

# **MODEL PCI-ICM422(485)/2(4)**

## **USER MANUAL**

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# Table of Contents

<b>Chapter 1: Introduction</b> .....	5
<b>Specifications</b> .....	7
<b>Figure 1-1: 422 Block Diagram(Only one serial channel shown)</b> .....	8
<b>Figure 1-2: 485 Block Diagram</b> .....	8
<b>Chapter 2: Installation</b> .....	9
<b>Chapter 3: Option Selection</b> .....	11
<b>Figure 3-1: Simplified Termination Schematic</b> .....	11
<b>Figure 3-2: Option Selection Map</b> .....	13
<b>Chapter 4: Address Selection</b> .....	14
<b>Chapter 5: Programming</b> .....	15
<b>Table 5-1: Baud Rate Divisor Values</b> .....	15
<b>Chapter 6: Connector Pin Assignments</b> .....	18
<b>Table 6-1: Connector Pin Assignments</b> .....	18
<b>Appendix A: Application Considerations</b> .....	19
<b>Table A-1: Connections Between Two RS422 Devices</b> .....	19
<b>Table A-2: RS422 Specification Summary</b> .....	20
<b>Figure A-1: Typical RS485 Two-Wire Multidrop Network</b> .....	21

# Chapter 1: Introduction

These cards provide effective asynchronous serial communications in RS422 and RS485 networks on long communications lines in noisy environments. The cards feature independent serial ports and use type 16550 buffered UARTs. The data lines are opto-isolated from the computer and from each other to assure communication through large common mode noise.

Both the RS422 and RS485 cards are 12.283 inches (312 mm) long and may be installed in 5-volt PCI-bus slots of IBM PC or compatible computers. For Windows compatibility, the cards feature automatic control in the RS485 mode to transparently enable/disable the transmission drivers.

## RS422 Balanced Mode Operation

Model 422 cards support RS422 communications and use differential balanced drivers for long cables and high noise immunity. These cards also have the capability to add load resistors to terminate the communications lines. RS422 communications requires that a transmitter supply a bias voltage to ensure a known "zero" state. Also, receiver inputs at each end of the network should be terminated to eliminate "ringing". These cards support biasing by default and support termination by jumpers on the card. If your application requires the transmitter to be un-biased, please contact the factory.

## RS485 Balanced Mode Operation

The 485 cards support RS485 communications and also use differential balanced drivers for long range and high noise immunity. RS485 operation involves switchable transceivers and the ability to support multiple devices on a single "party line". The RS485 specification defines a maximum of 32 devices on a single line. The number of devices served on a single line can be expanded by use of "repeaters".

Both 485 models also have the capability to add load resistors to properly terminate the communications lines. Receiver inputs at each end of the network should be terminated to eliminate "ringing". Also, RS485 communications requires that one transmitter supply a bias voltage to ensure a known "zero" state when all transmitters are off. These cards support biasing by default and support termination by jumpers on the card. If your application requires the transmitter to be un-biased, please contact the factory.

## COM Port Compatibility

Type 16550 UARTs are used as the Asynchronous Communication Element (ACE). These include a 16-byte transmit/receive buffer to protect against lost data in multitasking operating systems, while maintaining 100 percent compatibility with the original IBM serial port.

A crystal oscillator is located on the card. This oscillator permits precise selection of baud rates up to 115,200 or, by changing a jumper, up to 460,800 with the standard crystal oscillator.

The driver/receiver used, the SN75176B, is capable of driving extremely long communication lines at high baud rates. It can drive up to +60 mA on balanced lines and receive inputs as low as a 200 mV differential signal superimposed on common mode noise of +12 V or -7 V. In case of communication conflict, the driver/receivers feature thermal shutdown.

## Communication Mode

The 422 models support Full-Duplex and Half-Duplex communications with a 4-wire cable connection. 485 models support Half-Duplex communications with a 2-wire cable connection. Half-Duplex allows traffic to travel in both directions, but only one way at a time. RS485 communications commonly use the Half-Duplex mode since they share only a single pair of wires and installation cost is reduced.

## Baud Rate Ranges

The card has capability for two baud rate ranges, selectable on a port-by-port basis. One range is for up to 115,200-baud applications and the other is for up to 460,800-baud applications. Refer to Baud Rate Divisor Table on page 5-2 of the manual.

## Auto-RTS Transceiver Control

In RS485 communications, the driver must be enabled and disabled as needed, allowing all cards to share a 2-wire cable. The 485 cards control the individual drivers automatically. With automatic control, the driver is enabled when data are ready to be transmitted. The driver remains enabled after data transmission is complete for one additional character's transmission time and then is disabled. The receiver is also normally enabled, then disabled during RS485 transmissions, and then re-enabled after transmission is completed (plus that one character transmission time). These cards automatically adjust their timing to the baud rate of the data. (The automatic control feature makes the cards ideal for WIN95 applications)

## Input/Output Connections

These cards use a 37-pin DBM connector and a breakout cable. The breakout cable terminates in a DB9 connector for each port. Those DB9 connectors are equipped with 4-40 threaded standoffs (female screw lock) to provide strain relief. The mating connector is AMP type 17D-E9s or equivalent. We recommend using vinyl-jacketed, multiple, twisted-pair cable.

The card is also available without this cable. If your card was purchased without the cable, there will be an "S1" appended to the model number.

To ensure that there is minimum susceptibility to EMI and minimum radiation, it is important that the card mounting bracket be properly screwed into place and that there be a positive chassis ground. Also, proper EMI cabling techniques (cable connect to chassis ground at the aperture, shielded twisted-pair wiring, etc) should be used for the input/output wiring.

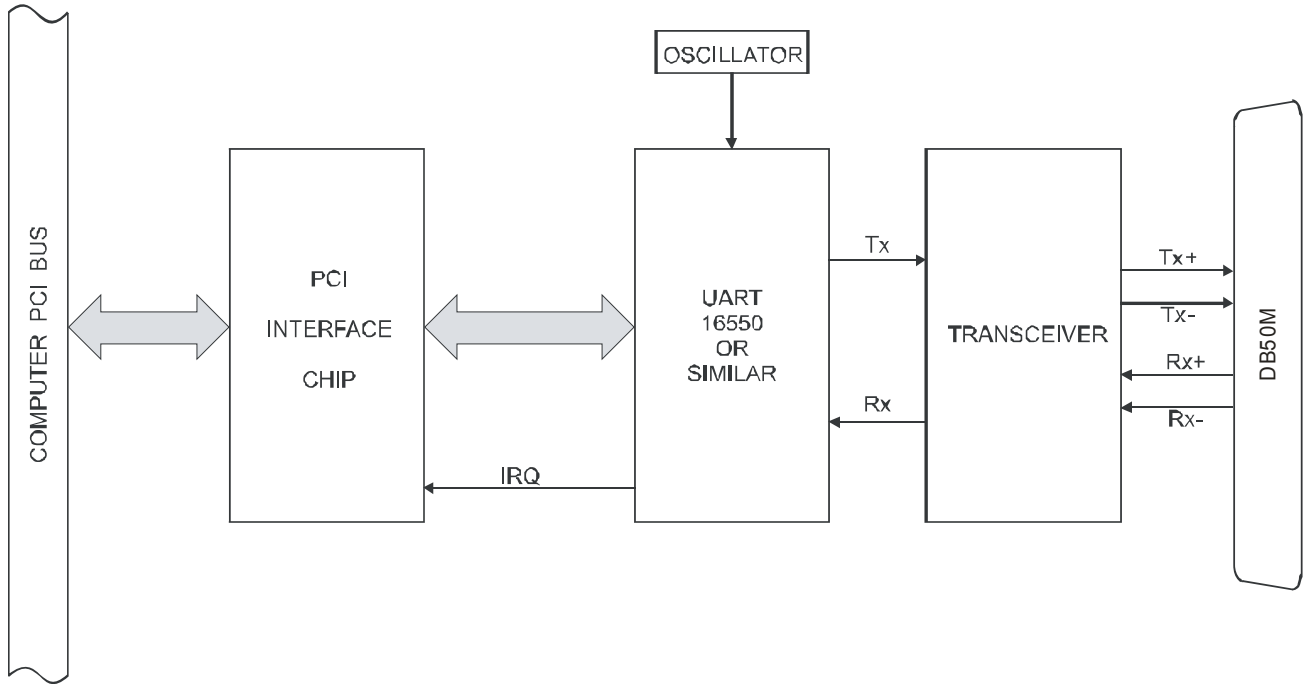
# Specifications

## Communications Interface

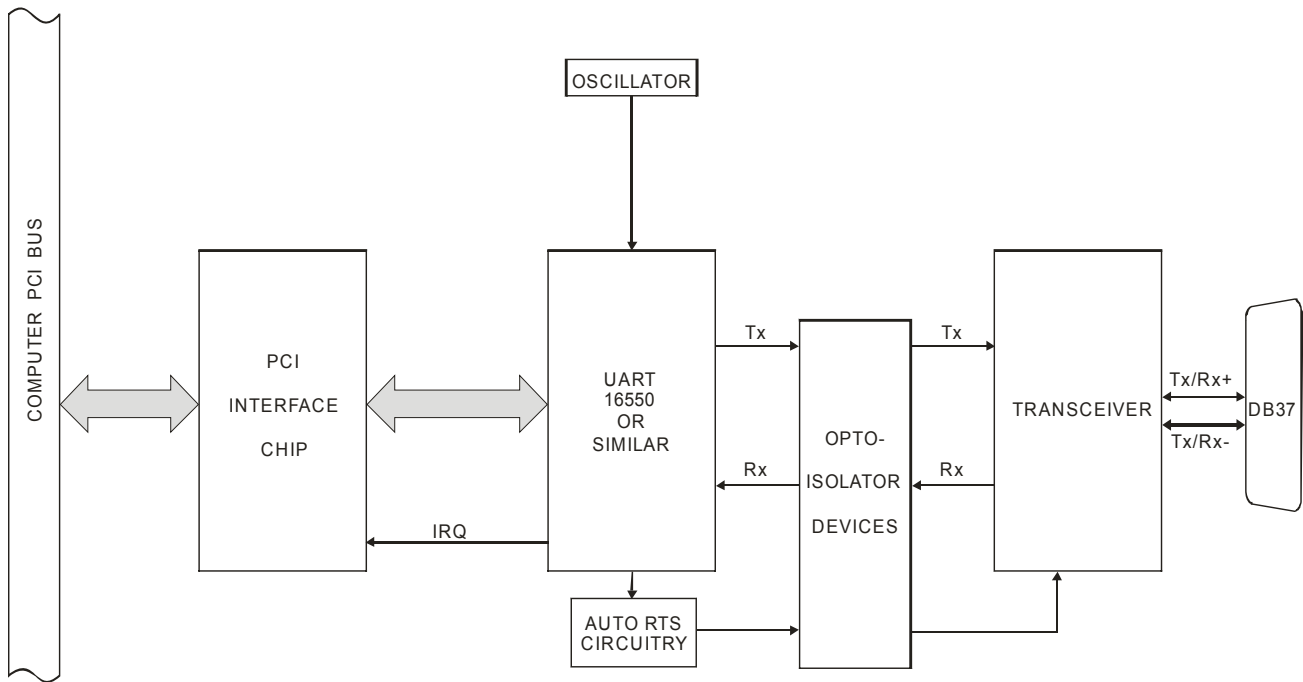
- I/O Connection: 37 Pin DBM connector.
- Serial Ports: An external breakout cable that terminates with female D-sub 9-pin connectors.
- Character length: 5, 6, 7, or 8 bits.
- Parity: Even, odd or none.
- Stop Interval: 1, 1.5, or 2 bits.
- Serial Data Rates: Up to 115,200 baud, asynchronous, A faster range of rates, up to 460,800 baud, is achieved by jumper selection on the card. A type 16550 buffered UART is used and has FIFO buffer.
- Address: Continuously mappable within 0000 to FFFF (hex) range of PCI bus addresses.
- Receiver Input Sensitivity: +200 mV, differential input.
- Common Mode Rejection: +12V to -7V.
- Transmitter Output Drive Capability: 60 mA, with thermal shutdown.

## Environmental

- Operating Temperature Range: 0 °C. to +60 °C.
- Storage temperature Range: -50 °C. to +120 °C.
- Humidity: 5% to 95%, non-condensing.
- Power Required: +5VDC at 125 mA typical, -12VDC at 5 mA typical, +12VDC at 5 mA typical, 750 mW total power consumption (four-port cards).
- Size: 12.283 inches long (312 mm).



**Figure 1-1:** 422 Block Diagram(Only one serial channel shown)



**Figure 1-2:** 485 Block Diagram



# Chapter 2: Installation

A printed Quick-Start Guide (QSG) is packed with the card for your convenience. If you've already performed the steps from the QSG, you may find this chapter to be redundant and may skip forward to begin developing your application.

The software provided with this card is on CD and must be installed onto your hard disk prior to use. To do this, perform the following steps as appropriate for your operating system.

## Configure Card Options via Jumper Selection

Before installing the card into your computer, carefully read Chapter 3: Option Selection of this manual, then configure the card according to your requirements and protocol (RS-232, RS-422, RS-485, 4-wire 485, etc.). Our Windows based setup program can be used in conjunction with Chapter 3 to assist in configuring jumpers on the card, as well as provide additional descriptions for usage of the various card options (such as termination, bias, baud rate range, RS-232, RS-422, RS-485, etc.).

## CD Software Installation

The following instructions assume the CD-ROM drive is drive "D". Please substitute the appropriate drive letter for your system as necessary.

### DOS

1. Place the CD into your CD-ROM drive.
2. Type `D:\Enter` to change the active drive to the CD-ROM drive.
3. Type `INSTALL\Enter` to run the install program.
4. Follow the on-screen prompts to install the software for this board.

### WINDOWS

1. Place the CD into your CD-ROM drive.
2. The system should automatically run the install program. If the install program does not run promptly, click START | RUN and type `D:\INSTALL`, click OK or press `Enter`.
3. Follow the on-screen prompts to install the software for this board.

### LINUX

1. Please refer to linux.htm on the CD-ROM for information on installing under linux.

Note: COM boards can be installed in virtually any operating system. We do support installation in earlier versions of Windows, and are very likely to support future versions as well.

**Caution! \* ESDA single static discharge can damage your card and cause premature failure!  
Please follow all reasonable precautions to prevent a static discharge such as grounding yourself by touching any grounded surface *prior to touching the card.***

## Hardware Installation

1. Make sure to set switches and jumpers from either the Option Selection section of this manual or from the suggestions of SETUP.EXE.
2. Do not install card into the computer until the software has been fully installed.
3. Turn OFF computer power AND unplug AC power from the system.
4. Remove the computer cover.
5. Carefully install the card in an available 5V or 3.3V PCI expansion slot (you may need to remove a backplate first).
6. Inspect for proper fit of the card and tighten screws. Make sure that the card mounting bracket is properly screwed into place and that there is a positive chassis ground.
7. Install an I/O cable onto the card's bracket mounted connector.
8. Replace the computer cover and turn ON the computer. Enter the CMOS setup program of your system and verify that the PCI plug-and-play option is set appropriately for your system. Systems running Windows 95/98/2000/XP/2003 (or any other PNP-compliant operating system) should set the CMOS option to OS. Systems running under DOS, Windows NT, Windows 3.1, or any other non-PNP-compliant operating system should set the PNP CMOS option to BIOS or Motherboard. Save the option and continue booting the system.
9. Most computers should auto-detect the card (depending on the operating system) and automatically finish installing the drivers.
10. Run PCIfind.exe to complete installing the card into the registry (for Windows only) and to determine the assigned resources.
11. Run one of the provided sample programs that was copied to the newly created card directory (from the CD) to test and validate your installation.

The base address assigned by BIOS or the operating system can change each time new hardware is installed into or removed from the computer. Please recheck PCIFind or Device Manager if the hardware configuration is changed. Software you write can automatically determine the base address of the card using a variety of methods depending on the operating system. In DOS, the PCISOURCE directory shows the BIOS calls used to determine the address and IRQ assigned to installed PCI devices. In Windows, the Windows sample programs demonstrate querying the registry entries (created by PCIFind and NTIOPCI.SYS during boot-up) to determine this same information.

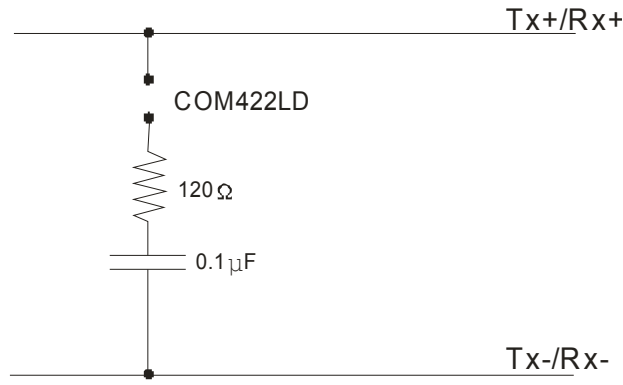
## Input/Output Connections

A 37-pin D connector is on the mounting bracket and a three-foot-long breakout cable is included with the cards. That breakout cable terminates in separate 9-pin DBM connectors; one DB9 per port.

If desired, the cards can be purchased without this breakout cable. In this latter case, an "S1" is added to the model number to signify absence of the breakout cable.

## Chapter 3: Option Selection

To help you locate the jumpers described in this section, refer to the Option Selection Map at the end of this chapter. Operation is determined by jumper installation as described in the following paragraphs.



**Figure 3-1:** Simplified Termination Schematic

### Terminations

A transmission line should be terminated at the receiving end in its characteristic impedance. Installing a jumper at the locations labeled LDO and LDI apply 120Ω loads across the transmit (LDO) and receive (LDI) lines.

In operations where there are multiple terminals, only the ports at each end of the network should have terminating impedance as described above. Also, for RS485 operation, there must be a bias on the RX+ and RX- lines. If the PCI-ICM485 card is not to provide that bias in your application, contact the factory.

### Baud Rate Ranges

For each of the ports, jumpers labeled X1 and X4 provide means to select baud rates in either of two ranges. When in the "X1" position, the baud rate range is up to 115,200 baud. When in the "X4" position, the baud rate range is 200 to 460,800 baud. Refer to the Baud Rate Divisor Table on page 5-2 of the manual.

### Interrupts

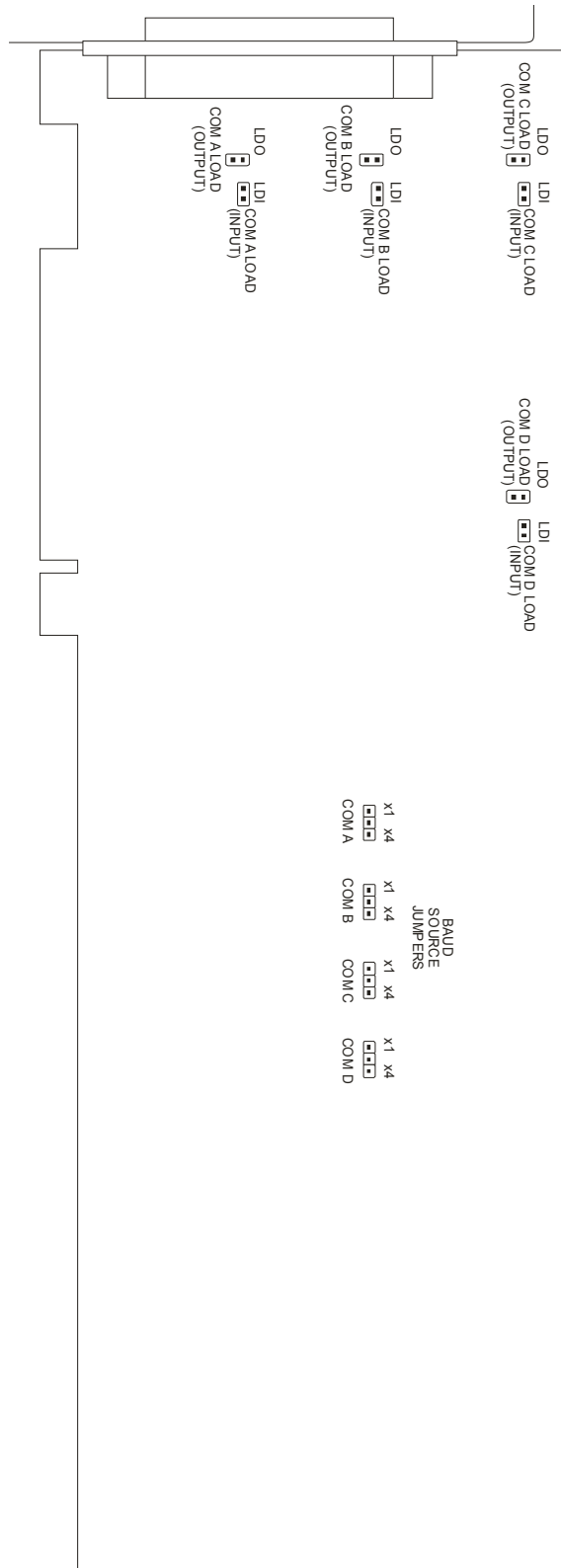
Please note that, in Windows NT systems, changes must be made to the system registry to support IRQ sharing. The following is excerpted from "Controlling Multipoint Serial I/O Cards" provided by Microsoft in the MSDN library, documentid: mk:@ivt:nt40res/D15/S55FC.HTM, also available in the WindowsNT Resource Kit.

The Microsoft serial driver can be used to control many dumb multipoint serial cards. Dumb indicates that the control includes no on-board processor. Each port of a multipoint card has a separate subkey under the HKLM\CurrentControlSet\Services\Serial subkey in the registry. In each of these subkeys, you must add values for DosDevices, Interrupt, InterruptStatus, PortAddress, and PortIndex because these are not detected by the Hardware Recognizer. (For descriptions and ranges for these values, see Registry.hlp, the Registry help file on the WindowsNT Workstation Resource Kit CD.)

For example, if you have a four-port card configured to use address 0xFC00, 0xFD00, 0xFD80, and 0xFE00 with an interrupt of 05, the values in the Registry are:

<p><b>Serial2 subkey:</b>  PortAddress = REG_DWORD 0xFC00  Interrupt = REG_WORD 5  DosDevices = REG_SZ COM3  InterruptStatus = REG_DWORD 0xFC08  PortIndex = REG_DWORD 1  Indexed =0</p>	<p><b>Serial4 subkey:</b>  PortAddress = REG_DWORD 0xFD80  Interrupt = REG_DWORD 5  DosDevices = REG_SZ COM5  InterruptStatus = REG_DWORD 0xFC08  PortIndex = REG_DWORD 3  Indexed=0</p>
<p><b>Serial3 subkey:</b>  PortAddress = REG_DWORD 0xFD00  Interrupt = REG_DWORD 5  DosDevices = REG_SZ COM4  InterruptStatus = REG_DWORD 0xFC08  PortIndex = REG_DWORD 2  Indexed=0</p>	<p><b>Serial5 subkey:</b>  PortAddress = REG_DWORD 0xFE00  Interrupt = REG_DWORD 5  Dos Devices = REG_SZ COM6  InterruptStatus = REG_DWORD 0xFC08  PortIndex = REG_DWORD 4  Indexed=0</p>

As this example shows, the Interrupt status register, which indicates which port (s) caused an IRQ, is located at COM A Base Address +8.



**Figure 3-2:** Option Selection Map

## Chapter 4: Address Selection

The cards use four separate address spaces. COM A occupies 16 consecutive address locations and COM B, COM C, and COM D each occupy eight consecutive register locations. The two-port versions of these cards do not have ports COM C and COM D.

PCI architecture is Plug-and-Play. This means that the BIOS or Operating System determines the resources assigned to PCI cards rather than you selecting those resources with switches or jumpers. As a result, you cannot set or change the card's base address. You can only determine what the system has assigned.

To determine the base address that has been assigned, run the PCIFind.EXE utility program provided. This utility will display a list of all of the cards detected on the PCI bus, the addresses assigned to each function on each of the cards, and the respective IRQs and DMAs (if any) allotted.

Alternatively, some operating systems (Windows95/98/2000) can be queried to determine which resources were assigned. In these operating systems, you can use either PCIFind or the Device Manager utility from the System Properties Applet of the control panel. These cards are installed in the Data Acquisition class of the Device Manager list. Selecting the card, clicking Properties, and then selecting the Resources Tab will display a list of the resources allocated to the card.

The PCI bus supports 64K of address space, so your card's addresses may be located anywhere in the 0000 to FFFF hex range. If you want to determine the base addresses and IRQ' assigned for yourself, use the following information:

The Vendor ID for these cards is 494F (ASCII for "I/O").

The Device ID for the 422/2 is 1150h.

The Device ID for the 422/4 is 1158h.

The Device ID for the 485/4 is 1151h.

The Device ID for the 485/4 is 1159h.

# Chapter 5: Programming

There are sample programs provided with the card in C, Pascal, QuickBASIC, and several Windows languages. DOS samples are located in the DOS directory and Windows samples are located in the WIN32 directory.

## Initialization

Initializing the chip requires knowledge of the UART's register set. The first step is to set the baud rate divisor. You do this by first setting the DLAB (Divisor Latch Access Bit) high. This bit is Bit 7 at Base Address +3. In C code, the call would be:

```
outportb(BASEADDR +3,0x80);
```

You then load the divisor into Base Address +0 (low byte) and Base Address +1 (high byte). The following equation defines the relationship between baud rate and divisor:

$$\text{desired baud rate} = (\text{UART clock frequency}) / (32 * \text{divisor})$$

When the BAUD jumper is in the X1 position, the UART clock frequency is 1.8432 Mhz. When the jumper is in the X4 position, the clock frequency is 7.3728 MHz. The following table lists popular divisor frequencies. Note that there are two columns to consider depending on the position of the BAUD jumper.

Baud Rate	Divisor x1	Divisor x4	Max Diff. Cable Length*
460800	-	1	550 ft
230400	-	2	1400 ft
153600	-	3	2500 ft
115200	1	4	3000 ft
57600	2	8	4000 ft
38400	3	12	4000 ft
28800	4	16	4000 ft
19200	6	24	4000 ft
14400	8	32	4000 ft
9600	12	48 – Most Common	4000 ft
4800	24	96	4000 ft
2400	48	192	4000 ft
1200	96	384	4000 ft

\* Recommended maximum distances for differentially driven data cables (RS422 or RS485) are for typical conditions.

**Table 5-1: Baud Rate Divisor Values**

In C, the code to set the chip to 9600 baud is:

```
outportb(BASEADDR, 0x0C);  
outportb(BASEADDR +1,0);
```

The second initializing step is to set the Line Control Register at Base Address +3. This register defines word length, stop bits, parity, and the DLAB.

Bits 0 and 1 control word length and allow word lengths from 5 to 8 bits. Bit settings are extracted by subtracting 5 from the desired word length.

Bit 2 determines the number of stop bits. There can be either one or two stop bits. If Bit 2 is set to 0, there will be one stop bit. If Bit 2 is set to 1, there will be two.

Bits 3 through 6 control parity and break enable. They are not commonly used for communications and should be set to zeroes.

Bit 7 is the DLAB discussed earlier. It must be set to zero after the divisor is loaded or else there will be no communications.

The C command to set the UART for an 8-bit word, no parity, and one stop bit is:

```
outportb(BASEADDR +3, 0x03)
```

The final initialization step is to flush the receiver buffers. You do this with two reads from the receiver buffer at base address +0. When done, the UART is ready to use.

## Reception

Reception can be handled in two ways: polling or interrupt-driven. When polling, reception is accomplished by constantly reading the Line Status Register at Base Address +5. Bit 0 of this register is set high whenever data are ready to be read from the chip. A simple polling loop must continuously check this bit and read in data as it becomes available. The following code fragment implements a polling loop and uses a value of 13, (ASCII Carriage Return) as an end-of-transmission marker:

```
do
{
    while (!(inportb(BASEADDR +5) & 1)); /*Wait until data ready*/
    data[i++]= inportb(BASEADDR);
}
while (data[j]!=13); /*Reads the line until null character rec'd*/
```

Interrupt-driven communications should be used whenever possible and is required for high data rates. Writing an interrupt-driven receiver is not much more complex than writing a polled receiver but care should be taken when installing or removing your interrupt handler to avoid writing the wrong interrupt, disabling the wrong interrupt, or turning interrupts off for too long a period.

The handler would first read the Interrupt Identification Register at Base Address +2. If the interrupt is for Received Data Available, the handler then reads the data. If no interrupt is pending, control exits the routine. A sample handler, written in C, is as follows:

```
readback = inportb(BASEADDR +2);
if (readback & 4) /*Readback will be set to 4 if data are
available*/
data[j++]=inportb(BASEADDR);
outportb(0x20,0x20); /*Write EOI to 8259 Interrupt Controller*/
return;
```



## Transmission

RS485 transmission is simple to implement. The AUTO feature of the 422/485 cards automatically enables the transmitter when data are ready to send. No software enabling is required.

The following C code fragment demonstrates this process:

```
while(data[i]);                /*While there is data to send*/
{
while(!(inportb(BASEADDR +5)&0x20)); /*Wait until transmitter is empty*/
outputb(BASEADDR,data[i]);
i++;
}
```

## Chapter 6: Connector Pin Assignments

A breakout cable is delivered with each card. The cable mates with a 37-pin connector on the card mounting bracket and, at the other ends of the cable, the popular 9-pin D sub-miniature male connector is used to interface with your communication lines. Those connectors are equipped with 4-40 threaded standoffs (female screw lock) to provide strain relief.

Pin	RS422 Signals	RS485 Signals
1	Rx-	
2	Tx+	Tx+ and Rx+
3	Tx-	Tx- and Rx-
4		
5	Ground	Ground
6		
7		
8		
9	Rx+	

**Table 6-1:** Connector Pin Assignments

The cards can be ordered without the breakout cable. In that case your communication cables will connect directly to the 37-pin D style connector on the card mounting bracket. Pin assignments are as follows:

Com Port A		Com Port C	
Pin 37	Tx+	Pin 27	Tx+
Pin 19	Tx-	Pin 9	Tx-
Pin 17	Rx+	Pin 7	Rx+
Pin 36	Rx-	Pin 26	Rx-
Pin 18	Ground	Pin 8	Ground
Com Port B		Com Port D	
Pin 32	Tx+	Pin 21	Tx+
Pin 14	Tx-	Pin 3	Tx-
Pin 12	Rx+	Pin 1	Rx+
Pin 31	Rx-	Pin 20	Rx-
Pin 13	Ground	Pin 2	Ground

### Note

For RS485 applications, inputs and outputs should be connected to the Tx+ and Tx- pins at each port.

# Appendix A: Application Considerations

## Introduction

Working with RS422 and RS485 devices is not much different from working with standard RS232 serial devices and these two standards overcome deficiencies in the RS232 standard. First, the cable length between two RS232 devices must be short; less than 50 feet at 9600 baud. Second, many RS232 errors are the result of noise induced on the cables. The RS422 standard permits cable lengths up to 5000 feet and, because it operates in the differential mode, it is more immune to induced noise.

Connections between two RS422 devices (with CTS ignored and 25-pin connectors) should be as follows:

Device #1		Device #2	
Signal	Pin No.	Signal	Pin No.
Gnd	7	Gnd	7
TX <sup>+</sup>	24	RX <sup>+</sup>	12
TX <sup>-</sup>	25	RX <sup>-</sup>	13
RX <sup>+</sup>	12	TX <sup>+</sup>	24
RX <sup>-</sup>	13	TX <sup>-</sup>	25

**Table A-1:** Connections Between Two RS422 Devices

A third deficiency of RS232 is that more than two devices cannot share the same cable. This is also true for RS422 but RS485 offers all the benefits of RS422 plus allows up to 32 devices to share the same twisted pairs. An exception to the foregoing is that multiple RS422 devices can share a single cable if only one will talk and the others will all receive.

## Balanced Differential Signals

The reason that RS422 and RS485 devices can drive longer lines with more noise immunity than RS232 devices is that a balanced differential drive method is used. In a balanced differential system, the voltage produced by the driver appears across a pair of wires. A balanced line driver will produce a differential voltage from +2 to +6 volts across its output terminals. A balanced line driver can also have an input "enable" signal that connects the driver to its output terminals. If the "enable signal is OFF, the driver is disconnected from the transmission line. This disconnected or disabled condition is usually referred to as the "tristate" condition and represents a high impedance. RS485 drivers must have this control capability. RS422 drivers may have this control but it is not always required.

A balanced differential line receiver senses the voltage state of the transmission line across the two signal input lines. If the differential input voltage is greater than +200 mV, the receiver will provide a specific logic state on its output. If the differential voltage input is less than -200 mV, the receiver will provide the opposite logic state on its output. A maximum operating voltage range is from +6V to -6V allows for voltage attenuation that can occur on long transmission cables.

A maximum common mode voltage rating of +7V provides good noise immunity from voltages induced on the twisted pair lines. The signal ground line connection is necessary in order to keep the common mode voltage within that range. The circuit may operate without the ground connection but may not be reliable.

Parameter	Conditions	Min.	Max.
Driver Output Voltage (unloaded)		4V	6V
		-4V	-6V
Driver Output Voltage (loaded)	LD and LDGND	2V	
	jumpers in	-2V	
Driver Output Resistance			50Ω
Driver Output Short-Circuit Current			+150 mA
Driver Output Rise Time			10% unit interval
Receiver Sensitivity			+200 mV
Receiver Common Mode Voltage Range			+7V
Receiver Input Resistance			4KΩ

**Table A-2:** RS422 Specification Summary

To prevent signal reflections in the cable and to improve noise rejection in both the RS422 and RS485 mode, the receiver end of the cable should be terminated with a resistance equal to the characteristic impedance of the cable. (An exception to this is the case where the line is driven by an RS422 driver that is never "tristated" or disconnected from the line. In this case, the driver provides a low internal impedance that terminates the line at that end.)

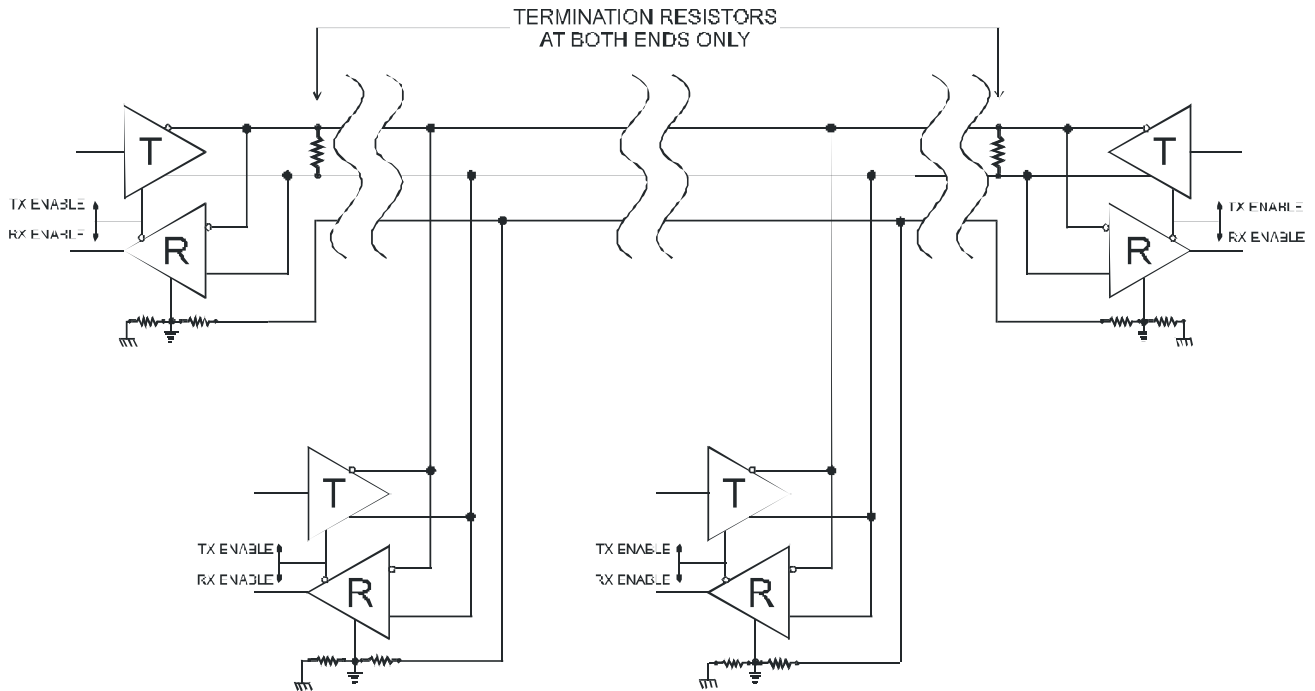
**Note**

You do not have to add a terminator resistor to your cables when you use the cards. Termination resistors for the RX+ and RX- lines are provided on the card and are placed in the circuit when you install the jumpers. (See the Option Selection section of this manual.)

**RS485 Data Transmission**

The RS485 Standard allows a balanced transmission line to be shared in a party-line mode. As many as 32 driver/receiver pairs can share a two-wire party line network. Many characteristics of the drivers and receivers are the same as in the RS422 Standard. One difference is that the common mode voltage limit is extended and is +12V to -7V. Since any driver can be disconnected (or tristated) from the line, it must withstand this common mode voltage range while in the tristate condition.

The following illustration shows a typical multidrop or party line network. Note that the transmission line is terminated on both ends of the line but not at drop points in the middle of the line.



**Figure A-1:** Typical RS485 Two-Wire Multidrop Network

### RS485 Four-Wire Multidrop Network

An RS485 network can also be connected in a four-wire mode. In a four-wire network it's necessary that one node be a master node and all others be slaves. The network is connected so that the master communicates to all slaves and all slaves communicate only with the master. This has advantages in equipment that uses mixed protocol communications. Since the slave nodes never listen to another slave's response to the master, a slave node cannot reply incorrectly.

## Customer Comments

If you experience any problems with this manual or just want to give us some feedback, please email us at: ***tech@portwell.com***. Please detail any errors you find and include your mailing address so that we can send you any manual updates.