firmware can be updated at any time via the Keyspan Server Utility application.

To do this, select the Servers tab, select your USB Server, and then click the **Edit Server Config**. If your USB Server requires new firmware, you will receive a pop-up window with instructions on how to update the server's firmware.

To manually update your server's firmware, select the Servers tab, select your USB Server, and then

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click the **Edit Server Config** button. Then click the **Check Server Firmware** button.

The screenshot shows a window titled "Edit Server Configuration" with a server serial number of "112C1". It has three tabs: "Access", "Network", and "USB Device Configuration". The "Access" tab is active. The form contains the following fields and options:

- Server Name: [text input field]
- Connect Mode: Multi-user [dropdown menu]
- Requires Configuration Password
- Configuration Password: [text input field]
- Re-enter Configuration Password: [text input field]
- Requires Client Access Password
- Client Access Password: [text input field]
- Re-enter Client Access Password: [text input field]

At the bottom, there are four buttons: "Restore Defaults", "Apply", "Check Server Firmware" (circled in red), and "Cancel".

TROUBLESHOOTING: It is important that you always have the latest firmware installed on your USB Server. It is not recommend to use older firmware on your USB Server with newer Keyspan Server Utility software on your computer (or vice versa). Certain features, such as Auto-Connect, may not work if your firmware is not compatible with the version of software that you have on your computer(s).

You may now proceed to the next section in this guide...



5 Local Settings

Overview

The USB Server package is separated by two components. The USB Server hardware and the Keyspan Server Utility software. Both have their own settings and configuration options. Settings for the Server are modified via the Server's tab (and stored on the USB Server hardware). Settings for the Keyspan Server Utility software are modified via the **Local Settings** tab and are kept on your computer.

The **Local Settings** tab allows you to:

- change your **Client Name** (used to identify yourself to the USB Server hardware and to other USB Server users)
- change your **UDP Port** number and Multicast Address (used to access the USB Server)
- create and manage **Server Access Settings** (which allow you to encode your communication with the USB Server [**Encode Session**], connect to USB Servers outside of your subnet [**Active Discovery**], and enter Server Access passwords)
- view and delete saved/stored passwords for password protected USB devices (**USB Device Passwords** window)

The Local Settings Tab

To change the USB Server's **Local Settings**, launch the **Keyspan Server Utility application**.

MACINTOSH NOTE:

The **Keyspan Server Utility application** is located in your **Applications** folder. Double click the Keyspan USB Server icon.

WINDOWS NOTE:

The **Keyspan Server Utility application** is located in your **START** menu -> **PROGRAMS** -> **KEYSPAN Server**.

Once the Keyspan Server Utility application is open. Click on the **Local Settings** tab (see next image):



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Keyspan Server Utility
Detected Servers: 1

USB Devices Servers Local Settings

Personal Communications Settings

Client Name: A Computer Apply
UDP Port: 5454 Cancel
Multicast Address: 239.255.176.42 Restore Defaults

Server Access Settings

Server #	Server Name	Status	Password	Active Discovery
1002E	Unnamed	Unknown	No	No

Add Edit Remove

USB Device Passwords

Device Name	Status	Server #	Loc.	Device Serial #
-------------	--------	----------	------	-----------------

Remove

Refresh Auto-Connect Settings

Personal Communication Settings

Personal Communications Settings

Client Name: A Computer1 Apply
UDP Port: 3842 Cancel
Multicast Address: 239.255.176.42 Restore Defaults

The **Personal Communication Settings** in the **Local Settings** tab, shows the following information:

Client Name: This is the client name that is broadcast to the USB Server and to other users on the network. The default name is the computer name that you specified when you first setup to your computer. You can enter a different **Client Name** in this field.

UDP Port: This is the **UDP Port** number that the Keyspan Server Utility software will use to discover USB Server hardware on your network. *The default value is 3842.* If your USB Server hardware is set to broadcast on a different port number (ie 3841), you will need to change the UDP port number here.

Multicast Address: This is the **Multicast Address** that the Keyspan Server Utility software will use to discover USB Server hardware on your network. *The default value is 239.255.176.42.* If your USB Server hardware is set to

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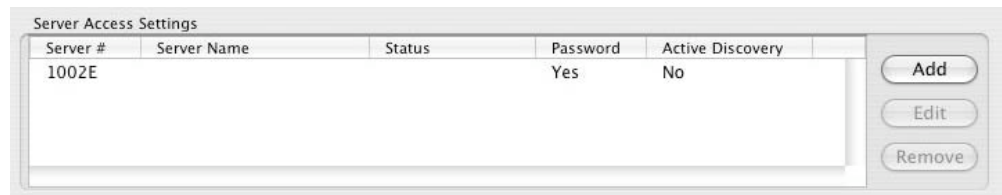
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broadcast on a different address, you will need to change the address here.

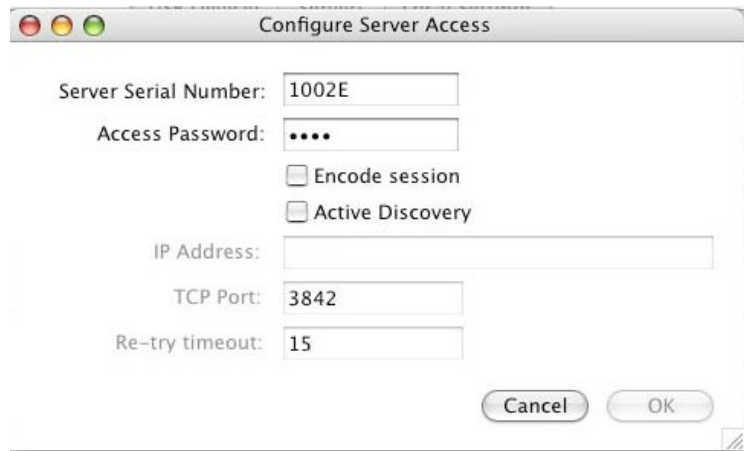
When you are finished entering your **Personal Communication** settings, click the **Apply** button to save your changes. Click the **Cancel** button to cancel your changes. Click the **Restore Defaults** button to restore the default **Personal Communication Settings** values.

Server Access Settings

The **Server Access Settings** in the **Local Settings** tab, is used when you want to connect to a USB Server that has been either password protected or has been setup to use **Active Discovery**. For most users, Server Access Settings will be blank and not contain any settings. If you need to access a USB Server that has been either password protected or is using **Active Discovery**, click the **Add** button as shown below:



This will open the **Configure Server Access** window:



Server Serial Number: This is the serial number of the USB Server that you want to connect to. You only need to enter the last five digits.

Access Password: Enter the USB Server's password here.

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Encode Session: Enabling this check box will encode your communication between the USB Server hardware and your computer. You only need to enable this option in this window.

IMPORTANT NOTE: Encoding your communication with your USB Server will affect overall performance of your USB Server and USB devices connected to it.

Active Discovery: If your USB Server is outside of your network, ie in another office, or if you need to access your USB Server across a WAN, enable **Active Discovery**. **Active Discovery** will search for USB Servers outside of your local network. Please note that active discovery requires that you know the IP address, TCP port, and password (if one has been setup) of the USB Server that you want to access.

IP Address: If **Active Discovery** is enabled, enter the IP address of the USB Server that you want to connect to. *This field is only available if Active Discovery is turned on.*

TCP Port: If **Active Discovery** is enabled, enter the TCP Port of the USB Server that you want to connect to. *The default setting is 3842. This field is only available if Active Discovery is turned on.*

Re-try timeout: When **Active Discovery** is enabled, your computer will continually try to connect to the specified USB Server. The **Re-try timeout** setting determine how long, in seconds, the USB Server will try to contact the specified USB Server. *The default setting is 15 seconds. This field is only available if Active Discovery is turned on.* **NOTE: Re-try timeout is only available on the Mac version of the Keyspan Server Utility.**

When you have finished entering your settings, click the **OK** button to save your changes or click the **Cancel** button to discard your changes and return to the previous window.

If you have added a **Server Access Settings** record, the **Server Access Settings** shows the following information:

Server #	Server Name	Status	Password	Active Discovery
1002E			Yes	No

Server #: Displays the last five numbers of your USB Server's Network Address/Mac Address. The full Network Access is printed on the bottom of your USB

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- Server Name:** Displays the name of the USB Server that you want to connect to.
- Status:** Displays the Status of the USB Server that you want to connect to. **ONLINE** will be shown if you have successfully connected to the USB Server. **OFFLINE** will be shown if the USB Server is not detected.
- Password:** Displays YES/NO depending on whether or not a password has been specified in the **Server Access Settings** record.
- Active Discovery:** Displays YES/NO depending on whether or not the specified the **Server Access Settings** record has been setup to use **Active Discovery**.

USB Device Passwords

When you connect to a USB device that is password protected, you are asked if you want to save your password. If you save a password for a USB device, it will be shown in **USB Device Passwords** in the **Local Settings** tab.

To remove a password, select the password record and click the **Remove** button (see next image):



If you have any saved **USB Device Passwords** in the **Local Settings** tab, you will see the following information:

- Device Name:** The name of the USB device that you have saved a password for.
- Status:** The status of the USB device. This screen will show **Attached/Detached** if the device is connected to a detected USB Server.
- Server #:** Displays the last five numbers of your USB Server's Network Address/Network Address that the selected USB device is connected to.
- Loc.:** Displays the location/port number on the USB Server that the selected USB device is connected to.
- Device Serial #:** If the selected USB device has a serial number programmed into it by

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the manufacturer of the serial device, that serial number will be displayed in this column.



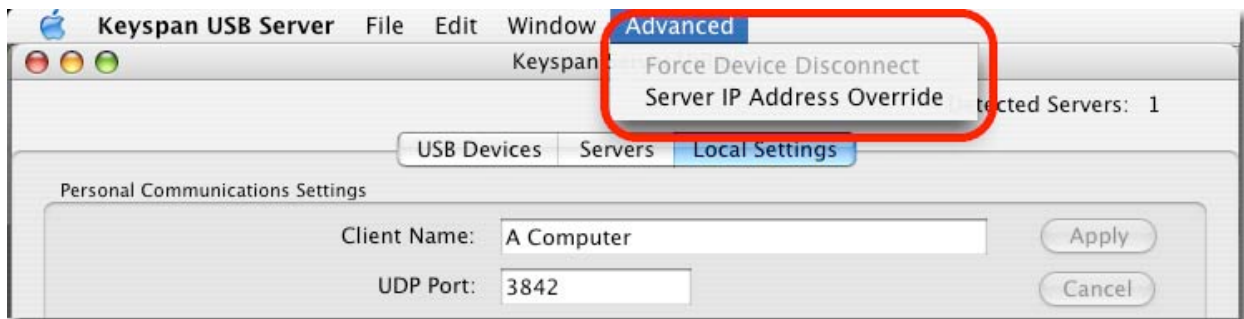
6 Menu Commands

Overview

The following is a description of the Keyspan Server Utility's ADVANCED menu and the actions that can be performed in this menu.

Advanced menu

The **Advanced menu** contains the following commands:



Force Disconnect: The **Force Disconnect** command allows you to 'Force Disconnect' a USB device that has been left 'in use' by another user.

To Force Disconnect a device, select it in the **USB Devices** tab then select the Force Disconnect command from the **Advanced menu**. Follow the instructions on screen to complete the process.

Please note that if your USB Server has an administrator password enabled, you will be asked to enter that password before you can Force Disconnect the selected USB device.

IMPORTANT NOTE!!! Device Force Disconnect will disconnect a USB device that is connected to another user's computer. This is the same as physically disconnecting the USB device's cable from the USB port. As with any USB device, it is not recommended to disconnect (or Force Disconnect) any USB device while that device is in use (ie disconnecting a printer while it's printing). You should only use Device Force Disconnect if you are sure that the USB



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device is not in use. Please note that if your computers automatically 'sleep' (aka 'hibernate', 'power save', etc.), USB devices connected to the sleeping computer will be released and made available to other users. Turning off your computer will also release USB devices left in use

Server IP Address Override:

The **Server IP Address Override** command is used to 'force configure' a USB Server that is on your local network but not shown in the **Servers** tab. This is common for USB Servers installed on Static IP based networks. When you select this command, the **Server IP Address Override** will open. In this window, enter the serial number of the USB Server (the last five digits of the Network Address printed on the bottom of your USB Server) and the IP settings that you want to send to the USB Server



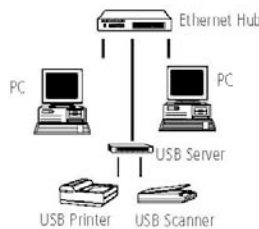
7 Network Discussion

Setting Up On Different Types of Networks

The Keyspan USB Server can be configured in many types of networks. It can often be difficult to determine exactly where to physically connect your USB Server hardware to your network. The following diagrams are meant as a starting point for configuring your network. In all cases, the USB Server's default network settings should be appropriate unless otherwise noted.

LAN - No Connection To Internet

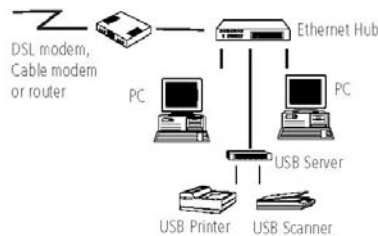
2 or more PCs on an Ethernet network, with no connection to the internet or where PCs may have individual dial up accounts:



Connect the USB Server to an Ethernet port on the Ethernet Hub. Connect USB devices to the USB ports on the Print Server. **Note:** Set your Print Server's network settings to Zeroconfig for faster USB Server boot times.

LAN - With Connection To Internet

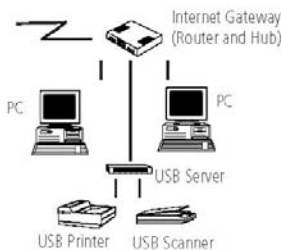
2 or more PCs on an Ethernet network, with a connection to the Internet or a wide area network:



Connect the USB Server to an Ethernet port on the Ethernet Hub. Connect USB devices to the USB ports on the USB Server.

LAN - With DSL Router/Gateway

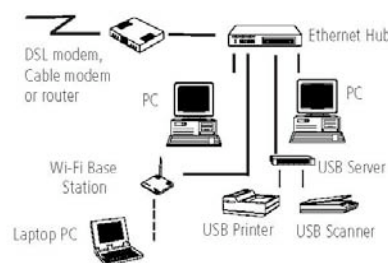
2 or more PCs on an Ethernet network, with an Internet gateway (combination router and ethernet hub or switch) for connection to the Internet:



Connect the USB Server to an Ethernet port on the Internet Gateway. Connect USB devices to the USB ports on the USB Server.

Wireless Network (Airport/802.11) With Wired and Wireless Computers

2 or more PCs on an Ethernet network with a connection to the Internet and a wireless 802.11 base station:



Connect the USB Server to an Ethernet port on the ethernet hub or to an ethernet port on the Wi-Fi (802.11) base station.

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6 Troubleshooting

Before You Begin

Before you begin, please make sure that you already have:

- installed the latest version of the Keyspan Server Utility software
- connected your USB Server hardware to your network
- connected your computer to same network as the USB Server hardware
- turned on Keyspan USB Server (by connecting its power supply to an outlet)
- turned on your computer
- connected a USB device to the USB Server hardware
- installed your USB device's software on your computer
- had the USB Server turned on for at least 15 seconds

If you have not done any of the above, please do so now and return to this section when you have finished.

Tech Note: You can find the latest version of the Keyspan Server Utility software at: <http://www.keyspan.com/>

IMPORTANT NOTE: Please follow these instructions in order as each sub section builds on the previous one. If you cannot proceed past a certain sub section, please contact Keyspan technical support.

Troubleshooting:Status Lights

Look at the status lights on you Keyspan USB Server hardware. These status lights will either:

- **Off**
- **On** (doesn't blink)
- **Blinking Steady** (blinks on/off every second)
- **Blinking Rapidly** (blinks on/off rapidly)
- **Blinking Slowly** (stays on for 3 seconds then blinks off/on and repeats)

Three lights indicate **SYSTEM**, **NETWORK**, or **USB device** status (see next image). For troubleshooting purposes, we will focus on the **SYSTEM** and **USB** lights:



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Tech Note: For a detailed description of every light and their status, please read the **Status Light Behavior** appendix.

SYSTEM Status Light: 1

While the USB Server is booting up, you will notice different lights turn on and off. The following table explains what these lights mean during the boot up process.



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USB Server Is Booting Up

Stage	Status
STAGE 1 Server Is Booting Up	<p>When the USB Server is first powered on, the (red) SYSTEM 3 light is ON while the server is booting.</p> <p>TROUBLESHOOTING: If this light never goes off or the 4 (green) USB lights never come on, you may have a serious hardware failure. Please contact Keyspan tech support immediately.</p> <p>TROUBLESHOOTING: System 1 and 2 Alternate Blinking: If System 1 (green) and System 2 (red) both blink alternately, the USB Server firmware has failed to update or load. Please contact Keyspan tech support immediately.</p>
STAGE 2 Firmware Loading	<p>The (green) USB 1-4 lights are turned ON as the firmware starts running.</p> <p>TROUBLESHOOTING: System 1 and 2 Blinking: If System 2 and 3 never stop flashing, the USB Server is not finding a valid ethernet connection or you've configured the server to use an invalid IP address. Please contact Keyspan for further details.</p>
STAGE 3 Checking Ethernet Connection	<p>SYSTEM 2 and SYSTEM 3 (both red) start flashing while the server looks for an Ethernet signal (aka a physical Ethernet connection). SYSTEM 2 and 3 will flash forever until the server finds this signal.</p>
STAGE 4 Finding IP Address	<p>SYSTEM 2 and SYSTEM 3 (both red) flash while the server tries to obtain an IP address. Once the server obtains its IP address, the server is completed booted up and running. The status lights will now have a new meaning. Please refer to the USB Server Is Running (Has Finished Booting Up) table.</p> <p>Tech Note: If the server is configured to use a Static IP address, the Stage 4 is completed immediately. For DHCP only, it waits for the DHCP server. For Zeroconfig only, it takes about 1-2 seconds while it negotiates. For Default, it waits for DHCP for 10 seconds before taking a Zeroconfig address (1-2 seconds).</p> <p>TROUBLESHOOTING: System 2 and 3 Don't stop blinking: If System 2 and 3 never stop flashing, the USB Server is not finding a valid ethernet connection or you've configured the server to use an invalid IP address. Please contact Keyspan for further details.</p>

After the boot up, the status lights will have new meanings. Now that the server is running, we will use the status lights to troubleshoot the USB Server.

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SYSTEM Status Light: 1

Look at the SYSTEM status light 1 (the green leftmost light under SYSTEM). If the light is:

- **Off:** Check the USB Server's power supply and its connection to an outlet. If you have done this and the light does not turn on, please contact Keyspan technical support.
- **On:** If this light doesn't blink on/off within 6 seconds, the USB Server has failed to boot up. Please try **Resetting Your USB Server Hardware** (as described later in this section). If it still fails, contact Keyspan technical support.
- **Blinking Slowly:** This is normal and indicates the USB Server hardware is working. Proceed to the next light.
- **Alternating On/Off With System Lights 2 and 3:** If the System 1 (green) alternates on/off with either System 2 or 3 (red), so that when System 1 turns off, System 2/3 turns on and vice versa, the USB Server has encountered an error while loading its firmware. Contact Keyspan tech support for assistance.

USB Status Lights: 1-4

Look at the USB status light (any green light under USB). Next locate the light that corresponds to the USB port that your USB device is connected to. If the light is:

- **Off:** Check the USB Server's power supply and its connection to an outlet. If you have done this and the light does not turn on, please contact Keyspan technical support.
- **Blinking:** This indicates the a) USB Server hardware does not support your USB device b) if you are having problems communicating with the device. Please check the USB Server's **USB Device Compatibility** information (found in the Appendices) or contact Keyspan for further support.

The USB lights will also blink if you have exceeded the number of USB devices per server. The USB Server supports up to 8 USB devices on one USB Server. While many USB devices appear as one USB device, components of **Compound** USB devices (a device with an embedded hub or a device that has multiple components tied together by an internal USB hub) will count as one device each. For example, the Lexmark X1150 is a **compound** device that has 2 components (one for the scanner, one for the printer). The Canon i475D is also a compound device that has 3 components (the printer, the card reader, and a HID device [for buttons on the printer]). If you connect four X1150 devices you are still under the 8 device limit and the USB lights will not blink. If you have 3 Canon i475D, you have 9 USB devices and are over the limit therefore the light will blink.

Tech Note: While most USB devices will work with the USB Server, certain incompatible USB devices can be supported via future software updates from Keyspan. Please check the **USB Device Compatibility** appendix or contact Keyspan for more information about compatible devices.

- **On:** This is normal and indicates the USB Server supports your USB device. Proceed to the

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next light.

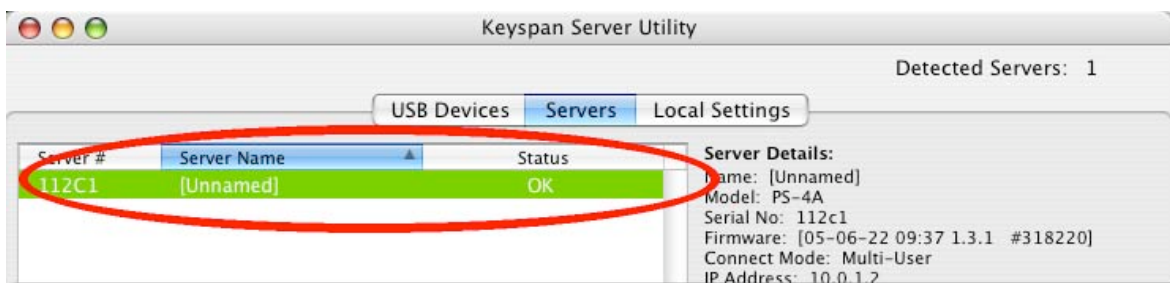
SYSTEM Status Lights: 2 and 3

Look at the USB status lights 2 and 3 (the two red lights under under SYSTEM. Status 2 is the red light in the middle and Status 3 is the rightmost red light). Please note the status of Status 2 and 3. If:

- **System 2 is On / System 3 is On:** The server has obtained an IP address via *DHCP* (ie your DSL router) and **does not show any users connected** to the USB Server. If your computer is turned on, proceed to the **Troubleshooting:UDP Ports** sub section.
- **System 2 is On / System 3 is Off:** The server is configured to use a *Static IP* (ie you've configured the USB Server's settings prior to troubleshooting) and **does not show any users connected** to the USB Server. If your computer is turned on, proceed to the **Troubleshooting:UDP Ports** sub section.
- **System 2 is Off / System 3 is On:** The server obtained an IP address via *Zeroconfig* (ie you don't have a DSL router and you have not specified IP settings) and **does not show any users connected** to the USB Server. If your computer is turned on, proceed to the **Troubleshooting:UDP Ports** sub section.
- **Status 2 is Off / Status 3 is Off:** This is normal and indicates the USB Server hardware is working. More specifically, the USB Server has obtained a IP address and has detected users (client computers) connected to it. Skip ahead to the **Troubleshooting: USB Devices** sub section.

Troubleshooting:UDP Ports

Make sure that your Keyspan Server Utility software and hardware are communicating on the same UDP port. To verify this, open the Keyspan Server Utility application. You USB Server should appear (see next image):



In the Keyspan Server Utility application's Servers tab, is your USB Server listed? If your server:

- **Is Not Listed:** The Keyspan Server Utility software cannot find the USB Server hardware. Change the Keyspan Server Utility software's **Local UDP Port** (use the **LOCAL SETTINGS** tab's UDP Port field) to match the UDP port that is being used by the USB Server hardware. If you do not know the UDP port that your server software is using, try

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setting the **Local UDP Port** to 3842. If this still does not work, try **Resetting Your USB Server Hardware** (as described later in this section). If you still cannot see your server, proceed to the **Troubleshooting:Network Issues** sub section.

- **Is Listed:** This is normal and indicates the USB Server hardware is working. Skip ahead to the **Troubleshooting: USB Devices** sub section.

Troubleshooting:Network Issues

At this point, your Keyspan Server Utility software is communicating with a specific network. Unfortunately, the network link between your computer and your USB Server is broken. The following are suggestions on how to solve these network related issues.

Firewalls

A 'Firewall' is a piece of software or hardware that helps keep your network safe by preventing hackers from getting inside your network and also by preventing you from sending private data to outside networks (ie the Internet).

Firewalls are either hardware (a physical item on your network ie your DSL router) or software (resides on your computer ie Windows XP's built-in firewall software). In most cases, these firewalls are configured to only allow 'basic' internet traffic (web, email, ftp, etc.) to come in and out of your network. Since the USB Server is a new product, these firewalls usually do not know ABOUT KEYSpan SERVER SOFTWARE network data and may prevent you from communicating with your USB Server.

If you are using a firewall, configure the firewall software to allow UDP traffic on port 3842 as well as allow TCP/IP traffic on port 3842. The USB Server uses both UDP and TCP/IP to communicate. If you have configured your firewall to allow UDP and TCP on port 3842 and you:

- **Cannot See Your Server:** skip ahead to the Wireless LANs or Wired LANs sub section.
- **Can See Your Server:** Your firewall was preventing access to the Keyspan USB Server. If you had to configure a software firewall on your computer, please note that you have allowed only your computer to see your USB Server. If you configured a hardware firewall, test other computers to make sure that they can see your USB Server.

Tech Note: We have included step-by-step instructions on how to configure the software firewall that is built into Windows XP. You can find these instructions in the [Windows XP Firewall Configuration](#) appendix in this manual.

Wireless LANs

If you have a wireless network, please make sure that your wireless base station has **Ethernet Bridging** enabled. Ethernet bridging allow wireless computers to act as if they are directly connected to a wired network. If this feature is not turned on, your wireless computers will not be able to see that Keyspan USB Server where as your wired computers will have full access.

To test this, temporarily connect your wireless computer to your network via a wired connection (ie

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connect using an Ethernet cable).

If you are not able see the USB Server after you've connected your computer via a wired connection, please skip ahead to the wired LANs spend USB Server sub section.

If you are able to see the USB Server when wired directly to the network, then you do not have **Ethernet Bridging** turned on. Please enable Ethernet bridging on your wireless base station (refer to your wireless base station's documentation for further instructions). If you have done this and are still not able to see the USB Server, please contact Keyspan technical support.

Tech Note: In most cases, wireless base stations and routers have Ethernet bridging enabled. Older base stations and router may not have Ethernet Bridging enabled or may not even support it. Please check your wireless base station's documentation for details.

Wired LANs

If your computer and your Keyspan USB Server are both wired to your network via a physical cable and you are not able to see the Keyspan USB Server, you may have issues with your network hardware (ie your ethernet hub, ethernet switch, or router).

To test this, connect the Keyspan USB Server directly to your computer via an ethernet cable. At this point, check the Keyspan Server Utility application can see if your server appears. If it does not show up, disconnect the USB Server's power supply for 10 seconds then plug back in. Wait 10 seconds for the USB Server to boot up then see if the USB Server appears in the Keyspan software.

If your server does not show up, contact Keyspan technical support for further assistance.

If your server does show up, try moving your USB Server and computer to the same ethernet hub/switch. If this does not solve your problem, contact Keyspan technical support for further assistance.

Tech Note: Some Ethernet hubs/switches may not properly route UDP and TCP traffic when connected to other hubs and switches. This is especially true when your USB Server is using Zeroconfig to obtain an IP address. To avoid these issues, connect your USB Server and your computer to the same Ethernet hub/switch.

WANs

If you're trying to access your USB Server across a WAN (ie you want to access your USB Server at home when you are at work), you'll need to create an entry in the Server Access Settings in the LOCAL SETTINGS tab. This tells your Keyspan Server Utility to connect to remote server.

To do this, you will to know the remote's server's IP address. Your home router must be able to allow traffic from TCP port 3842 from an outside network. Please refer to your router's documentation for further details.

If your routers do not support this, you may be able to use a software-based solution such as a

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VPN type type solution.

If you need to connect your USB Server between two networks and are still having a problem, please contact Keyspan technical support for further assistance.

Networking Wrap Up

If you are still have problems with your USB Server, try resetting the USB Server hardware and then repeating the troubleshooting process. For instructions on how to reset your USB Server hardware, please skip ahead to the **Resetting The USB Server Hardware** sub section.

Troubleshooting:USB Devices

Open the Keyspan Server Utility application and go to the **USB Devices tab**. You should see your USB device listed under the **USB Devices tab**.

If your USB device does not appear under either heading, please contact Keyspan technical support for further assistance

If your USB device appears under the **USB Devices tab** heading, you'll have to select your device from the list and click the **green Connect** button in order to use your device.

MULTIPLE USERS NOTE: Certain USB devices will report that they are **In Use** when located under the **USB Devices tab** heading. **In Use** devices are USB devices that are being used by another user. To help you identify who is using the device, you will be able to see the other user's computer name. Once the user has '*disconnected*' the USB device from their computer, you will be able to connect it to your computer.

If you're sure that no one else is using your USB device and the devices still showing up as **In Use**, please contact Keyspan technical support for further assistance.

If your USB device shows as Connected (under the Status column), you should be able to use the USB device as you would normally. You should be able to print just by going to your File menu and selecting Print. If your USB device is a scanner, you should be able to open the scanner software and scan as you would normally.

If you're not able to use your device, please refer to your USB devices troubleshooting instructions for what to do next. If you are still not able to use your USB device, please contact Keyspan technical support for further assistance

Resetting The USB Server Hardware

You can reset the USB Server hardware at any time. There are two ways of doing this. You can reset the server by power cycling the server or by using the server's reset button.

Reset Via Power Cycling

To reset the USB Server, just disconnect the server's power supply, wait 5 seconds, and reconnect the power supply. This will reset/reboot your server.

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Reset Using The Reset Button

To reset your hardware, please make sure that you have:

- a straightened or unfolded paper clip or a (similar object without a sharp tip)
- your USB Server is turned on

Next, locate the reset hole. This is located on the top of your USB Server (see next image):



Using your paper clip, quickly press the reset button inside the hole. This will reset/reboot your server.

Reboot Server Into 'Temporary Default Settings Mode' Using The Reset Button

If you've made an unwanted change to the USB Server settings and can't access your server anymore, you can boot your server into a 'Temporary Default Settings Mode'. In this mode, your server will reboot using default settings (ie Multi-user connect mode, default IP mode) and allow you to view and edit your server's settings. If you want to return to your settings, just power cycle your server.

To boot into 'Temporary Default Settings Mode', press and hold the reset button until the lights turn off (this will take 3+ seconds).

The USB Server is now resetting itself. It will take approximately 15 seconds to complete the reset. In the Keyspan Server Utility application, make sure that your Local UDP Port is set to 3842. Once you've verified the port, check the the Keyspan Server Utility application to see if your server appears. If it does not appear, please contact Keyspan technical 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 Appendices -

- **Frequently Asked Questions**
Frequently Asked Questions
- **USB Device Compatibility**
Information about of USB device compatibility and a list of devices that have been tested with the Keyspan USB Server
- **Status Light Behavior**
Description of the USB Server's LED status lights and what they indicate
- **Windows XP Firewall Configuration**
Instructions on how to configure Windows XP's built-in firewall for use with the Keyspan USB Server
- **Notices**
FCC, CE, VCCI, Copyright and Trademark Information
- **Keyspan Warranty Information**
Keyspan Warranty Information
- **Support Information**
Information about obtaining technical support



Frequently Asked Questions (FAQs)

The following is a list of Frequently Asked Questions (FAQs) about the Keyspan USB Server. We frequently update our FAQs and add them to our web site and future version of this document. For the most recent and complete version of this list, please visit the our web site at: <http://www.keyspan.com/products/usb/server/downloads/docs/>

Frequently Asked Question List

Question:

How do configure my Windows XP firewall to allow USB Server data transmission?

Answer:

For step-by-step instructions on how to configure Windows XP's built-in firewall for use with the Keyspan USB Server, please read the **Windows XP Firewall Configuration** appendix later in this manual.

Question:

How many USB devices can I connect to my USB Server?

Answer:

You can connect up to 8 USB devices to one USB Server.

While the USB Server only has 4 USB ports, we support 8 devices due to how **Compound** USB devices work. Compound USB devices are devices that have multiple components connected to an embedded USB hub inside 1 USB device. For example, the Lexmark X1150 is a **compound** device that has 2 components (one for the scanner, one for the printer). The Canon i475D is also a compound device that has 3 components (the printer, the card reader, and a HID device [for buttons on the printer]).

Note:

You can view up to 8 USB Servers in the Keyspan Server Utility.

If you are using all of the USB ports on your 8 servers, you will be able view a total of 32 USB devices in the Keyspan Keyspan Server Utility software however you will only be able to have 12 USB devices 'connected' to your computer.

If you need to use a 13th USB device, 'disconnect' one of your 12 USB device via the Keyspan Keyspan Server Utility software to free a location for the next USB device.

This User Manual applies to the Keyspan USB Server Software Version 1.3.x. Patent Pending.



Keyspan:USB Server - User Manual

If you need to have more than 8 USB Server, configure your next 8 servers to use a different UDP port. Once you have done this, use the USB Software's Local UDP Port menu item to switch between your first 8 servers and your next 8 servers.

Question:

How many USB Servers can I connect to my computer?

Answer:

You can connect up to 8 USB Servers to your computer.

Note:

You can view up to 8 USB Servers in the Keyspan Server Utility software.

If you are using all of the USB ports on your 8 servers, you will be able view a total of 32 USB devices in the Keyspan Server Utility software however you will only be able to have 12 USB devices 'connected' to your computer.

If you need to use a 13th USB device, 'disconnect' one of your 12 USB device via the Keyspan Server Utility software to free a location for the next USB device.

If you need to have more than 8 USB Server, configure your next 8 servers to use a different UDP port. Once you have done this, use the USB Software's Local UDP Port menu item to switch between your first 8 servers and your next 8 servers.

Question:

How many users can be connected to my USB Servers?

Answer:

Only 10 users can connect to a single or set of USB Servers using the same UDP port. You can support more users by setting up additional USB Servers with a different UDP port numbers.

Question:

How can I change my computer's name that appears in the Keyspan Server Utility software?

Answer:

The Keyspan USB Server obtains your computer name from your computer's settings. To change

This User Manual applies to the Keyspan USB Server Software Version 1.3.x. Patent Pending.



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this name, please do the following:

For Windows:

1. Right click the **My Computer** icon, and select **Properties** from the menu that appears. This will open the **System Properties** window.
2. In the **System Properties** window, select the **Computer Name** tab.
3. In the **Computer Name** tab, click the **Change** button. The **Computer Name Changes** window will open.
4. In the **Computer Name Changes** window, enter your desired computer name in the **Computer name:** field.
5. You will be asked to restart your computer. Close the remaining windows by clicking on the **OK** and **Yes** buttons.
6. Your computer will now restart. Your new computer name will appear after restart.

IMPORTANT NOTE FOR WINDOWS USERS: If your computer is setup as a member of a Windows Domain, please make sure that you add your new computer name to the Domain. If you do not do this, you will not be able to connect to your domain.

For Mac OS X:

1. Open **System Preferences** (located the Apple menu - the apple icon in the upper left hand corner of the screen). This will open the **System Preferences** window.
 2. In **System Preferences**, select the **Sharing** icon.
 3. Enter you computer name in the **Computer Name** field and close the Sharing/System Preferences window.
 4. Restart your computer. Your new computer name will appear after restart.
-

This User Manual applies to the Keyspan USB Server Software Version 1.3.x. Patent Pending.



USB Device Compatibility

Overview

The Keyspan USB Server hardware (model US-4A) supports USB devices, USB multi-function printers, scanners, hard drives, HID devices, and other USB devices.

The USB Server supports up to 8 USB devices on one USB Server. While the USB Server only has 4 USB ports, we support 8 devices due to how **Compound** USB devices work. Compound USB devices are devices that have multiple components connected to an embedded USB hub inside 1 USB device. For example, the Lexmark X1150 is a **compound** device that has 2 components (one for the scanner, one for the printer). The Canon i475D is also a compound device that has 3 components (the printer, the card reader, and a HID device [for buttons on the printer]).

Tech Note About USB Devices:

Technically speaking, USB devices can either be a single USB device (a USB printer that contains only one component ie a single button mouse), a **composite** USB device (a device that contains multiple components but appears as one device ie a multifunction printer), or a **compound** USB device (a device that has multiple components that are tied together by an embedded USB hub inside the USB device itself ie a printer with a card reader, a keyboard with a port to connect a mouse, etc.).

Using single and composite USB devices via the USB Server is identical to using them when connecting to built-in port. By default, **compound** USB devices also work the same way as when they are connected to a built-in port however you can **OPTIONALLY** configure the USB Server to allow you to connect to certain components of a compound device instead of connecting every component. This is useful if you just want to connect the printer component of a multi-function so that you don't get any message screens regarding the scan component of that device.

Tested USB Devices List

For a list of USB devices that have been tested with the Keyspan Server Utility software version 1.3.1, please refer to the **Keyspan USB Server Tested USB Device List**. This document is a separate document and can be found on Keyspan's web site.

The **Keyspan USB Server Tested USB Device List** is intended to be used as reference guide and not as a compatibility list. The USB Server platform is intended to work with a wide variety of USB devices with the exception of Isochronous USB devices.

If you have a USB device that doesn't work with the Keyspan USB Server, please contact us as we may already have a software/firmware update that will fix the incompatibly.



Status Light Behavior

The Keyspan USB Server part number **US-4A/US-4A** comes equipped with a 10 Status LED lights that report the status of the Keyspan *hardware* (see next image).



The meaning of these lights will change depending on whether the USB Server is booting up (ie you've just turned on the USB Server) or if it is running (and has finished booting up).

The two tables on the following pages shows all of the possible states of these LED light and what they mean.

Note:

If you are having problems with your USB Server, please use this information in conjunction with our **Troubleshooting** section to diagnose the problem. If you still need assistance, please contact Keyspan technical support.

While the USB Server is booting up, please refer to the following table for detailed description of the server's status lights:



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USB Server Is Booting Up

Stage	Status
STAGE 1 Server Is Booting Up	<p>When the USB Server is first powered on, the (red) SYSTEM 3 light is ON while the server is booting.</p> <p>TROUBLESHOOTING: If this light never goes off or the 4 (green) USB lights never come on, you may have a serious hardware failure. Please contact Keyspan tech support immediately.</p> <p>TROUBLESHOOTING: System 1 and 2 Alternate Blinking: If System 1 (green) and System 2 (red) both blink alternately, the USB Server firmware has failed to update or load. Please contact Keyspan tech support immediately.</p>
STAGE 2 Firmware Loading	<p>The (green) USB 1-4 lights are turned ON as the firmware starts running.</p> <p>TROUBLESHOOTING: System 1 and 2 Blinking: If System 2 and 3 never stop flashing, the USB Server is not finding a valid ethernet connection or you've configured the server to use an invalid IP address. Please contact Keyspan for further details.</p>
STAGE 3 Checking Ethernet Connection	<p>SYSTEM 2 and SYSTEM 3 (both red) start flashing while the server looks for an Ethernet signal (aka a physical Ethernet connection). SYSTEM 2 and 3 will flash forever until the server finds this signal.</p>
STAGE 4 Finding IP Address	<p>SYSTEM 2 and SYSTEM 3 (both red) flash while the server tries to obtain an IP address. Once the server obtains its IP address, the server is completed booted up and running. The status lights will now have a new meaning. Please refer to the USB Server Is Running (Has Finished Booting Up) table.</p> <p>Tech Note: If the server is configured to use a Static IP address, the Stage 4 is completed immediately. For DHCP only, it waits for the DHCP server. For Zeroconfig only, it takes about 1-2 seconds while it negotiates. For Default, it waits for DHCP for 10 seconds before taking a Zeroconfig address (1-2 seconds).</p> <p>TROUBLESHOOTING: System 2 and 3 Don't stop blinking: If System 2 and 3 never stop flashing, the USB Server is not finding a valid ethernet connection or you've configured the server to use an invalid IP address. Please contact Keyspan for further details.</p>

Now that your USB Server is running, please refer to the following table for detailed description of the server's status lights:

This User Manual applies to the Keyspan USB Server Software Version 1.3.x. Patent Pending.



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USB Server Is Booting Up/Running (After Booting Up)

Light Name [Color] Status

SYSTEM 1	[Green]	Slowing Blinking (on for 3 seconds then off/on): Server is currently working OFF or ON (does not blink): If light is off, the server is not receiving power. If the light is on, the server has crashed and needs to be reset (see Troubleshooting).
SYSTEM 2-3	[Red]	SYSTEM 2 = OFF and SYSTEM 3 = OFF: Server is currently working as detects users connect to the server. SYSTEM 2 = ON and SYSTEM 3 = off: Server is configured to use a Static IP and doesn't detect any users connected to the server. SYSTEM 2 = ON and SYSTEM 3 = ON: Server has obtained an IP address via DHCP and doesn't detect any users connected to the server. SYSTEM 2 = off and SYSTEM 3 = ON: Server obtained an IP address via Zeroconfig and does not detect any users connected to the server.
NETWORK 1	[Green]	ON/OFF: If light is on, the server's has detected a link speed of 100 Mbits. If light is off and NETWORK 3 is on, the link speed is 10 Mbits.
NETWORK 2	[Green]	ON/OFF: If light is on, the server's Ethernet port is in full-duplex mode. If light is off and NETWORK 3 is on, the Ethernet port is in half duplex mode. Blinking: Packet collision has occurred. This is a normal and self recovering occurrence with Ethernet.
NETWORK 3	[Green]	ON or Blinking: Server has detected an Ethernet connection. This light blinks during data transmission. If light is off, no Ethernet connection was detected.
USB 1 thru 4	[Green]	ON (does not blink): Server is working. If a USB device is connected to the USB port, this light indicates that the USB Server supports your USB device. Blinking (only appears when a USB device is connected): Server hardware does not support your USB device, you have connect more than 8 USB devices (by using multiple compound USB devices), the server is having problems communicating with the device. Please check the the USB Server's USB Device Compatibility section (found in the Appendices) or contact Keyspan for further support.

This User Manual applies to the Keyspan USB Server Software Version 1.3.x. Patent Pending.



Windows XP Firewall Configuration

Overview

The following instructions detail how to configure Window XP's built-in firewall for use with the Keyspan USB Server. While these instructions are specific for this software, the basic idea of these instructions can be applied to configuring other firewalls.

These instructions will show you how to:

- determine which version of Windows XP is installed on your computer
- access your firewall software
- add settings to your firewall to allow communication with your Keyspan USB Server

Step 1 - Determine Which Version Of Windows XP Is Installed On Your Computer

If you have Windows XP with Service Pack 2, skip ahead to Step 3.

If you have Windows XP with Service Pack 1 or Windows XP without any Service Packs installed, proceed to Step 2.

If you don't know what version of Windows you have installed on your computer, please complete this step.

First, go to the **START** menu and select **RUN**. In the Open Box, type **winver.exe** and click OK. This will open the **About Windows** dialog (see next image)



This User Manual applies to the Keyspan USB Server Software Version 1.3.x. Patent Pending.



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If you have Windows XP with Service Pack 2, skip ahead to Step 3.

If you have Windows XP with Service Pack 1 or Windows XP without any Service Packs installed, proceed to Step 2.

Step 2 - Access And Configure Your Firewall Software **WINDOWS XP and XP Service Pack 1 ONLY**

If you are running Windows XP or Windows XP with Service Pack 1, you will need to first determine your USB Server's IP address.

You will need to know your USB Server's UDP/TCP port numbers and IP address prior to configuring your firewall. If you already know this information, skip ahead to Access Your FireWall subsection in this Step. Otherwise, please read on.

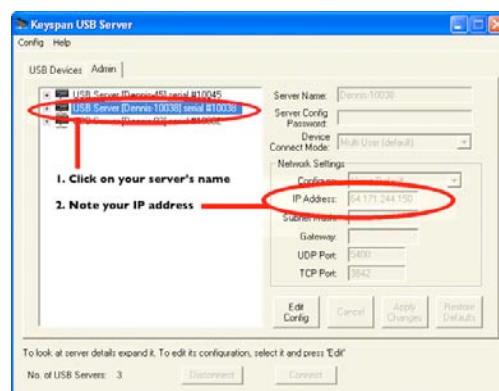
UDP and TCP Port Numbers

The Keyspan USB Server *defaults* to using UDP port 3842 and TCP/IP port 3842. If haven't changed these settings, we will use these port numbers when we configure your firewall.

If you've changed the USB Server's UDP and/or TCP port numbers, please note that you will have to enter your UDP port number instead of 3842.

Obtaining Your IP Address

To obtain your IP address, open the Keyspan Server Utility application. When it is open, click the **Servers tab** and locate your USB Server. Click on your server and you should see its IP number under network settings (see next image):



IMPORTANT NOTE: If the **IP Address Assignment** pop-up menu is set to **Default, DHCP, or Zeroconfig**, please note that your IP address is obtaining an IP address dynamically. Dynamic addresses can change at any moment making it harder for firewalls to keep track of. If you have need to use a firewall, we suggest that you configure your server to use a **Static IP** address. **ALSO**, if your FireWall is currently turned **ON**, you will not be able to see the server. Turn **OFF** the firewall to temporarily

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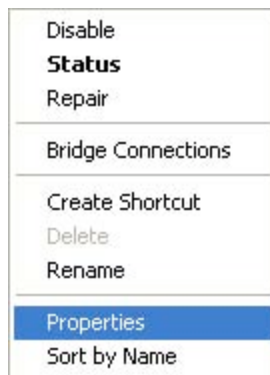
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allow your computer to communicate with the USB Server.

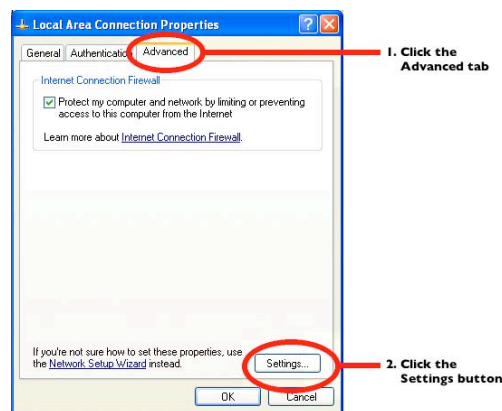
Now that you have your IP address, you will access and configure your Windows XP firewall.

Access Your Firewall

First locate your network connection's icon. To do this, go to the **START** menu, then to **SETTINGS**, then to **Network**. You should see an icon for your network connection (it is usually called Local Area Connection). When you see your network connection icon, right-click it to bring up the sub-menu (see next image):



In the sub-menu, select **Properties**. This will open the [Local Area Connection] Properties window. Click on the **Advanced** tab and then click the **Settings** button (see next image):



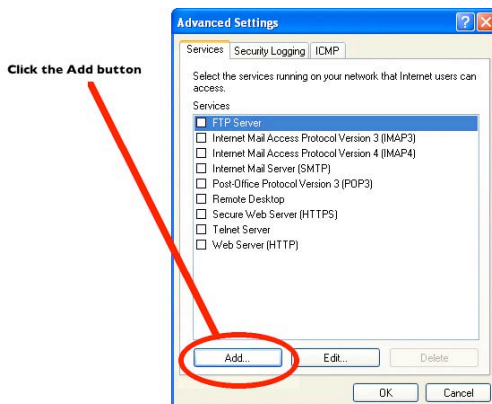
This will open the **Advanced Settings** window.

In the **Advanced Settings** window, click the **Add** button (see next image):

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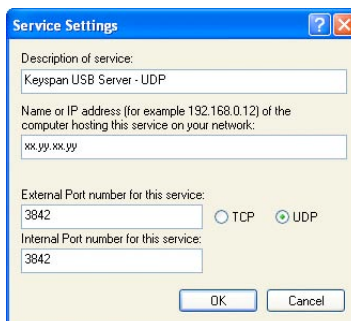


This will open the **Service Settings** window.

Add Your UDP Port To The Firewall

We will now enter your UDP information (the info you obtained earlier in this step).

While in the **Service Settings** window, enter something descriptive like 'Keyspan USB Server-UDP' in Description of Service field. Enter your IP address in the *IP address* field. Enter your UDP port number in both the *External Port* and *Internal Port* fields. Click the **UDP** radio button. Your window should look like the following image:



Lastly, click the **OK** button to save your changes. You've now added support for the USB Server's UDP port. Now we need to add a setting for TCP.

Add Your TCP Port To The Firewall

You should be back at the **Advanced Settings** window. Click the **Add** button to create a new **Service Settings** window.

We will now enter your TCP information (the info you obtained earlier in this step).

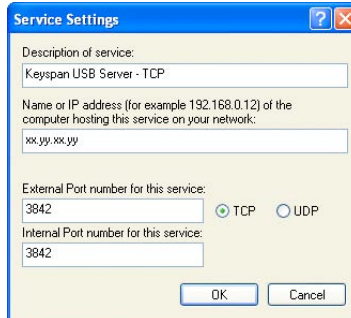
While in the **Service Settings** window, enter something descriptive like 'Keyspan USB TCP' in *Description of Service* field. Enter your IP address in the *IP address* field. Enter your UDP port

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number in both the *External Port* and *Internal Port* fields. Click the **TCP** radio button. Your window should look like the following image:



Lastly, click the **OK** button to save your changes.

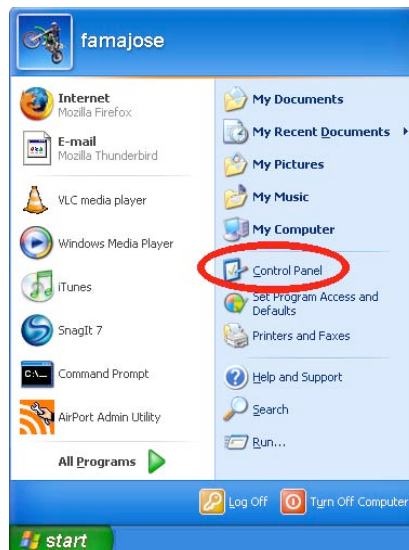
Close Remaining Windows

Click the OK buttons on the remaining windows to finish up. Skip ahead to Step 4.

Step 3 - Access And Configure Your Firewall Software *WINDOWS XP Service Pack 2 ONLY*

Access Your Firewall

Go to the **START** menu, then to **CONTROL PANEL**.

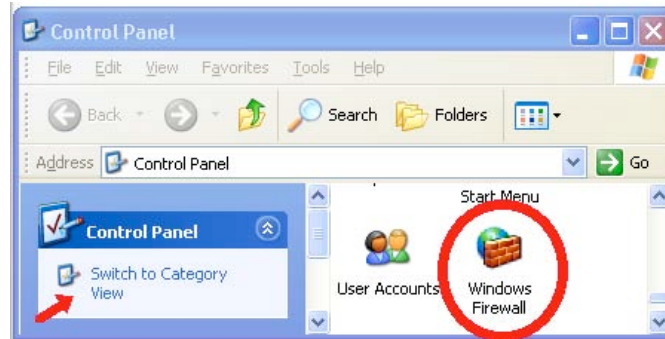


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This will open the Control Panel window. Next, open the **Windows Firewall** icon. If you don't see the Windows Firewall icon, select '**Switch To Classic View**' in the Control Panel sidebar.

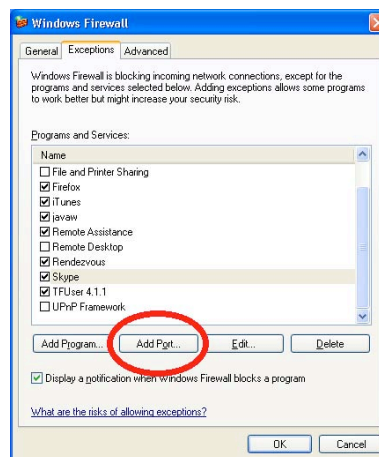


In the **Windows Firewall** window, click the **Exceptions** tab.



Add Your UDP Port To The Firewall

We will now enter your USB Server's UDP port information. In the Exceptions tab, click the **Add Port** button.

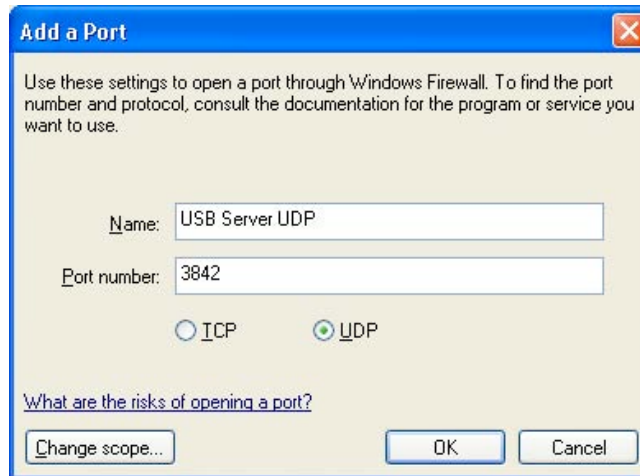


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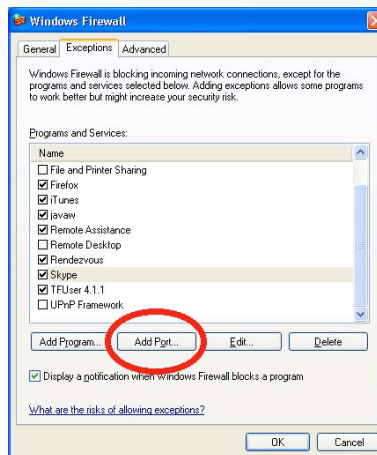
This will open the **Add A Port** window. In the **Name** field, enter something descriptive like 'USB Server UDP'. In the **Port Number** field, enter 3842. Next, enable the UDP radio button. Your window should look like the following image:



Lastly, click the **OK** button to save your changes. You've now added support for the USB Server's UDP port. Now we need to add a setting for TCP.

Add Your TCP Port To The Firewall

We will now enter your USB Server's TCP port information. In the Exceptions tab, click the **Add Port** button.

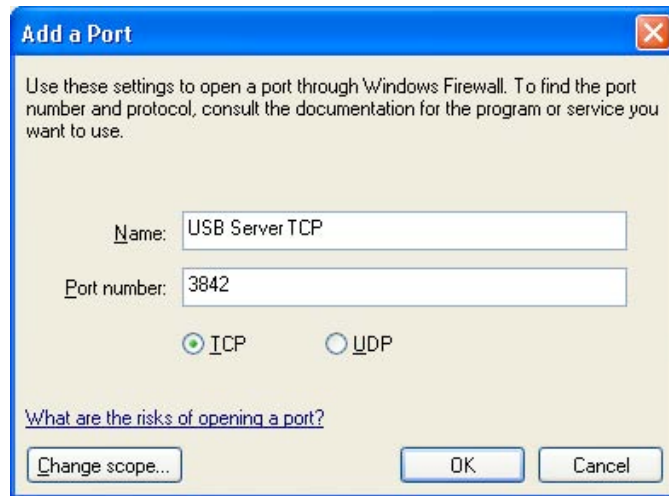


This will open the **Add A Port** window. In the **Name** field, enter something descriptive like 'USB Server TCP'. In the **Port Number** field, enter 3842. Next, enable the TCP radio button. Your window should look like the following image:

This User Manual applies to the Keyspan USB Server Software Version 1.3.x. Patent Pending.



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Lastly, click the **OK** button to save your changes.

Close Remaining Windows

Click the OK buttons on the remaining windows to finish up. Proceed to Step 4.

Step 4 - Firewall Configuration Complete!

Your firewall is now configured to allow access to the Keyspan USB Server. Windows should now detect your USB Server and display the **Hardware Wizard** dialog. Proceed through the dialogs to finish installation (for details, see the **Installation Instructions** section in this guide).

If you have multiple computers, please repeat these steps for every computer that will access the USB Server.



Notices

Notices

United States FCC DECLARATION OF CONFORMITY

We, InnoSys Incorporated at
4118 Lakeside Drive
Richmond, CA 94806 USA
(510) 222-7717

declare under our sole responsibility that the

KEYSPAN USB Server, Model US-4A

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 USB Server 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...)



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CE MARK DECLARATION OF CONFORMITY

(According to EN 45014)

Manufacturer's Name and Address

InnoSys Incorporated
4118 Lakeside Dr
Richmond CA 94806

Declares that the product:

Product Name: KEYSPAN USB Server
Model Number: US-4A
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, March, 2005

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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This User Manual applies to the Keyspan USB Server Software Version 1.3.x. Patent Pending.



Keyspan License and Warranty Information

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This Agreement constitutes a legal agreement between you, the end user, and Keyspan, a division of InnoSys Incorporated ("Keyspan") regarding the Keyspan software accompanying this Agreement ("Software"). You should carefully read the following terms and conditions before installing this software. **EITHER CLICKING ON THE ACKNOWLEDGMENT BUTTON BELOW OR INSTALLING THE SOFTWARE INDICATES YOUR ACCEPTANCE OF THESE TERMS AND CONDITIONS.**

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- 3. Transfer Restrictions.** You may transfer the Software to another person only in connection with the transfer of the Keyspan US-4A hardware, and only if: a) you delegate your duties under this Agreement to the transferee; and only if b) the transferee/other party accepts the terms and conditions of this Agreement. Upon such transfer, you must transfer all accompanying written materials, and either transfer or destroy all copies of the Software. You may not lease, rent, merge, reverse engineer, decompile or disassemble the Software or hardware.
- 4. Termination.** This License Agreement is effective until terminated. This License Agreement will automatically terminate without notice from Keyspan if you fail to comply with any of the provisions of the License. You may voluntarily terminate this Agreement at any time. Upon termination, you agree to destroy or purge all copies of the Software and accompanying written materials in your possession.
- 5. LIMITED WARRANTY.** As its only Warranty under this Agreement, Keyspan warrants the media on which the Software is provided to be free from defects in materials under normal use for a period of 90 days from the date of the purchase of the Keyspan US-4A hardware. **EXCEPT AS EXPRESSLY WARRANTED HEREIN, THE SOFTWARE IS PROVIDED "AS IS" WITHOUT WARRANTY OF ANY KIND, EITHER EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO IMPLIED WARRANTIES OF MERCHANTABILITY AND**

This User Manual applies to the Keyspan USB Server Software Version 1.3.x. Patent Pending.



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6. **LIMITATION OF LIABILITY.** Keyspan's entire liability and your sole remedy under this License Agreement is, at Keyspan's option, either: a) the return of payment as evidenced by a copy of your purchase receipt; or b) the replacement of the media not meeting Keyspan's Limited Warranty. **IN NO EVENT WILL KEYSpan OR ITS VENDORS BE LIABLE FOR ANY DIRECT, CONSEQUENTIAL OR INCIDENTAL DAMAGES (INCLUDING DAMAGES FOR LOSS OF BUSINESS PROFITS, INFORMATION, OR USE) EVEN IF KEYSpan HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF LIABILITY FOR CONSEQUENTIAL OR INCIDENTAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU.**

7. **Governing Law.** This Agreement is governed by the laws of the State of California.

Keyspan Warranty

Limited Warranty on Keyspan USB Server (US-4A)

Definitions:

The following definitions apply to the terms as they appear in this document:

- * KEYSpan means KEYSpan, a division of InnoSys Inc.
- * Hardware means the Keyspan USB Server (US-4A).
- * Product means the Hardware and Documentation

Limited Warranty on Hardware:

KEYSPAN's warranty obligations are limited to the terms set forth below:

KEYSPAN warrants this Hardware against defects in materials and workmanship for a period of five (5) years from the date of original purchase.

If you discover a defect, KEYSpan will repair this Hardware with either new or refurbished parts at no charge. If KEYSpan is unable to restore your product to good working order after a reasonable number of attempts, KEYSpan will, at its option replace or refund the purchase price of your product. To obtain service under this warranty you must do the following during the warranty period:

Deliver this Hardware, at your expense, to KEYSpan. When submitting the Hardware for

This User Manual applies to the Keyspan USB Server Software Version 1.3.x. Patent Pending.



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warranty service, please provide your name, address, telephone number, and email address. Unless you registered your ownership of the Product with KEYSPAN within 90 days of purchase, also include a copy of the bill of sale from KEYSPAN or from a KEYSPAN Authorized Reseller as proof of the date of original purchase. You may be charged a fee if no trouble with this Hardware can be found.

This warranty does not apply to damage caused by accident, abuse, misuse, misapplication, or service (including upgrades and expansions) performed by anyone other than KEYSPAN; if the product has been modified without the written permission of KEYSPAN; if any KEYSPAN serial number has been removed or defaced; or if you cannot provide proof of original retail purchase as described above.

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4118 Lakeside Dr
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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/>
- **fax:** +1.510.222.0323
(Monday through Friday)
- **telephone :** +1.510.222.8802
(tech support) (Monday through Friday: 9am-12pm / 1pm-5pm Pacific)

International Support Options

If you live outside of the United States and require assistance with your Keyspan product, please contact the Keyspan 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:

<http://www.keyspan.com/international/>