



What to do... Modem Software Reports "No Dial Tone"

Introduction:

This document provides information on what to do if your modem software reports "No Dial Tone."

In order to ensure that you are using your modem in the best possible conditions (environment), please check the following things:

- Verify that if you plug a normal telephone into the line it can get a dial tone and dial out.
- Verify that your telephone cables are completely plugged in.
- Verify any splitters or switchers between the modem and the wall jack have been removed.
- Verify that if you need an outside line prefix such as 9 or an 8 that you are adding it at the beginning of the phone number.

If the above things have been checked, follow the instructions below to determine whether your modem can detect a dial tone in a program that we supply with our software called "Zterm."

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. Click on the pop-up menu next to the words "Serial port," choose the appropriate port, 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 ATX1DT (your ISP's number) and hit return. The modem should dial and connect to your ISP.
5. If your modem connects, it is fine. If it does not you will need to repair or replace your modem.