Q&A

How do I Set up Modem Access to the ATLAS?

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A: Introduction

It is often necessary to access an ATLAS from a remote location. One way of doing this is through a dial-up modem connection into the **Chain In** port of the ATLAS. This technical support note will discuss the setup required for modem access to any of the ATLAS products.

Before You Begin

You will need certain cables depending on the Atlas unit that you are connecting to. If you are connecting to an Atlas 550 L1 unit, an Atlas 800, Atlas 800+, or Atlas 890, you will need the Adtran DB25 to RJ-45 null modem adapter and a straight-through 8 pin RJ-45 to RJ-45 cable. Please note that you must use the ADTRAN adapter as this adapter has a proprietary pinout. If you do not have one of these adapters, you can call 1-888-423-8726 or e-mail support@adtran.com to have one shipped to you. If you are connecting to an Atlas 550 L2 unit or an Atlas 830, you will need a DB25 to DB9 null modem serial cable. This cable can be picked up at most electronics stores. You may have to get a DB9 to DB9 null modem cable and a DB9 to DB25 adapter for this if the store doesn't have the DB25 to DB9 null modem cable.

Configuring the ATLAS and the Modem

1. Connect the appropriate cables up to the serial port DB25 connector of the modem and to the corresponding Atlas management Craft interface (DB9 or RJ-45).

    IMPORTANT: If you change you chain port type to **Dial** (explained below), you will no longer be able to access the Chain Port with a Console connection from a laptop. This step is usually not necessary and should be skipped on your first attempt to get a connection. Ensure you have telnet or front panel access to the ATLAS before completing step 2!!

2. Make sure the modem is set for **9600**, **8N1**, and the following settings:

DTR:	Normal
Verbal Result Codes:	Enabled
Result Codes:	Suppressed
Echo:	Off
Auto Answer:	Enable
Carrier Detect (CD):	Normal
Compression:	None
Error correction:	None
Flow control:	None

3.

   Plug in the analog phone line to the modem and dial into the unit. If you can press <Ctrl + R> and get a password prompt, then everything should be working properly.

4. If the call doesn't work, you can connect via VT100 or telnet into the Atlas and go into the **System Config** menu. From there, press <Enter> on the [+] sign next to **Chain Port**. Change the **Port Type** from **Direct** to **Dial** and try to make the call again.

   IMPORTANT: If you change you chain port type to **Dial**, you will no longer be able to access the Chain Port with a Console connection from a computer. To reset this, hold down the ACO button on the front of the Atlas for 5 to 10 seconds.

Troubleshooting

- Problem: The modem is not answering the call.

  Verify that the modem has **Auto Answer** set to **Enabled**.

- Problem: The modem is answering the call but I'm not getting an ATLAS login prompt.

  a. Depending on the brand of modem you are using, you may need to enter an initialization string in the ATLAS to initialize the modem and configure the settings listed previously in step 3. Go to **System Config/Chain Port/Modem Initialization String**. The default string is **ATE0V1&D2&C1S0=1&W** and should initialize the appropriate configuration for most modems. If necessary, change the initialization string to work with your particular modem. The initialization string must be changed through telnet or VT100 since it cannot be accessed from the front panel.

     Note: A US Robotics modem should have switches 3, 5, 8 up and the initialization string set to **AT&N3**. Consult your modem user manual for additional settings and initialization strings.

  b. Verify that the **Chain Port Type** is set to **Dial** as discussed in step 2 previously.

c. Verify you are using a straight-through 8-pin RJ45 cable to connect the **Chain In** port of the ATLAS to the RJ45 end of the null modem adapter. Make sure you are using the ADTRAN adapter that is provided with the ATLAS.
d. Verify that you are connecting at 9600 baud. This is the default speed of the **Chain In** port of the ATLAS.