





Prior to using your serial device (modem, printer, PDA, camera, etc.) with the Keyspan SX Pro Serial Card, you must:

1. connect your serial device (*hardware*) to one of your Keyspan ports
2. configure your serial device's *software*

The following instructions will walk you through the [Connecting Your Serial Device \(Hardware\)](#) and [Configuring Your Serial Device's Software](#) processes *step-by-step*.

Attach your serial device's serial cable to a port on the **Keyspan SX Pro Serial Card**.

If you are connecting a printer to the Keyspan card, please make sure that you are using a serial cable and NOT A LOCALTALK CABLE (aka AppleTalk or PhoneNet cables). The **Keyspan SX Pro Serial Card** does not support these type of cables and software.

Example of a LocalTalk Connector



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

Now that you have connected your serial device to a Keyspan serial port, please note which Keyspan serial port (the port on the Keyspan product, not the PCI slot that your card is installed in) your serial device is connected to. This information will become useful as we start [Configuring Your Serial Device's Software](#).

Note Which Port Your Serial Device Is Connected To



Once you've noted which Keyspan serial port your serial device is connected to, you must now tell your serial device software that your serial device (hardware) is now connected to your new Keyspan serial port. Please proceed to the [Configuring Your Serial Device's Software](#) for further instructions.

Configuring Your Serial Device's Software

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

Step 1 - Determine Where To Select/Configure The Keyspan Serial Port(s)

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

Most serial devices will have software that will allow you to select which serial port the device is connected to. Depending on your serial device and it's software, you may have to configure: a control panel (ie Wacom tablets), an icon in the Chooser (printers), an application (Palm Organizer), or some combination of these.

Please refer to your serial devices documentation on which method your serial device uses and how to access that software serial port "configuration" screen. For your convenience, Keyspan has documented how to access these screens for many popular serial devices however you should refer to your serial devices documentation for detailed instructions.

Once you've determined where to select or configure your serial device's software's serial port settings, please proceed to **Step 2**.

Step 2 - Determine Which Serial Port To Select In Your Serial Device's Software

When you've found the port selection screen in your serial device's software, you may be presented with:

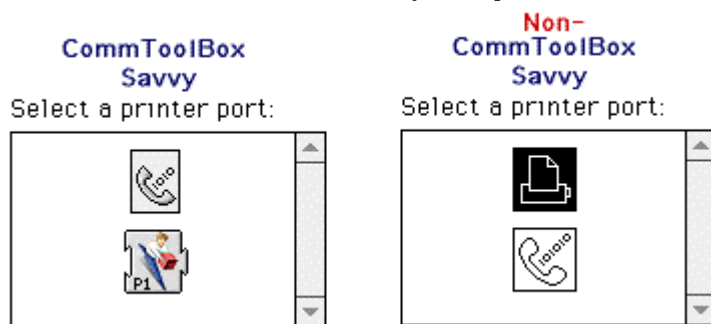
- a list of serial port names
- a list of serial port icons
- a list of serial port icons with names

If you see the name or icon of the Keyspan serial port in the list of available serial ports, this means that your serial device's software is **CommToolBox Savvy**. This means that your serial device's software is able to see any serial port connected to your computer including Keyspan's serial ports. If you see the Keyspan ports listed, simply select the Keyspan serial port icon or name that your serial device is connected to.

If you only see the generic MODEM and PRINTER port icons and/or names in the list of available serial ports, this means that your serial device's software is non-**CommToolBox Savvy**. In other words, non-**CommToolBox Savvy** cannot see any extra serial ports connected to your computer. However, you can still use this software with your Keyspan serial ports since Keyspan serial ports emulate the PRINTER port on Port 1 and emulate the MODEM port on Port 2 on the Keyspan SX Pro Serial Card. [**](#).

**** Note:** The Keyspan SX Pro Serial Card's serial ports can only emulate the PRINTER and MODEM port on Macs that do not already have a built-in PRINTER port and/or do not have an internal modem (ie Blue and White G3s, G4, etc).

CommToolBox Savvy Examples



Once you've configured your serial device software to use the Keyspan ports, you should be ready to use your serial device. Please note that some software requires that save your settings or quit and re-launch your serial device software for changes to take effect.

Step 3 - Use Your Serial Device

Now that you've configured your serial software you're ready to start using your serial device.

Configuration Examples

If you're having trouble configuring your serial device software, you can read Keyspan instructions on configuring selected serial devices. These instructions are meant as examples of how to configure serial device software.

Please select one of the following categories that best describes the serial device that you are trying to connect:

- [**PDA's**](#)
(ie Palm Organizer (Palm Pilot, Palm III, Palm IIIx, Palm V, etc)
- [**Graphics Tablets**](#)
(ie Wacom ArtZ, Wacom Intuos tablets, etc.)
- [**Modems and Modem Software**](#)
(ie AOL software, Remote Access/PPP, etc.)
- [**Printers**](#)
(ie HP printers, Apple StyleWriters, etc.)

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Keyspan SX Pro Serial Card Appendix: Compatibility



Compatibility with Serial Devices

The **Keyspan SX Pro Serial Card** is compatible with a broad range of serial printers, graphics tablets, PDAs, modems and other devices. Compatibility testing of the Keyspan SX Pro Serial Card software has been focused on Apple, HP and Epson printers, Wacom tablets, Palm Pilots, and numerous modems however Keyspan is constantly testing new devices and adding them to the compatibility list that's listed below.

The **Keyspan SX Pro Serial Card's** port do not support **Geoport** or **AppleTalk (LocalTalk)** networking.

Compatibility List

The following is a list of products that are compatible with the **Keyspan SX Pro Serial Card**. If you do not see a certain device on this list, please visit [Keyspan's web site](http://www.keyspan.com) for an updated compatibility list. We are constantly testing products and adding them to our list.

Items marked with an "*" must be attached to Port 1 or Port 2 of the Keyspan SX Pro Serial Card and are only supported on Macs that do not have built-in serial ports (ie iMacs, 'blue and white' G3s, 'bronze keyboard' PowerBooks, iBooks, etc.) . Since the drivers of these devices are not **Comm Toolbox Savvy** (meaning that they do not look for ports besides the Modem and Printer ports), they must use a port which is emulating the Printer port or the Modem Port (Port 1 and Port 2 on the Keyspan SX Pro Serial Card emulate the PRINTER port and MODEM port on Macs that do not have built-in serial ports.).

Printers

Device	Compatibility
Apple ImageWriter I *	Yes
Apple ImageWriter II *	Yes
Apple LaserWriters (LocalTalk)	No

Note:
includes LW 320, LW 360,
LW 4/600, LW II, LW NT,
LW NTX

Apple Personal LaserWriter
300 *

Yes

Note:

Connect printer to port 1 on the SX Pro Serial Card. Mac OS 8.6 and 9.0 users also need to install "Desktop Printing" software. Please contact [Keyspan](#) for details...

Apple Personal LaserWriter
LS *

Yes

Note:

Connect printer to port 1 on the SX Pro Serial Card. Mac OS 8.6 and 9.0 users also need to install "Desktop Printing" software. Please contact [Keyspan](#) for details...

Apple StyleWriter 1200 *

Yes

Note:

Connect printer to port 1 on the SX Pro Serial Card. Mac OS 8.6 and 9.0 users also need to install "Desktop Printing" software. Please contact [Keyspan](#) for details...

Apple StyleWriter 1500 *

Yes

Note:

Connect printer to port 1 on the SX Pro Serial Card. Mac OS 8.6 and 9.0 users also need to install "Desktop Printing" software. Please contact [Keyspan](#) for details...

Apple StyleWriter 2200 *

Yes

Note:

Connect printer to port 1 on the SX Pro Serial Card. Mac OS 8.6 and 9.0 users also need to install "Desktop Printing" software. Please contact [Keyspan](#) for details...

Apple StyleWriter 2400 *

Yes

Note:

Connect printer to port 1 on the SX Pro Serial Card. Mac OS 8.6 and 9.0 users also need to install "Desktop Printing" software. Please contact [Keyspan](#) for details...

Apple StyleWriter 2500 *

Yes

Note:

Connect printer to port 1 on

Apple StyleWriter 4100

the SX Pro Serial Card. Mac OS 8.6 and 9.0 users also need to install "Desktop Printing" software. Please contact [Keyspan](#) for details...

Yes

Apple StyleWriter 4500

Note:
Use Apple StyleWriter 4000 series driver v1.1. For instructions on configuring this device, please [click here](#)

Yes

Apple StyleWriter 6500 *

Note:
Use Apple StyleWriter 4000 series driver v1.1. For instructions on configuring this device, please [click here](#)

Yes

Apple StyleWriter I *

Note:
Connect printer to port 1 on the SX Pro Serial Card. Mac OS 8.6 and 9.0 users also need to install "Desktop Printing" software. Please contact [Keyspan](#) for details...

Yes

Apple StyleWriter II *

Note:
Connect printer to port 1 on the SX Pro Serial Card. Mac OS 8.6 and 9.0 users also need to install "Desktop Printing" software. Please contact [Keyspan](#) for details...

Yes

Apple StyleWriter Pro *

Note:
Connect printer to port 1 on the SX Pro Serial Card. Mac OS 8.6 and 9.0 users also need to install "Desktop Printing" software. Please contact [Keyspan](#) for details...

Yes

Note:
Connect printer to port 1 on the SX Pro Serial Card. Mac OS 8.6 and 9.0 users also need to install "Desktop Printing" software. Please contact [Keyspan](#) for details...

Apple StyleWriter Portable * Yes

Note:

Connect printer to port 1 on the SX Pro Serial Card. Mac OS 8.6 and 9.0 users also need to install "Desktop Printing" software. Please contact [Keyspan](#) for details...

Brother HL631 printer Not Tested

Brother P-Touch Label Printer * Yes

Canon Bubble Jet (BJC-4550) Yes

CoStar LabelWriters Yes

Epson 1520 * Yes

Note:

Requires you to turn on the **Epson Support** feature in the [Keyspan SX-PRO4 Manager](#)

Epson 300 series * Yes

Note:

Connect printer to port 1 on the SX Pro Serial Card

Epson 3000 series * Yes

Note:

Requires you to turn on the **Epson Support** feature in the [Keyspan SX-PRO4 Manager](#)

Epson 500 series * Yes

Note:

Use Epson driver version v2.7, connect printer to port 1 on the SX Pro Serial Card

Epson 600 series * Yes

Note:

Requires you to turn on the **Epson Support** feature in the [Keyspan SX-PRO4 Manager](#)

Epson 800 series * Yes

Note:

Requires you to turn on the **Epson Support** feature in the [Keyspan SX-PRO4 Manager](#)

Epson Stylus Color II * Yes

Epson Stylus Photo 700 *

Yes

Note:

Requires you to turn on the **Epson Support** feature in the [Keyspan SX-PRO4 Manager](#)

Epson Stylus Photo EX *

Yes

Note:

Requires you to turn on the **Epson Support** feature in the [Keyspan SX-PRO4 Manager](#)

GCC BLP

Not Tested

HP DeskJet 850 C

Yes

Note:

Use HP DeskJet v9.4.0 drivers. For instructions on configuring this device, please [click here](#).

HP DeskJet 855C

Yes

Note:

Use HP DeskJet v9.4.0 drivers. For instructions on configuring this device, please [click here](#)

HP DeskJet 855C

Yes

Note:

Use HP DeskJet v9.4.0 drivers. For instructions on configuring this device, please [click here](#)

HP DeskJet 855Cse

Yes

Note:

Use HP DeskJet v9.4.0 drivers. For instructions on configuring this device, please [click here](#)

HP DeskJet 870 C

Yes

Note:

Use HP DeskJet v9.4.0 drivers. For instructions on configuring this device, please [click here](#)

HP DeskJet 870 Cse

Yes

Note:

Use HP DeskJet v9.4.0 drivers. For instructions on configuring this device, please [click here](#)

HP DeskJet 870 Cxi

Yes

Note:

Use HP DeskJet v9.4.0 drivers. For instructions on configuring this device, please [click here](#)

HP DeskWriter 310

Yes

HP DeskWriter 340

Not Tested

HP DeskWriter 510 *

Yes

Note:

Use HP DeskWriter v6.0.4 drivers, connect printer to port 1 on the SX Pro Serial Card. For instructions on configuring this device, please [click here](#)

HP DeskWriter 520 *

Yes

Note:

Use HP DeskWriter v6.0.4 drivers, connect printer to port 1 on the SX Pro Serial Card. For instructions on configuring this device, please [click here](#)

HP DeskWriter 540 *

Yes

Note:

Use HP DeskWriter v6.0.4 drivers, connect printer to port 1 on the SX Pro Serial Card. For instructions on configuring this device, please [click here](#)

HP DeskWriter 550 C *

Yes

Note:

Use HP DeskWriter v6.0.4 drivers, connect printer to port 1 on the SX Pro Serial Card. For instructions on configuring this device, please [click here](#)

HP DeskWriter 560 C *

Yes

Note:

Use HP DeskWriter v6.0.4 drivers, connect printer to port 1 on the SX Pro Serial Card. For instructions on configuring this device, please [click here](#)

HP DeskWriter 600

Yes

Note:

HP DeskWriter 660 C

Use HP DeskWriter v9.4.1 drivers. For instructions on configuring this device, please [click here](#)

Yes

HP DeskWriter 680 C

Note:
Use HP DeskWriter v9.4.1 drivers. For instructions on configuring this device, please [click here](#)

Yes

HP DeskWriter 690

Note:
Use HP DeskWriter v9.4.1 drivers. For instructions on configuring this device, please [click here](#)

Yes

HP DeskWriter C (made 1991-92)*

Note:
Use HP DeskWriter v9.4.1 drivers. For instructions on configuring this device, please [click here](#)

Yes

HP DeskWriter (made 1991-92)*

Note:
Use HP DeskWriter v6.0.4 drivers, connect printer to port 1 on the SX Pro Serial Card. For instructions on configuring this device, please [click here](#)

Yes

HP LaserJets

Note:
Use HP DeskWriter v6.0.4 drivers, connect printer to port 1 on the SX Pro Serial Card. For instructions on configuring this device, please [click here](#)

No

Infowave PowerPrint (serial)

Not Tested

LaserJet 2100 M

No

NEC Silentwriter 2 Model 90

No

NEC Silentwriter 640

No

OKI 4m

Not Tested

Okidata 610 e/ps

Not Tested

Seiko Label Printer *

Yes

TI Microwriter

Not Tested

Xante Accel-a-Writer 4000

No

Graphics Tablets

Device	Compatibility
Calcomp Ultralate	Not Tested
Wacom Artz II (serial)	Yes
Note: Use Wacom v2.6.3 drivers. For instructions on configuring this device, please click here .	
Wacom Intuos (serial)	Yes
Note: For instructions on configuring this device, please click here	

Digital Cameras

Device	Compatibility
AGFA	Yes
Note: Use AGFA's software or use CamerAid	
Apple Quicktake 100	Not Tested
Apple Quicktake 150	Not Tested
Apple Quicktake 200	Yes
Note: use CamerAid 1.1.2 or Apple's Camera Access 1.0.1 program	
Canon PowerShot 350	Yes
Canon PowerShot A5	Not Tested
Casio QV11	Not Tested
Epson	Yes
Epson Photo PC	Yes
Fujifilm	Yes
Note: Use FujiFilm's software or use CamerAid	
Fujifilm MX-500	Yes
Note: Use FujiFilm's software or use CamerAid	

Fujifilm MX-700

Yes

Note:Use FujiFilm's software or use [CamerAid](#)

Kodak *

Yes

Kodak DC25 *

Yes

Leica

Yes

Note:Use Leica's software or use [CamerAid](#)

Minolta Dimage V

Not Tested

Nikon CoolPix

Yes

Note:Use Nikon's control panel and select the PRINTER port (port 1 on The SX Pro Card) or use [CamerAid](#)

Olympus

Yes

Note:Use Olympus' software or use [CamerAid](#)

QuickCam (serial)

Not Tested

Ricoh RDC300 Z

Not Tested

Ricoh RDC4200

Not Tested

Sanyo

Yes

Note:also supported by [CamerAid](#)

Sony DSC-F1

Not Tested

Toshiba

Yes

Note:also supported by [CamerAid](#)

PDAs

Device**Compatibility**

Newton

Yes

Palm III

Yes

Note:

Palm software version 1.0 does not work with Mac OS 8.5. If you are using a Palm Organizer and are running MacOS 8.5.x, please use Palm's Desktop Software version 2.0 (aka MacPac

	v2.0). For instructions on configuring this device, please click here
Palm Pilot	Yes
	Note: Palm software version 1.0 does not work with Mac OS 8.5. If you are using a Palm Organizer and are running MacOS 8.5.x, please use Palm's Desktop Software version 2.0 (aka MacPac v2.0). For instructions on configuring this device, please click here
Palm V	Yes
	Note: Palm software version 1.0 does not work with Mac OS 8.5. If you are using a Palm Organizer and are running MacOS 8.5.x, please use Palm's Desktop Software version 2.0 (aka MacPac v2.0). For instructions on configuring this device, please click here
Psion *	Yes
Sharp IQ8400	Not Tested

Modems and ISDN TAs

Device	Compatibility
Acer (model t-50)	Yes
	Note: connect modem to Port 1 (aka Printer Port) to configure your ISDN modem with Acer's software
All Brands	Yes
AOL	Yes
	Note: For instructions on configuring this device, please click here
Apple Modem control panel	Yes
	Note: For instructions on configuring this device, please

Apple PPP control panel	click here Yes
Note: For instructions on configuring this device, please click here	
Apple Remote Access control panel	Yes
Note: For instructions on configuring this device, please click here	
FreePPP	Yes
Ricochet Wireless Modem	Yes

Other Devices and/or Protocols

Device	Compatibility
ACCLE Scanner	Yes
AppleTalk	No
Barco Color Calibrators	Yes
Birmy PowerRIP	Not Tested
David Weather Station *	Yes
Note: connect DWS to port 1 on the SX Pro Serial Card	
Duxbury Systems braille software	Yes
Elite Prop	Yes
Note: use v5.3 software	
EnviroMac	Yes
GraphTec Cutter Pro FC2100-120	Not Tested
GraphTec Cutter Pro FC2100-50	Not Tested
HP ScanJet 4s	Not Tested
I.R.I.S. Data Pen	Not Tested
Intelitool McADDAM II	Yes
Note: Use SoftWindows/VPC	
LaCie Color Calibrators	Yes
LaserWriter 8 printer driver	No
Lego Mindstorms (using Robolab)	Not Tested
LocalTalk	No

MacLunch by Companion	Not Tested
MIDI	Not Tested

Note:

Please read the [MIDI and the SX Pro Serial Card](#) appendix in this manual for important details about MIDI and the

Keyspan SX Pro Serial Card

Mimarki plotters and cutters	Yes
Olympus P-150 E dye sublimation printer	Not Tested
Olympus P-330 E dye sublimation printer	Not Tested
OptiCal	Yes
Pfaff 7570 embroidery/sewing machine	Yes

Note:

use Pfaff Designer 2.2 MAC software

ProVTR	Yes
Radius PressView	Yes
Roland PNC 900 vinal cutter	Not Tested
TI Graph Link (TI-86)	Yes
TI Graph Link (TI-89)	Yes
Vernier Software Serial Box Interface	Yes
Vernier Software Universal Lab Interface	Yes
Visioneer Paperport (serial)	Yes
X-Rite Model DTP 32 Densitometer	Yes

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or

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Keyspan SX Pro Serial Card Problem Solving



Problem Solving

If you are having problems with your **Keyspan SX Pro Serial Card**, please read the following instructions to assist you in troubleshooting your Keyspan SX Pro Serial Card.

Hardware Troubleshooting

Step 1

Launch the [Keyspan SXPro Manager](#) control panel. When you open the **Keyspan SXPro Manager** control panel, test each port by selecting the port from the Keyspan SXPro Manager's **Port** pop-up menu and then click on the **Test** button. The **Test** text box should state that the port test was succesful. If you get any other message, please email support@keyspan.com for further assistance. Otherwise, skip ahead to [Software/Serial Device TroubleShooting](#)

Software/Serial Device Troubleshooting

Step 1

Check to make certain that your serial device is compatible with the **Keyspan SX Pro Serial Card** (refer to the [Compatibility](#) section this manual for details). If your device is listed on this list as compatible or is not listed at all, please proceed to **Step 2**.

Step 2

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

Step 3

Check to see if your serial device's software is configured to use the Keyspan port that it is connected to. Please refer to your serial device's

documentation for instructions on how to select/switch/configure a serial port in that software.

Once you've found your software port configuration screen, does it display all of the Keyspan SX Pro ports or does it only display the MODEM or PRINTER ports?

If the software only displays the MODEM or PRINTER ports, then your device's software is not **CommToolBox Savvy**. Devices that use non-CommToolBox Savvy software must be connected to a Keyspan port that is emulating the the MODEM or PRINTER port. The [Keyspan SXPro Manager](#) control panel allows emulate the PRINTER port on any Keyspan port. If you have specified a port to emulate the PRINTER port, connect your serial device to this port and select the PRINTER port option in this software.

If the software displays all of the Keyspan SX Pro ports, then make sure that the Keyspan port that your device is connected is selected.

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

Step 4

If you have followed all of the above steps and are still having problems with your Keyspan SX Pro Serial Card, please email support@keyspan.com for further assistance.

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