



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 or modem cables are completely plugged in
- Verify any splitters or switchers between the modem and the wall jack have been removed
- Verify that you've plugged your PC Card Connector (Clyde) into the slot on your PC Card (when inserted into the PowerBook) that is furthest to the back of your PowerBook.
- 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.
- Modem-only PC Cards: Verify that you have tried both ports on the PC Card Connector (Clyde).
- Combo PC Cards: Verify that the phonenumber is connected to the jack that has the telephone icon on it.
- Try using another PC Card Connector (Clyde) if available.

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. 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.
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 **Serial port** pop-up menu, choose **PowerPort PC Card** or **Global Village PC Card**, 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**.

What to do... Modem Software Reports
"No Dial Tone"
page 2 of 2

4. On the following line where the blinking cursor is, type ATX1DT(your ISP number) and hit return. The modem should dial connect to your ISP.
5. If your modem connects, it should be fine. If it does not connect, you will need to repair or replace your modem.