

INSTRUCTION MANUAL



COM320 Voice Phone Modem

Revision: 6/16



Copyright © 2002-2016
Campbell Scientific, Inc.

Guarantee

This equipment is guaranteed against defects in materials and workmanship. We will repair or replace products which prove to be defective during the guarantee period as detailed on your invoice, provided they are returned to us prepaid. The guarantee will not apply to:

- Equipment which has been modified or altered in any way without the written permission of Campbell Scientific
- Batteries
- Any product which has been subjected to misuse, neglect, acts of God or damage in transit.

Campbell Scientific will return guaranteed equipment by surface carrier prepaid. Campbell Scientific will not reimburse the claimant for costs incurred in removing and/or reinstalling equipment. This guarantee and the Company's obligation thereunder is in lieu of all other guarantees, expressed or implied, including those of suitability and fitness for a particular purpose. Campbell Scientific is not liable for consequential damage.

Please inform us before returning equipment and obtain a Repair Reference Number whether the repair is under guarantee or not. Please state the faults as clearly as possible, and if the product is out of the guarantee period it should be accompanied by a purchase order. Quotations for repairs can be given on request. It is the policy of Campbell Scientific to protect the health of its employees and provide a safe working environment, in support of this policy a "Declaration of Hazardous Material and Decontamination" form will be issued for completion.

When returning equipment, the Repair Reference Number must be clearly marked on the outside of the package. Complete the "Declaration of Hazardous Material and Decontamination" form and ensure a completed copy is returned with your goods. Please note your Repair may not be processed if you do not include a copy of this form and Campbell Scientific Ltd reserves the right to return goods at the customers' expense.

Note that goods sent air freight are subject to Customs clearance fees which Campbell Scientific will charge to customers. In many cases, these charges are greater than the cost of the repair.



Campbell Scientific Ltd,
80 Hathern Road,
Shepshed, Loughborough, LE12 9GX, UK
Tel: +44 (0) 1509 601141
Fax: +44 (0) 1509 601091
Email: support@campbellsci.co.uk
www.campbellsci.co.uk

PLEASE READ FIRST

About this manual

Please note that this manual was originally produced by Campbell Scientific Inc. primarily for the North American market. Some spellings, weights and measures may reflect this origin.

Some useful conversion factors:

Area: 1 in ² (square inch) = 645 mm ²	Mass: 1 oz. (ounce) = 28.35 g 1 lb (pound weight) = 0.454 kg
Length: 1 in. (inch) = 25.4 mm 1 ft (foot) = 304.8 mm 1 yard = 0.914 m 1 mile = 1.609 km	Pressure: 1 psi (lb/in ²) = 68.95 mb
	Volume: 1 UK pint = 568.3 ml 1 UK gallon = 4.546 litres 1 US gallon = 3.785 litres

In addition, while most of the information in the manual is correct for all countries, certain information is specific to the North American market and so may not be applicable to European users.

Differences include the U.S standard external power supply details where some information (for example the AC transformer input voltage) will not be applicable for British/European use. *Please note, however, that when a power supply adapter is ordered it will be suitable for use in your country.*

Reference to some radio transmitters, digital cell phones and aerials may also not be applicable according to your locality.

Some brackets, shields and enclosure options, including wiring, are not sold as standard items in the European market; in some cases alternatives are offered. Details of the alternatives will be covered in separate manuals.

Part numbers prefixed with a “#” symbol are special order parts for use with non-EU variants or for special installations. Please quote the full part number with the # when ordering.

Recycling information



At the end of this product's life it should not be put in commercial or domestic refuse but sent for recycling. Any batteries contained within the product or used during the products life should be removed from the product and also be sent to an appropriate recycling facility.

Campbell Scientific Ltd can advise on the recycling of the equipment and in some cases arrange collection and the correct disposal of it, although charges may apply for some items or territories.

For further advice or support, please contact Campbell Scientific Ltd, or your local agent.



Campbell Scientific Ltd, 80 Hathern Road, Shepshed, Loughborough, LE12 9GX, UK
Tel: +44 (0) 1509 601141 Fax: +44 (0) 1509 601091
Email: support@campbellsci.co.uk
www.campbellsci.co.uk

Precautions

DANGER — MANY HAZARDS ARE ASSOCIATED WITH INSTALLING, USING, MAINTAINING, AND WORKING ON OR AROUND **TRIPODS, TOWERS, AND ANY ATTACHMENTS TO TRIPODS AND TOWERS SUCH AS SENSORS, CROSSARMS, ENCLOSURES, ANTENNAS, ETC.** FAILURE TO PROPERLY AND COMPLETELY ASSEMBLE, INSTALL, OPERATE, USE, AND MAINTAIN TRIPODS, TOWERS, AND ATTACHMENTS, AND FAILURE TO HEED WARNINGS, INCREASES THE RISK OF DEATH, ACCIDENT, SERIOUS INJURY, PROPERTY DAMAGE, AND PRODUCT FAILURE. TAKE ALL REASONABLE PRECAUTIONS TO AVOID THESE HAZARDS. CHECK WITH YOUR ORGANIZATION'S SAFETY COORDINATOR (OR POLICY) FOR PROCEDURES AND REQUIRED PROTECTIVE EQUIPMENT PRIOR TO PERFORMING ANY WORK.

Use tripods, towers, and attachments to tripods and towers only for purposes for which they are designed. Do not exceed design limits. Be familiar and comply with all instructions provided in product manuals. Manuals are available at www.campbellsci.eu or by telephoning +44(0) 1509 828 888 (UK). You are responsible for conformance with governing codes and regulations, including safety regulations, and the integrity and location of structures or land to which towers, tripods, and any attachments are attached. Installation sites should be evaluated and approved by a qualified engineer. If questions or concerns arise regarding installation, use, or maintenance of tripods, towers, attachments, or electrical connections, consult with a licensed and qualified engineer or electrician.

General

- Prior to performing site or installation work, obtain required approvals and permits. Comply with all governing structure-height regulations, such as those of the FAA in the USA.
- Use only qualified personnel for installation, use, and maintenance of tripods and towers, and any attachments to tripods and towers. The use of licensed and qualified contractors is highly recommended.
- Read all applicable instructions carefully and understand procedures thoroughly before beginning work.
- Wear a **hardhat** and **eye protection**, and take **other appropriate safety precautions** while working on or around tripods and towers.
- **Do not climb** tripods or towers at any time, and prohibit climbing by other persons. Take reasonable precautions to secure tripod and tower sites from trespassers.
- Use only manufacturer recommended parts, materials, and tools.

Utility and Electrical

- **You can be killed** or sustain serious bodily injury if the tripod, tower, or attachments you are installing, constructing, using, or maintaining, or a tool, stake, or anchor, come in **contact with overhead or underground utility lines.**
- Maintain a distance of at least one-and-one-half times structure height, or 20 feet, or the distance required by applicable law, **whichever is greater**, between overhead utility lines and the structure (tripod, tower, attachments, or tools).
- Prior to performing site or installation work, inform all utility companies and have all underground utilities marked.
- Comply with all electrical codes. Electrical equipment and related grounding devices should be installed by a licensed and qualified electrician.

Elevated Work and Weather

- Exercise extreme caution when performing elevated work.
- Use appropriate equipment and safety practices.
- During installation and maintenance, keep tower and tripod sites clear of un-trained or non-essential personnel. Take precautions to prevent elevated tools and objects from dropping.
- Do not perform any work in inclement weather, including wind, rain, snow, lightning, etc.

Maintenance

- Periodically (at least yearly) check for wear and damage, including corrosion, stress cracks, frayed cables, loose cable clamps, cable tightness, etc. and take necessary corrective actions.
- Periodically (at least yearly) check electrical ground connections.

WHILE EVERY ATTEMPT IS MADE TO EMBODY THE HIGHEST DEGREE OF SAFETY IN ALL CAMPBELL SCIENTIFIC PRODUCTS, THE CUSTOMER ASSUMES ALL RISK FROM ANY INJURY RESULTING FROM IMPROPER INSTALLATION, USE, OR MAINTENANCE OF TRIPODS, TOWERS, OR ATTACHMENTS TO TRIPODS AND TOWERS SUCH AS SENSORS, CROSSARMS, ENCLOSURES, ANTENNAS, ETC.

Table of Contents

PDF viewers: These page numbers refer to the printed version of this document. Use the PDF reader bookmarks tab for links to specific sections.

1. Introduction	1
2. Specifications.....	2
3. QuickStart.....	2
3.1 CR1000 Example Program	6
3.2 Example Program Description	9
3.2.1 VoiceSetup()	9
3.2.2 Voice Beg / EndVoice	10
3.2.3 CallInVoice Subroutine	10
3.2.4 CallOutVoice Subroutine.....	10
3.2.5 SlowSequence.....	10
4. System Components	10
4.1 COM320 Modem	10
4.2 Surge Suppressor	11
4.3 Voice Capable Dataloggers.....	11
4.4 Telephone.....	11
5. Datalogger Voice Programming.....	11
5.1 Features.....	11
5.1.1 Callback	12
5.1.1.1 Data Callback	12
5.1.1.2 Voice Callback.....	12
5.1.2 Voice Callin	12
5.1.3 Voice Storage Data	12
5.2 Voice Instructions	13
5.2.1 VoiceBeg / EndVoice	13
5.2.2 VoiceSpeak	13
5.2.3 VoiceKey	13
5.2.4 VoiceNumber.....	14
5.2.5 DialVoice.....	14
5.2.6 VoiceHangup	14
5.2.7 VoiceSetup.....	14
5.2.8 VoicePhrases.....	15
5.3 Data Callback.....	15
5.3.1 Example Data Callback Program.....	15
5.3.2 Data Callback Instructions.....	16
5.4 Answer in Data Mode	17
5.5 LoggerNet	17
6. Hardware Installation.....	18
6.1 Site Requirements	18
6.2 Powering the COM320 Modem	19

6.3	Grounding the COM320 System.....	19
6.4	Telephone Service	20
6.5	Connecting to a Surge Protector.....	21

7. Troubleshooting COM320 Voice Systems.....22

7.1	No Communications.....	22
7.2	Communications Problems.....	23

Appendices

A. IC Information..... A-1

B. Updating and Configuring the COM320..... B-1

B.1	Removing the Cover to Access the USB Port	B-1
B.2	COM320 USB Communications Cable.....	B-1
B.3	COM320 Driver Installation	B-1
B.4	Downloading a New Operating System to the COM320	B-2
B.5	Changing COM320 Settings	B-3
B.6	Retrieving a Vocabulary List	B-5

C. CS I/O 9 Pin Serial Port..... C-1

D. COM320 Word List D-1

D.1	COM320 Word List - Alphabetical Order.....	D-1
-----	--	-----

Figures

1-1.	COM320 Voice Phone Modem.....	1
6-1.	COM320 Hardware Connection Using Standard RJ11 Phone Jack ..	18
6-2.	COM320 / CR1000 Using Surge Protection Device (where there's no available Standard RJ11 Connection).....	19
6-3.	COM320 Grounding and Alternate 12Vdc Power	20
6-4.	Top View of Surge Suppressor Wiring	21
6-5.	Side View of Surge Suppressor Wiring.....	22
B-1.	Send OS Screen in <i>Device Configuration Utility</i>	B-3
B-2.	<i>Device Configuration Utility</i> Screen	B-4
B-3.	<i>Device Configuration Utility</i> Settings Editor	B-4
C-1.	COM320's Male 9 Pin Connector	C-1

Tables

C-1.	Pin Description.....	C-2
------	----------------------	-----

COM320 Voice Communications Modem

1. Introduction

The COM320 is a voice-synthesized modem that supports the CR800, CR850, CR1000, and CR3000 dataloggers. The COM320 allows the datalogger to announce over the telephone specific variable data, present state of flags and/or control ports, and the ability to toggle flags and/or control ports. Dataloggers can also be programmed to call specific phone numbers with different messages when specific conditions are met.

Although the primary function of the COM320 is voice communications, the modem is also capable of *data* communications. In data mode, the COM320 supports standard datalogger functions including program send, data collection, and data callback.

This manual provides information regarding COM320 specifications, installation, and operation. Section 3, *QuickStart* (p. 2), presents an example CR1000 voice callback/callin program with descriptions of the code.

Section 6.3, *Grounding the COM320 System* (p. 19), explains how to make a good earth ground connection to maximize protection of the COM320 against lightning and electro-static discharge.



FIGURE 1-1. COM320 Voice Phone Modem

2. Specifications

Standards:	V.92, K56Flex, V.90, V.34, V.32bis, V.32, V.23, V.22bis, V.22, V.21, B212, B103
Registration:	FCC US: 3A4M508BSM2-T-W IC 2377 A-SM2TW
Compliance:	View the EU Declaration of Conformity at: www.campbellsci.com/com320
Datalogger interface:	CS I/O, SDC9 (Only one device using SDC9 can be connected to the CS I/O port.)
Operating voltage:	12 Vdc
Current drain:	100 μ A quiescent; 35 mA active
Operation:	Full-duplex over standard analog phone lines
Operating temperature:	-25 to 50 °C standard, -55 to 85 °C optional
Dimensions:	16.5 x 2.5 x 6.6 cm (6.5 x 1.0 x 2.6 in)
Weight:	0.16 kg (0.35 lb)

3. QuickStart



This section presents Basic_Voice_2.cr1, an example voice callback/callin program written to demonstrate functions of the COM320. It can serve as a starting point from which to build an application program. Customize the voice code and merge your measurement sections with the voice code. Also test the auto-disconnect functionality (that is, the datalogger will automatically hang up after the specified number of seconds).

To demonstrate the example program, obtain the following items or their equivalent:

- 1) COM320 (COM320_OS.03 or later OS)
- 2) SC12 Cable
- 3) CR1000 datalogger
- 4) 3 inches of thermocouple wire
- 5) PS150 Power Supply
- 6) Phone modem for PC
- 7) LED in series with 1000 ohm resistor
- 8) Analog phone line

NOTE

The COM320 cannot interface with office digital phone lines. Connect the COM320 to analog phone lines only, such as a fax line.

You will also need:

- 1) Windows compatible PC with available COM port.
- 2) *LoggerNet* 3.4.1 or later installed on PC.

The datalogger's voice code is created along with the measurement program using the CRBasic editor. Finish and debug the voice portion of the program before adding the measurement code.

The example CR1000 voice callback/callin program supports the following functions:

- Voice callin
- Voice callback
- Auto-disconnect
- Auto-redial
- Alarm reset

The following steps show how to build a station to demonstrate the example voice callback/callin program. The voice station can further serve to test/debug a custom voice program and merge it with an application program.

Step 1 – LoggerNet Setup

- 1) In *LoggerNet* Setup create the following device map:



- 2) Configure ComPort and PhoneBase for your PC's phone modem.
- 3) Configure PhoneRemote to include the COM320's analog phone number followed by six commas and a 9.
- 4) Click on CR1000phone (renamed) and verify that the PakBus Address is 1.

Step 2 – Hardware Setup

- 1) Start with a CR1000 having factory settings. If unsure of settings, close *LoggerNet*, connect SC12 cable from PC ComPort to CR1000 RS-232 port, run *Device Configuration Utility*, set Serial Port to match the PC ComPort, Connect and click on the Factory Defaults button, Apply settings and Disconnect.
- 2) Turn off PS150 if it isn't already.
- 3) Connect CR1000 to PS150.
- 4) Connect SC12 cable from COM320 to CR1000 CS I/O port.
- 5) Connect analog phone line to COM320.
- 6) Turn on PS150.
- 7) Connect prepared thermocouple to CR1000's DIFF 7 analog input.

- 8) Connect LED with 1000 ohm resistor connected to anode lead from C1 to G (resister to C1).

Step 3 – Send BASIC_VOICE_2.CR1 to CR1000

- 1) Download BASIC_VOICE_2.CR1 from CSI web site under Support, Downloads, Program | Examples, COM310 Examples to a folder on your hard drive. (The download from the website is a zip file containing both BASIC_VOICE_2.CR1 and Basic_Data_Clbk_1.CR1.)
- 2) From *LoggerNet* Toolbar run CRBasic Editor and open BASIC_VOICE_2.CR1.
- 3) Change PHONE1 (a constant in SlowSequence near bottom of program) to your office phone number to be used for callback. Save and Compile the change.
- 4) You can change PHONE2, etc. to nearby phone numbers for testing or comment out those lines of code. NUMPHONES should equal the number of active phone numbers.
- 5) If the thermocouple at DIFF 7 isn't Type T, change the program to match your thermocouple type. Save and Compile.
- 6) Connect to CR1000phone and in Connect Screen, send BASIC_VOICE_2.CR1 to CR1000phone.
- 7) Disconnect from CR1000phone.
- 8) Your CR1000 voice station is ready to demonstrate.

Step 4 – Callin

- 1) Using a touch-tone phone, dial the number of the analog phone line connected to the COM320.
- 2) You should hear a ring or two, some faint clicking and then the voice announcements:

```
CURRENT STATION DATA  
PRESS ONE TO HEAR THE BATTERY VOLTAGE  
PRESS TWO TO HEAR THE DATALOGGER TEMPERATURE  
PRESS THREE TO HEAR THE T C TEMPERATURE  
PRESS STAR TO DISCONNECT
```

- 3) Pressing 1, 2, 3, or * should produce the result indicated.

Step 5 – Callback

- 1) Grip the end of the thermocouple to raise its temperature above 85 °F setting an alarm condition.
- 2) In a few seconds you should be able to detect the dial tones as a voice callback proceeds. The first phone number in the program should ring. Picking up the phone you should hear:

PRESS POUND TO RESET ALARM, PRESS STAR TO DISCONNECT

Pressing the # key you should hear:

C R ONE THOUSAND STATION
PRESS ONE TO HEAR A SENSOR VALUE
PRESS TWO TO HEAR OR TOGGLE PORT
PRESS THREE TO HEAR OR TOGGLE FLAG
PRESS STAR TO DISCONNECT

- 3) Navigate through the menus to learn the program's capabilities:
 - a) Press 2 to access the Ports Menu.
 - b) Press 1 to read the logic state of Control Port 1.
 - c) Press # to toggle the logic state of Control Port 1 (C1's LED should turn on).
 - d) Press # again (C1's LED should turn off).
 - e) Press * to return to "C R ONE THOUSAND STATION" menu.
 - f) Press * to hang up.
- 4) Try hanging up the phone without pressing * (disorderly exit). The modem should automatically hang up after a few seconds.
- 5) As you press the keys to navigate around in the menus, you will find that occasionally you get an unexpected response. Phone connections are susceptible to noise and signal attenuation. Depending on your particular phone equipment, the phone lines, and equipment between you and the voice station, you may experience some of the following:
 - a) You press * and the voice station hangs up but doesn't say, "Goodbye."
 - b) A voice callback rings your phone but you pick up to silence.

Certain phones are more of a problem due to low signal levels or switch bounce.
- 6) Helpful hints for pressing phone keys to control a voice station:
 - a) Press a key firmly (but not too long).
 - b) Allow a second between key presses.
 - c) Press the same key again if getting an incorrect response.
 - d) If no response, try pressing the same key again or press the # key to recover.
 - e) If unresponsive, try rapidly pressing a series of five * keys to disconnect station.
 - f) Worst case, hang up and allow 6 minutes for the voice station to reset itself.

3.1 CR1000 Example Program

The BASIC_VOICE_2.CR1 example voice callback/callin program employing **VoiceSetup()** can be downloaded from CSI's website under Support/Downloads/Program | Examples, COM310 Examples.

```
' CR1000
' BASIC_VOICE_2.CR1
' Program employs VoiceSetup instruction available in OS CR1000.Std.12 and later
' 1st phone number is called if Diff 7 TC temperature > 85F
' Program continues to call callback phone number list until someone answers and presses # key
' resetting alarm.
' Callback phone numbers are in constants in the SlowSequence at the bottom of the program.

' Key Press Functions:
' # resets alarm condition or toggles port/flag
' 1,2,3,4,5,6,7,8 select certain menu items
' * returns one menu level (returns from subroutine) or disconnects
' 0 is not used in this program
' 9 should be avoided since it will trigger an attempt to connect to a modem

' Timeouts (for key presses and for the total on line time) are constants listed below
' and can be adjusted.

Public Value(3)
Alias Value(1) = BatteryV
Alias Value(2) = PTemp
Alias Value(3) = TCValue_F

Const KeyTimeout = 800           ' 8 second timeout waiting for key stroke before hangup
Const SecsOnLine = 360          ' 6 minutes On Line Timeout
Const STAR = 42                 ' The * key (STAR)
Const POUND = 35                ' The # key
Const HangupIfKeyTimeout = TRUE ' Will hangup if times out waiting for a key
Const RINGTIME = 20             ' Maximum time, in seconds, allowed for a phone to be picked up
                                ' and # pressed

Public mykey As Long

' **** VOICE CODE executed when DL detects COM320 RING or when DialVoice() succeeds ****

Public CallingOut As Boolean     ' Detects whether we are calling out or calling in

' STAR (*) key will be used to return from subroutines and to disconnect if not in a subroutine

VoiceSetup (STAR,STAR,0,SecsOnLine,HangupIfKeyTimeout,CallingOut)

VoiceBeg
  If CallingOut Then             ' We are calling out triggered by DialVoice()
    Call CallOutVoice
  Else
    Call CallInVoice             ' We are calling in
  EndIf
EndVoice

' ***** Subroutines *****

' Called when calling in:
Sub CallInVoice
  Do
    VoiceSpeak ("CURRENT STATION DATA 50MS 50MS", 0)
    VoiceSpeak ("PRESS ONE TO HEAR THE BATTERY VOLTAGE 50MS", 0)
    VoiceSpeak ("PRESS TWO TO HEAR THE DATALOGGER TEMPERATURE 50MS", 0)
    VoiceSpeak ("PRESS THREE TO HEAR THE T C TEMPERATURE 50MS", 0)
```

```

VoiceSpeak ("PRESS STAR TO DISCONNECT", 0)
Select Case VoiceKey(keytimeout)
Case 1
  VoiceSpeak ("THE BATTERY VOLTAGE IS" + Value(1) + "VOLTS", 1)
Case 2
  VoiceSpeak ("THE REFERENCE IS" + Value(2) + "DEGREES", 1)
Case 3
  VoiceSpeak ("THE AIR TEMPERATURE IS" + Value(3) + "DEGREES", 0)
EndSelect
Loop ' Until timeout or STAR
EndSub

' Called when calling out:
Public Alarm As Boolean, ArmAlarm As Boolean, ManualAlarm As Boolean

Sub CallOutVoice
  ' Dial # reset to reset alarm = 0
  Timer(1,Sec,2) ' Start timer
  Do
    VoiceSpeak("50MS PRESS POUND TO RESET ALARM 50MS PRESS STAR TO DISCONNECT", 0)
    mykey = VoiceKey(0)
    If Timer(1,Sec,4) >= RINGTIME Then ExitSub ' Max time to await pick up and # press
  Loop Until mykey = POUND
  ' Someone cleared the alarm, let them proceed and do other things
  Alarm = False
  Do ' Until timeout
    VoiceSpeak ("50MS C R ONE THOUSAND STATION 50MS 50MS", 0)
    VoiceSpeak ("PRESS ONE TO HEAR A SENSOR VALUE 50MS 50MS", 0)
    VoiceSpeak ("PRESS TWO TO HEAR OR TOGGLE PORT 50MS 50MS", 0)
    VoiceSpeak ("PRESS STAR TO DISCONNECT 50MS 50MS", 0)
    Select Case VoiceKey(KeyTimeout)
    Case 1
      Call SubKey1
    Case 2
      Call SubKey2
    Case 3
      Call SubKey3
    EndSelect
  Loop ' Until timeout
EndSub

' Monitors a value
Sub SubKey1
  Do
    VoiceSpeak ("50MS PRESS SENSOR NUMBER 50MS PRESS STAR TO RETURN", 0)
    mykey = VoiceKey (KeyTimeout)
    If mykey = 1 Then VoiceSpeak ("50MS THE BATTERY VOLTAGE IS" + Value(1) + "VOLTS", 1)
    If (mykey = 2) Then VoiceSpeak ("50MS THE REFERENCE IS" + Value(2) + "DEGREES", 1)
    If (mykey = 3) Then VoiceSpeak ("50MS THE T C IS" + Value(3) + "DEGREES", 1)
  Loop ' Sensor value loop
EndSub

' Read a port and possibly toggle
Sub SubKey2
  Do ' Until * or timeout
    Dim keybit,port As Long,state
    VoiceSpeak("50MS PRESS PORT NUMBER 50MS PRESS STAR TO RETURN", 0)
    port = VoiceKey(keyTimeout)
    If (port > 0) AND (port <= 8) Then
      keybit = 2^(port-1) ' Bit 0..7 is set in keybit. Keybit = 2^(port-1).
      Do
        ReadIO(state, &b11111111)
        VoiceSpeak("50MS C" + port + "IS",0)
        If state AND keybit Then
          VoiceSpeak("ON",0)
        Else
          VoiceSpeak("OFF",0)
        EndIf
      Loop
    EndIf
  Loop
EndSub

```



```

Const PHONE3 = "1112225555"
Dim i,Phones(NUMPHONES) As String
phones(1) = PHONE1
phones(2) = PHONE2
phones(3) = PHONE3

Alarm = FALSE
ArmAlarm = TRUE
Do                                ' Forever
  Delay(1,1,sec)
  If (TCvalue_F < 85) Then
    ArmAlarm = TRUE
  ElseIf (TCvalue_F > 85 AND ArmAlarm) OR ManualAlarm = TRUE Then
    ManualAlarm = False
    Alarm = TRUE'
    Do
      For i = 1 To NUMPHONES
        ' Call these numbers until the alarm is cleared
        If Alarm Then DialVoice(phones(i)) ' Calls only if alarm
is set
      Next i
      If Alarm Then Delay(1,1,min)
    Loop Until Alarm = FALSE
    ArmAlarm = False
  EndIf
Loop
EndProg

```

3.2 Example Program Description

NOTE

Bold text indicates a CRBasic instruction. Italic text indicates a subroutine.

Basic_Voice_2.cr1 has five main sections:

VoiceSetup() – handles auto-disconnect.

Voice Beg / EndVoice – routes execution to callin or callout subroutines.

CallInVoice Subroutine – executes when **VoiceBeg** detects a callin

CallOutVoice Subroutine – executes when **VoiceBeg** detects a dial-up. It looks for a pound (#) key to reset “alarm” variable to false.

SlowSequence – continually looks for the “alarm” variable to be true, which if it is, it dials a list of phone numbers until “alarm” is no longer true. It signals **VoiceBeg** when a callout dial-up is in progress.

3.2.1 VoiceSetup()

The **VoiceSetup()** instruction is used to control the hang up of the COM320 voice modem. It controls which key is used to exit a subroutine and which is used to continue to the next **VoiceKey()** instruction. It also determines how long the COM320 can be ‘off hook’ before the datalogger automatically hangs up (auto-disconnect). And it controls whether or not the modem hangs up after a **VoiceKey()** instruction timeout. The *Callout* parameter indicates that the modem has received a ‘call in’ or has dialed a ‘call out’.

WARNING

The VoiceSetup() SecsOnLine setting is important as it hangs up (auto-disconnects) the modem in case someone hangs up the phone or leaves the phone off-hook without pressing star keys for an orderly “good-bye” disconnect. Test the entire program in this regard before deployment to avoid possible lengthy off-hook states disallowing incoming calls, running up a phone bill and draining the station power supply.

3.2.2 Voice Beg / EndVoice

At call in, the **VoiceBeg / EndVoice** instruction pair enclose the code that is executed when the datalogger detects a ring from the COM320.

3.2.3 CallInVoice Subroutine

This subroutine contains the code pointed to by **VoiceBeg / EndVoice** that executes after a call in occurs. It consists mainly of **VoiceSpeak()** menu announcements followed by a **VoiceKey()** instruction prompting caller input and a **Select Case** statement choosing the program’s responses to various caller key presses.

3.2.4 CallOutVoice Subroutine

The *CallOutVoice* subroutine contains the code that executes when **VoiceBeg / EndVoice** detects that a call out phone number has been dialed. It prompts a responding party to press the # key after which it announces the menu selections to hear: battery voltage, panel temperature, or thermocouple temperature (SubKey1); datalogger port status of C1 – C8 (SubKey2); or datalogger flag status of F(1) – F(8) (SubKey3). The state of the ports and flags can be toggled as well as heard.

3.2.5 SlowSequence

Contains code that continually executes looking for the Diff 7 thermocouple to exceed 85 °F forcing a call out (callback) because the “alarm” variable is “True.” It dials the first phone number on the list. If no answer after 20 seconds, the second number is dialed. The list of phone numbers is dialed repeatedly until someone picks up and presses the # key (monitored by the *CallOutVoice* subroutine) which resets “alarm” to “False” and allows the responding party to proceed through the *CallOutVoice* menus.

4. System Components

4.1 COM320 Modem

Connecting a COM320 voice modem to a datalogger provides all COM220 supported functions plus the following:

- Voice retrieval of data (user or datalogger initiated)
- Reading / Toggling of datalogger control ports
- Reading / Toggling of program Flags

The COM320 ships with an SC12 cable (9-pin to 9-pin) for connecting between the modem CS I/O port and datalogger CS I/O port.

NOTE The COM320's communication port is designed to function with a Campbell Scientific CS I/O port. This is **not** an RS-232 port. See Appendix C, *CS I/O 9 Pin Serial Port (p. c-1)*, for the CS I/O port description.

4.2 Surge Suppressor

If the phone company does not provide surge protection at the datalogger site, you will need to install some. CSI offers surge protectors in two forms: pn 6362 is a surge protector with environmental enclosure mounting hardware and pn 4330 is the surge protector with no mounting hardware (see Section 6.5, *Connecting to a Surge Protector (p. 21)*).

4.3 Voice Capable Dataloggers

The COM320 is compatible with the CR6, CR800, CR850, CR1000, and CR3000 dataloggers. They must have an operating system \geq the following: CR800/CR850 version 7, CR1000 version 16, and CR3000 version 9. It is not compatible with CR200-series, CR5000, CR7, CR9000X, or any retired dataloggers.

The COM320 supports such functions as program send, data collection, clock check, voice callback, voice callin, and data callback.

The modem also supports concurrent communications. Dataloggers with multiple peripherals (COM320, RF450, RF401, MD485, NL115, CR1000KD, and SC32B) can communicate simultaneously via those peripherals.

4.4 Telephone

A touch-tone phone is normally used to call the COM320 modem. A rotary phone will work if the programmed voice announcements do not require you to navigate through the COM320's menu system.

NOTE The COM320 must connect to an analog phone line. Some PBX phone lines are digital and don't interface to an analog modem such as the COM320. Of course, any phone may be used to call in or receive callbacks from the COM320. A touch-tone phone is necessary for input.

5. Datalogger Voice Programming

The voice code for the datalogger is integrated with the main program. It is probably advantageous to complete and debug your custom voice program before adding the measurement code. The example voice callback/callin program in Section 3.1, *CR1000 Example Program (p. 6)*, can provide a starting point for your program.

5.1 Features

The voice instructions listed in Section 5.2, *Voice Instructions (p. 13)*, are combined with standard CRBasic instructions to create the code needed for

telephone answering, dialing, voicing word strings, voicing data, receiving key presses from the remote phone, and acting upon those key presses.

5.1.1 Callback

Callback is the ability of a datalogger/COM320 station to initiate a phone call 'back' to a PC running *LoggerNet* (data mode) or to a telephone (voice mode). Data callback and voice callback code can be included in the same program. See the example CR1000 voice callback/callin program in Section 3.1, *CR1000 Example Program (p. 6)*, for details.

5.1.1.1 Data Callback

When specified conditions are met, a station can be programmed to do a data callback to a PC (with phone modem) running *LoggerNet*. Data callback causes *LoggerNet* to collect datalogger data marked for collection. You must enable Callback (sometimes in two places) in *LoggerNet* Setup.

The datalogger program uses a **SendVariables()** instruction to effect a data callback (see example data callback program in Section 5.3.1, *Example Data Callback Program (p. 15)*). No callback ID is used.

5.1.1.2 Voice Callback

The COM320 gives you the ability to do *voice* callbacks. You can program a station to call one or more telephone numbers and announce an alarm message when conditions you specify are met. Using multiple phone numbers increases the probability that someone will receive the message.

Dataloggers accomplish voice callback with a combination of **VoiceSetup()**, **VoiceKey()**, **VoiceSpeak()**, and **DialVoice()** instructions (see example voice callback/callin program in Section 3.1, *CR1000 Example Program (p. 6)*).

5.1.2 Voice Callin

Callin allows a station to accept a phone call and announce words and data. In some instances, access to menus may be allowed via key presses. All voice capable dataloggers support callin. The dataloggers require that callin code be added to the program (see example voice callback/callin program in Section 3.1, *CR1000 Example Program (p. 6)*).

5.1.3 Voice Storage Data

The COM320 recites data stored in *variables*. You can also recite data stored in tables by setting a variable equal to `Tablename.Fieldname` (fieldname index, records back). You can get a specific field from the data table (for more information see Program Access to Data Tables section in the CR1000 manual).

The VoiceSpeak code might look like this:

```
TC_1 = Public.AirTemp(1,1)
```

```
VoiceSpeak ("THE AIR TEMPERATURE WAS" + TC_1 + "DEGREES", 0)
```

5.2 Voice Instructions

The example voice callback/callin program “BASIC_VOICE_2.CR1” in Section 3.1, *CR1000 Example Program (p. 6)*, provides a starting point from which to build the features you want.

Patterned after the example program in QuickStart, voice instructions can be combined in a variety of ways to provide phone access to datalogger data and for control of datalogger flags/output control ports.

5.2.1 VoiceBeg / EndVoice

This instruction pair contains the code executed when the datalogger detects a RING signal from the COM320 (a callin). It is placed in the declarations portion of the program before the **BeginProg** instruction. The **EndVoice** instruction hangs up the modem. **VoiceHangup** is not required unless you want to hang up the modem under certain conditions prior to the execution of the **EndVoice** instruction.

The **VoiceKey()** instruction is also used to add a delay before the **EndVoice** instruction is executed so that the datalogger will not end the **VoiceSpeak()** instruction before the spoken message is completed.

5.2.2 VoiceSpeak

The **VoiceSpeak()** instruction defines the string spoken by the voice modem. The string is comprised of concatenated words and string variables. To ensure coded words are valid, CRBasic checks them against the voice.txt file, which mirrors the word list internal to the COM320. Voice.txt resides in the “C:\CAMPBELLSCILIB\COMPILER” folder.

To use **VoiceSpeak()**, select it from the instruction list in CRBasic Editor and click **Insert**. CRBasic Editor brings up a list of available words. Words can be inserted in any order. Words are enclosed with quotes and variables are concatenated with words using a plus sign. For example, "50MS THE BATTERY VOLTAGE IS" + Value(1) + "VOLTS" is a valid string. The word “50MS” inserts a 50 millisecond pause during the announcement. 50MS can be inserted multiple times in series to create a longer pause.

5.2.3 VoiceKey

The **VoiceKey()** instruction is used to add a delay before the **EndVoice** instruction is executed so that the datalogger does not end the **VoiceSpeak()** command before the announcement is finished.

The **VoiceKey()** instruction *Timeout* parameter is used to add a delay (in 0.01 seconds) before **EndVoice** or **Loop** is executed. Multiple **VoiceKey()** instructions placed before an **EndVoice** or **Loop** instruction increase the delay. The **VoiceKey()** timeout provides silent time for a user to respond to the announced menu; however, the user can respond by pressing a key in the middle of an announcement.

When doing concurrent communications (via multiple communication peripherals) with your datalogger, it is recommended that the **VoiceKey()** timeout be extended to over 5 seconds.

The **VoiceSetup()** *UseTimeout* parameter determines whether or not the datalogger will hang up the COM320 after the timeout in the **VoiceKey()** instruction expires.

5.2.4 VoiceNumber

The **VoiceNumber()** instruction returns the accumulated touch tone digits that are received prior to the receipt of a # or * key. The example voice callback/callin program uses no **VoiceNumber** instructions; however, this instruction may be useful for phone transfer of long numbers such as for passwords, etc.

5.2.5 DialVoice

The **DialVoice()** instruction is used to define the dialing string for a COM320 voice modem, usually for voice callback. If the **DialVoice()** instruction is set equal to a variable, True will be returned if the communication attempt was successful or False will be returned if it failed. **VoiceHangup** is used after a communication attempt to hang up the voice modem. The *DialString* is the telephone number and any other codes used to dial the modem. The *DialString* can be a variable. A comma in the *DialString* inserts a 2 second pause.

5.2.6 VoiceHangup

The **VoiceHangup** instruction is used most often with the **DialVoice()** instruction to hang up the modem after communication. The **VoiceHangup** instruction is not needed if the voice commands are enclosed within the **VoiceBeg / EndVoice** instructions.

5.2.7 VoiceSetup

The **VoiceSetup()** instruction controls the hang up of the COM320 voice modem. It also allows you to specify certain handset key functions:

The *HangUpKey* parameter specifies the key that, when pressed, will disconnect the COM320.

The *ExitSubKey* parameter specifies the key that will exit a subroutine if the datalogger is running one. The *ContinueKey* parameter specifies the key that will begin announcing the next **VoiceSpeak** phrase.

The *SecsOnLine* parameter specifies the maximum number of seconds that the COM320 will be off-hook before it is hung up by the datalogger.

The *UseTimeout* parameter determines whether or not the datalogger will hang up the COM320 after the timeout in the **VoiceKey()** instruction expires. If this parameter is set to True, the timeout will be used. If False, the timeout will not be used.

The *CallOut* parameter is a Boolean value that indicates the COM320 mode. When the value returned in this parameter is True, the datalogger has called out. When the value is False, the datalogger has received an incoming call.

If the same ASCII character is used for *HangUpKey* and *ExitSubKey*, the datalogger will exit a subroutine if it is in one, otherwise, it will hang up the COM320. When the specified *ContinueKey* is pressed, the COM320 will skip

the current VoiceSpeak string and move to the next one. If any other key is pressed, the COM320 will skip to the next group of **VoiceSpeak()** instructions.

5.2.8 VoicePhrases

The **VoicePhrases()** instruction is used to provide a list of phrases for a **VoiceSpeak()** instruction. This instruction allows the **VoiceSpeak()** instruction to output a string from a list of several strings, depending upon program conditions.

5.3 Data Callback

The COM320 can be put into data mode to accomplish data callback, instructing *LoggerNet* to do a collection of datalogger data.

5.3.1 Example Data Callback Program

The following program (downloadable from CSI web site under Support/Downloads/Program | Examples, COM310 Examples) does data callbacks to the phone number associated with the **DialModem()** instruction whenever the thermocouple temperature exceeds 85 °F. To complete the system, provide a PC running *LoggerNet* with a phone modem connected to the phone line dialed.

```
' CR1000 Series Datalogger
' BASIC_DATA_CLBK_1.CR1
' Program description: Does a DATA CALLBACK via COM320 when DIFF 7 TC temp > 85F
' LoggerNet Map:
'   ComPort
'   PhoneBase
'   PhoneRemote
'   PakBusPort
'   CR1000 (PakBus Address matches remote DL)
' Use Type T thermocouple or change TCDiff instruction accordingly

Public batt_volt, Result
Public PTemp, TCvalue_F, dummy
Dim DialSuccess

DataTable (TestA,1,1000)
  DataInterval (0,0,Sec,10)
  Sample (1,PTemp,FP2)
  Sample (1,TCvalue_F,FP2)
  Sample (1,batt_volt,FP2)
  Sample (1,DialSuccess,FP2)
  Sample (1,Result,FP2)
EndTable

DataTable (TestB,1,1000)
  DataInterval (0,0,Sec,10)
  Sample (1,PTemp,IEEE4)
  Sample (1,TCvalue_F,IEEE4)
  Average (1,TCvalue_F,IEEE4,False)
  Sample (1,batt_volt,FP2)
  Sample (1,DialSuccess,FP2)
  Sample (1,Result,FP2)
EndTable
```

```

DialSequence (4094)
  DialSuccess = DialModem (COM320, 9600,"1112223333","") 'Phone number to call
EndDialSequence (DialSuccess)

BeginProg
  Scan (30,Sec,0,0)

  PanelTemp (PTemp,250)
  Battery (Batt_volt)
  dummy = 0

  TCDiff (TCvalue_F,1,mV2_5C,7,TypeT,PTemp,True ,0,250,1.8,32)

  If TCvalue_F > 85 then
    SendVariables (Result,COM320,4094,4094,0000,2500,"Public","Callback",dummy,1)
    Delay (1,15,Sec) 'Prevents too soon callback
  Endif

  CallTable TestA
  CallTable TestB

  NextScan
EndProg

```

In the above data callback program, the phone number is dialed in the **DialSequence()/EndDialSequence()** using the **DialModem()** instruction. Any needed re-dials are handled by **EndDialSequence(DialSuccess)**.

LoggerNet recognizes the incoming call as a data callback by the arrival of the “Public” and “Callback” strings sent by the **SendVariables()** instruction in the *TableName* and *FieldName* parameters (visible in low-level log for ComPort). Callback must be enabled in both the station and the ComPort screens.

The 25 second **SendVariables()** *TimeOut* (2500 hundredths of a second) allows the slow phone connection time to build.

5.3.2 Data Callback Instructions

The following instructions are used to program a data callback.

DialSequence/EndDialSequence

The **DialSequence()/EndDialSequence()** instructions are used to define the code necessary to route packets to a PakBus datalogger. Any time an instruction (**SendVariables()**) in the main program requires that communication be made with the remote PakBus device identified by the *PakBusAddr* parameter (*LoggerNet* server with PakBus address = 4094), the DialSequence code for that datalogger will be executed.

DialModem

The **DialModem()** instruction is used to send a modem dial string out one of the datalogger's ports. **DialModem()** can be used within **DialSequence() / EndDialSequence()** to specify a communication route to be used for a PakBus device.

The *ResponseString* is used to specify the response code expected back from the modem when a connection is made. When a null string is entered (""), the default is "1"+ CHR(13).

SendVariables

The **SendVariables()** instruction is used to send value(s) from a variable or variable array to a data table in a destination PakBus device.

In the example data callback program, the variable “dummy” is sent to *LoggerNet* as a signal for *LoggerNet* to begin collection of the datalogger.

5.4 Answer in Data Mode

In most applications, the COM320 will answer with voice prompts and phrases. If a phone modem was used in making the call, a series of commas followed by a “9” would be appended to the dialed phone number to switch the COM320 into a data mode.

Some applications may require the COM320 to answer in a data mode without the intervention of sending the “9”. This can be done via datalogger control by having a “#9” as the last or only word in a **VoiceSpeak()** instruction. Example: `VoiceSpeak(“#9”,0)`.

The modem can be forced to hang-up using the word “#HANGUP” as the last or only word in the **VoiceSpeak()** instruction.

5.5 LoggerNet

By default, the COM320 operates in *voice* mode, enabling you to call a station and hear voice announcements or enabling the station to do a callback to you and announce an alarm. The COM320 also has the ability to function in *data* mode. In data mode, the COM320 supports data collection and other standard *LoggerNet* functions.

LoggerNet can be configured to call and perform scheduled collections of storage data or the datalogger can be programmed to do callbacks under specified conditions, at which time *LoggerNet* will collect the data.

For scheduled (or manual) collection, change the COM320 to *data* mode by including six commas and a “9” in *LoggerNet*’s dial script in the Setup Screen’s Hardware Tab for PhoneRemote.

For callback collection, the datalogger **DialSequence()** instruction changes the COM320 from default voice mode to data mode.

The commas create a delay so that the “9” is received by the COM320 during the voice announcement. When the COM320 detects the “9”, it disables *voice* communications and enables data mode for the remainder of that connection.

For example, in *LoggerNet*, if the phone number is "555-4321" then in order to call the COM320 and enable data mode, the dial script becomes:

```
"555-4321,,,,,,9"
```

In *LoggerNet*, a comma represents a 2 second delay. You may need to adjust the number of commas so that the “9” occurs during the voice announcement, depending upon the length of time required to establish the connection with the modem. The COM320 must be speaking when the “9” is sent.

6. Hardware Installation

6.1 Site Requirements

NOTE Connection to telephone company provided COIN service (Central Office Implemented systems) is prohibited. Connection to party line service is subject to state tariffs.

The COM320 is compatible with standard (analog) telephone lines. It connects to the telephone line by means of a USOC RJ11 jack (standard modular telephone jack). Connect the cable from the telephone RJ11 jack to the modem as shown in FIGURE 6-1.

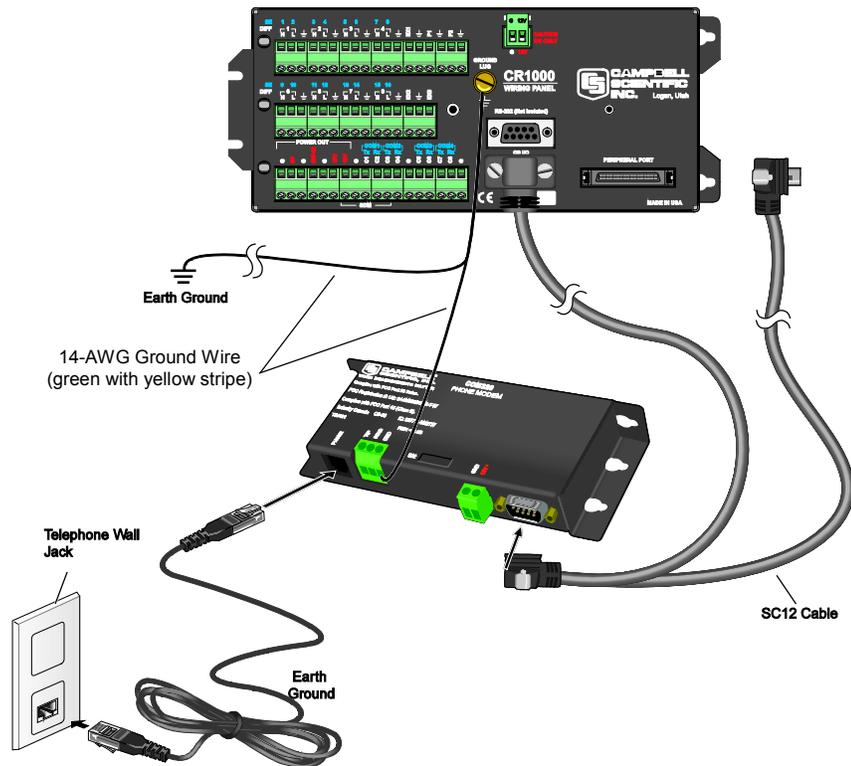


FIGURE 6-1. COM320 Hardware Connection Using Standard RJ11 Phone Jack

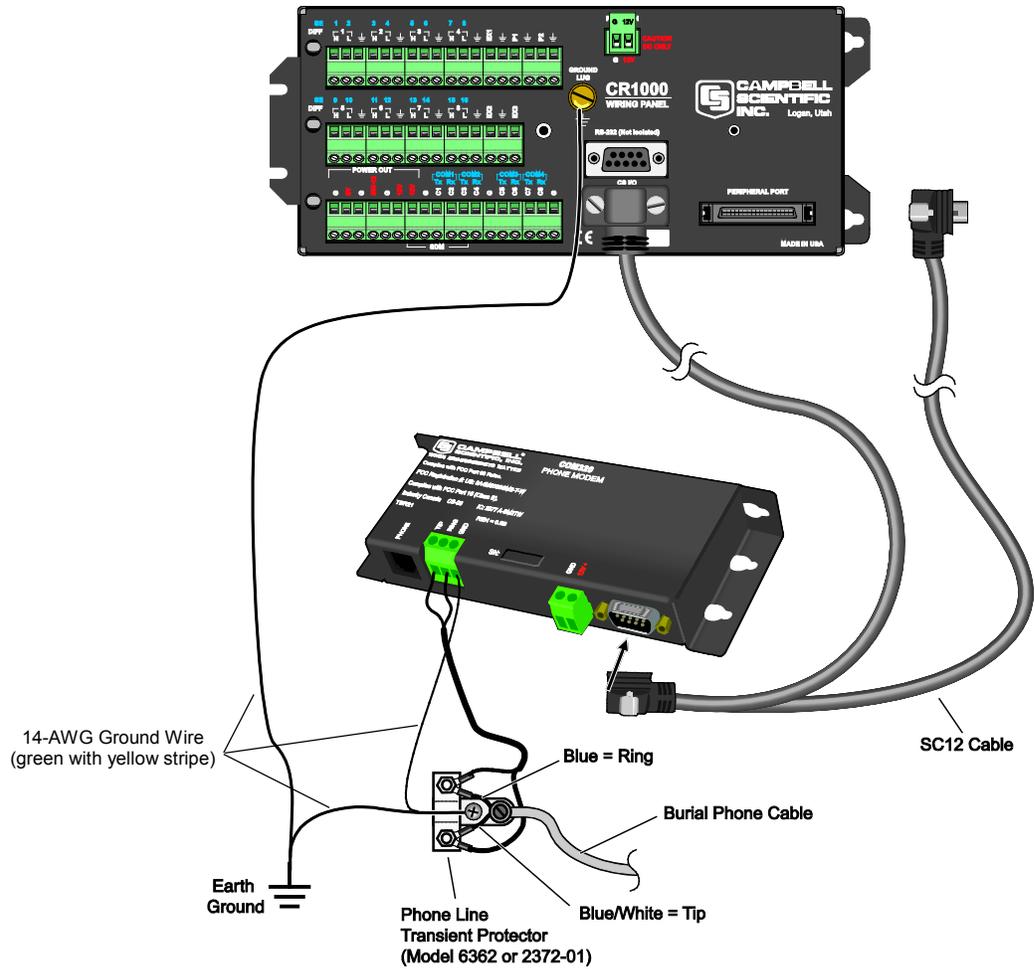


FIGURE 6-2. COM320 / CR1000 Using Surge Protection Device (where there's no available Standard RJ11 Connection)

6.2 Powering the COM320 Modem

The datalogger provides 12 Vdc on the CS I/O connector's pin 8 for powering peripherals such as the COM320.

6.3 Grounding the COM320 System

Connect the 14 AWG grounding wire (green with yellow stripe, provided with the COM320) to the GND terminal on the COM320 and to the station enclosure's earth ground connection. The COM320 and datalogger must be connected directly to a high quality earth ground. Read the datalogger manual section on GROUNDING for details on creating such an earth ground.

WARNING

A quality EARTH GROUND connection to the COM320 and datalogger maximizes protection against electrostatic discharge! Follow carefully the EARTH GROUND scheme in FIGURE 6-3. The COM320 employs spark gaps on the phone lines; however, they will be ineffective without quality earth grounding.

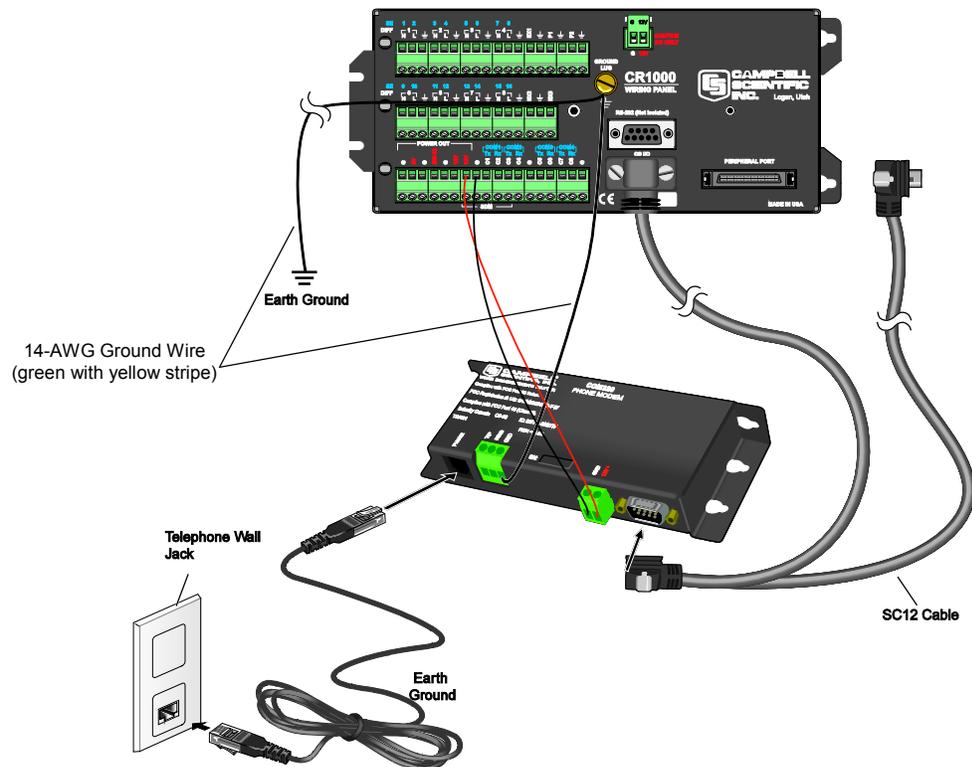


FIGURE 6-3. COM320 Grounding and Alternate 12Vdc Power

6.4 Telephone Service

Telephone companies occasionally make changes in their equipment, operations, or procedures. If you have any questions about your telephone line, such as how many pieces of equipment you can connect to it, contact the telephone company. If the telephone company requests information from you concerning the equipment connected to the telephone line, the COM320 label shows its FCC registration number and ringer equivalence number (REN). COM320 information pertaining to the FCC and Industry Canada is available in Section 2, *Specifications* (p. 2), and Appendix A, *IC Information* (p. A-1).

CAUTION Remove any malfunctioning telephone equipment immediately to prevent damage to the telephone network.

If the telephone company notices a problem from their end, they may temporarily discontinue service. They should notify you in advance of disconnection and give you opportunity to correct the problem. If not feasible, they should notify you as soon as possible.

NOTE If the local phone company does not provide phone-line surge protection, a Campbell Scientific surge suppressor should be used. Refer to Section 6.5, *Connecting to a Surge Protector* (p. 21), for more information.

6.5 Connecting to a Surge Protector

Campbell Scientific offers two surge protectors (pn 4330 and pn 6362). The 4330 and 6362 are essentially the same, except the 6362 has hardware for mounting to an enclosure backplate.

NOTE

The 4330 is also known as the 2374-01.

The 4330 and 6362 have a protector element for each line that consists of a heavy-duty-rated, two-element gas tube, an external backup gap assembly, and a switch-grade shorting mechanism. The gas tubes (tip and ring) are sealed in a fire-resistant plastic body. DC Breakdown @ 100 V/sec is 300 to 500 volts; DC extinguishing @ 52 V, 135 V, and 150 V is less than 150 milliseconds.

FIGURE 6-4 and FIGURE 6-5 show the wiring for connecting the surge suppressor. Color coding of wires may vary. The important consideration is to follow TIP all the way through and RING all the way through. While no damage usually occurs from crossing wires, the phone line will not work until it is wired correctly.

CAUTION

Phone wires are live, typically with low voltage (30 to 50 Vdc). While not harmful in most situations, Campbell Scientific recommends installing the surge protector in dry weather only by qualified technicians.

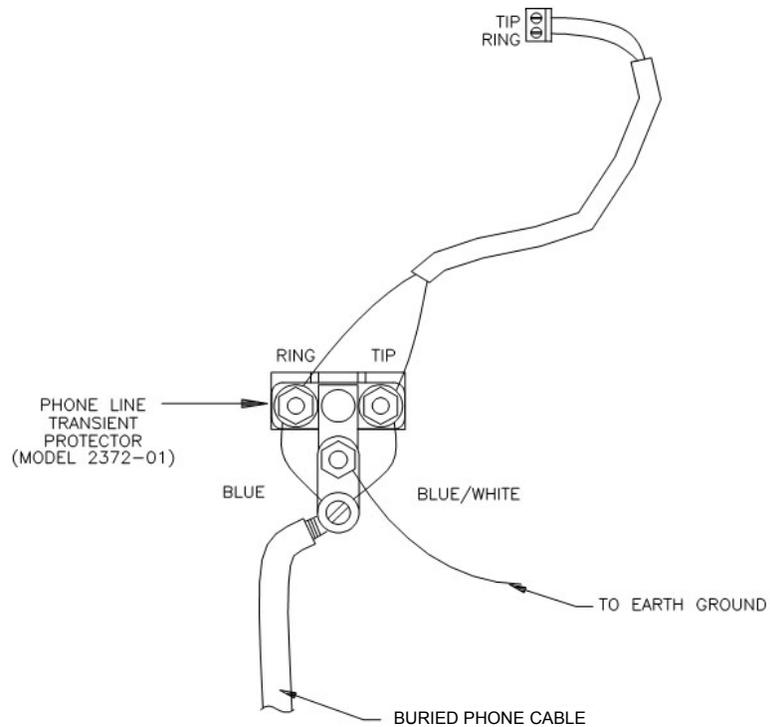


FIGURE 6-4. Top View of Surge Suppressor Wiring

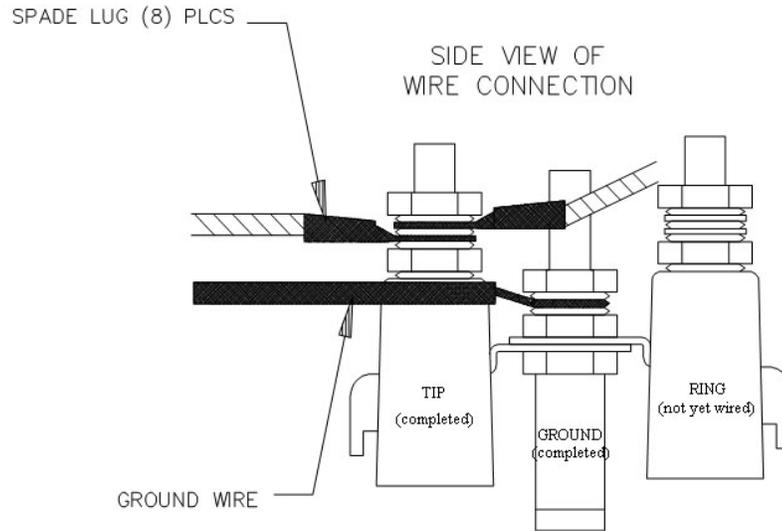


FIGURE 6-5. Side View of Surge Suppressor Wiring

7. Troubleshooting COM320 Voice Systems

Following are some possible reasons for your COM320 system not working or not working properly.

7.1 No Communications

Voice Mode — No voice announcements when you call the station

- The COM320 is connected to a digital rather than an analog phone line.
- The COM320 configuration was changed from its default factory settings (see Appendix B, *Updating and Configuring the COM320 (p. B-1)*).

Data Mode — Can't connect to the station with *LoggerNet* software.

- No commas and/or "9" added to the dial string in *LoggerNet* to temporarily put the COM320 into *data* mode.
- The "9" is being dialed before the COM320 'picks up' and voices the announcement (not enough commas).
- No phone number in the *LoggerNet* dial string.
- COM320 is connected to a digital rather than an analog phone line.
- *LoggerNet Setup* configured for the wrong PC modem.
- *LoggerNet* configured for a baud rate the station cannot handle (try 9600).
- COM320 configuration was changed from its default factory settings (see Appendix B, *Updating and Configuring the COM320 (p. B-1)*).

7.2 Communications Problems

Voice Mode

- 1) Can't get beyond the initial voice announcement
 - a) The security code was not received. Try pressing # again, then xxx# again (where xxx = modem security code).
- 2) Pressing handset keys sometimes fails to produce the correct response.
 - a) Handset keys not being pressed long enough.
 - b) Key presses (especially # #) were not spaced far enough apart and the station is waiting for the last key (#).
 - c) Phone line introducing excessive noise or signal attenuation.
 - d) Handset introducing excessive noise or producing too low signal levels.
- 3) Station has become unresponsive (try the following in the order given).
 - a) Press # which will usually announce the current menu again;
 - b) Press five or more * (star) keys in rapid succession to recover;
 - c) Allow station to time out and disconnect (usually 15 – 40 seconds, rarely 5 minutes), then call again.
- 4) Volume levels vary.

This is normal due to the PCM voice encoding compression scheme. Sometimes the modem will negotiate a higher volume for a given connection.

Appendix A. IC Information

NOTE Industry Canada (IC) was formerly known as DOC.

CP-01, Issue 8, Part I Section 14.1

“NOTICE: The Industry Canada label identifies certified equipment. This certification means that the equipment meets certain telecommunications network protective, operational and safety requirements as prescribed in the appropriate Terminal Equipment Technical Requirements document(s). The Department does not guarantee the equipment will operate to the user’s satisfaction.

“Before installing this equipment, users should ensure that it is permissible to be connected to the facilities of the local telecommunications company. The equipment must also be installed using an acceptable method of connection. The customer should be aware that compliance with the above conditions may not prevent degradation of service in some situations.

“Repairs to certified equipment should be coordinated by a representative designated by the supplier. Any repairs or alterations made by the user to this equipment, or equipment malfunctions, may give the telecommunications company cause to request the user to disconnect the equipment.

“Users should ensure for their own protection that the electrical ground connections of the power utility, telephone lines and internal metallic water pipe system, if present, are connected together. This precaution may be particularly important in rural areas.

“CAUTION Users should not attempt to make such connections themselves, but should contact the appropriate electric inspection authority, or electrician, as appropriate.”

CP-01, Issue 8, Part I Section 14.2

“NOTICE: The Ringer Equivalence Number (REN) assigned to each terminal device provides an indication of the maximum number of terminals allowed to be connected to a telephone interface. The termination on an interface may consist of any combination of devices subject only to the requirement that the sum of the Ringer Equivalence Numbers of all the devices does not exceed 5.”

Appendix B. Updating and Configuring the COM320

The COM320 has an internal USB port for connecting the mode to a computer. Connection to a computer is required to install the drivers, download an operating system, change COM320 settings, and retrieve a vocabulary list.

NOTE

The COM320's case must be removed to access the USB port (see Appendix B.1, *Removing the Cover to Access the USB Port (p. B-1)*).

B.1 Removing the Cover to Access the USB Port

- 1) Use a Philips screwdriver to remove the five screws on the sides of the COM320.
- 2) Lift off the case.

B.2 COM320 USB Communications Cable

The COM320 uses a USB Type-A Male to Type-B Male cable (pn 17648) for updating firmware, vocabulary and configuration. This is a common USB cable used with USB connected printers and scanners.

B.3 COM320 Driver Installation

If this is the first time a COM320 has been plugged into your computer, it will be necessary to install the drivers to enable communication with the COM320:

- 1) Remove the cover of the COM320 to access the USB port (see Appendix B.1, *Removing the Cover to Access the USB Port (p. B-1)*).
- 2) Connect a USB cable between the COM320's USB port and one of your computer's USB ports.
- 3) Power the modem by connecting the modem's green 12V and G terminals to a 12 Vdc power source or by connecting the modem to the CS I/O port of a datalogger.
- 4) Open the *Device Configuration Utility*. Under Device Type, select Phone Modem | COM320. Click the **install the USB driver for the COM320** link and follow the prompts.

B.4 Downloading a New Operating System to the COM320

To download a new operating system to the COM320, follow these steps:

- 1) You must remove the top cover of the modem to expose the USB port. This is done by first removing the five Phillips head screws on the sides of the COM320.
- 2) You must also provide a power source (+12Vdc) for the modem. This can be done by applying power on the green 12V and G terminals on the device or plugging the modem into the CS I/O port of a datalogger.
- 3) Connect the COM320 USB port to one of the USB ports on your computer and wait for the computer operating system to load its device drivers. If this is the first time a COM320 has been plugged into your computer, you may need to install the device driver for the COM320. See Appendix B.3, *COM320 Driver Installation (p. B-1)*, for device driver installation.
- 4) Run *Device Configuration Utility* ver 1.12 or newer.
- 5) Select COM320 from the *Device Configuration Utility* menu and select the *Send OS* tab at the top (FIGURE B-1).
- 6) Once the device drivers have been successfully loaded, you should be able to see the serial port name allocated for the modem in the *PC Serial Port* field when you click on the browse button.
- 7) Click the Start button.
- 8) In the resulting file open dialog box, select the file that should be sent as the modem's operating system.

CAUTION

Do not attempt to load any operating system other than that designed for the COM320 modem.

- 9) The program should now send the operating system to the modem.

CAUTION

Interrupting this process may corrupt the modem operating system.

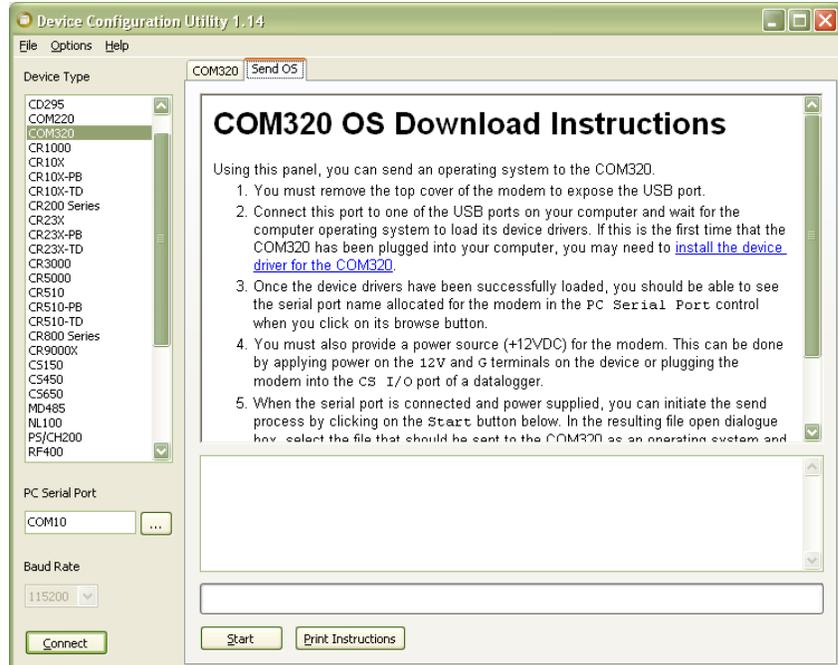


FIGURE B-1. Send OS Screen in Device Configuration Utility

B.5 Changing COM320 Settings

There are two items that can be configured in the COM320: the number of rings before the COM320 answers and the country code. Use the *Device Configuration Utility* ver 1.12 or newer and a USB Type-A male to Type-B male cable to change these settings.

- 1) You must remove the top cover of the modem to expose the USB port. This is done by first removing the five Phillips head screws on the sides of the COM320.
- 2) You must also provide a power source (+12Vdc) for the modem. This can be done by applying power on the green 12V and G terminals on the device or plugging the modem into the CS I/O port of a datalogger.
- 3) Connect the COM320 USB port to one of the USB ports on your computer and wait for the computer operating system to load its device drivers. If this is the first time a COM320 has been plugged into your computer, you may need to install the device driver for the COM320. See Appendix B.3, *COM320 Driver Installation* (p. B-1), for device driver installation.
- 4) Run *Device Configuration Utility* ver 1.12 or newer.
- 5) Select COM320 from the *Device Configuration Utility* menu and select the COM320 tab at the top (FIGURE B-2).
- 6) Once the device drivers have been successfully loaded, you should be able to see the serial port name allocated for the modem in the *PC Serial Port* field when you click on the browse button.



FIGURE B-2. Device Configuration Utility Screen

- 7) Click on the Connect button to connect to the COM320 and enter the settings editor (FIGURE B-3).

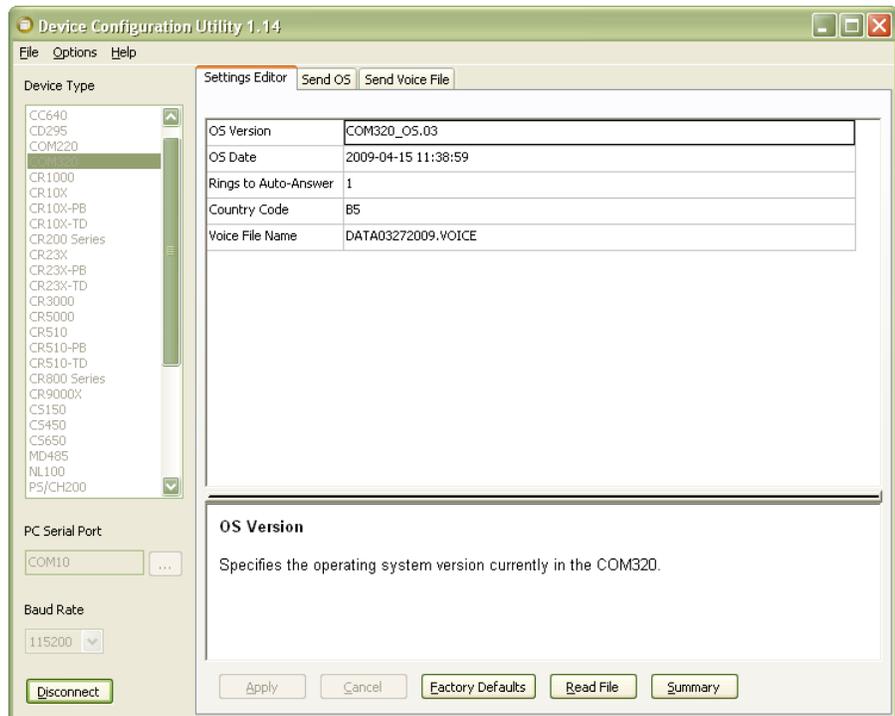


FIGURE B-3. Device Configuration Utility Settings Editor

CAUTION

When doing datalogger to datalogger communications with the COM320, if more than six rings are specified, the datalogger may time out before the modem answers; communication will never be established! Be sure to try the set up locally before installing at a remote location.

B.6 Retrieving a Vocabulary List

The COM320's current vocabulary list can be retrieved from the modem. You will need a USB cable, the *Device Configuration Utility* or terminal program, a +12 volt power supply, and the COM320 drivers installed on your computer as described in the section entitled COM320 driver installation instructions.

With the above requirements taken care of do the following:

- 1) Connect the USB cable between the computer and the COM320.
- 2) Apply +12 volts to the modem via the CS I/O port from a datalogger or the +12 volt and ground terminals.
- 3) Launch the *Device Configuration Utility* and select device type Unknown, the correct PC serial port connected to the COM320, a baud rate of 9600 and press the connect button.
- 4) By pressing the "V" key you should see a list of words scroll by in the *Device Configuration Utility* terminal window.

If you want to save this list to a file, select the Start Export button and enter a name for the file it will create. Now press the "V" key and wait until the words stop scrolling and press the End Export button to create the file. This new file is a complete vocabulary list from the COM320 voice modem.

Start with the CRBasic Editor version 3.1 you can select multiple vocabulary files from the VoiceSpeak vocabulary window if the file name begins with voice and ends with .txt (for example, VoiceTestWords.txt). The file needs to be located in the directory where the CRBasic Editor looks for its compilers (default location is C:\Campbellsci\Lib\Compilers).

Appendix C. CS I/O 9 Pin Serial Port

NOTE The COM320's CS I/O port is not a standard RS-232 connection.

Pin Description

The COM320 modem connects to the datalogger using an SC12 cable connected to the datalogger's CS I/O port. The COM320's connector configuration is shown in FIGURE C-1. TABLE C-1 shows the I/O pin configuration, and gives a brief description of the function of each pin.

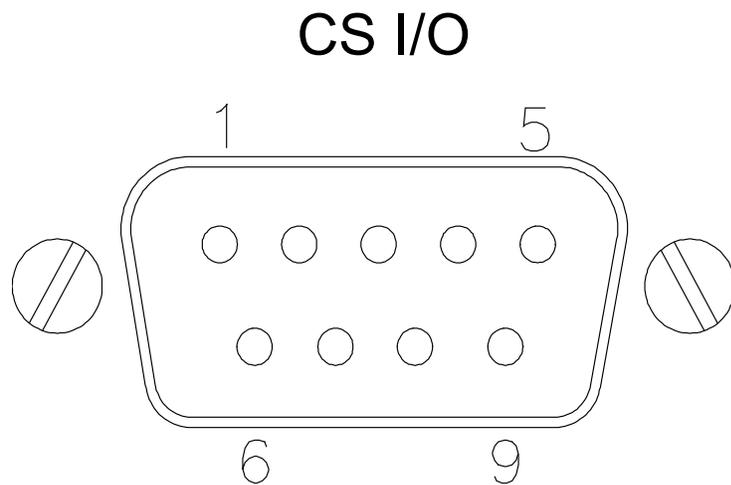


FIGURE C-1. COM320's Male 9 Pin Connector

TABLE C-1. Pin Description			
ABR = Abbreviation for the function name. PIN = Pin number. O = Signal Out of the datalogger to a peripheral. I = Signal Into the datalogger from a peripheral.			
PIN	ABR	I/O	Description
1	5V	I	5 Vdc supply (not used for COM320).
2	SG		Signal Ground: Provides a power return for pin 1 (5V), and is used as a reference for voltage levels.
3	RING	O	Ring: Raised by the modem to put the datalogger in the telecommunications mode.
4	RXD	O	Receive Data: Serial data transmitted by the modem are transmitted on pin 4.
5	ME	I	Modem Enable: A logic high internally switches power to the modem. A logic low internally powers down the modem.
6	SDE	I	Synchronous Device Enable: A logic high disables communication with the modem, without removing power or changing the modem's mode.
8	TE	I	+12 Vdc power supply.
9	TXD	I	Transmit Data: Serial data are transmitted from the datalogger to the modem on pin 9; logic low marking (0V) logic high spacing (5V) standard asynchronous ASCII, 8 data bits, no parity, 1 start bit, 1 stop bit, 300, 1200, 9600, 76,800 baud (user selectable).

Appendix D. COM320 Word List

D.1 COM320 Word List - Alphabetical Order

500MS	CAN	EASTERN
50MS	CANAL	EFFLUENT
A	CELSIUS	EIGHT
A-M	CEMENT	EIGHTEEN
ABOVE	CENTI	EIGHTY
ACCUMULATE	CENTRAL	ELECTRON
ACKNOWLEDGE	CHECK	ELEVATION
ACRE	CHILL	ELEVEN
ADDITION	CHILLER	EMPTIED
ADDITIONAL	CHLORIDE	ENGINE
AGAIN	CHLORINE	ENTER
AGO	CLOSED	EPROM
AIR	CODE	EQUAL
ALARM	COMPUTED	ERROR
ALL	CONDITIONS	EVENT
AMMONIUM	CONDUCTIVITY	EXCEEDS
AND	CONTACT	EXTERNAL
APPROACH	CORRECTED	F
ARE	CREEK	FAHRENHEIT
AREA	CROSSING	FAILED
AT	CUBIC	FAILURE
AUTOMATION	CURRENT	FALL
AVAILABLE	CYCLES	FALLING
AVERAGE	D	FEET
B	D-O	FIFTEEN
BACK-UP	DAM	FIFTY
BAROMETRIC	DATA	FIRST
BARS	DATALOGGER	FISH
BATTERY	DAY	FIVE
BAY	DAYS	FLAG
BE	DEGREES	FLAGS
BEAVER	DELTA	FLOW
BEDS	DEPTH	FLUORIDE
BEEN	DEVIATION	FOLLOWING
BEHIND	DEW	FORTY
BELOW	DING	FOUR
BIG	DIRECTION	FOURTEEN
BILLION	DISCHARGE	FREEZER
BLAST	DISCONNECT	FREQUENCY
BOILER	DISTRICT	FRIDAY
BUILDING	DIVERSION	FROM
BY	DOCK	FUEL
C	DOOR	G
C-O	DOWN	GALLONS
CALCIUM	DRAW	GAS
CALIBRATE	DURING	GATE
CALL	E	GAUGE
CALLBACK	E-T-O	GENERATOR
CALLS	E08'S	GOING
CAMPBELL	EAST	GOOD

GOODBYE	LOCATION	ON
GRADIENT	LOCATIONS	ONE
GRAM	LOGAN	OPEN
GRASS	LOW	OR
GROUND	M	OUT
H	M-R-P	OVERFLOW
H-2-S	MANAGEMENT	OVERRUNS
HAD	MAXIMUM	OZONE
HARDNESS	MEMORY	P
HAS	MENDON	P-H
HASH	MENU	P-M
HAVE	MERCURY	P-S-I
HEAD	MESSAGE	PACIFIC
HEAR	METER	PARAMETER
HEAT	METERS	PARTS
HELLO	MICRO	PAST
HERTZ	MID	PEAK
HIGH	MID-MOUNTAIN	PENDING
HOLD	MIDNIGHT	PER
HOT	MILES	PERCENT
HOUR	MILLI	PHONE
HOURS	MILLION	PLANT
HUMIDITY	MINIMUM	PLEASE
HUNDRED	MINUS	POINT
HYDROLOGIC	MINUTE	POND
I	MINUTES	POOL
IN	MODEM	PORT
INCHES	MOISTURE	PORTS
INDEX	MONDAY	POTASSIUM
INF	MONITOR	POUND
ING	MONTH	POWDER
INPUT	MOUNT	POWER
INTAKE	MOUNTAIN	PRECIPITATION
INTERNAL	MULTIPLIER	PREHEAT
INTRUDER	N	PRESS
IRRADIANT	N-T-U	PRESSURE
IRRIGATION	NAN	PREVIOUS
IS	NEEDS	PROBE
IT	NETWORK	PRODUCT
J	NEW	PROGRAM
K	NEXT	PROGRESS
KEY	NINE	PUMP
KILO	NINETEEN	Q
KILOBYTES	NINETY	QUALITY
KNOTS	NITRATE	QUIT
L	NITROGEN	R
LAKE	NO	R-P-M
LAST	NOON	RACE
LAYER	NORTH	RADIAL
LEVEL	NOT	RADIATION
LINE	NUMBER	RAIN
LISTEN	O	RANGE
LISTENING	OF	RATE
LITER	OFF	REACHED
LOAD	OFFSET	READING
LOCATED	OK	RECEIVED

REFERENCE	STREAM	WAS
RELATIVE	STREAMBED	WATER
RESERVOIR	SUMMIT	WATTS
RESET	SUMP	WE
RESIDUAL	SUNBURN	WEATHER
RETURN	SUNDAY	WEDNESDAY
REVISION	SURFACE	WELCOME
RISING	SURFACTANCE	WELL
RIVER	SYSTEM	WEST
ROAD	T	WHAT
ROOM	TABLE	WIND
RUN	TAIL	WITH
RUNOFF	TANK	X
S	TEMPERATURE	Y
S-O-2	TEN	YEAR
SAMPLE	TESTING	YESTERDAY
SATURDAY	THANK	YOU
SCIENTIFIC	THAT	YOUR
SECOND	THE	Z
SECONDS	THERE	ZERO
SECURITY	THIRTEEN	
SEDIMENT	THIRTY	
SELECTED	THIS	
SELECTION	THOUSAND	
SENSOR	THREE	
SENSORS	THRESHOLD	
SET	THRU	
SEVEN	THURSDAY	
SEVENTEEN	TIME	
SEVENTY	TING	
SHAFT	TO	
SIEMENS	TODAY	
SIGNATURE	TODAYS	
SINCE	TOGGLE	
SITE	TOTAL	
SIX	TRIGGERED	
SIXTEEN	TUESDAY	
SIXTY	TURBIDITY	
SKIING	TWELVE	
SMOG	TWENTY	
SNOW	TWO	
SODIUM	U	
SOIL	ULTRAVIOLET	
SOLAR	UNITS	
SONAR	UP	
SOUTH	V	
SPEED	V-O-C	
SPILL	VALUE	
SQUARED	VELOCITY	
STAGE	VERSION	
STANDARD	VERTICAL	
STAR	VIA	
STATES	VOLTAGE	
STATION	VOLTS	
STATUS	W	
STORM	WARNING	

Campbell Scientific Companies

Campbell Scientific, Inc.

815 West 1800 North
Logan, Utah 84321
UNITED STATES

www.campbellsci.com • info@campbellsci.com

Campbell Scientific Canada Corp.

14532 – 131 Avenue NW
Edmonton AB T5L 4X4
CANADA

www.campbellsci.ca • dataloggers@campbellsci.ca

Campbell Scientific Africa Pty. Ltd.

PO Box 2450
Somerset West 7129
SOUTH AFRICA

www.campbellsci.co.za • cleroux@csafrica.co.za

Campbell Scientific Centro Caribe S.A.

300 N Cementerio, Edificio Breller
Santo Domingo, Heredia 40305
COSTA RICA

www.campbellsci.cc • info@campbellsci.cc

Campbell Scientific Southeast Asia Co., Ltd.

877/22 Nirvana@Work, Rama 9 Road
Suan Luang Subdistrict, Suan Luang District
Bangkok 10250
THAILAND

www.campbellsci.asia • info@campbellsci.asia

Campbell Scientific Ltd.

Campbell Park
80 Hathern Road
Shepshed, Loughborough LE12 9GX
UNITED KINGDOM

www.campbellsci.co.uk • sales@campbellsci.co.uk

Campbell Scientific Australia Pty. Ltd.

PO Box 8108
Garbutt Post Shop QLD 4814
AUSTRALIA

www.campbellsci.com.au • info@campbellsci.com.au

Campbell Scientific Ltd.

3 Avenue de la Division Leclerc
92160 ANTONY
FRANCE

www.campbellsci.fr • info@campbellsci.fr

Campbell Scientific (Beijing) Co., Ltd.

8B16, Floor 8 Tower B, Hanwei Plaza
7 Guanghua Road
Chaoyang, Beijing 100004
P.R. CHINA

www.campbellsci.com • info@campbellsci.com.cn

Campbell Scientific Ltd.

Fahrenheitstraße 13
28359 Bremen
GERMANY

www.campbellsci.de • info@campbellsci.de

Campbell Scientific do Brasil Ltda.

Rua Apinagés, nbr. 2018 – Perdizes
CEP: 01258-00 – São Paulo – SP
BRASIL

www.campbellsci.com.br • vendas@campbellsci.com.br

Campbell Scientific Spain, S. L.

Avda. Pompeu Fabra 7-9, local 1
08024 Barcelona
SPAIN

www.campbellsci.es • info@campbellsci.es

Please visit www.campbellsci.com to obtain contact information for your local US or international representative.