



## What to do... Problems Connecting to Internet Service Provider (ISP) - PowerPort 5xx and Duo Series

### **Introduction:**

This document provides information on what to do when you cannot make or maintain a connection to your Internet Service Provider (ISP) using a PPP dialer. If you are getting the error message that includes "Modem not responding", 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 PPP software then refer to one of the following documents:

- 2300 How to... Configure ConfigPPP
- 2301 How to... Configure FreePPP
- 2302 How to... Configure OT/PPP

NOTE: If you have difficulties using ConfigPPP or FreePPP we recommend that you use Apple's OT/PPP software. Contact Apple for further information about this product.

If you have configured your PPP software correctly and you still cannot make or maintain a connection to your ISP 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 the appropriate port, click **OK** and ZTerm will finish launching. You should see a message in the upper-left corner that says **AT&F...** followed by a separate line **OK**.

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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. If your modem connects, you should get a message ending with "...press Return twice to connect." If you do, then the modem is fine. 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. If you are testing to see if your modem can hold a connection, then you will need to stay connected to the BBS for as long a period as you normally would be before being disconnected from your ISP.

If the ZTerm test has failed 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.

### **Isolating System Software and GlobalFax**

By isolating to just Global Village software and your Apple System Software, you are eliminating any "3rd party software components" that might be causing a problem with your PowerPort software.

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.

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

<b>GlobalFax Version</b>	<b>Control Panel</b>	<b>Extensions</b>
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)**

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

Close the Extensions Manager.

4. Restart your computer. After restarting, the only software that will be enabled is Global Village and Apple System Software.
5. Try the ZTerm test again. If your connection fails then you may have corrupted GlobalFax software or System Software. Follow the instructions below for 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. Retry the ZTerm test. 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**

NOTE: None of the steps in the following process will remove your address books, fax log or your saved, spooled, or scheduled faxes.

1. Open your hard drive.
2. Open your System folder.
3. Open your GlobalFax Personal folder.

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4. Move the Queue Temp and the GlobalFax Preferences files into the Trash. Do not empty the Trash.
5. Insert your GlobalFax Installation Disk (1) into your PowerBook or Duo Dock.
6. Double-click the Installer icon. An introductory window will appear.
7. Click Continue. The Installer dialog window will appear.
8. Select “Custom Remove” from the pop-up menu in the upper left hand corner of the Installer dialog window.
9. Check the box that says “GlobalFax Software for PowerPort Mercury” in the Custom Remove window.
10. Click the Remove button in the lower right hand corner of the Installer dialog window. A dialog box appears confirming that the removal was successful and asks you to restart your computer.
11. Insert your GlobalFax Installation Disk (1) into your PowerBook or Duo Dock.
12. Double-click the Installer icon. An introductory window will appear.
13. Click Continue. The Installer dialog window will appear.
14. Select “Custom Install” from the pop-up menu in the upper left hand corner of the Installer dialog window.
15. Check the box in front of “GlobalFax Software for PowerPort Mercury” in the Custom Install window.
16. 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.” 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. If your modem is correctly connected to your computer’s modem port and powered on, 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, choose Quit from the File menu. Choose Never or Quit from the dialog box which appears next.

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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. Retry the ZTerm test. If your modem still does not connect, then you may have a defective modem. Skip to the section at the end of this document titled **How to Process an RMA**. Or, if you suspect you have corrupted System Software, we recommend you contact the manufacturer of your Macintosh (i.e. Apple) for technical assistance. If your connection now works you may want to determine if one or more 3rd party component(s) caused your PowerPort software to become corrupt. Reopen the **Extensions Manager**, turn on a few items at a time and restart your computer. Try the ZTerm test connection again. If your modem can still connect 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 3rd party components are enabled. You may eventually find one or more 3rd party component(s) that 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.

## 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.

### **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

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.