



B A S Dealer Service Note 1/26/98

Trunk Communication Problems Affecting Sites Using a RS-232/RS-485 Comm Port

Description of Problem

A Host Site was experiencing severe trunk line communication problems. All voltage readings on the trunk line appeared normal.

Extent of Problem

All sites with a trunk line using a Comm Port through the RS-232/RS-485 converter and using an RJ11 telephone style connector. A problem will not occur if the trunk line is connected using the screw terminals on the RS-232/RS-485 converter.

Cause of Problem

An error was made in the documentation for trunk line connection. The connection drawing shows that the shield from the trunk line should be connected to the green terminal of the RJ-11 style jack-box. This is incorrect. If this connection is made and the trunk line shield is touching an earth ground somewhere in the building, trunk communications will be severely affected. If the shield is properly installed (no connections to an earth ground in the building) then no problems will be experienced.

Solution

Disable the connection between the trunk shield and the green terminal of the RJ-11 jack-box. The Dealer must then connect the shield to a suitable earth ground.