Issues with NGP-2220 or NGP-3300 connecting using modem

Last Modified on 10/06/2022 4:15 am EDT

Symptom

Cannot connect to the modem. Modem attempts to auto answer, but it does not pick up.

Resolution

Found that on the NGP-2220 and NGP-3320 panels, the panel will work as designed when using firmware version 1.118. However, when the panel is running version 1.143, the settings for the Connection Type on the Host Comm page do not always populate correctly.

Background: There are three menu choices in the drop-down menu for the connection type of the Primary Host Port: **IP Server**, **Serial-RS232**, and **Serial-Modem**.

For example, if **IP server** is selected as the connection type on the **Host Comm** page, the panel will communicate over IP and the field will populate as **IP Server**.

If using the **Serial-Modem** menu choice, however, clicking [Accept], then [Apply Settings], and then rebooting, the panel operates with a Serial Modem but shows **IP Server** in the connection type field.

If the **Serial-RS232** menu choice is used, clicking [Accept], then [Apply Settings], and then rebooting, the panel operates with RS-232 but shows **Serial Modem** in the connection type field.

The panel operates correctly running 1.143, it simply does not populate the Connection Type on the Host Comm page correctly if the correct setting is anything other than **IP Server**.

Applies To

NGP-2220
NGP-3320

Additional Information

None