



## TROUBLESHOOTING GUIDE

**DOC #: TG090004**

**DATE: 2/6/2009**

**REVISION: A**

**PROBLEM: Modem not communicating with Panel.**

### **TROUBLESHOOTING TIPS:**

- 1) If you are using modems to dial up to Continental Access panels, it is very important the panel side modem was purchased from Continental Access. On the P.C. side, you can use any modem. The modem we sell for the panel side is the only modem we support. The modem we sell has been completely tested on our system and Continental Technical Support knows the correct programming needed.**
- 2) Verify the phone lines on the CA3000 host side and the panel side are working correctly. Verify there is no noise on the phone lines. If possible, try another phone line on each end.**
- 3) Use another program like Phone dialer or hyperterminal in Windows to dial out the modem. This verifies the modem is dialing out.**
- 4) Verify the modem is being recognized in Windows. Try deleting the modem from Windows and let Windows detect the modem again. Verify if the modem is being recognized using Device Manager in Windows. NOTE: You might have to reload the modem drivers supplied with the modem.**

- 5) Verify the CA3000 is programmed correctly for the modem to dial a panel correctly. Refer to the following:**
- a) Verify the modem is configured under “System/System Settings” under the General tab. You need to select the modem under Modems. If it doesn’t show up in the list, refer to step 4.**
  - b) Verify you have a com port configured for modem under “Configuration/Comports”.**
  - c) Verify you configured the correct comport for the panel you are dialing under “Configuration/Panels”. You need to select the com port that is configured for modem.**
  - d) Verify you configured “Configuration/Modems” under the General tab. You must configure a node number, node name, and a phone number at the panel (Panels telephone number). Do not enter any modem initialization strings.**
  - e) Verify you selected the panel you are dialing under the “Panels” tab. You also must select which modem line you are using. This is a very common problem not selecting the panel.**

**NOTE : After verifying the above programming, click “Manual Connect” and select “Stay Connected”. At this point you should hear the CA3000 host computer modem dialing out.**

- 6) On the panel side, verify you hear the modem ringing when it is being called. The panel side modem must be preprogrammed with AT strings as per the Continental Access technical bulletin (tb991211P1).

**Note:** The V.Everything modem we sell for the panel side needs one string programmed in to it. To do so, refer to the following:

- a) You must use the serial cable supplied with the modem to program the string into the modem. After connecting the cable from the P.C. to the modem, you need to start up hyperterminal. In hyperterminal, configure the com port you are using to connect to the modem. Select 9600 baud, Parity None, 8 data bits, 1 stop bit and flow control Hardware. Follow the instructions in the modem tech bulletin. The modem tech bulletin can be found on the Continental Access website ([www.cicaccess.com](http://www.cicaccess.com)). Click “Support/library” and refer to the v.everything modem programming guide. It is very important you set the modem switches as per the tech bulletin while programming.
- 7) After the modem is programmed properly using hyperterminal, reconnect the modem to the panel. Verify you are using the modem cable supplied from Continental Access. In some cases you might not use the DCD wire (not used on microterms and older versions of 8 door controllers with older firmware). Refer to the following for the wiring chart for the modem cable :

25 pin connector	Panel (polling connector)
2-----	txd
3-----	rxd
7-----	gnd
22 -----	dcd

- 8) Verify you have a working security key with no problems.
- 9) The panel the modem is dialing MUST be set to address 1.

- 10) On old Superterms, switch 7 had to be in the off position for modem communications. This is not true anymore. Set switch 7 to on.**
  
- 11) Verify you are trying to dial a panel from a CA3000 host computer. You can't dial a panel from a CA3000 workstation.**