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Trouble Shooting PCMMC Remote Access on the iDCS 500 Release 2 KSU

The purpose of this Technical Bulletin is to give Authorized Samsung Dealers detailed instructions on trouble shooting Remote Access to an iDCS 500 Release 2 (R2) KSU utilizing PCMMC.

iDCS 500 Release 2 Remote Access using PCMMC

If a personal or laptop computer is unable to connect to an iDCS 500 R2 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 MISC09 (modem port) is numbered. The default number is 3999 on a (4) digit system, and 399 on a (3) digit system
3	In MMC 804 – Verify Port 5 is set to Service : PCMMC A. <u>With VM/AA</u> – Verify the modem number can be dialed from the Main Menu. B. <u>Without VM/AA</u> 1) With DIDs – Make sure in MMC 714 there is a DID ringing to the modem number. 2) Without DIDs – 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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Trouble Shooting PCMMC Remote Access on the iDCS 500 Release 1 KSU

5	<p>PCMMC Properties, and Set Up</p> <p>A. Launch PCMMC, and go to the Help Menu</p> <p>B. Click on 'About PCMMC'</p> <ol style="list-style-type: none"> 1) Version should be V2.12 2003.12.12 2) Go to Link Menu, and click CommSetup <ol style="list-style-type: none"> i. Verify that Modem is selected ii. Verify the correct COM Port is selected <p>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 that says Attached To. This is where you see which COM Port is assigned to modem</p> iii. Verify that the baud rate matches the setting in MMC 804 on the iDCS 500 R2 KSU. iv. Verify that the correct phone number is selected
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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 iDCS500 R2 KSU software is up-to-date. See Compatibility Chart below.

PCMMC Compatibility Chart

KSU type	Software Version		SCP2 LCP2	MGI	PRI/T1	LAN	ITP	PCMMC
	M	L						
iDCS 500 Release 2	2.13a 04.02.27	2.13L 04.02.27	V2.07 04.02.27	V1.21 3.12.01	V1.05 02.08.20	V1.05 02.09.30	V2.03 3.09.30	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