



## What to do... TelePort/PowerPort Control Panel reports "Unknown Modem"

### **Introduction:**

The following document provides information about what to do when your TelePort or PowerPort Control Panel reports "Unknown Modem." If you have a PowerPort Mercury for 500/Duo, or a Global Village PC Card modem, then please refer to the appropriate section of troubleshooting documents listed on the main index, document# 1000.

If you see the message "Unknown Modem" show up in your TelePort or PowerPort control panel, try the following troubleshooting steps to fix this:

- 1a. TelePort Users: Turn off your modem, turn it back on again, make sure it is securely plugged into your Macintosh's modem port, and be sure that in the TelePort control panel the modem port is selected.

PowerPort Users: Check your PowerBook or PowerBook Setup control panel to make sure that the PowerBook is configured for the internal modem port.

- 1b. Click on the **Modem Reset** button in your TelePort or PowerPort control panel.

If the TelePort or PowerPort control panel no longer says "Unknown Modem," then the modem and modem software are fine. If "Unknown Modem" still shows up, then continue to the next step.

2. Quit any open applications and restart your computer.
3. Open your **TelePort** or **PowerPort** control panel, and click on the **Modem Reset** button again.

If the TelePort or PowerPort control panel no longer displays "Unknown Modem", then the modem and software are fine. If the TelePort or PowerPort control panel still displays "Unknown Modem", then it's possible there is something wrong with your modem.

Follow the instructions below to determine whether your modem can be recognized by your Macintosh at all, in a program that we supply with our software called "Zterm." Restart your Macintosh holding down the Shift key until you see the message "Extensions off." Zterm will not require any system software to be loaded while testing. After restarting:

4. Type Command-F (Find File) on your computer, and put the following into the find field: **Zterm**  
Click the **Find** button. This should locate a few items with the word "Zterm" in the file names.

5. Double click on the file named **Zterm 0.9**, and hold the **Shift** key down just after doing so, until Zterm brings up a dialog box that says **Select the desired port**.
6. Click on the **Serial port** pop-up menu, choose the appropriate port, click **OK** and Zterm will finish launching. You should see a message in the upper-left corner that says **AT&F...** followed by a separate line **OK**. If this message comes up, then the modem is fine, and it's possible that you either have corrupted GlobalFax software or system software. Please refer to the instructions starting on page 3 for how to isolate and clean reinstall your GlobalFax software.
7. If you do not see the AT&F... message, then:

If you have a PowerPort, your modem or PowerBook may be damaged. However, we will replace your modem to determine if your previous modem might have been defective. Skip to the instructions at the end of this document to replace your modem.

If you have a TelePort modem, quit Zterm, shut your computer down, turn the modem off, disconnect the modem from your computer's modem port, and reconnect it to the printer port. Restart your Macintosh holding down the **Shift** key to turn extensions off. Click on the **Apple** menu and select **Chooser**. In the Chooser, confirm that AppleTalk is set to **Inactive**.

8. Turn the modem back on, and follow steps 4 through 6 again.
9. Choose the appropriate port, click **OK** and Zterm will finish booting. If the AT&F... message shows up, then the modem port is possibly damaged, or you may have corrupt system software. Please call the manufacturer of your computer (i.e. Apple), describe your problem, and the results.

If you do not see the AT&F... message, then will replace your modem. Skip to the instructions titled **How to Process an RMA** at the end of this document to replace your modem.

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## Isolating System Software and GlobalFax

By isolating to just Global Village software and your Apple System Software, you are eliminating any "3rd party software components" that might be causing GlobalFax **not to work for whatever reason**.

1. Click on your **Apple** menu, choose **Control Panels** and select **Extensions Manager**.
2. OS 7.5.x Users: Click on the **Sets** pop-up menu and choose **System 7.5 only** or **System 7.5.x**.

OS 7.6 or later Users: Click on the **Selected Set** pop-up menu and choose **Mac OS (your OS version) All**. Click the **Duplicate Set** button at the bottom right, name your new set **Global Village + Apple only**, and click **OK**.

3. Use the following table to find your product family and version of GlobalFax. Once you've located your product family/GlobalFax version, enable the appropriate Global Village extensions and control panels (System Components) in the Extensions Manager.

NOTE: All of the appropriate components may not show up in your Extensions Manager if you're using a version of Extensions Manager prior to 7.6. Components that are not visible will be automatically enabled.

### TelePorts

GlobalFax Version	Control Panel	Extensions
2.08 - 2.1.3	TelePort Serial	GlobalFax
2.1.4 - 2.5.x	TelePort	Global Village Toolbox, GlobalFax
2.6.x	TelePort	Global Village Toolbox, GlobalFax, GV Address Book Engine, GV Modem Phone Tool (Speakerphone only), GV Phone Engine (Speakerphone only), Telephone Manager Extension (Speakerphone only)

### PowerPort 1xx Series (Internal modem for PowerBook 100 – 180)

GlobalFax Version	Control Panel	Extensions
2.08	PowerPort	GlobalFax
2.5.x	PowerPort	Global Village Toolbox, GlobalFax

### Global Village Online Support

4. Close the **Extensions Manager**.
5. Restart your computer. After restarting, the only software that will be enabled is Global Village and Apple System Software.
6. Open your **TelePort** or **PowerPort** control panel. If "Unknown Modem" still shows up, then you may have corrupted GlobalFax software or System Software. Skip to the section of this document titled **Clean Installing GlobalFax**. If "Unknown Modem" no longer shows up, you will need to determine which 3rd party system component(s) caused the problem. Reopen the **Extensions Manager**, enable a few items at a time and restart your computer. Open your TelePort or PowerPort control panel again. If "Unknown Modem" still does not show up, then you can continue the process of using your Extensions Manager to add more items to the system software set that you're using, until you eventually find which system component(s) caused the original issue to reappear. Once you've determined this, reinstall the system component(s) using your floppies/CD, or call your software manufacturer for assistance.

### **Clean Installing GlobalFax**

None of the steps in the following process will remove your address books, fax log or your saved, spooled, or scheduled faxes. However, you will need to enter in your Dialing and Sending Setup information again once the steps are completed since this information is removed when you clean install GlobalFax.

NOTE: If your Global Village software came on CD-ROM, and you use a non-Apple CD-ROM drive, you will need to verify that the appropriate (non-Apple) system components needed to use your CD-ROM drive are also enabled in the Extensions Manager. If you need assistance with this operation, please contact the manufacturer of your CD-ROM drive.

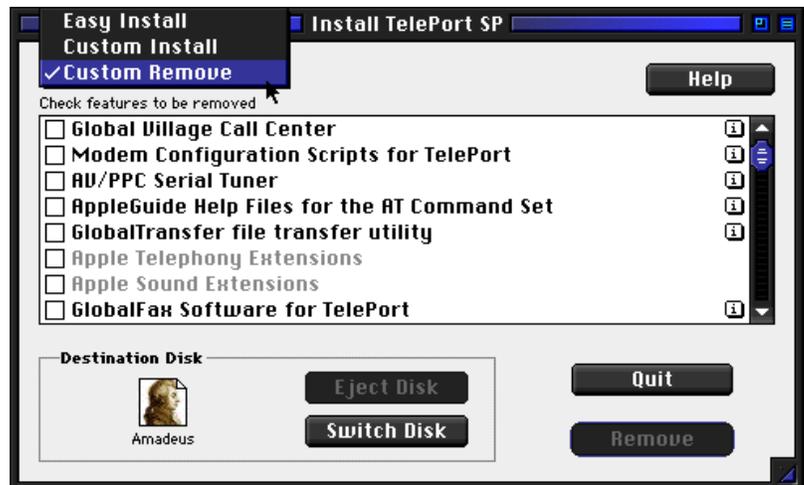
1. Open your hard drive.
2. Open your **System Folder**.
3. GlobalFax 2.08 - 2.5.9 users: Open your **GlobalFax Personal** folder

GlobalFax 2.6.x users: Open your **GlobalFax Personal** folder, located in your **Global Village** folder inside the **Preferences** folder.

#### **Global Village Online Support**

4. Move the **GlobalFax Preferences** and **Queue Temp** files into the **Trash**. Do not empty the Trash yet.
5. Insert your GlobalFax Installation Disk (1) or CD-ROM into your Macintosh.
6. Double-click the **Installer** icon. An introductory window will appear.
7. Click **Continue**. The Installer dialog window will appear.

8. Click on the pop-up menu in the upper left hand corner of the Installer dialog window and select **Custom Remove**.  
*See Figure 1.* Check the box that says **GlobalFax Software for...(your modem type)** in the Custom Remove window.



*Figure 1*

9. Click the **Remove** button in the lower right hand corner of the Installer dialog window.

NOTE: For GlobalFax 2.08 users, click on the **Customize** button, and choose **GlobalFax™ Software** from the left. Hold down the **Option** key and click on the **Remove** button.

10. Once the removal process is completed, a dialog box will appear confirming that the removal was successful and will ask you to restart your computer. Click **Restart**.
11. Insert your GlobalFax Installation Disk (1) or CD-ROM into your Macintosh.
12. Double-click the **Installer** icon. An introductory window will appear.
13. Click **Continue**. The Installer dialog window will appear.
14. Click on the pop-up menu in the upper left hand corner of the Installer dialog window and select **Custom Install**. Check the box that says **GlobalFax Software for...(your modem type)** in the Custom Install window.

15. Click **Install** to install the software on your hard disk. If a dialog box appears asking whether or not you'd like to keep a Newer or Older Chooser, choose **Newer**.

NOTE: For GlobalFax 2.08 users, click on the **Customize** button, choose **GlobalFax™ Software** from the left and click on the **Install** button.

16. Once the installation process is completed, a dialog box will appear confirming that the installation was successful and will ask you to restart your computer. Click **Restart**.
17. If your modem is correctly connected to your computer's modem port and powered on, you should see the Global Village registration screen after a few moments. If you have previously registered and do not want to be prompted for registration information, click on the **File** menu and choose **Quit**. When prompted with when you would like to eventually register, choose **Never** or **Quit** (whichever is available depending on your version of GlobalFax).

For additional information on installing GlobalFax, please reference "Installing GlobalFax Software" in the Table of Contents of your Getting Started Guide.

18. Empty the **Trash**.
19. Open your **TelePort** or **PowerPort** control panel. If "Unknown Modem" still shows up, then you most likely have corrupted System Software, and we recommend you contact the manufacturer of your Macintosh (i.e. Apple) for technical assistance. If "Unknown Modem" no longer shows up, you may want to determine if one or more 3rd party component(s) caused GlobalFax to become corrupt. Reopen the **Extensions Manager**, enable a few items at a time and restart your computer. Open your **TelePort** or **PowerPort** control panel again. If "Unknown Modem" still does not shows up, then you can continue the process of using your Extensions Manager to add more items to the system software set that you're using, until all the 3rd party components are enabled. You may eventually find one or more 3rd party component(s) that caused the original issue to reappear. Once you've determined this, reinstall the 3rd party component(s) using your floppies/CD, or call your software manufacturer for assistance.

## RMA Process Form

### **How to Process an RMA**

The RMA process allows you to send your defective modem to Global Village first, whereupon we will repair or replace it after receiving it. For Domestic customers, you should receive your replacement modem within 10 business days. For International customers, you should receive your replacement modem within 14 business days (depending on Customs).

### **Obtaining RMA Authorization**

Please complete the form on the following page and fax us at (800) 340-8007 or (408) 523-2423. You can also e-mail us the required information (refer to the following page) at <techsupport@globalvillage.com> **with RMA in the subject header**. Upon receipt of your RMA information, we will fax or e-mail you back with an RMA number and information for how and where to send your modem.

### **Global Village Online Support**

FaxBack System: 800.890.4562, eMail: techsupport@globalvillage.com,  
Web Site: <http://www.globalvillage.com>, Fax: 800.340.8007, BBS 800.335.6003 8N1

RMA Process Form  
page 2 of 2

Please fax or e-mail my RMA authorization to: \_\_\_\_\_

Your Name: \_\_\_\_\_

Phone Number (FedEx won't deliver without one): ( \_\_\_\_\_ ) \_\_\_\_\_

Company Name: \_\_\_\_\_

Full Street Address (no P.O. Boxes - FedEx won't deliver): \_\_\_\_\_

City, State, Zip Code: \_\_\_\_\_

Country (if outside the US): \_\_\_\_\_

Modem type: \_\_\_\_\_ Modem Serial Number (TelePorts and PC Cards): \_\_\_\_\_

Brief explanation of the problem, the troubleshooting steps you went through, and the results. Please be sure and include the number of this FaxBack document for our reference.


Once having received your RMA number, be sure and write it on a piece of paper or masking tape, and apply it to the packaging your modem will be placed in. Also be sure to package the modem (and power supply if that's also being replaced) in protective packaging when you ship it back to us. Additionally, when you ship us your defective unit, you must use a shipping service that requires a recipient's signature. Examples of this are FedEx, UPS, Airborne, and the US Postal Service Certified Mail. This allows both us and you to easily track your shipment if you believe that your RMA has not been processed in a timely manner.

NOTE: Do not return software materials, User's Guides, or other accessories.

Please send the defective unit using the following address/header:

Global Village/Boca Research, Inc.  
RMA Department  
RMA#(your RMA number)/RTC  
6500 West Rogers Circle  
Boca Raton, FL 33487

After receiving your defective unit, your replacement modem should arrive within 7 business days for Domestic customers, or within 10-12 business days (depending on Customs) for International customers.

If you do not receive your replacement modem within a timely manner, you may also call our Customer Assistance Group at (800) 336-2009 to check on the status of the RMA. Be sure and have your RMA number ready for our representatives.