

# Support Modem Configuration

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The configuration of a dial-in modem for use by ICS technical support requires an available communications port (that is, a communications port not in use by the SIM processes) on either the system server or an attached terminal server. Modem communications strings given are Hayes-compatible. Users of modems using other command sets should translate the strings according to their modem documentation.

## Modem Configuration via PC

1. Configure the server communications port. In a UNIX window, login using the root password. Enter:

```
# chdev -l tty? -a login= enable
# mkdev -l tty?
# chmod 666 /dev/tty?
```

where ? is the number of the available communications port (tty0, tty1, etc.)

2. Connect the modem to the communications port on a PC running a communications program in terminal mode. Power on the modem.
3. At the PC, enter the following. This string initializes the modem to Hayes-factory settings, track status of the carrier detect signal, assert DTR before handshake, and enables XON/XOFF flow control.

```
at&f&c1&s1&k4
```

4. Press Enter. The modem responds:

```
OK
```

5. At the PC, enter: This string sets the value of register 0 to 1 (enables auto-answer).

```
ats0=1
```

6. Press Enter. The modem responds:

```
OK
```

7. At the PC, enter the following. This string turns local echo off, suppresses result code return, and writes the current configuration to the modem memory register.

```
ate0q1&w
```

8. Press Enter. Power off the modem, and change the switch settings to disable command recognition ("dumb" mode) and suppress result codes. On Hayes and U.S. Robotics modems, these are dipswitches 3 and 8.
9. Connect the modem to the available tty port on the server. Connect the telephone lines, and test the modem from a remote PC with a communications program.

## Modem Configuration via the System Server

1. Configure the server communications port. In a UNIX window, login using the root password. Enter:

```
# chdev -l tty? -a login='enable'
# mkdev -l tty?
# chmod 666 /dev/tty?
```

where ? is the number of the available communications port (tty0, tty1, etc.)

2. Plug the modem into the available port and connect the phone line.
3. Configure the modem. Log into the server using the root password, and enter:

```
# cd /etc/uucp
# vi Devices
```

4. This opens the vi editor. Edit the Devices file by entering the following at the end of the file:

```
Direct tty? - baudrate direct
```

where ? is the number of the available tty port to be used for communications, and baudrate is the desired connection speed. Close vi, saving the file.

5. Enter the following at the UNIX prompt:

```
# cu - m tty?
```

The system responds:

```
Connected
```

6. Enter the following: This string restores the modem factory settings, sets the modem to return result codes in originate mode (but not in answer mode), to monitor the DTR signal, to track the status of the carrier detect signal, to auto-answer mode, and stores the configuration.

```
AT&FQ2&D2&C1S0=1&W
```

The system will respond:

```
OK
```

7. Enter the following:

```
~. [tilde period]
```

The system will respond:

```
Disconnected
```

8. Enter the following:

```
# penable tty?
```

The modem should respond by turning the HS, AA, MR, and TR lights on. Power off the modem, and set the switches to disable command recognition ("dumb" mode) and suppress result codes. On Hayes and U.S. Robotics modems, these are dipswitches 3 and 8.

9. Enter:

```
# exit
```