



## What to do... Modem Not Recognized by Communications Application

### Introduction:

This document provides information on what to do if a communications application has problems recognizing your PowerPort 1xx series modem. If you have a PowerBook 190, and have a Global Village PC Card, download FaxBack document #2622, "What to do... Modem Not Recognized by Communications Application." If you have a PowerBook 150, and are using Apple System Software 7.5.0 or later, Apple's "PB 150 Modem Patch" extension is required; please contact Apple for assistance if you're unsure whether you have the PB 150 Modem Patch extension. If you can use your PowerPort for applications such as GlobalFax or Zterm, but a particular application doesn't recognize the modem, you may need to contact the manufacturer of that application for technical support.

If a communications application cannot recognize your PowerPort modem, then follow the troubleshooting steps below.

1. In your PowerBook or PowerBook Setup control panel, verify that your PowerBook is configured for the internal modem port. Close your PowerBook or PowerBook Setup control panel. If internal modem was already selected, then continue onto the next step. If internal modem wasn't selected, then launch a communications application you've experienced problems with, and try using the communications application with your PowerPort. If the modem can now be recognized, then the modem is fine, and the PowerBook needed to be configured for the correct port. If your PowerPort can still not be recognized, then we will test the modem by using a program that we supply with our software called "Zterm."
2. Restart your Macintosh holding down the Shift key until you see the message "Extensions off." Zterm will not require any system software to be loaded while testing.

NOTE: If you have a PowerBook 150, and are using OS 7.5.0 or later, be sure that Apple's "PB 150 Modem Patch" extension is enabled using your Extensions Manager. Contact Apple if you need assistance with this.

3. 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.
4. 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."

What to do... Modem Not Recognized by  
Communications Application  
page 2 of 2

5. Choose "Modem 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." If this message appears, then your PowerPort is fine, and the software you were using that has problems recognizing your modem has either become faulty or is configured incorrectly. If the "AT&F..." message does not appear, then you will need to repair or replace your modem.