

Sending Status Calls and Alerts

02/02/99

All Platforms

All firmware versions

Sending Status Calls and Alerts to a Remote Printer

Configuration of the ProTek

Program a type 2 telephone number in the Alert Call Sequence on screen 5-2. If Status Calls are required in addition to alert calls, then the number 1 entry in the telephone list must be used. If status reports to the printer are not desired then any telephone entry position may be used.

Modem/Printer Interconnection

Place an external modem on the telephone line designated in the Alert Call Sequence noted above. No other automatically answering device should be on this line. Limited outbound use of the line is acceptable but could cause Status Reports to be missed since the ProTek's will only make three Status Report attempt.

The output of the modem should be connected to a serial printer using a one-to-one cable. A parallel printer would need either hardware or software format conversion and is not recommended.

Configuration of the modem

While specific configuration information should be acquired from the modem manufacturer, the following guidelines should be of help. The modem must be set to automatically answer inbound calls. Older modems frequently have a dip switch enabling this function. Hayes compatible modems may be forced into auto-answer mode by insertion of the appropriate command, usually ATA. When used, this command should be the last command in the modem initialization string. It is possible that the string can be saved in the modem's nonvolatile memory.

If possible, set the modem to ignore DTR or set it to always high. DTR, DSR, RTS, and CTS lines should generally be held high if possible.

Printer configuration

Since the modem will generally be configured as Data Communications Equipment (DCE) the printer should be configured as Data Terminal Equipment (DTE) or a null cable should be used. Consult your documentation to confirm these configurations. Set the printer speed to match that of the output of the modem. This will frequently not be the carrier speed of the modem, but should not be lower than the carrier speed. As an example, a modem running at 9600 baud may exceed the buffer capacity of a printer running at 1200 baud and lose data on longer data streams. It is suggested that the printer be set to the highest speed supportable by the modem RS-232 port.

Sending Status Calls and Alerts to a Host Computer

A VDT may be fed by a modem connection to a remote VDT. This is essentially the same type of connection used for remote VDT access, but with the auto answer functionality enabled. The most obvious drawback of this is the inability to archive inbound messages. A personal computer running a terminal emulation program in host mode overcomes this limitation. Such a system must, however, generally be dedicated to this host mode to avoid the potential for lost messages. Many users have found that running ProComm with the Host Script is an easy way to provide this functionality. Again the user must supply appropriate modem initialization and setup to ensure proper operation. The ProComm Aspect Editor may be used to develop more advanced capabilities. The interested user should refer to the ProComm documentation for further details.