

## SERVICE BULLETIN

Original Issue Date: **11/06**

Model: **Monitor III Software**

Market: **Industrial and ATS**

Subject: **PC Modem Compatibility Issues with Monitor III Software**

### Introduction

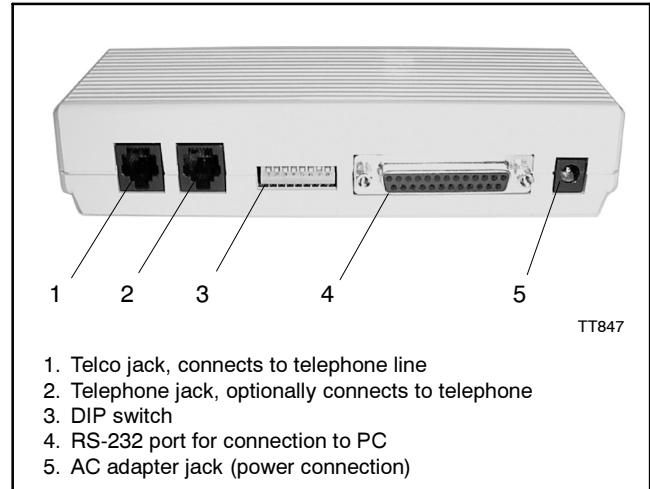
The manufacturer has received field reports of compatibility issues with Monitor III software and some modems provided with personal computers, including the Creative Labs Blaster and U.S. Robotics USB Modem.

The problem can affect the ability to view system data through Monitor III software. Users are able to connect to a site, but when attempting to view the controller data, values may be missing or displayed intermittently. It has been determined that the chip sets used in some modems contribute to the problem.

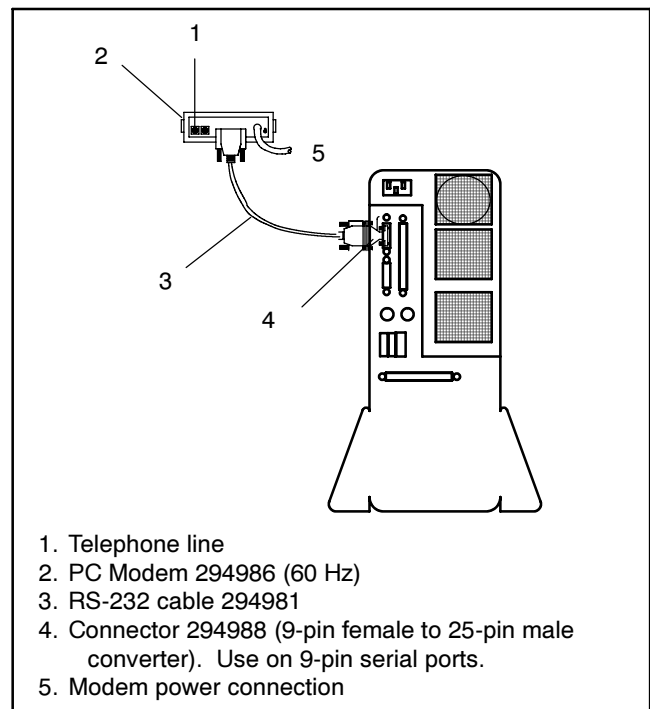
The manufacturer offers an external PC modem kit to resolve compatibility issues. Purchase service kit number GM51331 through the Service Parts Department.

An external modem connects an RS-232 line to a telephone line. Figure 1 shows external modem 294986. Figure 2 shows the modem connection to the PC.

Modems should be electronically isolated with a separate power supply transformer. The modem kit includes a separate power supply transformer.



**Figure 1** External Modem (294986), Rear View



**Figure 2** PC Modem Kit Connection

Routing	Service Manager	Sales Manager	Parts Manager	Technician No. 1	Technician No. 2	Technician No. 3	Return This to
Initial Here							

When all connections are made and power is available, place the power switch on front of the modem in the ON position. The modem's front panel LEDs should light as shown in Figure 3 when there is no communication activity. Adjust the volume control located on the side of the modem if desired.

The manufacturer configures and programs the modems. Further adjustment or programming should not be necessary. In the case of operation problems or for identification of the modem, check the DIP switch settings in Figure 4. Adjust the DIP switch settings if needed, disconnect the RS-232 line and telephone lines, and turn the power off and then on again. If the LED indicators do not match the LED status shown in Figure 3, replace the modem.

Modem	Front Panel LED						
	AA	CD	RD	SD	TR	CS	ARQ/ FAX
PC Modem (294986)	off	on	off	off	on	on	off

**Figure 3** Idle LED Status

Modem	Switch Position							
	1	2	3	4	5	6	7	8
PC Modem (294986)	↓	↓	↓	↓	↓	↓	↑	↓

**Figure 4** Default Modem DIP Switch Settings

## Parts List

### PC to External Modem Kit, 60 Hz

Kit: GM51331		
Qty.	Description	Part Number
1	Connector	294988
1	Cable	294981
1	Modem w/power supply transformer	294986