

U.S. Robotics 56K Modem

For REFLECS and HALCOMM Control Products

Overview

Due to the previously used model of external modem going obsolete, Copeland has changed vendors for external modems used with REFLECS and HALCOMM products. For remote communications with REFLECS sites, Copeland now specs a U.S. Robotics external 56k modem (P/N 370-9600). The modem is identical in most respects to the modems Copeland used to supply, but require a change to the default modem string in REFLECS and HALCOMM to allow them to communicate properly.



Hardware Setup

REFLECS

A modem may be used to connect the REFLECS to an outside phone line via the three-wire COM C network cable (P/N 525-1015 or 525-2015). [Figure 1 - Modem to REFLECS Wiring](#) shows how to properly connect the modem.

If a Copeland bus amplifier is used in the network, the 535-1015 or 525-2015 cable shown in [Figure 1 - Modem to REFLECS Wiring](#) is not used (refer to the RS232 Bus Amplifier section of the Copeland Peripherals Manual, P/N 026-1701).

HALCOMM

If the modem is to be plugged into a HALCOMM unit for use in dial-outs to Copeland monitoring, use a DB25 to DB9 serial cable to connect the modem to the HALCOMM's "MODEM" port.

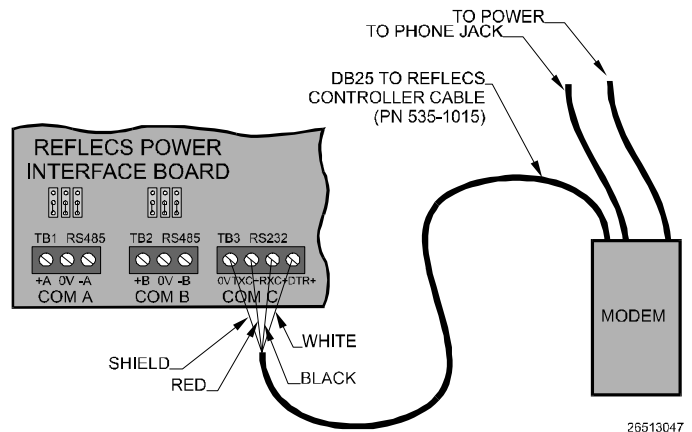


Figure 1 - Modem to REFLECS Wiring

26513047

Modem Dip Switch Settings

The rear side of the modem has a set of eight dip switches that control some aspects of modem communication. By default, most of these switches are set to their correct positions, but to communicate properly with REFLECS and Copeland remote communications:

- Set dip switch 4 to the **DOWN** position, and
- Set dip switch 5 to the **UP** position.

Double-check the default positions of all switches and make sure they are set as they appear in [Figure 2 - Modem Dip Switches](#).

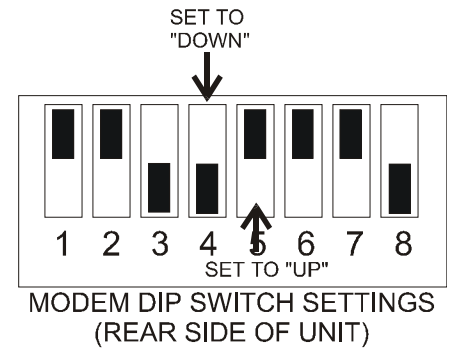


Figure 2 - Modem Dip Switches

Changing the Modem Initialization String

The modem string recommended by Copeland for use with the U.S. Robotics modem is:

AT&FE0S0=1&C1&D2&B1&W

This string is different from the string used with our previous modem vendors, and it is not a selectable option in the REFLECS or HALCOMM system software. The modem string will have to be manually entered.

Setting the Modem Init String for a REFLECS Site with No HALCOMM Present

1. Locate the REFLECS unit that is set up as unit #1. This is the unit the string must be changed in.
2. Log on to controller #1 as a Level 4 user.
3. Press **7** to access the **Configuration Menu**.
4. Select the **Remote Communication** menu option (press **4** for most REFLECS software versions; on some, it is option **5**). The **Communications Setup** screen should be visible.
5. Press the **DOWN** arrow key to access the Modem Initialization screen.
6. Press the **RIGHT** arrow key until the cursor is highlighting the current modem string.
7. Press **CLEAR** to erase the string. Type the new string into this field **EXACTLY** as shown above. Note that since there are no '**&**' and '**=**' characters on the REFLECS keypad, '**&**' may be entered by typing a '**%**' (**BLUE** key followed by the **MINUS** key) and '**=**' may be entered by typing a '**'**' (**RED** key followed by the **CLR** key).
8. Press the **UP** arrow key to enter and save the modem initialization string. Press the **UP** arrow again to return to the **Communications Setup** screen.
9. The string you entered should be visible in the **Initialization String** field. Double-check that this string is entered correctly. If not, repeat steps 4-6. If entered correctly, go to step 10.
10. Press the **RIGHT** arrow key several times to highlight the **Send Now** field. Press **Y** to send the modem initialization string to the modem. After a few seconds, an "**OK**" message should appear below the modem string in the "**Response**" field. If this field says "**No Response**," attempt it again. If the second attempt does not work, check all wiring and connections, and reverify the string.

Setting the Modem Init String for a REFLECS Site with HALCOMM Present

If a HALCOMM is present at this site, the modem init string must be changed. Call Technical Support at 833-409-7505 and tell them that a U.S. Robotics 56k modem has been installed, and that the modem initialization string must be changed.

Visit our website at copeland.com/en-us/products/controls-monitoring-systems for the latest technical documentation and updates.

For Technical Support call **833-409-7505** or email ColdChain.TechnicalServices@Copeland.com