



What to do... Problems Connecting After Updating TelePort X2 to V.90

Introduction:

This document provides information about what to do if you've updated your Global Village TelePort X2 modem to the V.90 ITU standard and have problems maintaining a connection to your Internet Provider or other online service. If you use a TelePort K56Flex or V.90 modem or a GV 56K PC Card and have problems connecting after updating your modem's firmware then download the appropriate document from the **Online Support Tips** section of the index.

Your Internet Provider or other service may be using a version of V.90 server software that is older than the V.90 firmware your modem was updated with. Or you may be using a dial up number that uses server equipment not yet updated to V.90. Before troubleshooting, do the following:

- Check with your ISP to be sure your modem is connecting to V.90 compliant equipment
- Try using an alternate V.90 dial-up telephone number (if available)

If you still have problems connecting, then read on.

NOTE: Some of the instructions below are of a general nature. If you need specific assistance with your communication software, please contact the manufacturer of that software for support.

1. In your communication software's modem/dialing setup, locate the initialization string. At the end of the initialization string, add the AT command **S32=82** (e.g.**AT&F1S32=82**). This command disables the V.90 protocol and allows your modem to attempt a connection using the X2 protocol.

NOTE: If you have a TelePort X2 and use OT/PPP, skip to the section of this document titled **TelePort X2 and OT/PPP**. If you use communication software that uses a modem script or profile (and is not OT/PPP) then contact the manufacturer of that software for assistance with editing the modem script or profile.

2. Try using your modem with your communication software again. If your modem still fails to connect, then skip to the section of this document titled **Making a Test Connection**. If your modem can now successfully connect, then continue using your modem as instructed above.

Making a Test Connection

If you have configured your communication software correctly and still cannot make or maintain a connection then it's possible your modem may be defective. To test your modem to see if it's OK or not, download document #2330, "What to do... Problems Connecting to Internet Provider - TelePorts"

If your modem has passed the connection test performed in the above document, then your modem is healthy. Try using a different dial up number for your online service (if available). If this does not solve the issue please contact your online service for further instructions.

TelePort X2 and OT/PPP

If you use a TelePort X2 modem and OT/PPP, you'll need to use the workaround script which utilizes the added **S32=82** AT command in order to disable the V.90 protocol. This script is included with the latest version of the V.90 ITU ROM updater for your X2 modem.

If you're unsure whether you have the workaround script or cannot locate your ITU ROM updater package, then you can download the updater from our website at <http://www.globalvillage.com/support/> under the Software Locator.

Once you've downloaded or located the ROM updater, follow the steps below.

1. Open the **TP_x2_ROM_Upd_114.704.2s** folder.
2. Open the **If you have problems** folder.
3. Place the **Global Village x2 V90 Workaround** script into your **Modem Scripts** folder located inside the **Extensions** folder in your **System Folder**.
4. Open your **Modem** control panel, and choose it from the list of available scripts by clicking on the **Modem** pop-up menu.

Try using your modem with your communication software again. If your modem still fails to connect, then refer to the section of this document titled **Making a Test Connection**. If your modem can now successfully connect, then continue using the workaround OT/PPP script.