Modem Init Strings   October 12, 2007

Issue Severity:	Products Affected:
☐ **High:** Act immediately	RPS
☐ **Medium:** Bosch Security Systems, Inc. strongly recommends you take the action(s) described below.	
☒ **Low:** Advisory	

1.0   Issue

RPS cannot connect to a control panel using a modem and Public Switched Telephone Network (PSTN) connection.

2.0   Resolution

For some modems, the default reset or init strings do not work with RPS.

Perform the following procedures to create a custom modem init string:

Start HyperTerminal

1. Start a new HyperTerminal session (**Start → All Programs → Accessories → Communications → HyperTerminal**). When prompted for a name, enter a name of your choice and click **OK**.

2. **For external modems (recommended):**
   In HyperTerminal, on the **Connect To** screen, select **Connect using:**, then select the Com port you connected the modem to. Continue with *Step 3.*
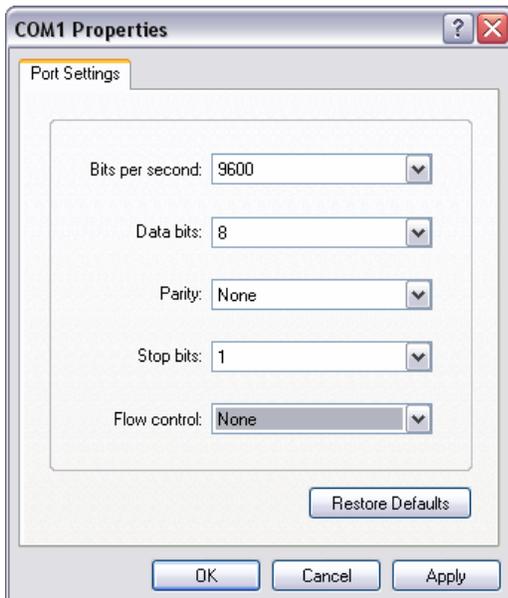
   For internal modems:
   Select the modem itself, enter an area code and phone number (the phone number is never dialed, so simply enter a single digit), then continue with *Step 4.*
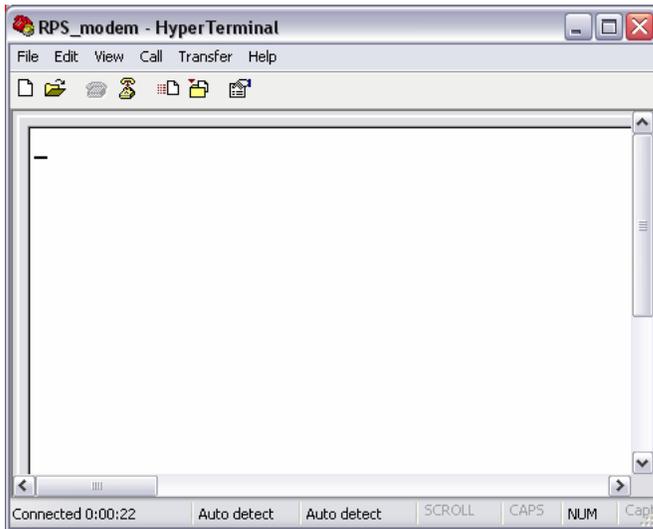
3. At the **Com Properties** screen, set the following parameters unless your modem communicates at a different baud rate:

   - Bits per second = 9600
   - Data bits = 8
   - Parity = none
   - Stop bits = 1
   - Flow control = none

4. At the Connect screen, click **Cancel** to continue.

5. A blank screen opens in which you can type commands to the modem. To test your connection to the modem, type **AT** [Enter]. You should see **OK** or a **0** on the screen. If not, cycle the modem's power and try again. The SD light on the modem should flash as you type. If you still cannot complete this step, check all modem cable connections and settings. This step must provide correct results before you continue to the following steps.

Determine Reset String

6. Type **AT&F** [Enter]. If you receive an **ERROR** result, typing **ATZ** [Enter] should return an **OK** result.
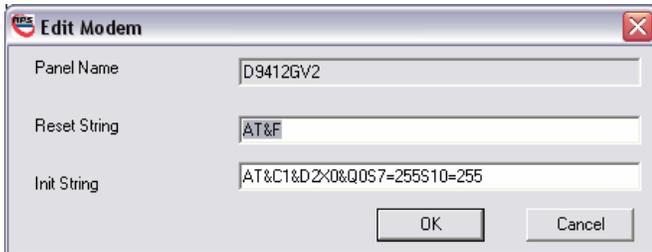
Determine Init String

7. In *Steps 8* through *21*, type the listed commands and press [Enter]. If you receive an **OK**, place a check in the **OK** column of the table below. If you receive an **ERROR**, then place a check in the **ERROR** column for that step.

Modem Command	OK	ERROR
8. ATB1 [Enter]		
9. ATF1 [Enter]		
10. ATL1 [Enter]		
11. ATM1 [Enter]		
12. ATN0 [Enter]		
13. ATX0 [Enter]		
14. ATY0 [Enter]		
15. AT&C1 [Enter]		
16. AT&D2 [Enter]		
17. AT&Q0 [Enter]		
18. AT%C0 [Enter]		
19. AT\N0 [Enter]		
20. ATS7=255 [Enter]		
21. ATS10=255 [Enter]		

22. Assemble all of the commands marked **OK** into a string starting with one AT command. The rest of the string is the text from the **OK** commands minus the AT portion of each command (for example, ATB1L1M1N0 … and so on).

23. **For Easy Series control panels**, add **S8=5S11=200S37=5** to the end of the string.

24. If you have a USR or 3COM modem, add **&K0&M0&N1&U1B** to the end of the string.

25. To confirm the string's accuracy, type the entire string into HyperTerminal and press [Enter]. If you receive an **ERROR** result, then check for mistakes in the string. If you receive an **OK** result, proceed to *Step 26*.

Enter Strings into RPS

26. In RPS, select the account, then select **Config → System**. Select the control panel type, then click **Edit**. The **Edit Modem** dialog opens.

27. In the **Reset String** field, type the string that returned an **OK** result in *Step 6* (either **AT&F** or **ATZ**).

28. In the **Init String** field, type the string that you assembled in *Steps 22* through *25*, then click **OK**.

Connect to Control Panel

Attempt connecting to the control panel with RPS. If unsuccessful:

29. For control panels other than Easy Series, **if the modem does not produce an answer tone** when you call a control panel, add **;ATA** to the end of the control panel phone number in RPS. If there is still no tone, this modem will not work with RPS.

30. For control panels other than Easy Series, **if the modem is producing the answer tone, but the tone changes in pitch**, try adding **S37=3** to the end of the init string. If the modem answer tone still changes, this modem will not work with RPS.

> ☑ Bosch Security Systems, Inc. supports only the modems listed in the RPS online help. Bosch does not guarantee that any other modems will function reliably.