



Rapid Access Keyboard

User's Guide

OPTIONS
by IBM

Note: If you are using this product in the United States, Canada, or Puerto Rico, be sure to read the information under Appendix C, “Warranty Information” on page 2-5 before using this information and the product it supports.

For all other countries, the warranty terms and conditions applicable in the country of purchase are available from IBM or your reseller.

First Edition (May 1998)

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Requests for technical information about IBM products should be made to your IBM reseller or IBM marketing representative.

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Product Registration

Thank you for purchasing OPTIONS by IBM. Please take a few moments to register your product and provide us with information that will help IBM to better serve you in the future. Your feedback is valuable to us in developing products and services that are important to you, as well as in developing better ways to communicate with you. Register your option on the IBM Web site at:

<http://www.pc.ibm.com/register>

IBM will send you information and updates on your registered product unless you indicate on the Web site questionnaire that you do not want to receive further information.

About This Book

This book contains installation and usage instructions for the Rapid Access Keyboard, and includes the following parts:

Part One contains Quick Installation instructions in the following languages:

- English
- German
- French
- Spanish
- Japanese
- Italian
- Brazilian Portuguese

Part Two contains Help and Service information, the product warranty, notices, trademarks, and emissions information.

Be sure to retain your proof of purchase. It might be required for warranty service.

Note: The illustrations in this manual might be slightly different from your hardware.

Part 1: Quick Installation Guide

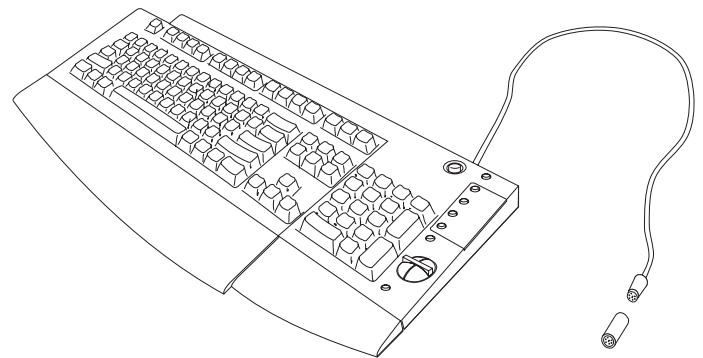
Product Description

The IBM Rapid Access Keyboard makes computing more convenient than ever by providing 14 buttons that you can use for quick access to your most commonly used tasks. The keyboard has several preprogrammed buttons that provide access to Windows 95 help, CD and audio controls, and Suspend mode if your computer supports it. In addition, there are four Rapid Access buttons which you can customize to start your most commonly used applications.

In addition to this book, this option package contains:

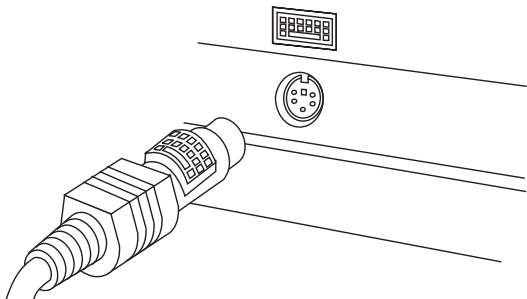
- A Rapid Access Keyboard with an attached cable (6-pin DIN connector)
- An adapter for computers with 5-pin keyboard ports
- A Quick Start card
- A *Rapid Access Keyboard CD*, with installation software
- An optional wrist rest, which attaches to the keyboard

The following picture shows the Rapid Access Keyboard with the optional wrist rest attached and the included adapter (5-pin DIN connector).



Keyboard Installation

1. Turn off your computer and all attached devices.
2. If you are replacing your keyboard, disconnect the old one.
3. Attach the keyboard cable DIN connector to the keyboard port on your computer. If your computer has a 5-pin keyboard port, attach the included adapter to your cable before plugging it into the port.



4. Turn on your computer to activate the keyboard.

Installing the Keyboard Device Drivers

1. Place the *Rapid Access Keyboard CD* into your CD-ROM drive.
2. Click on the **Start** button, select **Run**, and type in:

```
x:\setup
```

where *x* is the letter assigned to your CD-ROM drive.

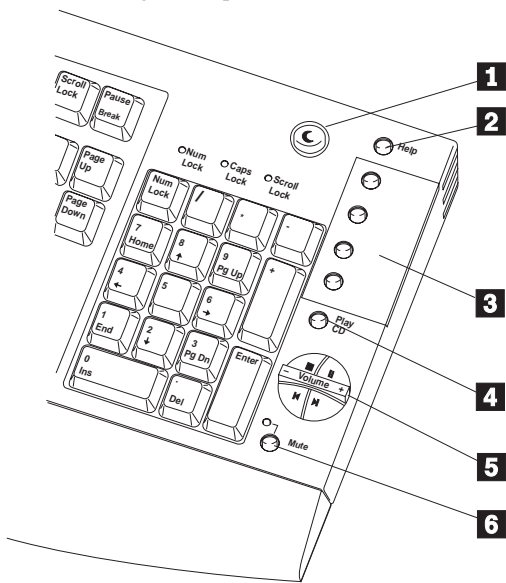
3. Follow the instructions on your screen to install the device drivers.

Product Maintenance

Proper maintenance of your Rapid Access Keyboard will ensure its long life and will lessen your chances of causing damage to your keyboard or computer.

To clean the keyboard, use a soft cloth moistened with a solution of water and mild soap. Unplug the keyboard before cleaning. **Do not spill liquids onto the keyboard.** This might damage your keyboard and impair its ability to function correctly.

Below is an illustration showing the Rapid Access Buttons and their functions. Refer to this illustration as you read the following section on customizing the Rapid Access Buttons.



- | | |
|----------------------------|-----------------------------|
| 1 Suspend button | 4 Play CD button |
| 2 Help button | 5 CD/Volume control buttons |
| 3 Customizable buttons (4) | 6 Mute button |

Customizing the Rapid Access Buttons

The first time you press one of the customizable buttons (3 in the illustration), your computer will automatically start the Rapid Access software, which will help you through the customization process. To change the customization of your Rapid Access Buttons at a later time, you can access this software by doing the following:

1. Click on **Start**, go up to **Settings**, then to **Control Panel**.
2. Double click on **Rapid Access Keyboard** to open the software.

To get more information about labeling the Rapid Access Buttons, setting up preferences, setting up your work area, and troubleshooting, click on the **Help** button at the first screen of the Rapid Access software. You can also get hints and tips on using the Rapid Access Keyboard by accessing the IBM support Web site. To access the site, use the following address:

<http://www.pc.ibm.com>

On that page, you will see a scrolling box where you can choose your country of origin. When you have chosen a country, click on the word **Go**, to the right of the box. This will load a web page written in your country's primary language. On this page, select **Options by IBM**, which will be in the navigation area to the left. From there, you can choose which group of products you want information about. If you want to access the Options by IBM support page directly, in English, you can find it at the following address:

<http://www3.pc.ibm.com/support>

Appendix A. ***Troubleshooting Procedures***

Computer problems can be caused by hardware, software, or user error. Using the information in this section, you might be able to solve problems yourself or gather helpful information you can pass on to a service technician. You might also need to refer to your computer, or operating-system documentation.

Review the following list for any problem descriptions that might fit your situation.

You can't find the program you are looking for when you customize the Rapid Access Buttons.

If you are customizing your Rapid Access Buttons and can't find the selection you want, such as your internet browser or word processor, look at the list of options given on the customization screen. If you choose the first option, you will see only suggested programs listed. Selecting the second option will show you a list of all programs on your hard disk drive. Selecting the third option will show a list of all programs and files on your hard disk drive. Make sure that the second or third options are selected, and browse through the list until you find the program you are looking for.

The Suspend button does not work correctly.

If your computer powers down when you press the Suspend button, but does not return to the full-power state when you press it a second time, or if you press the button and nothing happens, your system's power management software might not support this function. If the Suspend function is not supported, you will not be able to use the Suspend button on your keyboard.

Your computer must be running Windows 95 Version 4.00.950B or greater, with hardware support for Advanced Power Management (APM) Level 1.1 or greater, in order for the Suspend button to work correctly. On some computers (especially laptops), the Suspend button will cause the computer to go into a low-power state, but the computer will not return to full-power when the Suspend button is pushed again. If this happens on your computer, check the documentation which came with your system to find out more about your computer's power management system.

To find out if your computer supports the Suspend function, check the Start menu to see if there is a Suspend option listed there. If there is a Suspend option listed, try selecting it. Your computer should go into a low-power state; moving the mouse or using the keyboard should cause it to resume normal functioning. If your computer does have a Suspend function listed on the Start menu, but the function does not work when you select it, the Suspend button on your keyboard will not work either.

To try modifying your computer's power management settings, go to the Control Panel and select **Power**. For more information on changing power management settings, see the documentation for your computer or for Windows 95.

The Help button does not work correctly.

If the Help button does not start Windows 95 help, check to make sure that Windows 95 help was installed on your computer and that it works. From the Start menu, select Help. If you are not able to access Help from there, it might not have been installed. Refer to your Windows 95 documentation to find out how to install components which were not included in the original installation.

The CD and/or Volume control buttons do not work.

The CD and Volume control buttons on the keyboard work with your computer's sound card and audio playback software. Some audio software programs may not be compatible with the Rapid Access Keyboard.

If the CD and/or Volume control buttons don't work, there may be a problem with your audio playback software. Try closing your audio software and using the Windows 95 CD player with the CD and volume controls. If there is no other audio software open, pushing the Play CD button or the CD control buttons will open the Windows 95 CD player automatically. If the buttons work with the Windows 95 CD player, your audio software is not compatible with the keyboard.

If the buttons still do not work, open the Windows 95 CD player manually to see if it is working properly. Click on the **Start** button, select **Programs, Accessories, Multimedia**, and **CD player**.

If the Windows 95 CD player is working, then you have a problem with your keyboard. If the CD player does not work, then you have a sound card or CD-ROM drive problem. Refer to the documentation that came with your computer or sound card for more information.

None of the Rapid Access Buttons work.

If none of the Rapid Access Buttons are working, make sure that they are enabled in the **Preferences** menu within the Rapid Access software. To enable the Rapid Access Buttons:

1. Open the **Control Panel**.
 2. Double click on the Rapid Access Keyboard icon to open the Rapid Access software.
 3. Click on the **Customize** button at the first window, then click on the **Preferences** button at the second window.
 4. In the Preferences dialog box, select **Enable Rapid Access Buttons** and then click on **OK**.
-

Your computer locks up.

If your computer locks up while you are using the Rapid Access Buttons, avoid using your mouse or built-in pointing device while pressing a Rapid Access Button. Avoid using the mouse or pointing device while the Rapid Access Software is initializing during startup. This might cause conflicts that which lock up your computer.

You press a button once, but the computer responds as if you pressed it twice.

If you have this problem you may need to change your keyboard's Repeat Delay settings.

To change the Repeat Delay settings:

1. Go to the Start menu, and select **Setting, Control Panel,** and **Keyboard**(not the Rapid Access Keyboard).
2. Select the **Speed** tab, then move the **Repeat Delay** slider to the side labeled "Short", and click on **OK**.

You have another problem not listed here.

For all other problems with your Rapid Access Keyboard, try uninstalling and reinstalling your Rapid Access software:

1. From the Windows 95 desktop, click on **Start**, then select **Settings, Control Panel,** and **Add/Remove Programs**.
2. Select **IBM Rapid Access Keyboard** from the list, and click on **Add/Remove...**
3. When the uninstall procedure is finished, place the Rapid Access Keyboard CD into your CD-ROM drive. Click on **Start**, then select **Run**, and type

```
x:\setup
```

where *x* is the letter assigned to your CD-ROM drive.

You can also get hints and tips on using the Rapid Access Keyboard by accessing the IBM support Web site. To access the site, use the following address:

<http://www.pc.ibm.com>

On that page, you will see a scrolling box where you can choose your country of origin. When you have chosen a country, click on the word **Go**, to the right of the box. This will load a web page written in your country's primary language. On this page, select **Options by IBM**, which will be in the navigation area to the left. From there, you can choose which group of products you want information about.

If you want to access the Options by IBM support page directly, in English, you can find it at the following address:

<http://www3.pc.ibm.com/support>

If you try all of the above instructions and still have a problem, go to Appendix B, "Help and Service Information" on page 2-4.

Appendix B. ***Help and Service Information***

During the warranty period, you can get toll-free technical support 24 hours a day, 7 days a week, to answer any questions about your new IBM option. Response time will vary depending on the number and nature of calls received. If you need warranty service, return or exchange is available. In addition, if your IBM option is installed in an IBM computer, you might be entitled to service at your location. Your technical support representative can help you determine the best alternative. Marketing, installation, and configuration support will be withdrawn from the PSG HelpCenter 90 days after the option has been withdrawn from marketing.

Before calling, please prepare for your call by following these steps.

Step 1: Problem Solving

You might be able to solve the problem yourself. Before calling IBM, you might want to try some or all of the following troubleshooting procedures. For more detailed troubleshooting information, see Appendix A, "Troubleshooting Procedures" on page 2-1.

1. Disconnect the keyboard cable.
2. Inspect the connector for damage, such as bent pins.
3. Reconnect the keyboard cable.
4. Reread any software instructions; be sure software settings are correct.

5. Check the computer manual for instructions about the installation of upgrades. Look for a section about system setup or system configuration. Follow all procedures.

Step 2: Preparing for the Call

To assist the technical support representative, have available as much of the following information as possible:

1. Option name
2. Option number
3. Proof of purchase
4. Computer manufacturer, model, serial number (if IBM), and manual
5. Exact wording of the error message (if any)
6. Description of the problem
7. Hardware and software configuration information for your system

If possible, be at your computer. Your technical support representative might want to walk you through the problem during the call.

Step 3: Placing the Call to IBM

Marketing, installation, and configuration support will be withdrawn from the PSG HelpCenter 90 days after the option has been withdrawn from marketing.

If you call 90 days or more after the date of withdrawal or after your warranty has expired, you might be charged a fee.

For the support telephone number and support hours by country, refer to the following table or to the enclosed technical support insert. If

the number is not provided, contact your IBM reseller or IBM marketing representative.

<i>Support 24 hours a day, 7 days a week</i>	
Canada	1-800-565-3344
U.S.A. / Puerto Rico	1-800-772-2227

Additional Technical Support Resources

Online technical support is available during the life of your product. Online assistance can be obtained through the IBM PSG Automated Fax System, the PSG Web page, and the PSG Electronic Bulletin Board System.

<i>Online Technical Support</i>	
IBM PSG Web Page	www.pc.ibm.com
IBM PSG BBS	1-919-517-0001
IBM PSG Automated Fax System	1-800-426-3395

Appendix C. Warranty Information

The following warranty information applies to products purchased in the United States, Canada, and Puerto Rico. For warranty terms and conditions for products purchased in other countries, see the enclosed Warranty insert, or contact your IBM reseller or IBM marketing representative.

International Business Machines Corporation

Armonk, New York, 10504

Statement of Limited Warranty

The warranties provided by IBM in this Statement of Limited Warranty apply only to Machines you originally purchase for your use, and not for resale, from IBM or your reseller. The term "Machine" means an IBM machine, its features, conversions, upgrades, elements, or accessories, or any combination of them. Unless IBM specifies otherwise, the following warranties apply only in the country where you acquire the Machine. If you have any questions, contact IBM or your reseller.

Machine: Rapid Access Keyboard

Warranty Period*: One Year

**Contact your place of purchase for warranty service information.*

Production Status

Each Machine is manufactured from new parts, or new and used parts. In some cases, the Machine may not be new and may have been previously

installed. Regardless of the Machine's production status, IBM's warranty terms apply.

The IBM Warranty for Machines

IBM warrants that each Machine 1) is free from defects in materials and workmanship and 2) conforms to IBM's Official Published Specifications. The warranty period for a Machine is a specified, fixed period commencing on its Date of Installation. The date on your receipt is the Date of Installation, unless IBM or your reseller informs you otherwise.

During the warranty period IBM or your reseller, if authorized by IBM, will provide warranty service under the type of service designated for the Machine and will manage and install engineering changes that apply to the Machine.

For IBM or your reseller to provide warranty service for a feature, conversion, or upgrade, IBM or your reseller may require that the Machine on which it is installed be 1) for certain Machines, the designated, serial-numbered Machine and 2) at an engineering-change level compatible with the feature, conversion, or upgrade. Many of these transactions involve the removal of parts and their return to IBM. You represent that all removed parts are genuine and unaltered. A part that replaces a removed part will assume the warranty service status of the replaced part.

If a Machine does not function as warranted during the warranty period, IBM or your reseller will repair it or replace it with one that is at least functionally equivalent, without charge. The replacement may not be new, but will be in good working order. If IBM or your reseller is unable to repair or replace the Machine, you may return it to your place of purchase and your money will be refunded.

If you transfer a Machine to another user, warranty service is available to that user for the remainder of the warranty period. You should give your proof of purchase and this Statement to that user. However, for Machines which have a life-time warranty, this warranty is not transferable.

Warranty Service

To obtain warranty service for the Machine, you should contact your reseller or call IBM. In the United States, call IBM at **1-800-772-2227**. In Canada, call IBM at **1-800-565-3344**. You may be required to present proof of purchase.

IBM or your reseller will provide certain types of repair and exchange service, either at your location or at IBM's or your reseller's service center, to restore a Machine to good working order.

When a type of service involves the exchange of a Machine or part, the item IBM or your reseller replaces becomes its property and the replacement becomes yours. You represent that all removed items are genuine and unaltered. The replacement may not be new, but will be in good working order and at least functionally equivalent to the item replaced. The replacement assumes the warranty service status of the replaced item. Before IBM or your reseller exchanges a Machine or part, you agree to remove all features, parts, options, alterations, and attachments not under warranty service. You also agree to ensure that the Machine is free of any legal obligations or restrictions that prevent its exchange.

You agree to:

1. obtain authorization from the owner to have IBM or your reseller service a Machine that you do not own; and
2. where applicable, before service is provided —
 - a. follow the problem determination, problem analysis, and service request procedures that IBM or your reseller provide,
 - b. secure all programs, data, and funds contained in a Machine, and
 - c. inform IBM or your reseller of changes in a Machine's location.

IBM is responsible for loss of, or damage to, your Machine while it is 1) in IBM's possession or 2) in transit in those cases where IBM is responsible for the transportation charges.

Extent of Warranty

IBM does not warrant uninterrupted or error-free operation of a Machine.

The warranties may be voided by misuse, accident, modification, unsuitable physical or operating environment, improper maintenance by you, removal or alteration of Machine or parts identification labels, or failure caused by a product for which IBM is not responsible.

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2. the amount of any other actual direct damages or loss, up to the greater of U.S. \$100,000 or the charges (if recurring, 12 months' charges apply) for the Machine that is the subject of the claim.

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Appendix D. ***Notices***

This appendix contains the product notices and trademarks information.

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Thornwood, NY 10594
U.S.A.

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IBM
HelpCenter

Windows is a trademark or registered trademark of Microsoft Corporation.

Other company, product, and service names may be trademarks or service marks of others.

Electronic Emission Notices

Rapid Access Keyboard

Federal Communications Commission (FCC) Statement

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 an IBM authorized dealer or service representative for help.

Properly shielded and grounded cables and connectors must be used in order to meet FCC emission limits. Proper cables and connectors are available from IBM authorized dealers. IBM is not responsible for any radio or television interference caused by using other than recommended cables and connectors or by unauthorized changes or modifications to this equipment. Unauthorized changes or modifications could void the user's authority to operate the equipment.

This device complies with Part 15 of the 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.

Responsible Party:

International Business Machines Corporation
Old Orchard Road
Armonk, NY 10504
Telephone: 1-919-543-2193

Industry Canada Class B Emission Compliance Statement

This Class B digital apparatus complies with Canadian ICES-003.

Avis de conformité à la réglementation d'Industrie Canada

Cet appareil numérique de la classe B est conforme à la norme NMB-003 du Canada.

Deutsche EMV-Direktive (electromagnetische Verträglichkeit)

Dieses Gerät ist berechtigt in Übereinstimmung mit dem deutschen EMVG vom 9.Nov.92 das EG-Konformitätszeichen zu führen.

Der Aussteller der Konformitätserklärung ist die IBM UK, Greenock.

Dieses Gerät erfüllt die Bedingungen der EN 55022 Klasse B.

European Union - Emission Directive

This product is in conformity with the protection requirements of EU Council Directive 89/366/ECC on the approximation of the laws of the Member States relating to electromagnetic compatibility.

IBM can not accept responsibility for any failure to satisfy the protection requirements resulting from a non-recommended modification of the product, including the fitting of non-IBM option cards.

This product has been tested and found to comply with the limits for Class B Information Technology Equipment according to CISPR 22 / European Standard EN 55022. The limits for Class B equipment were derived for typical residential environments to provide reasonable protection against interference with licensed communication devices.

Union Européenne - Directive Conformité électromagnétique

Ce produit est conforme aux exigences de protection de la Directive 89/336/EEC du Conseil de l'UE sur le rapprochement des lois des États membres en matière de compatibilité électromagnétique.

IBM ne peut accepter aucune responsabilité pour le manquement aux exigences de protection résultant d'une modification non recommandée du produit, y compris l'installation de cartes autres que les cartes IBM.

Ce produit a été testé et il satisfait les conditions de l'équipement informatique de Classe B en vertu de CISPR22 / Standard européen EN 55022. Les conditions pour l'équipement de Classe B ont été définies en fonction d'un contexte résidentiel ordinaire afin de fournir une protection raisonnable contre l'interférence d'appareils de communication autorisés.

Unione Europea - Directiva EMC (Conformidad electromagnética)

Este producto satisface los requisitos de protección del Consejo de la UE, Directiva 89/336/CEE en lo que a la legislatura de los Estados Miembros sobre compatibilidad electromagnética se refiere.

IBM no puede aceptar responsabilidad alguna si este producto deja de satisfacer dichos requisitos de protección como resultado de una modificación no recomendada del producto, incluyendo el ajuste de tarjetas de opción que no sean IBM.

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Union Europea - Normativa EMC

Questo prodotto è conforme alle normative di protezione ai sensi della Direttiva del Consiglio dell'Unione Europea 89/336/CEE sull'armonizzazione legislativa degli stati membri in materia di compatibilità elettromagnetica.

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Le prove effettuate sul presente prodotto hanno accertato che esso rientra nei limiti stabiliti per le apparecchiature di informatica Classe B ai sensi del CISPR 22 / Norma Europea EN 55022. I limiti delle apparecchiature della Classe B sono stati stabiliti al fine di fornire ragionevole protezione da interferenze mediante dispositivi di comunicazione in concessione in ambienti residenziali tipici.

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