KMC CONTROLS

Latency Settings for KMD-5576

Issued 3 April 2008

Models affected

This bulletin applies only to model KMD-5576, the USB communicator.

Overview

Connection to a BACnet system using the KMD-5576 USB Communicator can be improved by changing the latency setting for the driver. Connection problems include the following:

- ◆ Failure to connect.
- ◆ Connection but failure to read device names or device types.

The improvement requires the latest driver is installed on the computer. The driver update can be performed through a wizard over the internet. The following procedures describe how to verify that the correct driver is installed, update the driver if required, and change the latency settings.

Verify the USB driver

1. Unplug the KMD-5576 USB Communicator from the computer.
2. Unplug the connection between the communicator and the system by removing the cable on the end of the communicator labeled *RS-485*.
3. On the computer desktop, right-click on **My Computer** and then choose **Manage.**
4. Choose **Device Manager**.
5. Scroll through the list to locate **Ports (Com & LPT)**. Click ⊞ to expand **Ports (Com & LPT).**
6. Plug the communicator into the computer. Windows will add the communicator to the **Ports** list as **USB Serial Port (COMx)**. *COMx* is the next available communications port. See <u>*Illustration 1   on page 1*</u>.
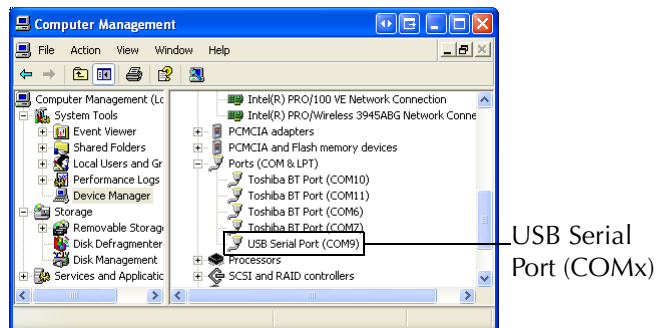

Illustration 1 Ports (Com & LPT) list

7. Right-click the **USB Serial Port** entry and choose **Properties** from the shortcut menu.
8. In the **USB Communicator Properties** dialog, choose the **Port Settings** tab and then click **Advanced**.
9. Verify the version of the driver:
   - If the dialog in <u>*Illustration 2   on page 2*</u> opens, click **Cancel** and continue at <u>*Update the driver* on page 2</u>.
   - If the dialog in <u>*Illustration 3   on page 2*</u> opens, continue at <u>*Change latency settings* on page 2</u>.

Update the driver
If the Advanced Settings for the USB driver looks like the one in Illustration 2, update the driver.
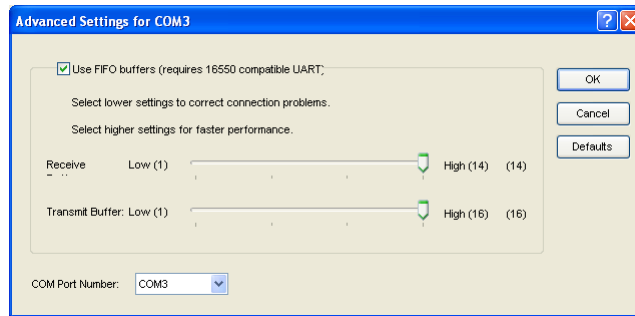

Illustration 2 Old driver—requires update

Once you have verified that the driver needs to be updated, do the following:

1. Connect the computer to the internet.
2. Open the **USB Communicator Properties** dialog by following steps 1-7 in the topic *Verify the USB driver on page 1*.
3. Click the **Driver** tab and then click **Update Driver**.
4. In the **Found New Hardware Wizard** dialog select the **Yes, this time only** and then click **Next**.
5. In the next wizard dialog, select **Install the software automatically (Recommended)** and then click **Next**.
6. When the update is complete, continue with *Change latency settings on page 2*.

Change latency settings
1. Follow steps 1-7 in the topic *Verify the USB driver on page 1* to open the **USB Communicator Properties** dialog.
2. Click the **Port Settings** tab and then click **Advanced**.
3. Change the value in the **Latency Time** to *1*.
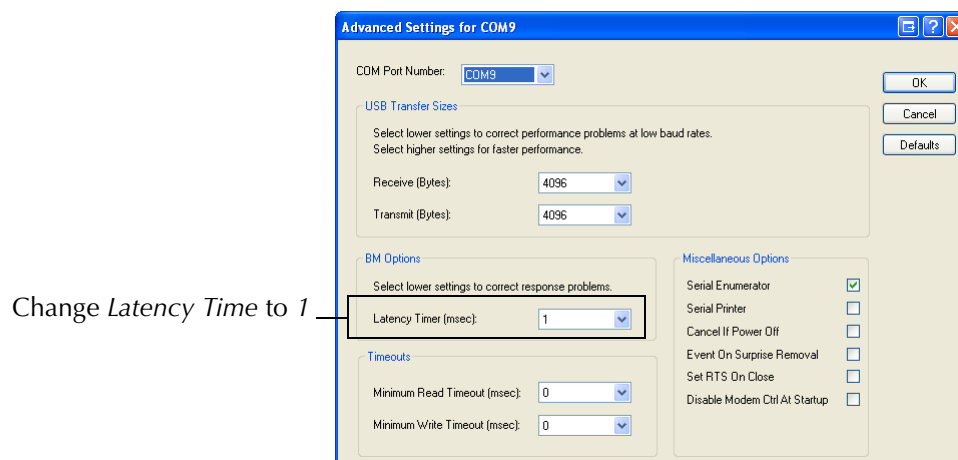4. Click **OK** and then close the **USB Communicator Properties** dialog and the **Device Manager** dialog.

Change *Latency Time* to *1*

Illustration 3 Latency Time settings

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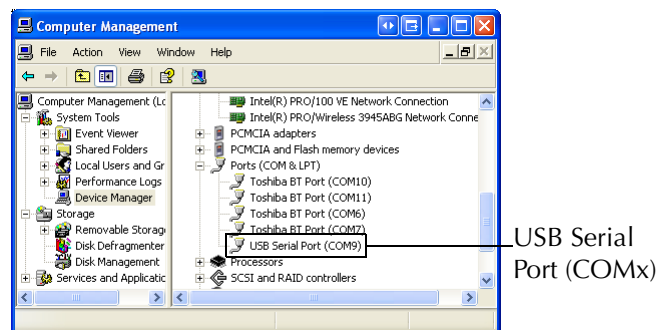

USB Serial Port (COMx)

Illustration 1 Ports (Com & LPT) list

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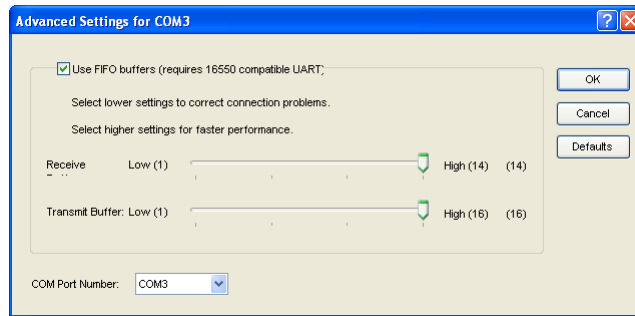

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1. Follow steps 1-7 in the topic *Verify the USB driver on page 1* to open the **USB Communicator Properties** dialog.
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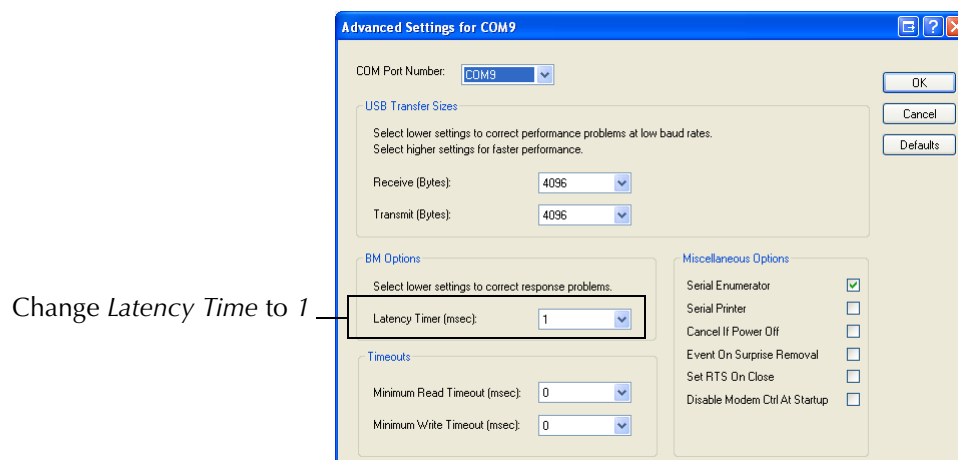4. Click **OK** and then close the **USB Communicator Properties** dialog and the **Device Manager** dialog.

Change *Latency Time* to *1*

Illustration 3 Latency Time settings

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