Altinex Service Alert

Alert Number: 4099

Date Issued: 06-11-03

Model Numbers affected: Multitasker 19, 8 and 4 slots

Serial Number Range: All

Description of symptoms:

When unit is powered up, it does not initialize or can not be controlled through RS-232 or front panel. No lights on the front panel.

Recommended Solutions:

This problem relates to the RS-232 connection to Multitasker. The RS-232 on the back of the Multitasker has additional pins that are used to loop Multitaskers together. Only pins 2,3 and 5 should be used when controlling Multitasker.

Multitasker RS-232 Front/Back Port pin-out:

	Front	Back	
1	WB_TX	WB_TX	5V Logic, from another Multitasker
2	Tx	Tx	Transmit pin from Multitasker RS-232 level (-9V DC)
3	Rx	Rx	Receive pin to Multitasker RS-232 level (0V DC)
4	No connection	No connection	Not used
5	Ground	Ground	Chassis ground
6	CT_TX	CT_TX	5V Logic, to another Multitasker
7	WB_TX	WB_TX	5V Logic, from another Multitasker
8	No Connection	No Connection	Not used
9	+6 Volts	+6 Volts	Power for external devices
Shell		Ground	

Solution 1:

Use Altinex Supplied RS-232 cable (RC5201RS) for connection between the Multitasker and control equipment. This cable is included with Multitaskers that have control panel.

Solution 2:

Make your own cable, wire only pin 2,3 and 5. Leave all other pins open on the Multitasker end.

Solution 3:

Use standard off the shelf RS-232 pin to pin straight cable, cut pins 1,6,7,9 before connecting to Multitasker. Do not use null modem cables or adapters.