



GLOBAL VILLAGE  
COMMUNICATION

Fax Back Document # 2321

## What to do... Not Connecting at 28.8/33.6

### **Introduction:**

This document provides information about what to do if your modem cannot connect at 28.8 or 33.6Kbps.

Connection speeds can vary due to telephone line noise and limitations in telephone system capabilities. Very few locations are connected with phone lines and telephone company switching equipment that support a 33.6 connection. Verify that the modem you are dialing to (your ISP's equipment for example) is capable of 33.6 connection speeds.

Realizing that at some point you may be interested in purchasing a 56K modem, it's important to note that v.34 technology (33.6Kbps) works differently from v.90 technology (56K). With v.34, the signal that travels across phonelines from your modem to your ISP, and from the ISP's equipment back to your modem, is analog. V.90 technology uses a digital signal when returning from your ISP to your modem, allowing for faster connections and data transfer rates. Because of this, it is possible to use a 56K modem to achieve 56K connections (defined as any speed above 33.6Kbps), and up to twice the overall speed of your v.34 modem, even though your v.34 modem may not have connected at its top speed.