GLOBAL VILLAGE
COMMUNICATION

What to do... Problems Connecting to an ARA Server

Introduction:
This document provides information about what to do if your modem is having problems connecting to an ARA server. This document assumes that your ARA software can recognize your modem, and that your modem can get a dial tone. If ARA does not recognize your modem, or your modem cannot get a dial tone, then use the Index of documents to find the appropriate document for your modem family called **Modem Not Recognized by Communications Application**, or **Modem Software reports "No Dial Tone"**.

This document provides information about how to test your modem as it relates to Apple Remote Access software. For specific information/assistance about ARA software, please contact Apple or the ARA server administrator.

If your modem is having problems connecting to an ARA server, then follow the troubleshooting steps below.

1. Verify that you have properly installed the latest ARA script for your modem. If you're unsure if you have installed the correct ARA script for your modem, then please refer to document #2306, "How to... Install ARA Scripts for Global Village Modems."

2. Check with the ARA server administrator that your Name, Password and ARA server phone number are entered correctly in your ARA software.

NOTE: Passwords are case sensitive.

3. Check with the ARA server administrator to see if other ARA users can successfully dial into the ARA server. If they cannot, then your modem is most likely fine, and you may want to try and dial into a different ARA server (if available).

If other users' modems are successfully dialing into the ARA server, but you still cannot, then we'll need to verify that your modem can make a data (i.e. ISP, BBS, etc.) connection at all. If your modem can make another type of data connection already, then it is healthy, and you should contact your ARA server administrator to get further assistance with ARA. If you're not sure whether your modem is healthy, then we will use a program we supply with our software called ZTerm to test the modem to see if a connection can be made, or whether the modem is faulty.

1. From the Finder, click on your **File** menu and choose **Find File** (or type **Command-F**). Put the following into the find field: **ZTerm** and click on the **Find** button. This should locate a few items with the word **ZTerm** in it.

2. 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**.

3. 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 begins with **AT&F...** followed by a separate line **OK**.

4. Next, type in **ATDT18003356003** (add in a 9 or 8 before the 1 if you need an outside line access), and hit **Return**. This will automatically dial and connect your modem to the Global Village Bulletin Board System.

5. When connected to the BBS you should get a message ending with "...press Return twice to connect." If you do not get this message then your modem could not connect and you should skip to the section at the end of this document titled **How to Process an RMA**.. If your modem did connect then when the BBS prompts you, type in **Guest** for the User ID, hit return, and hit return again when prompted for a password (leaving it blank). If prompted that the User ID is already in use, then try "Guest1," "Guest2" (up to Guest4), and so forth until you find a User ID that is available.

6. Once you're past the login process, press any key as prompted, then hit the Return key when prompted with " [more]."

NOTE: If the problem you were having was maintaining a connection, then you will need to stay connected to the BBS for as long a period of time as you normally would be before being disconnected from the ARA server you were dialing into.

7. Once you're done with your connection test to the BBS, simply type Command-H (Hang Up) and your modem will disconnect.

If your modem can connect then it is fine and the ARA software you were using is possibly corrupted, or configured incorrectly, or you may have a system software problem. Please contact Apple for assistance with your ARA or system software.

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) 548-2423. 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.

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.

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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.

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