

## Q What should be done with unused I/O pins in an XC9500 CPLD design?

XC9500 devices have internal pull-up resistors on all I/O pins. However, these resistors are active only during power-up, device configuration, in-system programming,

and Intest. During normal operation, the pull-up resistors are disabled.

Xilinx recommends that any unused I/O be tied to board ground.

The upcoming M1 software release supports "user-programmable grounds". This feature ties unused I/O cells to the internal lead frame ground of the CPLD device.

## CPLD

## TECHNICAL SUPPORT RESOURCES

# Need technical help right now? Here's where to start:

## 1. Find us on the Internet at [www.xilinx.com](http://www.xilinx.com)

We update our "Answers" Web tool daily with the very latest application notes, data sheets, patches and solutions to your technical questions. Get immediate answers 24 hours per day!

**If you don't have access to the Web or can't locate an answer via step #1, then...**

## 2. Contact your nearest Customer Support Hotline

### NORTH AMERICA SUPPORT

(Mon, Tues, Wed, Fri 6:30am-5pm  
Thur 6:30am - 4:00pm Pacific Time)  
Hotline: 800 255 7778  
or 408 879 5199  
Fax: 408 879 4442  
BBS: 408 559 9327  
Email: [hotline@xilinx.com](mailto:hotline@xilinx.com)

### UNITED KINGDOM SUPPORT

(Mon, Tues, Wed, Thur 9:00am-12:00pm, 1:00-5:30pm, Fri 9:00am-12:00pm, 1:00-3:30pm)  
Hotline: (44) 1932 820821  
Fax: (44) 1932 828522  
Email: [ukhelp@xilinx.com](mailto:ukhelp@xilinx.com)

### FRANCE SUPPORT

(Monday-Friday 9:30am-12:30pm, 2:00-5:30pm)  
Hotline: (33) 1 3463 0100  
Fax: (33) 1 3463 0959  
Email: [frhelp@xilinx.com](mailto:frhelp@xilinx.com)

### GERMANY SUPPORT

(Mon, Tues, Wed, Thur 8:00am-12:00pm, 1:00-5:00pm, Fri 8:00am-12:00pm, 1:00pm-3:00pm)  
Hotline: (49) 89 991 54930  
Fax: (49) 89 904 4748  
Email: [dlhelp@xilinx.com](mailto:dlhelp@xilinx.com)

### JAPAN SUPPORT

(Mon, Tues, Thur, Fri 9:00am-5:00pm,  
Wed 9:00am-4:00pm)  
Hotline: (81) 3 3297 9163  
FAX: (81) 3 3297 0067  
Email: [jhotline@xilinx.com](mailto:jhotline@xilinx.com)

*Need a software update, authorization code, or documentation update?*

### Contact Xilinx Customer Service

in the U.S.: 800 624 4782  
Europe: (44) 1932-349401  
international: 408 559 7778, (ask for Customer Service) ◆

