



What to do... Problems Connecting to or Maintaining a Connection to AOL - TelePorts

Introduction:

This document provides information on what to do when you are having problems connecting to AOL with your TelePort Modem. If you are getting the error message "Unable to find Modem", please request document #2720, "What to do... Modem Not Recognized by Communication Application."

Your Modem will be listed under a different name in the script that you will choose in the AOL software. This is a list of modems and the names of the script that correspond to each modem.

Modem	Script Name
TelePort Bronze	Global Village TP Bronze
TelePort Silver	Global Village TP Silver
TelePort Gold	Global Village TP Gold
TelePort Mercury	Global Village TP Mercury
TelePort Platinum	Global Village TP Platinum
TelePort K56Flex	Global Village TP K56
TelePort K56 x2	Global Village TPx2
TelePort V.90 (ITU Standard)	Global Village TP K56

Verifying your Configuration AOL 2.6/2.7

1. Copy the script whose name corresponds to your fax/modem (found in the America Online subfolder of the Scripts folder in the TelePort Accessories folders), to the Online Files folder in the America Online (application) folder.
2. Launch the America Online application.
3. When the Welcome to America Online screen appears, click the Setup button. The Connection Settings dialog box should appear. Configure the settings in the First Try section of the dialog box as indicated in steps 4 - 7.
4. Choose the script whose name corresponds to your fax/modem from the Modem Type pop-up menu.
5. Choose "Modem" from the Modem Port pop-up menu.
6. Click the Hardware Handshaking check box (for all modems except TP Bronze. Bronze modem users should not select Hardware Handshaking) and select the highest speed available.
7. Enter your access number and dialing options (if they are not already entered).

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For more information about specifying an access number and dialing options, refer to the America Online documentation.

8. Repeat steps 6 & 7 for the Second Try section.
9. Click the Save button to save your configuration, for further information on the other settings please contact AOL.
10. Make a test connection to AOL and try to reproduce the problem. If this fails, please go to “Verifying Modem Hardware in Zterm” on page 4. If the test is successful then there is nothing wrong with the modem and you are done.

Your Modem will be listed under a different name in the definition that you will choose in the AOL 3.0 software. This is a list of modems and the names of the definitions that correspond to each modem.

Modem	Script Name
TelePort Bronze	*
TelePort Silver	Global Village TP Silver
TelePort Gold	Global Village TP Gold
TelePort Mercury	Global Village TP Mercury
TelePort Platinum	Global Village TP Platinum
TelePort K56Flex	*
TelePort K56 x2	*
TelePort V.90 (ITU Standard)	*

Verifying your Configuration AOL 3.0

1. Launch the America Online application.

If this is the first time you are using America Online, you may need to personalize and set up the application. When the modem selection screen appears, the America Online Application will probably select Hayes Extended. This is sufficient to complete the AOL registration process.

2. When the Welcome to America Online screen appears, click Setup.
3. Choose the script whose name corresponds to your fax/modem from the Modem Type pop-up menu.

* This modem is not listed in AOL 3.0 Please see Page 3 “Configuring AOL 3.0 for use with your TelePort Bronze/56K 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

4. Choose "Modem" from the Modem Port pop-up menu.
5. Enter your access number and dialing options (if they are not already entered).
6. Click the Hardware Handshaking check box and select the highest speed available.
7. Enter your access number and dialing options (if they are not already entered).
8. Repeat steps 4-7 for the Second Try section.
9. Click the Save button to save your configuration.
10. Make a test connection to AOL and try to reproduce the problem. If this fails, please go to "Verifying Modem Hardware in Zterm" on page 4. If the test is successful then there is nothing wrong with the modem and you are done.

Configuring AOL 3.0 for use with your TelePort Bronze/56K Modem:

1. Launch the America Online 3.0 application. If this is the first time you are using America Online, you may need to personalize and set up the application.
2. From the AOL Welcome screen, click the Setup button. The dialog box with the name of your Location (i.e. "Home") should appear. Specify the settings in the First Profile and Second Profile section of the dialog box first.
3. Choose "Modem Port" from the Port pop-up menu.
4. Choose the highest speed available from the Speed pop-up menu.
5. Click the Hardware Handshaking check box (Do NOT click if you have a Bronze Modem).
6. Enter your dialing options (if they are not already entered).

For more information about specifying an access number and dialing options, refer to the America Online documentation.

7. Click on the Modem Type pop-up menu. Scroll to the bottom and choose New Modem Profile.
8. Enter the name of your modem (i.e. "Global Village Bronze or Global Village 56K") in the New Profile Name field.

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9. Enter the following settings into the appropriate fields (all 0s are zeros):
 - Attention: AT
 - Initialization: E0Q0V1X4W2
 - Reset: Z
 - Enable Hardware Handshaking: &F1&K3
 - Disable Hardware Handshaking: &F1&K0
10. Select the new profile and repeat steps 5 & 6 for the Second Try section.
11. Click "Create," then "Save" to save your configuration.
12. Make a test connection to AOL and try to reproduce the problem. If this fails, please go to "Verifying Modem Hardware in Zterm" below. If the test is successful then there is nothing wrong with the modem and you are done.

Verifying Modem Hardware in Zterm:

Now that you have configured the AOL software correctly and you still cannot make or maintain a connection we will now test the modem for operability.

1. From the Finder, choose "Find" from the File menu (Command-F), and put the following into the find field: **Zterm**. Click Find. This should locate a few items with the word "Zterm" in the file name.
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. Choose the Modem Port in the pull down menu, 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. 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 continue", If you do, then the modem is fine. 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 AOL.

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If your modem has passed the “Verifying Modem Hardware in Zterm” test we have performed you should try the following to see if this solves your issue with your AOL. Try calling into a different Dial Up number for AOL. If there are dial ups in a near by city try those as well. If this does not solve the issue please contact AOL for further instructions on how to use their software or service.

Other Options to try

If you have a TelePort Modem, move the modem to the Printer Port and test. Open the Chooser and ensure that AppleTalk is disabled. Once you have moved the modem connection to the Printer Port, open the Control Panels folder and then open the TelePort Control panel and change the port selection to Printer Port. Do this by clicking on the select Port icon and then change the pull down menu to Printer Port. Close all windows and test the AOL connection again. If it fails again then we will replace your modem. Skip to the section at the end of this document titled **How to Process an RMA**. If you are able to make an AOL connection correctly from the Printer Port, then there is probably an issue with your Modem Port and you should contact the maker of your Macintosh or Clone for instructions on what to do.

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) 523-2423. 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

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Web Site: <http://www.globalvillage.com>, Fax: 800.340.8007, BBS 800.335.6003 8N1

RMA Process Form
page 2 of 2

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.