



About... Using Third Party Modem Software

Introduction:

This document provides information about using third party software with Global Village modems.

1. We do not support third party FAX software.
2. We do not provide technical support for third party modem software in general, but can suggest certain configuration settings.

Two examples of scenario number 2 are:

1. Q: I have OT/PPP and a TelePort 33.6 Internet Edition modem. How do I make the two work together?

A: While we cannot directly support OT/PPP, we can offer our recommendations to configure the software. For assistance with how to use OT/PPP, please contact your ISP or Apple Computer, Inc. (the makers of OT/PPP).

Here is the recommended modem script to use for OT/PPP:

GV 28.8/33.6 for ARA 2.1/OT-PPP

This script can be downloaded from our website at <http://www.globalvillage.com>, under the Software Locator.

2. Q: My settings (configuration) in AOL software are correct, but my modem won't connect. How can I be sure my modem is ok?

A: While we cannot directly support AOL, we can verify that your modem is healthy by testing for another type of data connection. Under the Online Support section of the Technical Support FaxBack index, download the appropriate document for your modem. If your modem is fine, then please contact AOL for assistance with their service.