



Remote Access Using an US Robotics External Modem

SVMi Application 4

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This document covers the process of setting up an external US Robotics modem on a SVMi unit. The SVMi-2E/4E/8E can be accessed via an external modem connected directly to the serial interface of the SVMi-E. The SVMi-16E can be accessed via the built in soft modem.

External Modem Set Up Procedures: Follow the instructions below to configure the **U.S. Robotics 56K Faxmodem Model 5686E** for remote access on the SVMi-2/4/8E.

Step	Action
1	Set the dip switches on the back of the modem. <ol style="list-style-type: none"> a. Turn the power switch of the modem off. b. Set the dip switches 3, 7, and 8 to the down position. c. Set all the other dip switches to the up position.
2	Attach a standard modem cable between a PC and the U.S. Robotics 5686E Modem then turn the power switch on.
3	Connect with a serial communications program such as HyperTerminal or ProComm Plus. <ol style="list-style-type: none"> a. Set the baud rate to 9600 b. Set the parity to 'N' or None c. Set the data bits to 8 d. Set the stop bit to 1
4	Type AT <enter> to verify that the PC is communicating properly with the modem. If an OK response is returned then input the initialization string.
5	Enter the initialization string: (The following string only contains ZEROs). <ol style="list-style-type: none"> a. AT&F1Y1&A0&H0&K0&N6&R1&U6&W1 <enter> b. There will be an OK acknowledgement after pressing the <enter> key
6	Protect the initialization string: <ol style="list-style-type: none"> a. On the U.S. Robotics 5686E Modem turn the power switch off. b. Set the dip switches 1 & 4 to the down position, & all other dip switches to the up position. c. Turn the power switch of the modem to the on position. AA, TR, & CS lights should be on; If they are not on please start over.
7	Attach the U.S. Robotics Modem to the SVMi-E with a standard modem cable, and null modem adapter

Important Note: Samsung does not provide support for third party modems. This document is to be used as a guide to help dealers. It is based on results from external modem tests conducted at the Samsung BCS Technical Support Lab.



SVMi-2/4/8E Serial Port Configuration Steps: By default the serial port of a SVMi-E Voice Processing Server communicates at a rate of 38400 Baud. When setting up remote access with an external modem the config.sys of the SVMi-E must be modified. The following steps outline the procedure on making a copy of the original config.sys file, and then on modifying the config.sys file for remote access.

Step	Action
1	Log into SVMi-E via serial port with HyperTerminal
2	Go to Operating Utilities and shut down the SVMi-E; Enter the pass code to complete the shut down procedure.
3	From C:\ type MD oldconfigs <enter>
4	From C:\ type copy config.sys oldconfigs <enter> 1 file(s) copied should be displayed
5	Verify that config.sys was copied to the new folder <ul style="list-style-type: none"> a. From C:\ type cd oldconfigs <enter>. b. From C:\oldconfigs type dir <enter>. c. The config.sys file should be listed.
6	From C:\oldconfigs type cd..
7	On the PC that is connected to the SVMi-E create a folder on the Root of C:\ named config for the config.sys file from the SVMi-E to be stored in
8	Copy the config.sys file from the root of the SVMi-E to the config folder on the PC (C:\config) <ul style="list-style-type: none"> a. To transfer/receive a file via HyperTerminal see Technical Bulletin 2004-07 b. To transfer/receive a file via the flash adapter see Technical Bulletin 2005-04 <p>To transfer/receive a file via FTP see Technical Bulletin 2005-03</p>
9	On the PC select Start/Run and type in the following: <ul style="list-style-type: none"> a. Windows 98: command <enter> b. Windows 2000/Windows XP: cmd <enter>
10	From C:\ type cd config <enter>
11	From C:\config type edit config.sys
	Edit the line which defines the baud rate for port 1 in the config.sys file devicehigh=c:\dta\commdrvr.sys PORT=1 ADDRESS=3F8 BAUD=9600 TRANSMIT=4096 REC
12	Save the changes made to the config.sys (Alt-F then Save).
13	Close the editor (Alt-F then Exit).
14	Upload the Modified config.sys to the SVMi-E using HyperTerminal, FTP, or a flash adapter.
15	Reboot the SVMi-E , and then test the new baud rate settings.
16	Call into the Modem to test connectivity through the modem.

Cable Pinout:

SVMi (DTE DB-9)		Sportster (DCE DB-25)	
Carrier Detect	1	8	Carrier Detect
Transmit	2	2	Receive
Receive	3	3	Transmit
DTR	4	20	DTR
Ground	5	7	Ground
DSR	6	6	DSR
RTS	7	4	RTS
CTS	8	5	CTS
RI	9	22	RI

SVMi-16E Soft Modem: Every SVMi-16E is equipped with an internal soft modem. To access this modem follow the instructions listed below.

Step	Action
1	Connect phone line to a modem on a PC
2	Using HyperTerminal call into the SVMi-16E a. Set the Baud Rate = 9600 b. Set the Parity = 'N' or None c. Set Data Bits = 8 d. Set Stop Bit = 1
3	When hearing the main menu enter #0000
4	When prompted for password enter 0000 (this is the default password)
5	When the System Administration Menu is playing enter hidden option 9
6	This entire string can be entered into HyperTerminal as follows: XXX-XXX-XXXX, #0000, 0000, 9

If you have any questions about this or any other SVMi Application please contact Samsung Technical Support by phone at 1-800-737-7008 or by email at: BCS.Support@Samsung.com