



What to do... Problems Connecting to AOL - PowerPort 5xx and Duo

Introduction:

This document provides information on what to do when you are having problems connecting to AOL with your PowerPort Mercury Modem. If you are getting the error message "Unable to find Modem", please request document #2521, "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 either **Modem Port** or **Internal Modem**, 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 **Isolating System Software and GlobalFax**. 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.

Isolating System Software and GlobalFax

If the modem test has failed to enable you to make a connection to AOL we will ensure that your GlobalFax software is healthy. We do this because your modem is software-based and if your software is corrupted your modem will not work correctly. 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 problems.

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. While the GlobalFax GX extension may appear in your Extensions Manager, unless you use QuickDraw GX, you do not have to enable the GlobalFax GX extension.

PowerPort 5xx Series (Internal modem for PowerBook 520 and 540)

GlobalFax Version	Control Panel	Extensions
2.08	PowerPort	GlobalFax, PowerPort 500 Tool
2.5.x	PowerPort	Global Village Toolbox, GlobalFax, PowerPort Tool for 500 & Duo

PowerPort Duo Series (Internal modem for PowerBook Duos)

GlobalFax Version	Control Panel	Extensions
2.08	PowerPort	GlobalFax, PowerPort Duo Tool
2.5.x	PowerPort	Global Village Toolbox, GlobalFax, PowerPort Tool for 500 & Duo

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.

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6. Try testing your modem in ZTerm again. If your connection fails then you may have corrupted GlobalFax software or System Software. Skip to the section of this document titled **Clean Installing GlobalFax**. If your ZTerm connection works, your modem hardware and GlobalFax software are fine and you will need to determine which 3rd party system component(s) is causing the problem. Reopen the **Extensions Manager**, turn on a few items at a time and restart your computer. Try testing your modem in ZTerm again. If it still works, 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 3rd party component(s) 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.

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.

1. Open your hard drive.
2. Open your **System Folder**.
3. Open your **GlobalFax Personal** folder.
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) 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.
9. Click the **Remove** button in the lower right hand corner of the Installer dialog window.

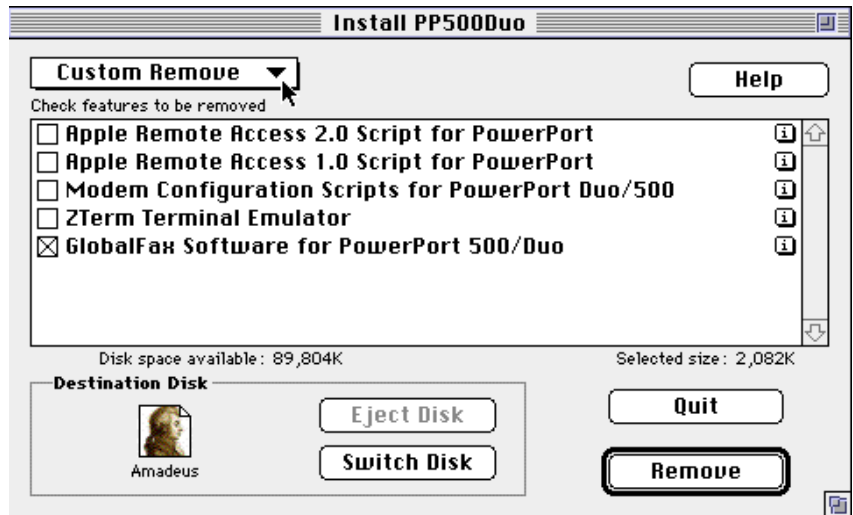


Figure 1

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. See *Figure 2*.

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**.

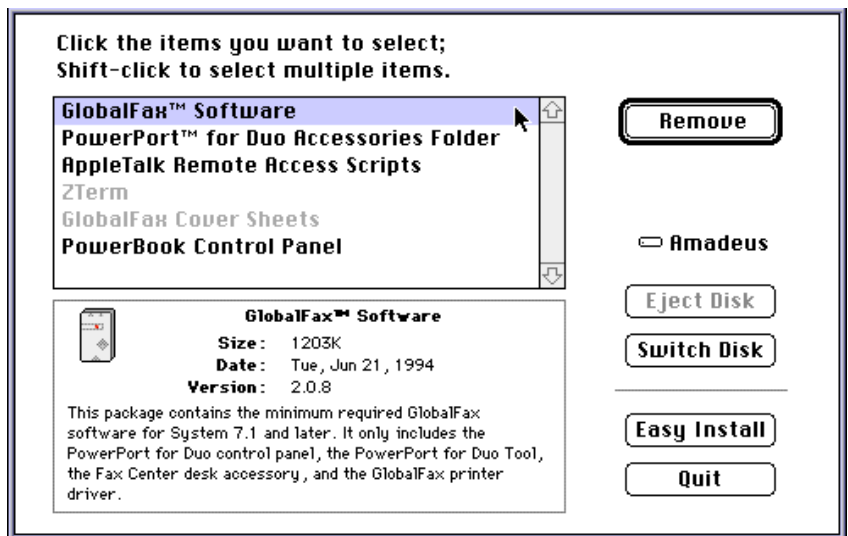


Figure 2

11. Insert your GlobalFax Installation Disk (1) 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.

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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.
17. Click **Restart** to restart your computer. 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. Retest the modem in ZTerm again (follow the previous instructions if you need assistance with this). If your modem still isn't recognized, then you most likely have corrupted System Software, and we recommend you contact Apple for technical assistance. However, if you wish, you can obtain a replacement modem in order to help determine if your previous modem might have been defective. Skip to the section at the end of this document titled **How to Process an RMA**. If the modem can now be recognized, you may want to determine if one or more 3rd party system component(s) caused GlobalFax to become corrupt. Reopen the **Extensions Manager**, turn on a few items at a time and restart your computer. Try using a communications application with your modem again. If the modem can still be recognized, 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 system components are enabled. You may eventually find one or more system component(s) that 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.

If your modem has passed the tests we have performed you should try the following to see if this solves your issue with your AOL software and service. Try calling into a different Dial Up number for your AOL. If there are Dial Ups in a nearby city please try these. If this does not solve the issue please contact AOL for further instructions on their software and service.

If your modem failed the above tests, then we will replace your modem. Skip to the section at the end of this document titled **How to Process an RMA**.

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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) 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.

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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
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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.