



How to... Use Your PowerPort 5xx/Duo Series Modem Internationally

Introduction:

This document provides information about how to use your PowerPort modem internationally.

Below are some tips for using your modem internationally:

1. Purchase a high quality telephone jack adapter specific for each country you will be in. This is known as a Telephone Plug Adaptor or a Power Plug, made by TeleAdapt. TeleAdapt can be reached at:

United States

Telephone: (408) 965-1400
Fax: (408) 965-1414
E-mail: <teleadapt@aol.com>
WWW: <http://www.teleadapt.com>

United Kingdom

Telephone: (011) (44) 181-233-3000
Fax: (011) (44) 181-233-3132
E-mail: <teleadapt@delphi.com>
WWW: <http://www.teleadapt.com>

2. Use the Ignore Dialtone feature. The dialtones in some countries differ from the dialtone in the United States and may confuse the modem. To select the Ignore Dialtone feature when faxing:
 - A. Select the Global Village Fax Center under the Apple Menu.
 - B. From the Fax menu, select the submenu Setup, then select Dialing.
 - C. Check the Ignore Dialtone box.

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To ignore dialtone using your telecommunications software, add **X1** to then end of your modem setup, configuration, or pre-dial initialization string. For more information on setting up your telecommunications software, please refer to the documentation that came with it.

3. Take receipts for your electronic goods with you to show Customs agents to save paying import duty fees on personal items.
4. When travelling, if your software becomes corrupted, reinstallation of it may be necessary, We recommend that you take along a backup copy of your GlobalFax software, as well as manuals (User's Guides). If you would like to order additional software or other accessories, download FaxBack document #3005, "Replacement and Accessory Product order form," from the Sales index.
5. If faxing to another country, we recommend that you add commas to the end of the fax number (i.e. 011-123-1234567,,,,). Each comma will give your modem time to establish the call before negotiating a connection.

We believe that your U.S. modem should work in most other countries, however there are many different telecommunication standards in the world. Phone jacks, dialtones, rules and regulations, etc., vary from country to country. If you will be using a modem for an extended period of time in a specific country, we suggest you purchase a Global Village modem in the country in which you will be using it. Global Village Communication has localized versions of its products for many countries, including the UK, France, Germany, and Japan. While we understand that you may be travelling to many different countries, unfortunately varying telecommunication regulations and standards prevail upon us. Because of this, modems are designed to be used and supported in the country of origin only. For information on how to receive Technical Support internationally, please download FaxBack document #1004, "How to... Purchase GV Products or Receive Technical Support, Internationally."

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