

Technical Service Bulletin 041002

DAP Module RS-232 Alert

Occasionally, Comark receives a report of the failure of the RS-232 function in the DAP module of the ADAPT ATSC exciter. This problem typically manifests itself as an ADAPT exciter that functions normally with respect to output signal performance but fails to communicate with the ADAPT Control GUI software program. Inside the ADAPT Control GUI program, commands can be seen being transmitted to the exciter in the "Sent" window, but no replies ever appear in the "Received" window.

NOTE: If you are already experiencing this problem, double check all comm port and baud rates settings before calling Comark to obtain a replacement module. Consult Service Bulletin 040126 for more information on the correct settings and proper usage of the ADAPT Control GUI.

This failure is usually due to the destruction of the RS-232 interface chip inside the DAP module. The cause of this damage has been tentatively linked to ground potential problems between the ADAPT Control computer and the ADAPT exciter. As a result, Comark is recommending to all ADAPT exciter users that they provide a hard-wired ground connection between the ADAPT Control computer chassis and the transmitter cabinet before attempting to connect to the DAP module RS-232 port.

At Comark, we are constantly striving to improve the satisfaction of both our new and existing customers. Please do not hesitate to contact Comark Customer Service with any questions you may have concerning the contents of this service bulletin.

Comark Communications
104 Feeding Hills Road
Southwick, MA 01077 U.S.A.
1-(800) 345-9295
<http://www.comarktv.com/>