



CANNON[®] APPLICATION NOTE #0705211

CAUTION: *The procedures described herein are to be performed only by qualified personnel.*

ISSUE: USB-VISCPRO Communication **DATE: 05/21/07**

Applicable instrument(s): Multiple **ASTM ref. N/A**

This Application Note describes a VISCPRO communication issue with some PC computers using an RS232/USB converter.

Some customers have reported communication errors when operating CANNON automated equipment with VISCPRO software when an RS232/USB converter is used. This appears to be the result of the chipset internal to the PC, and is not unique to CANNON equipment.

For this reason, use of an RS232/USB converter with CANNON computerized equipment is not supported.

If necessary, a PCI/RS232 serial board (available from CANNON) can be installed in the PC for the serial communication with CANNON automated equipment.