



## 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 Global Village PC Card. If you get a grey or no PC Card icon on your desktop when you insert your PC Card into your PowerBook, download FaxBack document #2623, "What to do... Incorrect or No PC Card Icon on Desktop." This document assumes you have your Global Village software installed and you have the Global Village PC Card icon on the desktop. If you can use your PC Card for applications such as GlobalFax or Zterm, but a particular application doesn't recognize the PC Card, please contact the manufacturer of that application for technical support.

1. Launch a communications application you've experienced problems with, and verify that you're choosing "PowerPort PC Card Slot" as the port choice. Try using the communications application with your PC Card. If the PC Card can now be recognized, then the correct port needed to be selected. Additionally, ensure that all other communications applications use the "PowerPort PC Card Slot" as the port choice. If the PC Card can still not be recognized, then we will test the modem by using a program that we supply with our software called "Zterm."
2. 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.
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 pop-up menu next to the words "Serial port," choose "PowerPort PC Card Slot," 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 PC Card is fine, and you may want to contact the manufacturer of the software you were using that has problems recognizing your PC Card. If the "AT&F.." message does not appear, then you will have to replace or repair your modem.