

## Connecting a Modem to the Concorde•4500™ System

When your system is configured with the remote diagnostics service option, your authorized PictureTel service provider can have data from diagnostic tests sent to a master PC at a remote site through an external modem connected to your system and to a POTS line.

As part of the remote diagnostics service option, you receive a 14.4 kbps modem and the following cables:

- A cable with a power supply to plug into an AC wall outlet or the power strip in the WorldCart
- A serial cable to connect the modem to the Concorde•4500 system
- A phone line to connect the modem to the POTS/PSTN line

**Note:** Optionally, you can connect a telephone handset to the modem by supplying the telephone and a phone line and connecting it as shown in the illustration on the reverse side.



Refer to the illustration on the reverse side, and follow these steps to connect the modem to the Concorde•4500 system:

1. *Plug the connector on the power cable into the POWER connection on the modem and plug the power supply on the other end into an AC wall outlet or the power strip in the WorldCart.*
2. *Plug the serial cable into the DTE connection on the modem and into the CTRL A connection on the Concorde•4500 Communications board.*

**Note:** Do not plug the serial cable into Port A on the Data Interface board.

3. *Plug the phone line into the LINE connection on the modem and into the POTS line connection.*
4. *Toggle the ON switch on the modem connection panel to On.*
5. *Configure Control Port A on the Concorde•4500 system:*
  - a. Choose Set Data Port Configuration from the Configuration Menu.
  - b. Choose Set Control Port A. The screen displays the current settings for the port.
  - c. Set the options for the port as follows:

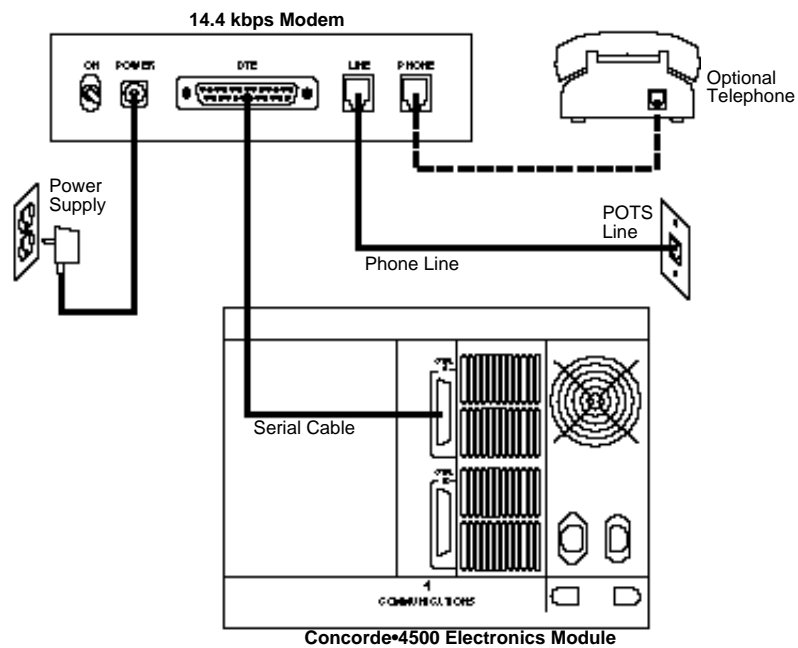
Control Port A Option	Modem Setting
Select Type	Control Protocol
Enter Baud Rate	1200
Select Parity	8 bits, None

- 6. Program the modem by using the Concorde•4500 system keypad and following these steps:**
- Choose Enter Remote Diagnostic Mode from the Diagnostics Menu, available from the Main Menu by entering the system password.  
You see a message asking if you want to continue.
  - Choose Yes. You see this message:  
Press  to cancel.
  - Cancel the test by pressing and holding down  until you see this message:  
Remote connection canceled.

The system immediately reboots and returns to its normal operating mode.

The modem is now ready to transmit diagnostic information. Refer to “Resolving Problems” in the *Concorde•4500 Administrator’s Guide* for instructions on how to use the remote diagnostic option.

**Note:** Configure Control Port A, as described in step 5.  
Program the modem, as described in step 6.  
Make sure you plug the serial cable into the Communications board, not the Data Interface board.



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