

Technical Bulletin 00-04



Bulletin #: CS-00-004

Software Version: All

Access Level: Reseller

Status: Approved

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Product Type: NetLink

Hardware Revision: All

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Title: Remote Dial into a NetLink Gateway.

Description: This document describes the steps needed to connect to a NetLink Gateway via a modem connection. This bulletin assumes that the NetLink Gateway is running and that a modem has been configured and connected to the Gateway.

Setup: The following steps detail how to use HyperTerminal to dial into a NetLink Gateway.

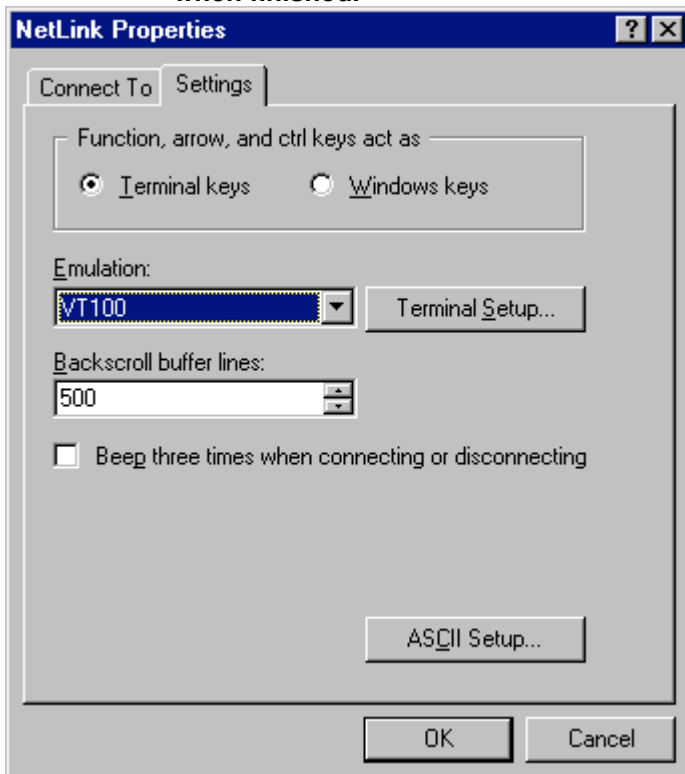
Step #1 Open a HyperTerminal Session. The first screen that appears will prompt you to enter in a name and icon for the session. Click "OK" after this information has been entered.



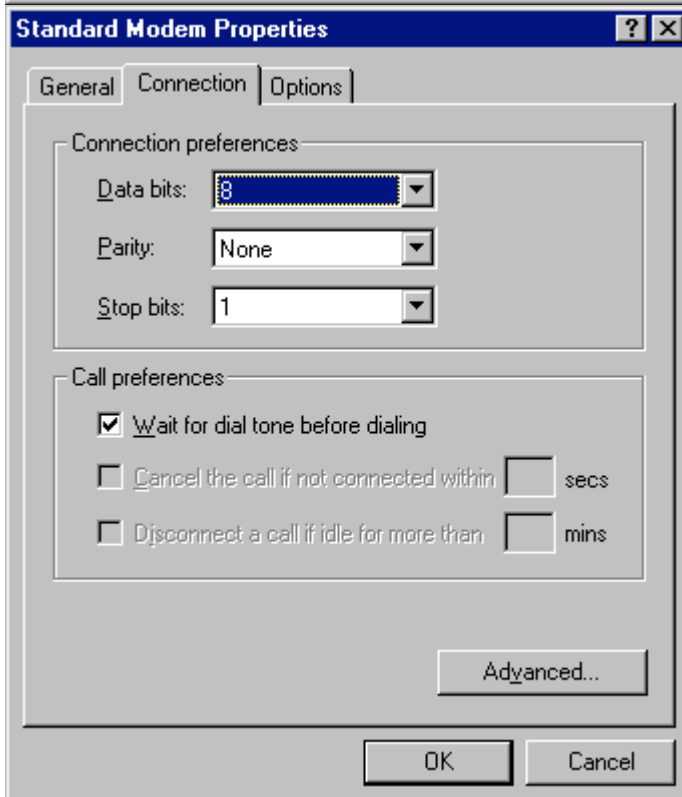
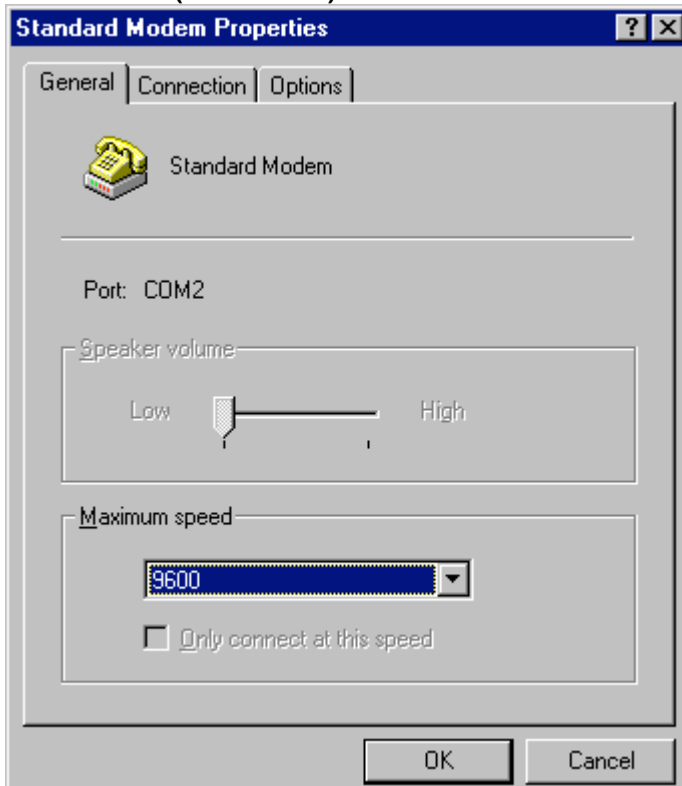
Step #2 The “Connect To” screen will pop up next. Enter in the phone number of the modem connected to the NetLink gateway. Once the number has been typed in, press “OK” to continue. If dialing into a system that goes through an ACD, it might help to put a few commas after the extension number. For example: 9,14445551234,,,,,,123,,



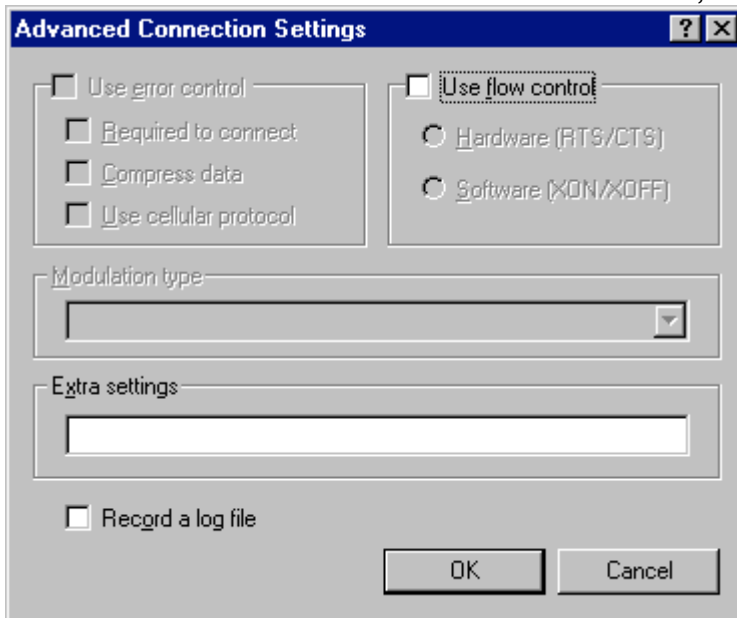
Step #3 This will bring up the “Connect” screen. You must modify the modem parameters before connecting to the NetLink system. Click on the “Modify” button. Then press the “Settings” tab. This will bring up the following screen. Set the Emulation type to VT100. Click on the “Connect To” tab when finished.



Step #4 On the “Connect To” screen, press the “Configure” button. This will bring up the General Standard Modem Properties Menu (seen below). Change the Maximum Speed to 9600. Then click the “Connection” tab. Verify that the Data bits is set at 8, the Parity is set as None, and the Stop Bits are set at 1 (seen below). Then click on the “Advanced” button on that screen.



Step #5 This will bring up the **Advanced Connection Settings** screen. You must uncheck the **“Use Flow Control”** setting. This will disable the use of hardware and software flow control. Once finished, click the **“OK”** button.



Step #6 This will bring up the **Standard Modem Properties** screen again. Click the **OK** button. This will bring up the **Properties** screen. Press the **OK** button again. The **Connect** screen will appear again. Click the **Dial** button, to connect to the modem on the NetLink system.

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