

Modem Setup

When Internal Modem Is Not Installed



Connect, Inc.
1701 Quincy Avenue, Suites 5 & 6, Naperville, IL 60540
Ph: (630) 717-7200 Fax: (630) 717-7243
www.connectrf.com

Modem Setup When Internal Modem Is Not Installed

Introduction

The following describes the options for using a modem on systems that leave the factory without a pre-installed internal modem. This typically happens on international orders in which no modem has been specified on the sales order.

On these systems, it is possible to use a modem for remote support, but it is the installer's responsibility to procure, set up, and install this modem.

Description

To make the process of installing a modem easier, set up one of the internal COM ports of the system for an external modem. This eliminates the need to open up the systems, which can be difficult on rack-mounted systems.

Identify the port with a label entitled "Modem". This may be either a COM2 or COM3 port. Set up the port for these parameters:

- 9600 baud
- 8N1 data pattern

Note: You may use an external modem of any speed. Modems buffer data and resolve the difference from phone line speed and serial connection speed.

Setting up an external modem requires that settings be saved into the NVM of the modem. A list of parameters that the modem needs is below. The installer must refer to the modem's product documentation to determine the correct procedure for setting these parameters. They are typically AT commands to enter into the modem, but they may also be set up by switches on the modem.

Note: There is a quasi standard for AT commands. However, there are plenty of deviations from this standard. Always check the modem's documentation.

External Modem Setup

Typical AT Commands

Echo OFF	ATE0
Auto Answer set to ON and answer on 1 ring.....	ATS0=1
No Status (This is the CONNNECT 2400 etc. message that modems will produce).....	ATQ1
DSR Normal (meaning DTR will follow DSR)	AT&S1
Modem reset on DTR Toggle (This option will reset the modem when DTR is toggled).....	AT&D3
CD Follows Carrier (Carrier Detect will follow remote carrier)	AT&C1
NO Hardware Flow Control.....	AT&K0

Other Useful Commands

Recall Factory Default.....	AT&F
Save Settings.....	AT&W0
Make NVM Profile 0 Active.....	AT&Y0

About This Document

This document is based on the following Technical Document in our Lotus Notes database that has been made obsolete: T1101.

Please let us know about any errors in this document at:

<http://207.241.78.223/isoxpert/calltrak.nsf/WebTracking?OpenForm>.