

User's Guide

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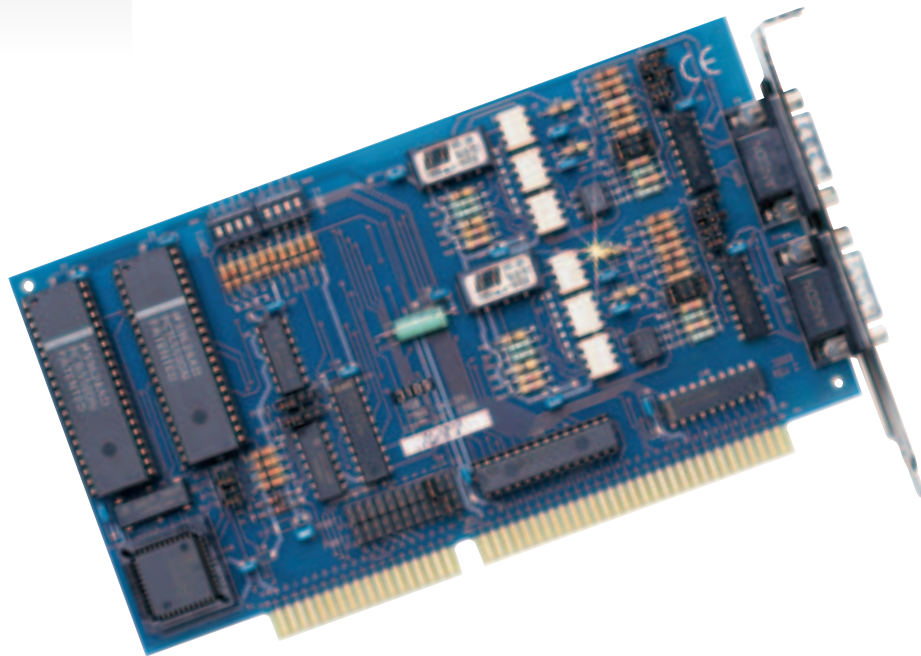
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OMG-ULTRA-SIO **Dual Port Isolated/Non-Isolated** **ISA RS-422/485 Adaptor Board**



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WARNING: These products are not designed for use in, and should not be used for, patient-connected applications.

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Introduction

Overview

The **OMG-ULTRA-SIO** provides the PC with two additional ground isolated RS-422/485 (P/N 3189) or two non-isolated RS-422/485 (P/N 3089) serial ports for terminals, modems, printers, etc. Isolation is important in installations where the equipment being connected to the PC is either far from the PC, or on a different power transformer circuit. Ground loop current is a commonly neglected and misunderstood phenomenon that leads to data loss and the possible destruction of communications interfaces. The isolated **OMG-ULTRA-SIO** provides up to 500 volts DC of isolation.

What's Included

The **OMG-ULTRA-SIO** is shipped with the following items. If any of these items are missing or damaged, contact the supplier.

- **OMG-ULTRA-SIO** Serial I/O Adapter (P/N 3189 with isolation or P/N 3089 without isolation)
- Software

Factory Default Settings

The **OMG-ULTRA-SIO** factory default settings are as follows:

| Port # | Base Address | IRQ | Electrical Specification |
|--------|--------------|-----|--------------------------|
| Port 1 | 3E8 | 5 | RS-422 |
| Port 2 | 2E8 | 10 | RS-422 |

To install the **OMG-ULTRA-SIO** using factory default settings, refer to Installation on page 9.

For your reference, record installed **OMG-ULTRA-SIO** settings below:

| Port # | Base Address | IRQ | Electrical Specification |
|--------|--------------|-----|--------------------------|
| | | | |
| | | | |

Card Setup

The **OMG-ULTRA-SIO** contains several jumper straps that must be set for proper operation.

Address Selection

Each port on the **OMG-ULTRA-SIO** occupies eight consecutive I/O locations. A DIP-switch is used to set the base address for these locations. SW1 sets the I/O address for port 1 and SW2 sets port 2. The following table shows the addressing options available. If different address options are required, please contact Technical Support about a custom PAL option.

| | 1 | 2 | 3 | 4 |
|----------|-----|-----|-----|-----|
| 3F8 | On | On | On | On |
| 2F8 | On | On | Off | On |
| 3E8 | On | Off | On | On |
| 2E8 | On | Off | Off | On |
| 2A0 | Off | On | On | On |
| 300 | Off | On | Off | On |
| 328 | Off | Off | On | On |
| Disabled | Off | Off | Off | Off |

Figure 1 - Address Selection Table

Note: Each COM: port in the system should have a unique address. Typically COM1: - COM4: addresses are 3F8, 2F8, 3E8 and 2E8 Hex.

Refer to Appendix A for common address contentions.

Port Enable / Disable

Each port on the **OMG-ULTRA-SIO** can be enabled or disabled with switch position 4 on the DIP-switch. The port is enabled with the switch 'On' and disabled when 'Off'. If any port is disabled, be sure to disable the interrupt request for that port by removing the IRQ jumper.

IRQ Selection

Headers E11 and E12 select the interrupt request for each serial port. If COM1: is selected, the corresponding jumper must be on the IRQ4 setting. If COM2: is selected, the corresponding jumper must be on IRQ3.

Note: Most communications software applications default COM3: to IRQ4 and COM4: to IRQ3. This requires the sharing of interrupts between COM1: and COM3:, and between COM2: and COM4:. While this is the default, it is not always the preferred setting. Check your software configuration instructions to determine the most appropriate IRQ selection.

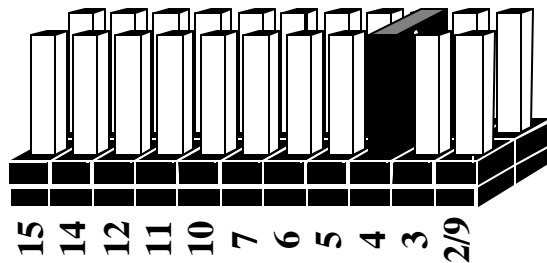


Figure 2 - Header E11 and E12, IRQ Selection

Any two or more ports can share a common IRQ by placing the jumpers on the same IRQ setting at header E11 and E12 and setting the appropriate selections at E5 and E6. Note that a polling type driver is needed to share interrupts in this fashion. Windows does not supply a polling type driver. Consult your particular software for IRQ selection. If no interrupt is desired, remove the jumper.

Interrupt Modes

Header E5 and E6 selects the interrupt mode for each port. Each port must be set in the correct mode to insure proper operation.

'**N**' indicates the (**N**)ormal, single interrupt per port mode. '**S**' Indicates the (**S**)hared interrupt mode, which allows more than one port to access a single IRQ. Any two or more ports can share a common IRQ by placing the jumpers on the same IRQ setting and setting the appropriate selections at E1. Consult your particular software for IRQ selection. If no interrupt is desired, remove the jumper. '**M**' indicates the inclusion of a 1K ohm pull-down resistor required on one port when sharing interrupts.

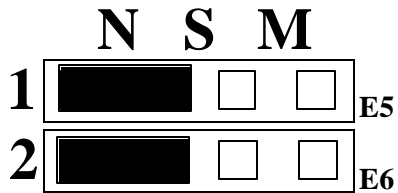


Figure 3 - Header E5 & E6, Normal IRQ Mode

Set the jumpers to '**S**' for shared interrupt mode on all blocks sharing an IRQ except one. Set that port block for '**M**'. This provides the pull-down resistor circuit that makes sharing IRQs possible. If you are using more than one **OMG-ULTRA-SIO** or a compatible adapter in a bus you should only have one port set to '**M**'. The following example shows both ports sharing a single IRQ.

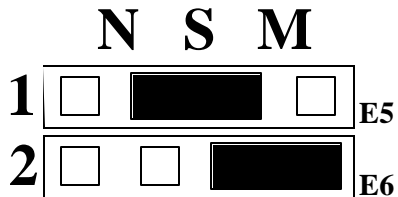


Figure 4 - Header E5 & E6, Shared IRQ Mode

Set the jumper to 'S' if you are using more than one **OMG-ULTRA-SIO** in a bus or to completely remove the pull-down resistor for hardware compatibility. **Setting the adapter in this configuration when it is not accompanied by a pull-down resistor will prevent the ports from triggering an interrupt.**

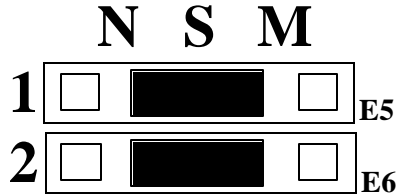


Figure 5 - Header E5 & E6, Sharing IRQs with another adapter

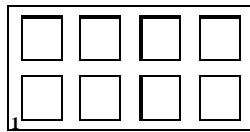
RS-485 Enable Modes

RS-485 is ideal for multi-drop or network environments. RS-485 requires a tri-state driver (not dual-state) that will allow the electrical presence of the driver to be removed from the line. The driver is in a tri-state or high impedance condition when this occurs. Only one driver may be active at a time and the other driver(s) must be tri-stated. The output modem control signal **Request To Send (RTS)** is typically used to control the state of the driver. Some communication software packages refer to RS-485 as RTS enable or RTS block mode transfer.

One of the unique features of the **OMG-ULTRA-SIO** is the ability to be RS-485 compatible without the need for special software or drivers. This ability is especially useful in Windows, Windows NT, and OS/2 environments where the lower level I/O control is abstracted from the application program. This ability means that the user can effectively use the **OMG-ULTRA-SIO** in a RS-485 application with existing (i.e. standard RS-232) software drivers.

Headers E8 (Port 1) and E10 (Port 2) are used to control the RS-485 mode functions for the driver circuit. The two selections are 'RTS' enable or 'Auto' enable. The 'Auto' enable feature automatically enables/disables the RS-485 interface. The 'RTS' mode uses the 'RTS' modem control signal to enable the RS-485 interface and provides backward compatibility with existing software products. If you have E3 and E9 in the RS-422 mode and wish to have the RTS signal present at the DB connector place a jumper over the RTS pins at E8 and E10. Otherwise the RTS control signal will not be present at the DB connector.

Headers E3 (Port 1) and E9 (Port 2) are used to control the RS-485 enable/disable functions for the receiver circuit and determine the state of the RS-422/485 driver. The RS-485 'Echo' is the result of connecting the receiver inputs to the transmitter outputs. Every time a character is transmitted; it is also received. This can be beneficial if the software can handle echoing (i.e. using received characters to throttle the transmitter) or it can confuse the system if the software does not. These header blocks are described in the illustration and table that follow:



No
Echo Echo 422 485
E3 = Port 1
E9 = Port 2

| | |
|----------------------|--|
| Position 1 'Echo' | Echoes the data that is transmitted. All characters transmitted are received. (Only relevant in the two wire RS-485 Mode) |
| Position 2 'No Echo' | Inhibits the data that has been transmitted. Receiver is off when transmitter is on. (Only relevant in the two wire RS-485 Mode) |
| Position 3 '422' | RS-422/485 Driver always enabled (RS-422 Mode). RTS modem control signal available on DB-9 connector. |
| Position 4 '485' | RS-422/485 Driver enabled by RTS or 'Auto' enabled. Modem control signal not available on DB-9 connector. |

Interface Mode Examples

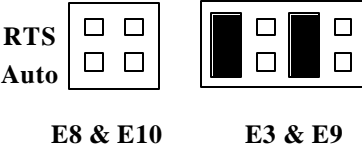


Figure 6 - RS-422

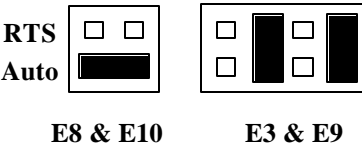


Figure 7 - RS-485 'Auto' Enabled, with 'No Echo'



Figure 8 - RS-485 'Auto' Enabled, with 'Echo'

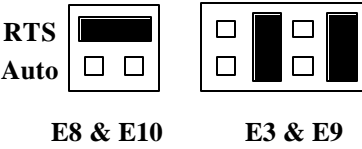


Figure 9 - RS-485 'RTS' Enabled, with 'No Echo'

Line Termination

Typically, each end of the RS-485 bus must have line terminating resistors (RS-422 terminates at the receive end only). A 120 ohm resistor is across each RS-530/422/485 input in addition to a 1K ohm pull-up/pull-down combination that bias the receiver inputs. Headers E1 and E4 allow the user to customize this interface to their specific requirements. Each jumper position corresponds to a specific portion of the interface. If multiple **OMG-ULTRA-SIO** adapters are configured in a RS-485 network, only the boards on each end should have jumpers T, P & P **ON**. Refer to the following table for each position's operation:

| Name | Function |
|------|--|
| L | Connects the TX+ to RX+ for RS-485 two wire operation. |
| T | Adds or removes the 120 ohm termination. |
| L | Connects the TX- to RX- for RS-485 two wire operation. |
| P | Adds or removes the 1K ohm pull-down resistor in the RS-422/RS-485 receiver circuit (Receive data only). |
| P | Adds or removes the 1K ohm pull-up resistor in the RS-422/RS-485 receiver circuit (Receive data only). |



Figure 10 - Headers E1 and E4, Line Termination

Installation

System Installation

The **OMG-ULTRA-SIO** can be installed in any of the PC expansion slots. The **OMG-ULTRA-SIO** contains several jumper straps for each port which must be set for proper operation.

1. Turn off PC power. Disconnect the power cord.
2. Remove the PC case cover.
3. Locate an available slot and remove the blank metal slot cover.
4. Gently insert the **OMG-ULTRA-SIO** into the slot. Make sure that the adapter is seated properly.
5. Replace the screw.
6. Replace the cover.
7. Connect the power cord.

Installation is complete.

Operating System Installation

For Windows Users

Start by choosing **Install Software at the beginning of the CD. Choose Asynchronous COM: Port Software, SeaCOM.**

Other Operating Systems

Refer to the appropriate section of the Serial Utilities Software.

Technical Description

The **OMG-ULTRA-SIO** provides the PC with two additional ground isolated RS-422/485 (P/N 3189) or two non-isolated RS-422/485 (P/N 3089) serial ports for terminals, modems, printers, etc. Isolation is important in installations where the equipment being connected to the PC is either far from the PC, or on a different power transformer circuit. Ground loop current is a commonly neglected and misunderstood phenomena that leads to data loss and the destruction of communications interfaces. The **OMG-ULTRA-SIO** isolated boards provide up to 500 volts DC of isolation.

The **OMG-ULTRA-SIO** utilizes the 16550 UART. This chip features programmable baud rate, data format, interrupt control and a 16 byte input and output FIFO. A full array of UART upgrades is also available offering larger FIFO's. Contact technical support for details.

Features

- Automatic RS-485 driver enable/disable allows card to appear to be RS-232 requiring no additional drivers
- 'PAL' option allows for unique OEM address selection
- 'Shareable' IRQs allow more than one port to share a single IRQ providing a polling type driver is used.
- IRQs 2/9-7, 10, 11, 12, 14, 15 supported
- 16550 buffered UARTs Standard
- 16 Bit address decode allows for easier integration

Connector Pin Assignments (DB 9 MALE)

| Signal | Name | Pin # | Mode |
|--------|--------------------------|-------|--------|
| GND | Ground | 5 | |
| TX + | Transmit Data Positive | 4 | Output |
| TX- | Transmit Data Negative | 3 | Output |
| RTS+ | Request To Send Positive | 6 | Output |
| RTS- | Request To Send Negative | 7 | Output |
| RX+ | Receive Data Positive | 1 | Input |
| RX- | Receive Data Negative | 2 | Input |
| CTS+ | Clear To Send Positive | 9 | Input |
| CTS- | Clear To Send Negative | 8 | Input |

Specifications

Environmental Specifications

| Specification | Operating | Storage |
|-------------------|----------------------------------|----------------------------------|
| Temperature Range | 0° to 50° C (32° to 122° F) | -20° to 70° C (-4° to 158° F) |
| Humidity Range | 10 to 90% R.H. Non-Condensing | 10 to 90% R.H. Non-Condensing |

Manufacturing

- All Printed Circuit boards are built to U. L. 94V0 rating and are 100% electrically tested. These printed circuit boards are solder mask over bare copper or solder mask over tin nickel.

Power Consumption

| | |
|-------------|--------|
| Supply line | +5 VDC |
| Rating | 600 mA |

Mean Time Between Failures (MTBF)

Greater than 150,000 hours. (Calculated)

Physical Dimensions

| | | |
|------------------------------------|-------------|------------|
| Board length | 7.35 inches | (18.67 cm) |
| Board Height including Goldfingers | 4.2 inches | (10.66 cm) |
| Board Height excluding Goldfingers | 3.9 inches | (9.91 cm) |

Appendix A - Troubleshooting

Serial Utility test software is supplied with the adapter and will be used in the troubleshooting procedures. By using this software and following these simple steps, most common problems can be eliminated without the need to call Technical Support.

1. Identify all I/O adapters currently installed in your system. This includes your on-board serial ports, controller cards, sound cards etc. The I/O addresses used by these adapters, as well as the IRQ (if any) should be identified.
2. Configure your adapter so that there is no conflict with currently installed adapters. No two adapters can occupy the same I/O address.
3. Make sure the adapter is using a unique IRQ. The IRQ is typically selected via an on-board header block. Refer to the section on Card Setup for help in choosing an I/O address and IRQ.
4. Make sure the adapter is securely installed in a motherboard slot.
5. When running DOS, Windows 3.x or other operating systems refer to the Serial Utilities software for that operating system and the User Manual to verify that the adapter is configured correctly. The supplied software contains a diagnostic program 'SSD' that runs under DOS and will verify if an adapter is configured properly. This diagnostic program is written with the user in mind and is easy to use. Refer to the DIAG.txt file in the dos\diag directory for detailed instructions on using 'SSD'.
6. For Windows 95/98 and Windows NT, the diagnostic tool 'WinSSD' is installed in the Omega Engineering folder on the Start Menu during the setup process. First find the ports using the Device Manager, then use 'WinSSD' to verify that the ports are functional.
7. Always use the diagnostic software when troubleshooting a problem. This will help eliminate any software issues and identify any hardware conflicts.

8. The following are known I/O conflicts:
- The 278 and 378 settings may conflict with your printer I/O adapter.
 - 3B0 cannot be used if a Monochrome adapter is installed.
 - 3F8-3FF is typically reserved for COM1:
 - 2F8-2FF is typically reserved for COM2:
 - 3E8-3EF is typically reserved for COM3:
 - 2E8-2EF is typically reserved for COM4:

Appendix B - How To Get Assistance

Please refer to Troubleshooting Guide prior to calling Technical Support.

1. Begin by reading through the Trouble Shooting Guide in Appendix A. If assistance is still needed please see below.
2. When calling for technical assistance, please have your user manual and current adapter settings. If possible, please have the adapter installed in a computer ready to run diagnostics.
3. Omega Engineering maintains a Home page on the Internet. Our home page address is www.omega.com. The latest software updates, and newest manuals are available via our FTP site that can be accessed from our home page.
4. Technical support is available Monday to Friday from 8:30 a.m. to 6:00 p.m. eastern time. Technical support can be reached at 1-800-DAS-IEEE.

RETURN AUTHORIZATION MUST BE OBTAINED FROM OMEGA ENGINEERING BEFORE RETURNED MERCHANDISE WILL BE ACCEPTED. AUTHORIZATION CAN BE OBTAINED BY CALLING OMEGA CUSTOMER SERVICE AND REQUESTING AN AUTHORIZED RETURN (AR) NUMBER.

Appendix C - Electrical Interface

RS-422

The RS-422 specification defines the electrical characteristics of balanced voltage digital interface circuits. RS-422 is a differential interface that defines voltage levels and driver/receiver electrical specifications. On a differential interface, logic levels are defined by the difference in voltage between a pair of outputs or inputs. In contrast, a single ended interface, for example RS-232, defines the logic levels as the difference in voltage between a single signal and a common ground connection. Differential interfaces are typically more immune to noise or voltage spikes that may occur on the communication lines. Differential interfaces also have greater drive capabilities that allow for longer cable lengths. RS-422 is rated up to 10 Megabits per second and can have cabling 4000 feet long. RS-422 also defines driver and receiver electrical characteristics that will allow 1 driver and up to 32 receivers on the line at once. RS-422 signal levels range from 0 to +5 volts. RS-422 does not define a physical connector.

RS-485

RS-485 is backwardly compatible with RS-422; however, it is optimized for partyline or multi-drop applications. The output of the RS-422/485 driver is capable of being **Active** (enabled) or **Tri-State** (disabled). This capability allows multiple ports to be connected in a multi-drop bus and selectively polled. RS-485 allows cable lengths up to 4000 feet and data rates up to 10 Megabits per second. The signal levels for RS-485 are the same as those defined by RS-422. RS-485 has electrical characteristics that allow for 32 drivers and 32 receivers to be connected to one line. This interface is ideal for multi-drop or network environments. RS-485 tri-state driver (not dual-state) will allow the electrical presence of the driver to be removed from the line. Only one driver may be active at a time and the other driver(s) must be tri-stated. RS-485 can be cabled in two ways, two wire and four wire mode. Two wire mode does not allow for full duplex communication, and requires that data be transferred in only one direction at a time. For half-duplex operation, the two transmit pins should be connected to the two receive pins (Tx+ to Rx+ and Tx- to Rx-). Four wire mode allows full duplex data transfers. RS-485 does not define a connector pin-out or a set of modem control signals. RS-485 does not define a physical connector.

Appendix D - Ground Loop Phenomenon

What is Ground Loop?

Ground loop Phenomenon occurs when two (or more) pieces of equipment are connected together with a common ground and a different ground potential exists at each location. This current can cause the connected equipment to experience noise that in turn causes data transmission errors. In the extreme this ground current can cause equipment malfunction or even destruction.

Cabling Recommendations

When connecting the **OMG-ULTRA-SIO** in a RS-485 network, care should be taken that both ends of the network are not isolated from ground (see Figure 12). This “floating” ground condition could cause the capacitive or inductive coupling of voltages that will cause a break down in the DC to DC converter circuit or in the opto-isolator circuit. This condition will cause data errors and possibly destruction of the receiver circuit.

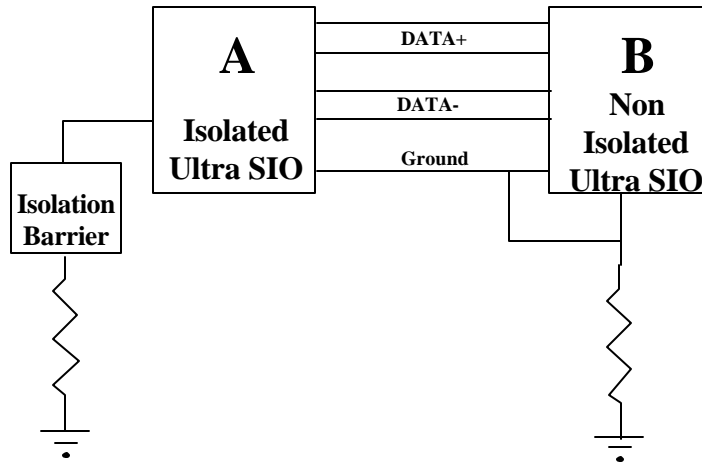


Figure 11 - *OMG-ULTRA-SIO* cabling example

Appendix E - Asynchronous Communications

Serial data communications implies that individual bits of a character are transmitted consecutively to a receiver that assembles the bits back into a character. Data rate, error checking, handshaking, and character framing (start/stop bits) are pre-defined and must correspond at both the transmitting and receiving ends.

Asynchronous communications is the standard means of serial data communication for PC compatibles and PS/2 computers. The original PC was equipped with a communication or COM: port that was designed around an 8250 Universal Asynchronous Receiver Transmitter (UART). This device allows asynchronous serial data to be transferred through a simple and straightforward programming interface. Character boundaries for asynchronous communications are defined by a starting bit followed by a pre-defined number of data bits (5, 6, 7, or 8). The end of the character is defined by the transmission of a pre-defined number of stop bits (usually 1, 1.5 or 2). An extra bit used for error detection is often appended before the stop bits.

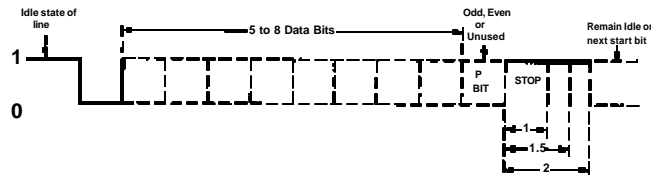
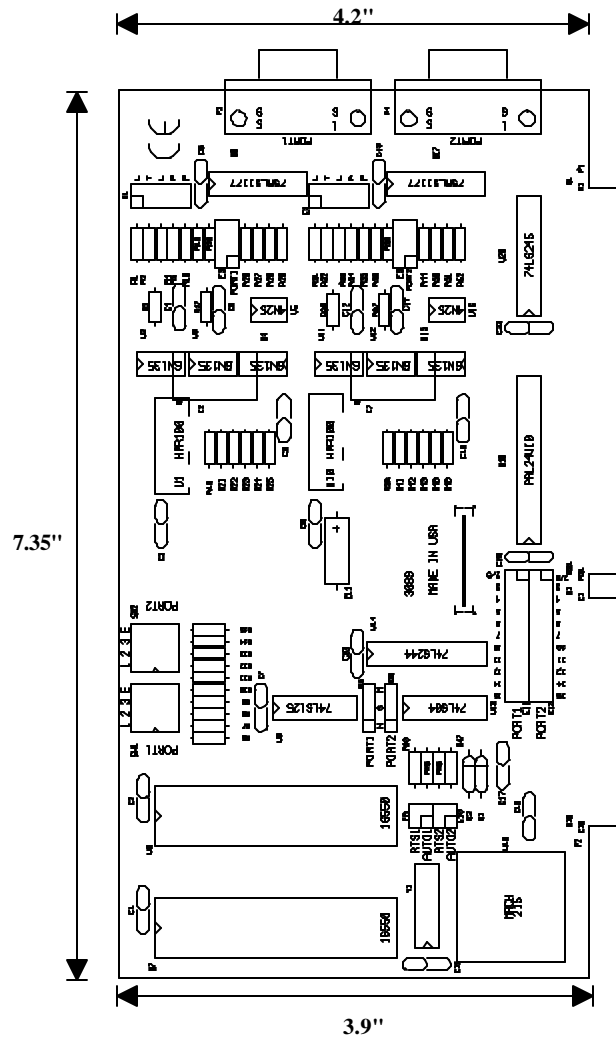


Figure 12 - Asynchronous Communications Bit Diagram

This special bit is called the parity bit. Parity is a simple method of determining if a data bit has been lost or corrupted during transmission. There are several methods for implementing a parity check to guard against data corruption. Common methods are called (E)ven Parity or (O)dd Parity. Sometimes parity is not used to detect errors on the data stream. This is referred to as (N)o parity. Because each bit in asynchronous communications is sent consecutively, it is easy to generalize asynchronous communications by stating that each character is wrapped (framed) by pre-defined bits to mark the beginning and end of the serial transmission of the character. The data rate and communication parameters for asynchronous communications have to be the same at both the transmitting and receiving ends. The communication parameters are baud rate, parity, number of data bits per character, and stop bits (i.e. 9600,N,8,1).

Appendix F - Silk-Screen



Appendix G - Compliance Notices

Federal Communications Commission Statement

FCC - This equipment has been tested and found to comply with the limits for Class A digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in such case the user will be required to correct the interference at his own expense.

EMC Directive Statement



Products bearing the CE Label fulfill the requirements of the EMC directive (89/336/EEC) and of the low-voltage directive (73/23/EEC) issued by the European Commission.

To obey these directives, the following European standards must be met:

- **EN55022 Class A** - “Limits and methods of measurement of radio interference characteristics of information technology equipment”
- **EN55024**-‘Information technology equipment Immunity characteristics Limits and methods of measurement.
- **EN60950 (IEC950)** - “Safety of information technology equipment, including electrical business equipment”

Warning

This is a Class A Product. In a domestic environment this product may cause radio interference in which case the user may be required to take adequate measures.

Always use cabling provided with this product if possible. If no cable is provided or if an alternate cable is required, use high quality shielded cabling to maintain compliance with FCC/EMC directives.



WARRANTY/DISCLAIMER

OMEGA ENGINEERING, INC. warrants this unit to be free of defects in materials and workmanship for a period of 13 months from date of purchase. OMEGA's WARRANTY adds an additional one (1) month grace period to the normal one (1) year product warranty to cover handling and shipping time. This ensures that OMEGA's customers receive maximum coverage on each product.

If the unit malfunctions, it must be returned to the factory for evaluation. OMEGA's Customer Service Department will issue an Authorized Return (AR) number immediately upon phone or written request. Upon examination by OMEGA, if the unit is found to be defective, it will be repaired or replaced at no charge. OMEGA's WARRANTY does not apply to defects resulting from any action of the purchaser, including but not limited to mishandling, improper interfacing, operation outside of design limits, improper repair, or unauthorized modification. This WARRANTY is VOID if the unit shows evidence of having been tampered with or shows evidence of having been damaged as a result of excessive corrosion; or current, heat, moisture or vibration; improper specification; misapplication; misuse or other operating conditions outside of OMEGA's control. Components which wear are not warranted, including but not limited to contact points, fuses, and triacs.

OMEGA is pleased to offer suggestions on the use of its various products. However, OMEGA neither assumes responsibility for any omissions or errors nor assumes liability for any damages that result from the use of its products in accordance with information provided by OMEGA, either verbal or written. OMEGA warrants only that the parts manufactured by it will be as specified and free of defects. OMEGA MAKES NO OTHER WARRANTIES OR REPRESENTATIONS OF ANY KIND WHATSOEVER, EXPRESS OR IMPLIED, EXCEPT THAT OF TITLE, AND ALL IMPLIED WARRANTIES INCLUDING ANY WARRANTY OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE ARE HEREBY DISCLAIMED. LIMITATION OF LIABILITY: The remedies of purchaser set forth herein are exclusive, and the total liability of OMEGA with respect to this order, whether based on contract, warranty, negligence, indemnification, strict liability or otherwise, shall not exceed the purchase price of the component upon which liability is based. In no event shall OMEGA be liable for consequential, incidental or special damages.

CONDITIONS: Equipment sold by OMEGA is not intended to be used, nor shall it be used: (1) as a "Basic Component" under 10 CFR 21 (NRC), used in or with any nuclear installation or activity; or (2) in medical applications or used on humans. Should any Product(s) be used in or with any nuclear installation or activity, medical application, used on humans, or misused in any way, OMEGA assumes no responsibility as set forth in our basic WARRANTY/DISCLAIMER language, and, additionally, purchaser will indemnify OMEGA and hold OMEGA harmless from any liability or damage whatsoever arising out of the use of the Product(s) in such a manner.

RETURN REQUESTS/INQUIRIES

Direct all warranty and repair requests/inquiries to the OMEGA Customer Service Department. BEFORE RETURNING ANY PRODUCT(S) TO OMEGA, PURCHASER MUST OBTAIN AN AUTHORIZED RETURN (AR) NUMBER FROM OMEGA'S CUSTOMER SERVICE DEPARTMENT (IN ORDER TO AVOID PROCESSING DELAYS). The assigned AR number should then be marked on the outside of the return package and on any correspondence.

The purchaser is responsible for shipping charges, freight, insurance and proper packaging to prevent breakage in transit.

FOR WARRANTY RETURNS, please have the following information available BEFORE contacting OMEGA:

1. Purchase Order number under which the product was PURCHASED,
2. Model and serial number of the product under warranty, and
3. Repair instructions and/or specific problems relative to the product.

FOR NON-WARRANTY REPAIRS, consult OMEGA for current repair charges. Have the following information available BEFORE contacting OMEGA:

1. Purchase Order number to cover the COST of the repair,
2. Model and serial number of the product, and
3. Repair instructions and/or specific problems relative to the product.

OMEGA's policy is to make running changes, not model changes, whenever an improvement is possible. This affords our customers the latest in technology and engineering.

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