Remote Access Module 4

User's Guide

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Contents

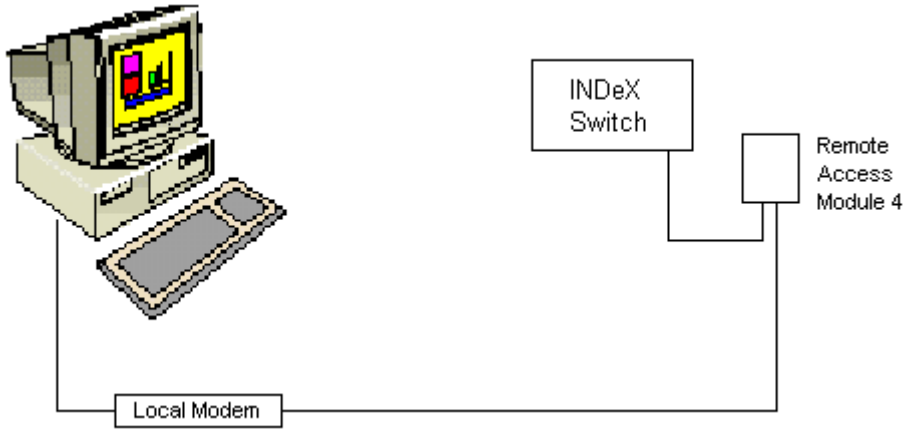
Introduction 3
Overview 3
Security 4

Installation 5
1. Location Requirements 5
2. Equipment Supplied & Required 6
3. Attaching the Mounting Brackets 7
4. Mounting the Remote Access Module 4 8
5. Installing for Use With INDeX IVM/CCM 9
6. Restoring INDeX Remote Access Module Defaults 11

Introduction

Overview

The Remote Access Module (IND-RAM4) kit is used to provide remote maintenance access to INDeX telephone systems. This guide covers installation and use with the INDeX telephone system



The IND-RAM4 is factory pre-set to match the default baud rate of the INDeX system (currently 9600 bps).

– **Previous Remote Access Module Kits**
This manual covers IND-RAM4 kits based around the ActionTec modem. For kits based around any other modem refer to the previous issue of this guide.

Security

The IND-RAM4 is a useful tool. It allows remote diagnostics of faults and often remote correction without the need for a site visit.

However it also allows a direct route into system programming and administration that could be abused. You must take measures to guard this route.

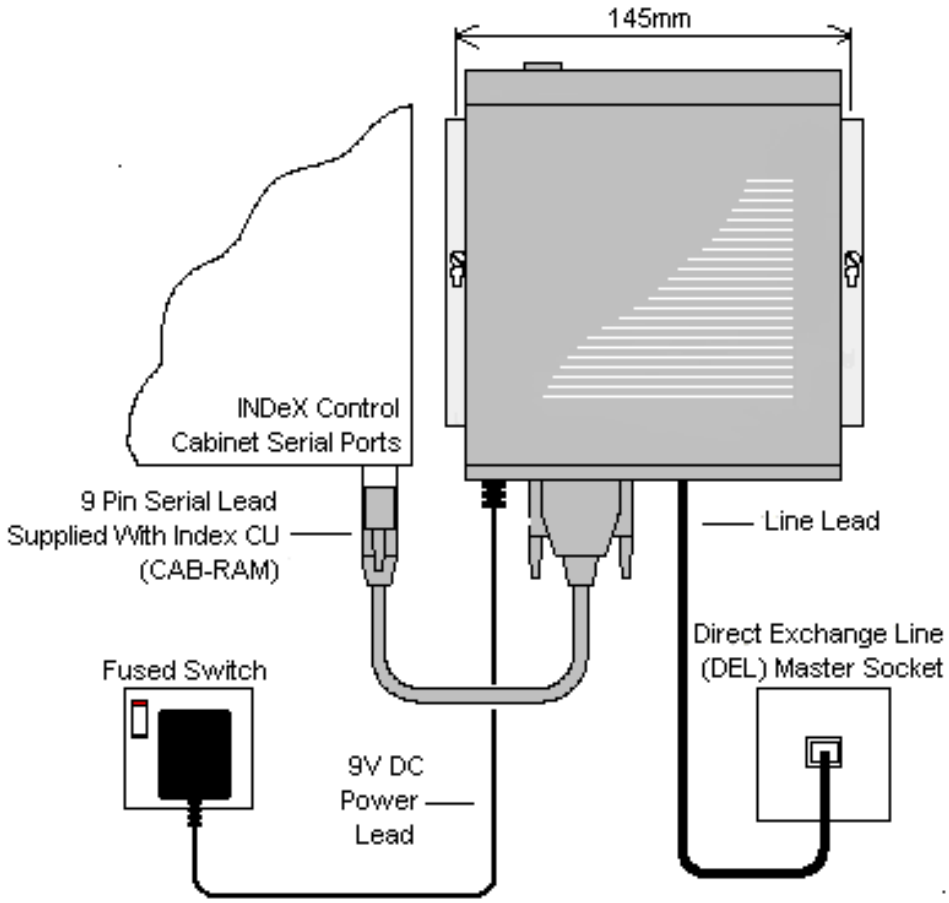
You must:

– Keep the direct telephone number of the IND-RAM4 links secure. This also applies to the INDeX system passwords.
– Keep the INDeX system passwords secure.

Installation

1. Location Requirements

The Remote Access Module (IND-RAM4) is designed for wall mounting near the INDeX cabinet containing the CPU Cassette. It requires the following:



1. A switched and fused mains power socket.
2. A standard direct exchange line master socket
   (this allows the IND-RAM4 to operate independent of the INDeX system's state).
3. A position which leaves the LED indicator lights on the module's front panel clearly visible.

Rack Systems

Some INDeX systems are installed in a rack.
In this case, the IND-RAM4 can be placed in the base of the rack (directly below the Control Cabinet).

2. Equipment Supplied & Required

Before installing, check that you have all the parts and tools required.

Remote Access Module 4 Kit

- The Remote Access Module (IND-RAM4).
- Internal/External Fax Modem Installation CD.
- Wall brackets (two) plus screws (four).
- Plug top 9v DC power supply
- Telephone line lead (2.5m).
- Serial Lead (0.5m) (for PC connection only – see pages 9 and 11).
- This Remote Access Module 4 User's Guide.
- Other items may be included at Avayas' discretion.

Tools & part Required

- Two No. 6 Pan or Round head screws plus suitable wall plug fixings.
- Drill, drill bits and screw drivers for the fitting of the above items.
- Narrow cross-head screwdriver.
- For on-site programming, a PC with comms/terminal package and 9-pin serial port.
- Serial Lead (CAB-RAM) supplied with the INDeX CU (for INDeX system programming).
- KSM Cable supplied with the INDeX IVM Server Cassette (SVRC).

Optional :

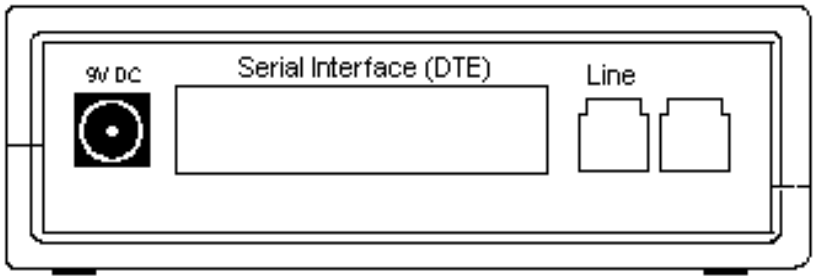
- The Remote Access Module provides a socket for a standard telephone. This can then use the direct exchange line when the modem is not active.

3. Attaching the Mounting Brackets

1. Looking at the base of the IND-RAM4 unit, there are four fixing screws (beneath the four stick-on pads).
   Note: Do not remove all of these screws at the same time.
2. Remove two of the pads on one side only, undo and remove the fixing screws. Use two of the longer supplied screws to attach one of the mounting brackets (such that the slotted central wall fixing holes are seen from outside the unit); see the illustration on page 5.
3. Repeat step 2 for the other side of the unit for the remaining mounting bracket.

4. Mounting the Remote Access Module 4

1. Hold the IND-RAM4 unit against the wall in its intended position. Using the mounting brackets as a template, mark the position of the fixing hole on each side. These are approximately 145mm apart horizontally.
2. Drill and insert two wall plugs and then mount the IND-RAM4 unit on the wall.



3. Connect the serial cable (CAB-RAM) from the units **SERIAL INTERFACE (DTE)** socket (25-pin D-type) to one of the INDeX cabinet's serial ports (9-pin D-types).
   – To use the modem link for remote database up and downloads, you **must** connect the serial cable to the first INDeX serial port.
4. Connect the line lead from the unit's **LINE** socket to the direct exchange line master socket.
   – A dedicated direct exchange line **must** be used to allow the unit to operate independent of the INDeX system.
5. Plug the output lead of the Plug Top 9V Power Supply into the female socket and then connect the plug top into a suitable mains power outlet. When power is applied, press the Power Switch on the front of the unit and the **MR** light on the unit will illuminate.

5. Installing for Use With INDeX IVM/CCM

The following paragraphs provide the details for instruction details for installation of IND-RAM4 for use with INDeX IVM/CCM. (For details of Network Support Manager and/or KSM Cable, etc. refer to the IVM/CCM Installation Manuals).

IVM Server Cassette Installation

To install the IND-RAM4 on the IVM Server Cassette (SVRC) perform the following.

1. Insert the CD labeled *Internal / External Fax Modem Installation* in the CD drive of the Client PC.
2. Using either the NSM (Net Support Manager) or the KSM Cable connection, connect to the IVM Server Cassette (SVRC) via the LAN or cable.
3. From the IVM Server Cassette (SVRC), right click on **Network Neighborhood** and select **Map Network Drive**.
4. Browse to network and double click on the ' X:\ ' drive (where X is the drive letter of the CD drive of the Client PC) to map the drive.
5. Go to **Control Panel** and double click on **Modems**.
6. At the **Install New Modem** window, tick the box *Do not detect my modem* and then click on **Next**.
7. At the **Install New Modem** window click on *Have Disk*.
8. At the **Install From Disk** window, in the *Copy from manufacturers files from* box, type in the route of the mapped CD drive selected at step 4. E.g. X:\. Click on **OK.**
9. At the **Install New Modem** window, from the **Manufacturers** list select *ACTIONTEC* and from **Models** list select *Actiontech 56K Ext Call Waiting Modem*. Click on **Next**.
10. Select the available COM port (e.g. COM1) from the **Install New Modem** window and click **Next**.
11. When the message *You will need to restart your machine ….* is displayed, click on **OK** then **Finish**.
12. Close the **Modem Properties** window. At the message *Dial-up Networking need to be configured ….* select **NO**.
13. Restart the PC and shut down the SVRC manually (by pressing the red button on the front of the cassette). Restart the SVRC cassette.

IVM/CCM Client Installation

To install the IND-RAM4 on the IVM and INDeX CCM Client perform the following.

1. Insert the CD labeled *Internal / External Fax Modem Installation* in the CD drive of the Client PC.
2. Go to **Control Panel** and double click on **Modems**.
3. At the **Install New Modem** window, tick the box *Do not detect my modem* and then click on **Next**.
4. At the **Install New Modem** window click on *Have Disk*.
5. At the **Install From Disk** window, in the *Copy from manufacturers files from* box, type in the route of the mapped CD drive selected at step 4. E.g. X:\. Click on **OK.**
6. At the **Install New Modem** window, from the **Manufacturers** list select *ACTIONTEC* and from **Models** list select *Actiontech 56K Ext Call Waiting Modem*. Click on **Next**.
7. Select the available COM port (e.g. COM1) from the **Install New Modem** window and click **Next**.
8. When the message *You will need to restart your machine ….* is displayed, click on **OK** then **Finish**.
9. Close the **Modem Properties** window. At the message *Dial-up Networking need to be configured ….* select **NO**.
10. Restart the PC.

Using IND-RAM4 with IVM and CCM

To use the IND-RAM4 with the IVM Server Cassette (SVRC) and INDeX CCM Client remotely from the Client PC perform the following.

1. Using the serial cable (0.5m) supplied with the IND-RAM4 kit, connect the IND-RAM4 to your PC.
2. Ensure that your PC's terminal package is set to 9600bps, 8 bits, no parity and 1 stop bit.
3. Enter the AT string *AT&F* and press **Enter**.
4. Wait for the OK prompt and then enter the AT string *AT&W* and press **Enter**. Wait for the OK prompt.
   This restores the default setting for the module.
5. Disconnect the serial cable from the PC and IND-RAM4.
   For connection to CCM, use the serial cable (0.5m) supplied with the kit. For connection to the Server Cassette, use the cable supplied with the Server cassette.

6. Restoring INDeX Remote Access Module Defaults

The Remote Access Module is supplied pre-set for operation with an INDeX system at 9600bps.

To locally restore the Remote Access Module settings :

1. Using the serial cable (0.5m) supplied with the kit, connect the Remote Access Module to your PC.
2. Ensure that your PC's terminal package is set to 9600bps, 8 bits, no parity and 1 stop bit.
3. Enter the AT string:
   AT&F&D0&K0Q1E0TS0=1 (where *0* = zero).
   This sets and stores the preferred settings for INDeX operation as module Profile 0.

   The string can be broken down as follows:

   &F Restore factory defaults.
   &D0 Ignore DTR.
   &K0 Disable DTE flow control.
   Q1 Disables results code.
   E0 Echo disabled.
   T Tone dialling.
   S0=1 Answer after first ring.
4. When finished with the local PC connection, enter the AT command **`ATE0Q1`** to switch of command echo and modem responses.
5. Disconnect the serial cable from the PC and Remote Access Module. Reconnect the serial cable (CAB-RAM) from the INDeX cabinet to the Remote Access Module .

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