



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 5xx/Duo series modem. If you have a 5xx series PowerBook, and have a Global Village PC Card, request document #2622, "What to do... Modem Not Recognized by Communications Application" (PC Cards). If you have a 5xx/Duo PowerBook, and get the error message ending with "...not a PowerBook family Macintosh," request document #2523, "What to do... Mac Reports 'Not a PowerBook Family Macintosh'." If you can use your PowerPort for applications such as GlobalFax or Zterm, but a particular application doesn't recognize the modem, please 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 PowerPort control panel, verify that in the upper-right corner, the modem is set to On. Close your PowerPort control panel. If On was already selected, then continue on to the next step. If On was not 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 PowerPort modem simply needed to be turned on. If your modem is still not recognized, then continue on to the next step.
2. We will test the modem by using a program that we supply with our software called ZTerm. From the Finder, type Command-F (Find File) on your computer, and put the following into the find field: **Zterm** Click the **Find** button. This should locate a few items with the word "Zterm" in the file names..
3. 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**.
4. Click on the **Serial port** pop-up menu, choose **Modem/Printer Port**, click **OK**, and ZTerm will finish launching. You should see a message in the upper-left corner that says **AT&F...** followed by a separate line **OK**. If this message appears, then your modem is fine, and the software you were using that can't recognize your modem has either become faulty or is configured incorrectly. If the AT&F... message does not appear, then skip to the section of this document titled **Isolating GlobalFax and System**.

Isolating System Software and GlobalFax

By isolating to just Global Village software and your Apple System Software, you are eliminating any “3rd party software components” that might be causing a communications application to not recognize your modem.

1. Click on your **Apple** menu, choose **Control Panels** and select **Extensions Manager**.
2. OS 7.5.x Users: Click on the **Sets** pop-up menu and choose **System 7.5 only** or **System 7.5.x**.

OS 7.6 or later Users: Click on the **Selected Set** pop-up menu and choose **Mac OS (your OS version) All**. Click the **Duplicate Set** button at the bottom right, name your new set **Global Village + Apple only**, and click **OK**.

3. Enable the appropriate Global Village extensions and control panels (System Components) in the Extensions Manager.

NOTE: All of the appropriate components may not show up in your Extensions Manager if you're using a version of Extensions Manager prior to 7.6. Components that are not visible will be automatically enabled. While the GlobalFax GX extension may appear in your Extensions Manager, unless you use QuickDraw GX, you do not have to enable the GlobalFax GX extension.

PowerPort 5xx Series (Internal modem for PowerBook 520 and 540)

GlobalFax Version	Control Panel	Extensions
2.08	PowerPort	GlobalFax, PowerPort 500 Tool
2.5.x	PowerPort	Global Village Toolbox, GlobalFax, PowerPort Tool for 500 & Duo

PowerPort Duo Series (Internal modem for PowerBook Duos)

GlobalFax Version	Control Panel	Extensions
2.08	PowerPort	GlobalFax, PowerPort Duo Tool
2.5.x	PowerPort	Global Village Toolbox, GlobalFax, PowerPort Tool for 500 & Duo

Close the Extensions Manager.

4. Restart your computer. After restarting, the only software that will be enabled is Global Village and Apple System Software.

5. Retest the modem in ZTerm again (follow the previous instructions if you need assistance with this). If the modem can still not be recognized, then you may have corrupted GlobalFax software or System Software. Skip to the section of this document titled **Clean Installing GlobalFax**. If the modem can now be recognized, you will need to determine which 3rd party system component(s) caused the problem. Reopen the **Extensions Manager**, turn on a few items at a time and restart your computer. Try using a communications application with your PowerPort again. If a communications application can still recognize the modem, then you can continue the process of using your Extensions Manager to add more items to the system software set that you're using, until you eventually find which system component(s) caused the original issue to reappear. Once you've determined this, reinstall the system component(s) using your floppies/CD, or call your software manufacturer for assistance.

Clean Installing GlobalFax

None of the steps in the following process will remove your address books, fax log or your saved, spooled, or scheduled faxes. However, you will need to enter in your Dialing and Sending Setup information again once the steps are completed since this information is removed when you clean install GlobalFax.

1. Open your hard drive.
2. Open your **System Folder**.
3. Open your **GlobalFax Personal** folder.
4. Move the **GlobalFax Preferences** and **Queue Temp** files into the **Trash**. Do not empty the Trash yet.
5. Insert your GlobalFax Installation Disk (1) into your Macintosh.
6. Double-click the **Installer** icon. An introductory window will appear.
7. Click **Continue**. The Installer dialog window will appear.

8. Click on the pop-up menu in the upper left hand corner of the Installer dialog window and select **Custom Remove**. See *Figure 1*. Check the box that says **GlobalFax Software for...(your modem type)** in the Custom Remove window.
9. Click the **Remove** button in the lower right hand corner of the Installer dialog window.

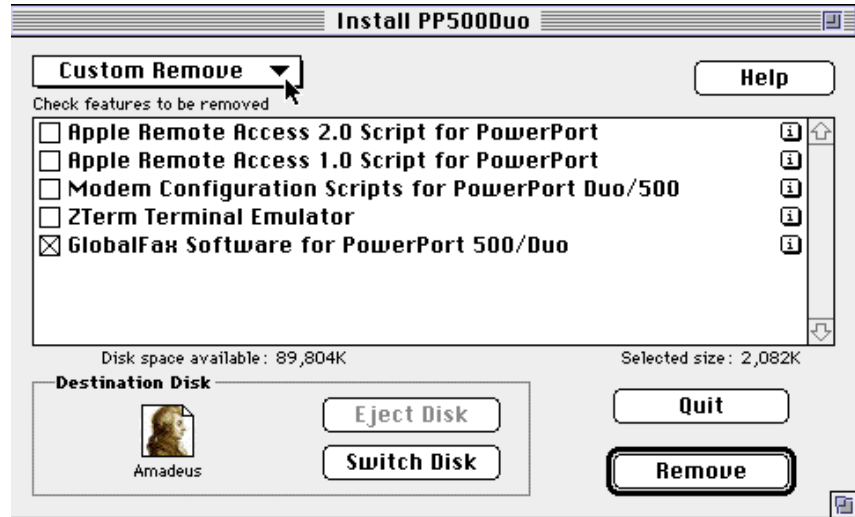


Figure 1

NOTE: For GlobalFax 2.08 users, click on the **Customize** button, and choose **GlobalFax™ Software** from the left. Hold down the **Option** key and click on the **Remove** button. See *Figure 2*.

10. Once the removal process is completed, a dialog box will appear confirming that the removal was successful and will ask you to restart your computer. Click **Restart**.

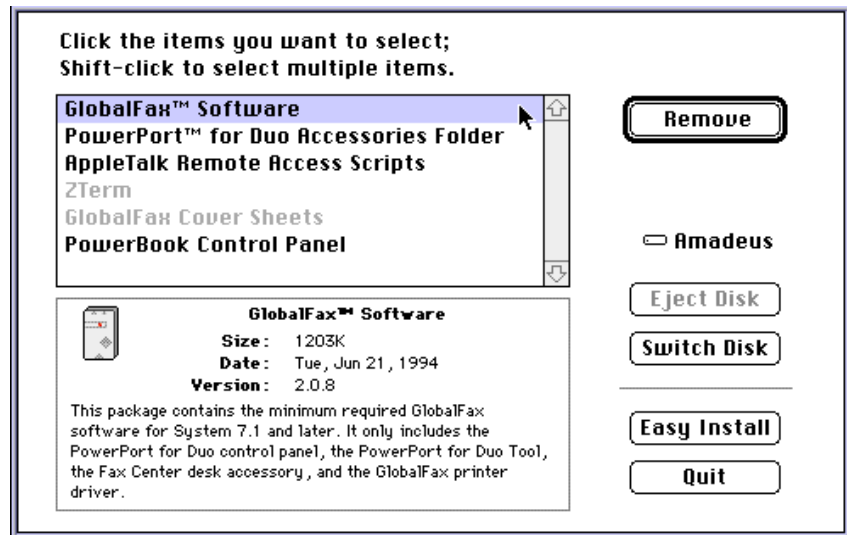


Figure 2

11. Insert your GlobalFax Installation Disk (1) into your Macintosh.
12. Double-click the **Installer** icon. An introductory window will appear.
13. Click **Continue**. The Installer dialog window will appear.

14. Click on the pop-up menu in the upper left hand corner of the Installer dialog window and select **Custom Install**. Check the box that says **GlobalFax Software for...(your modem type)** in the Custom Install window.
15. Click **Install** to install the software on your hard disk. If a dialog box appears asking whether or not you'd like to keep a Newer or Older Chooser, choose **Newer**.

NOTE: For GlobalFax 2.08 users, click on the **Customize** button, choose **GlobalFax™ Software** from the left and click on the **Install** button.

16. Once the installation process is completed, a dialog box will appear confirming that the installation was successful and will ask you to restart your computer.
17. Click Restart to restart your computer. You should see the Global Village registration screen after a few moments. If you have previously registered and do not want to be prompted for registration information, click on the **File** menu and choose **Quit**. When prompted with when you would like to eventually register, choose **Never** or **Quit** (whichever is available depending on your version of GlobalFax).

For additional information on installing GlobalFax, please reference “Installing GlobalFax Software” in the Table of Contents of your Getting Started Guide.

18. Empty the **Trash**.
19. Retest the modem in ZTerm again (follow the previous instructions if you need assistance with this). If your modem still isn't recognized, then you most likely have corrupted System Software, and we recommend you contact Apple for technical assistance.