

Remote Modem Setup in OmniLog

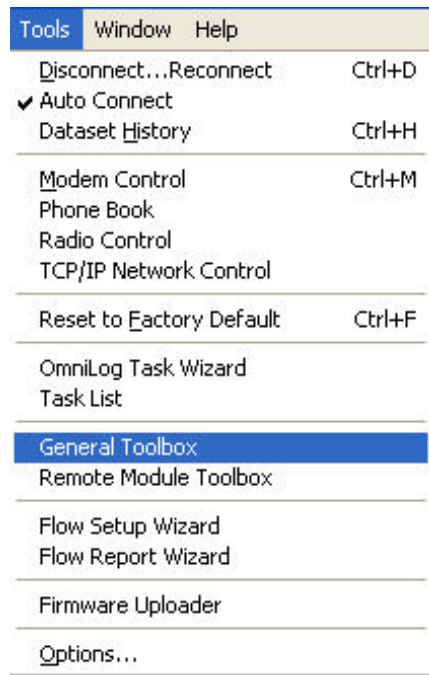
Follow these instructions to setup a Remote Modem in OmniLog.

Attach the Modem to the RS232 port of the computer. (Please note that External USB modems can not be used with TruTrack loggers at present as the loggers only work through the RS232 serial port).

Install the Modem in Windows by following the manufacturers instructions.

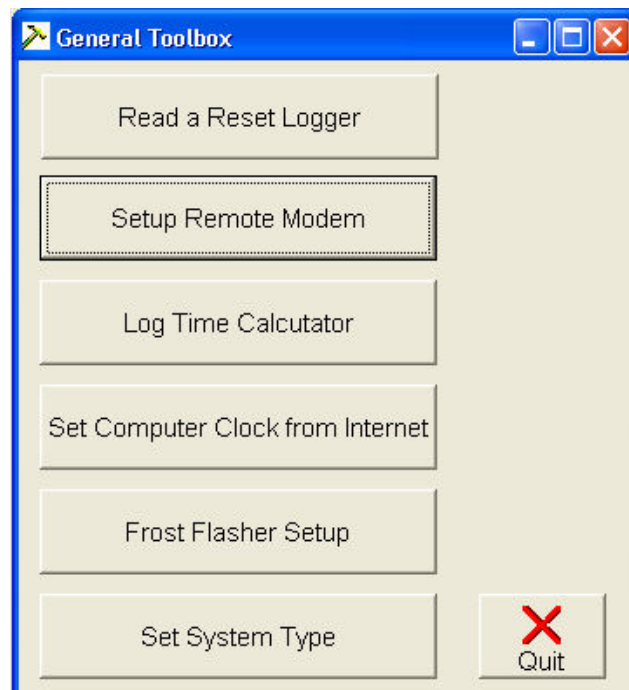
Open OmniLog to set the Modem up as a Remote Modem.

The Remote Modem setup area can be found in OmniLog under the 'Tools' menu by clicking on 'General Toolbox':

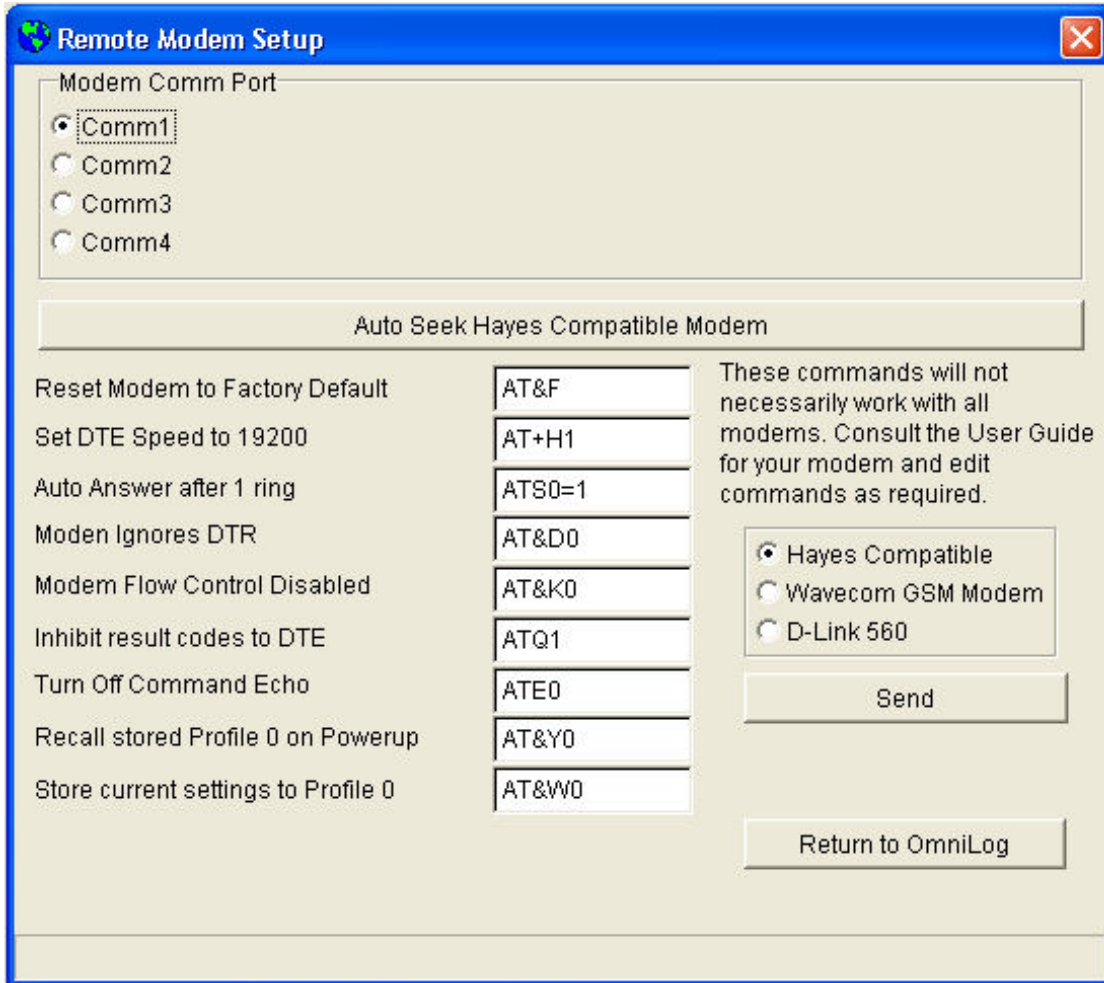


This will bring up the General Toolbox:

Click on 'Setup Remote Modem':



Setup the Remote Modem by first clicking on the 'Auto Seek Hayes Compatible Modem' button, the Click on the 'Send' button:



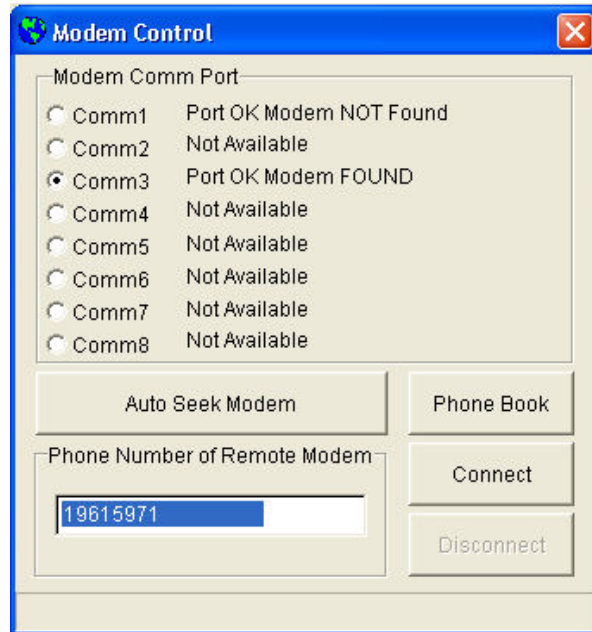
The Remote Modem is now setup. We recommend testing before placing the modem out in the field. This can be done as follows:

- Attach remote modem (with the DLCA adaptor attached) to the serial port to the logger download cable:

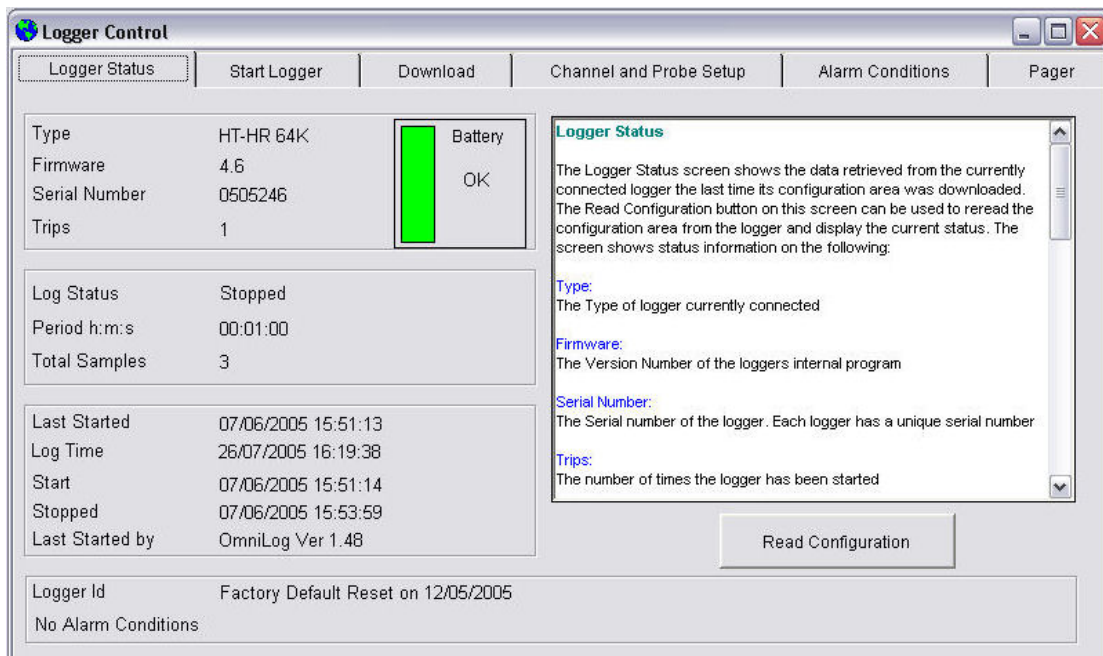


- Attach a logger for testing. Connect power and phone to Remote Modem.

- Test that the Remote Modem is setup correctly by dialing it from the computer using OmniLog.
- The Modem Control Screen can be accessed under the 'Tools' menu or by hitting the Ctrl+M keys:



Click the 'Auto Seek Modem' button to find the appropriate comms port, then enter the phone number of the Remote Modem. Click the 'Connect' Button. If the Remote Modem is setup correctly the Logger Control Screen will appear as normal and all functions of the logger can be accessed. Close this screen and click on the 'Disconnect' button.



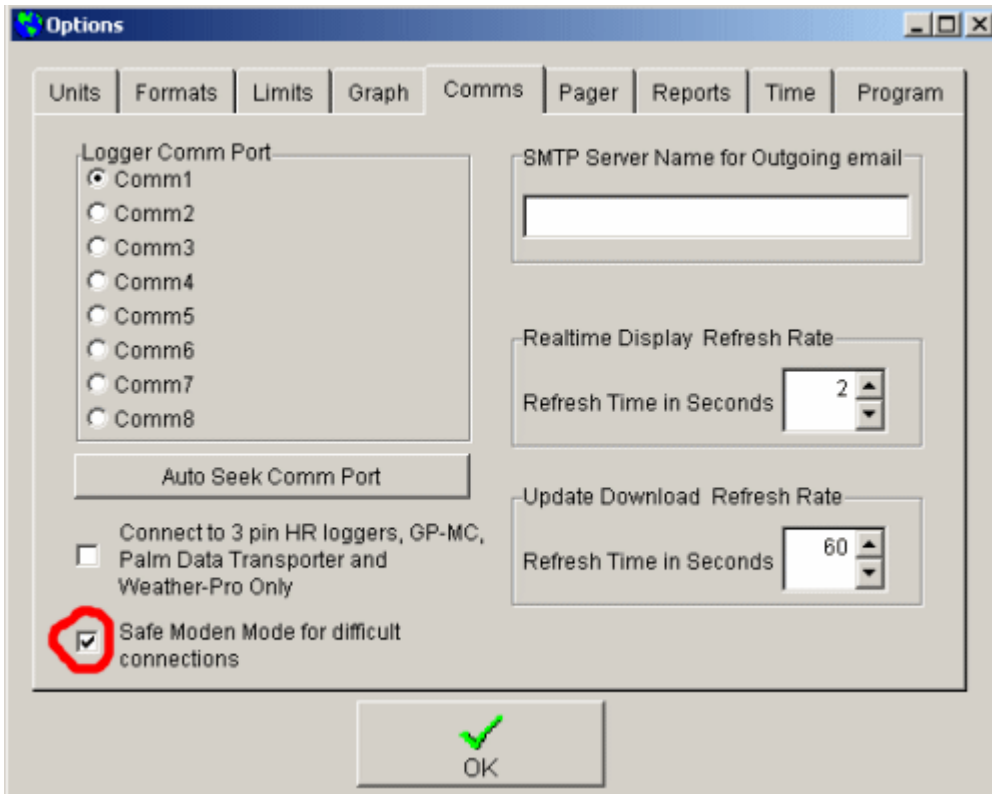
The Remote Modem is now setup and ready to be used in the field.

Connecting to the remote Modem under difficult conditions:

Software modems commonly used in Laptop computers may experience intermittent connection to the remote modem. This appears to be a particular problem with those software modems based on the 'Lucent' chipset.

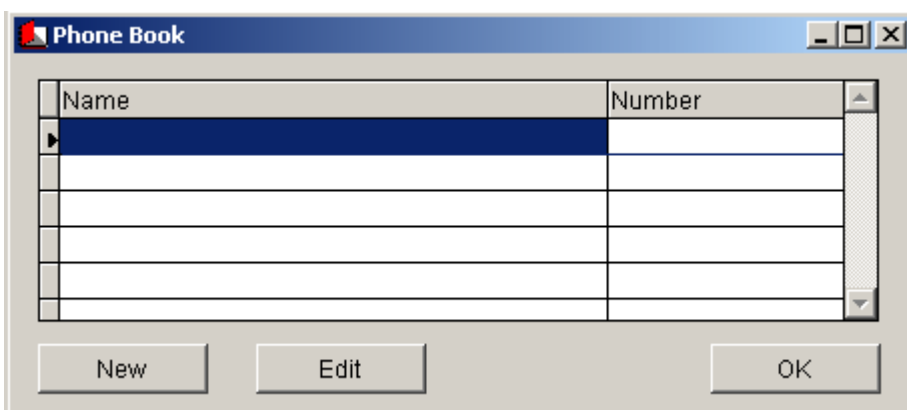
Try the following step to see if there is an improvement in connectivity:

Tools> Options> Comms tab and check the "Safe Modem Mode for difficult connections" box:

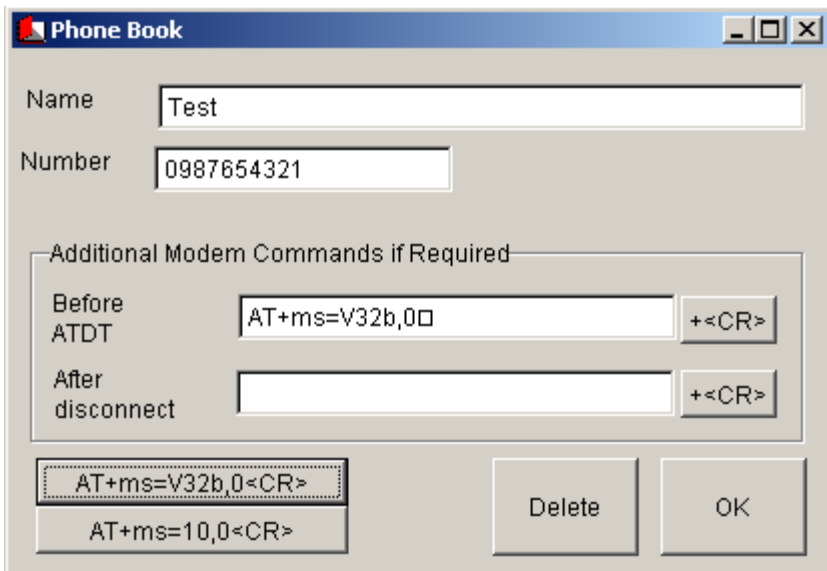


If ticking "Safe Modem Mode for difficult connections" does not work, there is a second option. If you add a modem phone number to the Phone Book there is a text box named "Before ATDT". This field is used to send a string of special configuration data to the modem before it dials the number.

You get to the phone book from Tools> Phone Book:



If you add a number or edit an existing number the "Before ATDT" text box is available. There are two buttons at the bottom of this Phone Book edit screen. One is labeled AT+ms=V32b,0<CR> The other is labeled AT+ms=10,0<CR> Click AT+ms=V32b,0<CR> and this string will be added to the "Before ATDT" text box.

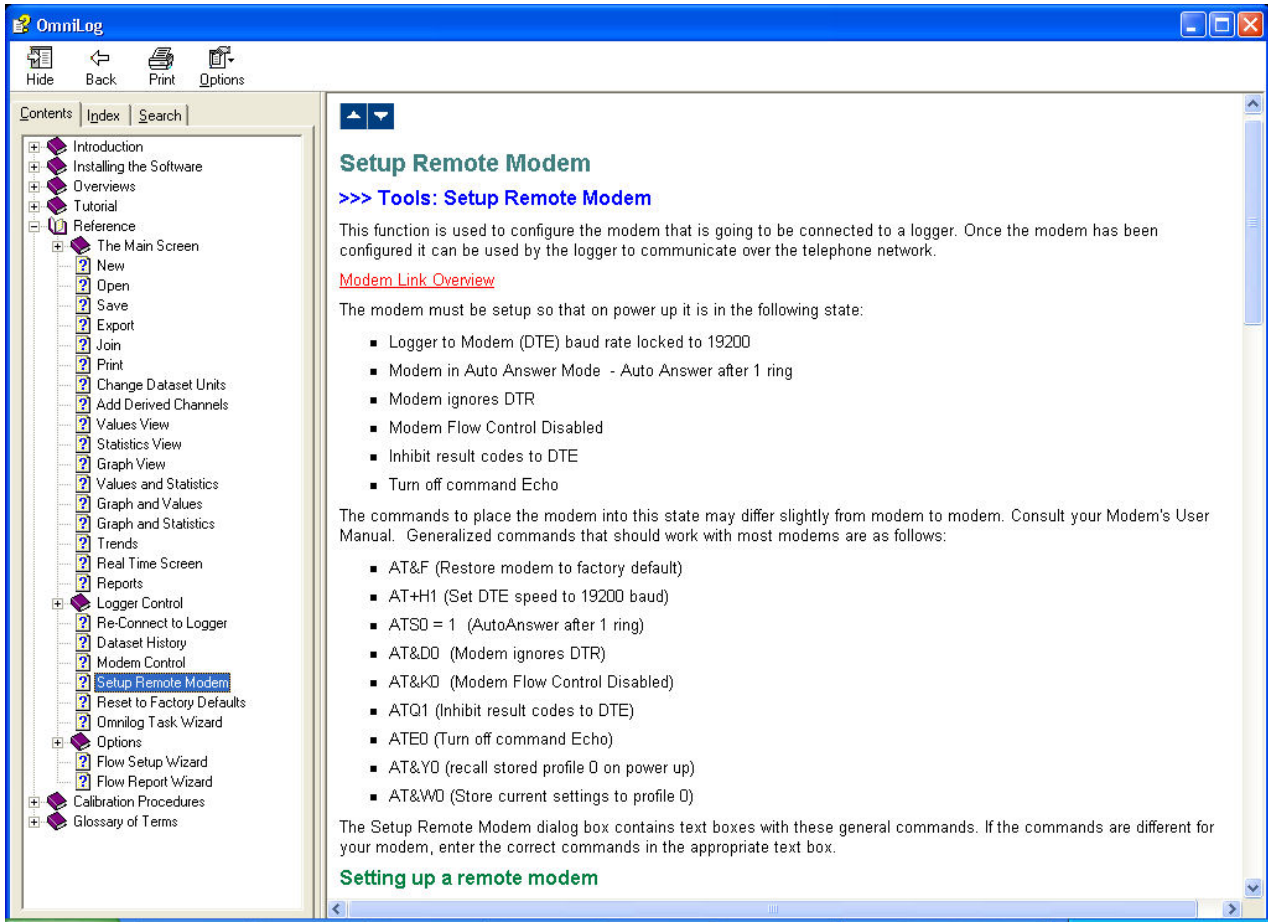


Click OK
Then try dialling the external modem and see if this has fixed the problem.
If this does not fix the problem try the AT+ms=10,0<CR> string
These commands force Lucent software modems to negotiate an acceptable protocol with the external remote modem.
If this fixes the problem, turn off "Safe Modem Mode for difficult connections".
"Safe Modem Mode for difficult connections" causes the system to run with a reduced baud rate and is therefore slower than normal mode.

Intech Instruments recommends the use of external hardware modems at both ends of the connection (I.e. not just the remote modem), as these are far more robust than internal software modems, especially under 'noisy' line conditions.

Need More Information?

More Information on Remote Modem Setup can be found in the OmniLog Help File as follows:



Please Note The Following:

DO NOT setup the Modem that is connected to the computer as a remote modem, as it will not function with OmniLog! No setup is necessary for the Modem that is used at the computer end beyond installing it with Windows.

Only use Hayes compatible modems to avoid compatibility issues with OmniLog.

The cable connecting the logger to the remote modem must not exceed 15 meters in length (RS232 Standard).

