Trouble Shooting PCMMC Remote Access
on the iDCS 100 Release 1 KSU

The purpose of this Technical Bulletin is to give Authorized Samsung Dealers detailed instructions on trouble shooting Remote Access to an iDCS 100 KSU utilizing PCMMC.

iDCS 100 Remote Access using PCMMC

If a personal or laptop computer is unable to connect to an iDCS 100 using PCMMC please perform the following trouble shooting steps:

Step	Action
1	**Confirm the modem** (Laptop or Desktop) has a working modem connection. (i.e. Call an ISP or other phone system to test connectivity).
2	In **MMC 724** – Under the MISC Numbering Plan – Verify that **MISC11** (modem port) is numbered. The default number is 3599 on a (4) digit system, and 359 on a (3) digit system
3	In **MMC 804** – Verify **Port 1** is set to **Service: PCMMC** A. <u>With MEM4 Card installed</u> – Verify the baud rate is set to 19200, or less. B. <u>With MEM3 Card installed</u> –Verify the **baud rate** is set to 9600, or less. C. <u>With VM/AA</u> – Verify the modem number can be dialed from the Main Menu. D. <u>Without VM/AA</u> 1) <u>With DIDs</u> – Make sure in **MMC 714** there is a DID ringing to the modem number. 2) <u>Without DIDs</u> – Verify in **MMC 406** there is a trunk line ringing the modem number.
4	**Test modem access**: Dial the modem phone number, and make sure there is modem access. ***Note***: Modem tone must be heard before proceeding to Step 5

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5	**PCMMC Properties, and Set Up**
	A. Launch PCMMC, and go to the Help Menu
	B. Click on 'About PCMMC'
	    1) Version should be V2.12 2003.12.12
	    2) Go to **Link Menu**, and click **CommSetup**
	        i. Verify that Modem is selected
	        ii. Verify the correct COM Port is selected
	        Note: To verify COM Port of Modem go to the Windows Control Panel, click Phone, and Modem Options. Choose the Modems tab, and check column indicating Attached To. This indicated which COM Port is assigned to the modem
	        iii. <u>With MEM4 card</u> – Verify that the baud rate set at 19200. or less
	        iv. <u>With MEM3 card</u> – Verify that the baud rate set at 9600, or less
	        v. Verify that the correct phone number is selected

If a modem connection is still not possible after all settings are verified then the problem may be due to using a non-standard modem which needs manual initialization, or the KSU software may not be up-to-date.

- In the Control Panel, under Phone and Modem Options, on the Modems Tab, select modem and click Properties. Click the Troubleshooting tab, and then click the button on the bottom right that says Query Modem. Once the modem has responded, close out all open windows and re-run PCMMC and try connecting.
- Check to make sure all iDCS 100 software is up-to-date. See Compatibility Chart below.

PCMMC Compatibility Chart

KSU type	Software Version		LAN	ITM3	PRI/T1	MISC	PCMMC
	Basic	**Enhanced**					
iDCS 100	B1.31 03.08.04	E1.31 03.08.04	V1.03 03.01.08	V3.03 03.07.01	V1.05 02.08.20	V1.0 98.11.29	V2.12 03.12.12

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