

Service Bulletin — SB116

PCM20E-156 and PCM20H-156 May Exhibit Intermittent Communication

Models Affected

NOTE: The **PCM20E-156** is comprised of the PCM20E and MAU20E-156. The **PCM20H-156** is comprised of the PCM20H and MAU20H-156. Only the **MAU20E-156** and the **MAU20H-156** are affected by this bulletin.

Affected MAUs are those manufactured prior to January, 2002. They will have following serial numbers:

MAU20E-156 units: E0120091 through E0120146

MAU20H-156 units: E0128974 through E0129073

Description

PCM20H-156 units may exhibit intermittent communication because of two separate issues:

- the ultra high-speed EIA-485 transceiver used in the MAU circuitry
- the mini-din cable aperture in the MAU enclosure (case)

Resolution

- The original LTC1685 EIA-485 transceiver has been replaced by a slew-rate limited MAX483CSA transceiver which is better suited for operation at 156 kbps. Resistor R13 on the RXIN signal line has been changed from 8.2 k Ω to 3.3 k Ω to reduce the R-C characteristic of the circuit.
- The diameter of the mini-din aperture in the MAU case has been increased to 0.5" from 0.4" to accommodate larger diameter molded mini-din cables.

Factory Service: Products will be modified free of charge by *first* contacting our customer service department to obtain an RMA, then returning to either location below.

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