GLOBAL VILLAGE
COMMUNICATION

What to do... Problems Connecting to AOL - PC Cards

Introduction

This document provides information on what to do when you are having problems connecting or maintaining a connection to AOL with your PC Card Modem. If you are getting the error message "Unable to find Modem", please request document #2622, "What to do... Modem Not Recognized by Communication Application."

Verifying your Configuration

If you are unsure if you have properly configured your AOL software then refer to one of the following documents:

- 2303   How to... Configure AOL 2.6/2.7
- 2304   How to... Configure AOL 3.0
- 2305   How to... Configure AOL 4.0

If you have configured your AOL software correctly and you still cannot make or maintain a connection we will test your modem using a program that we supply called ZTerm.

Before testing your modem please ensure that:

- Any splitters, switchers or other devices such as an answering machine that are connected between the modem and the wall jack have been removed.

- The length of the phone cable going from the modem to the walljack does not exceed 20 feet.

1. 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.

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 **PowerPort PC Card** or **Global Village PC Card**, click **OK**, and ZTerm will finish launching. You should see a message in the upper-left corner that includes **AT&F...** followed by a separate line **OK**.

4. On the following line where the blinking cursor is, type **ATDT18003356003** and hit return. The modem should connect 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 of this document titled **How to Process an RMA** to have your modem replaced. 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 AOL.

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 has passed the test we have performed you should try calling into a different Dial Up number for AOL. If this does not solve the issue we recommend that you contact AOL for further assistance.

*   There is a built in definition in the AOL 3.0 software for the PowerPort Platinum Pro PC Card. If you have a Platinum Pro Card, please use this definition.

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.

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