



What to do... Grey or No PC Card Icon on Desktop

Introduction:

This document provides information on what to do if there is a grey or no PC Card icon on your desktop when you insert your PC Card.

1. Insert your PC Card into your PowerBook. On the Desktop, one of two things should happen:
 - A. No PC Card Icon Appears: Eject your PC Card from the PowerBook, and reinsert it into the other slot. If no PC Card icon shows up on the desktop, then we believe you have a problem with either your PowerBook's hardware or Apple System Software. Contact Apple, describe your problem and the troubleshooting steps you have completed. However, if you wish, you can obtain a replacement modem in order to help determine if your previous modem might have been defective. Skip to the instructions starting on page five to replace your modem. If an icon now shows up on the desktop, the slot in which your PC Card was previously inserted may be damaged. Contact Apple for assistance with your PowerBook. If the PC Card icon that now appears on the desktop has the Global Village logo, then your PC Card is fine. If the PC Card icon that now appears on the desktop is generic (grey), then follow the steps below to isolate your Global Village and Apple software.
 - B. PC Card Icon is Generic (Grey): Follow the below steps to isolate your Global Village and Apple software.

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 grey PC Card icon to display on your desktop when you insert your PC Card.

System 7.5 or later :

1. Pull down the Apple Menu to Control Panels and open the "Extensions Manager."
2. For users of System 7.5.x: Use the "Sets" pull down menu and choose "System 7.5 only" or "System 7.5.x."

For users of OS 7.6, 7.6.1 or Mac OS 8.x: Use the "Selected Set" pull down menu and choose "Mac OS (your OS version) All." Click the Duplicate Set button on the bottom right, and name your new set "Global Village + Apple only."

3. Go through the list of system components, and select the appropriate Global Village system components for your modem:

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.

Global Village Toolbox	
Global Fax	
GV Address Book Engine	(56K PC Cards)
GV 56K Combo Enabler	(GFAX 3.0.2, 56K Combo PC Cards)
GV 56K PC Card Enabler	(GFAX 3.0.2, 56K PC Cards)
GV 56K PC Card Enabler 2	(GFAX 3.0.2, 56K PC Cards)
GV Gold Enabler	(GFAX 3.0.2, PP Gold PC Cards)
GV Int Platinum Enabler	(GFAX 3.0.2, PP International Plat. PC Cards)
GV PC Card Ethernet	(GFAX 3.0.2, Combo/Pro PC Cards)
GV Platinum Enabler	(GFAX 3.0.2, Platinum PC Cards)
GV Platinum Pro Enabler	(GFAX 3.0.2, Plat. Pro PC Cards)
PowerPort PC Card	(Gold/Platinum PC Cards)
Global Village PC Card	(56K PC Cards)

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. With your PC Card inserted into your PowerBook, look on the desktop at the PC Card's icon again. If the PC Card icon is still generic (grey), then you may have corrupted GlobalFax software or System Software. Skip to the instructions on page three for Clean Installing GlobalFax. If the PC Card icon now has a Global Village logo, then continue on to the next step.

6. You will need to determine which (non-Global Village) 3rd party system component(s) originally caused your PC Card's icon to be generic (grey). Reopen the Extensions Manager, turn on a few items at a time and restart your computer. Look on the desktop at the PC Card's icon again. If it is still the Global Village logo, 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 which system component(s) caused the original issue to reappear, use your floppies/CD to reinstall the system component(s), or call the software manufacturer for assistance.

Clean Installing GlobalFax

NOTE: None of the steps in the following process will remove your address books, fax log or your saved, spooled, or scheduled faxes.

1. Open your hard drive.
2. Open your System folder.
3. Open your GlobalFax Personal folder
4. Move the Queue Temp and the GlobalFax Preferences files into the Trash. Do not empty the Trash.
5. Insert your GlobalFax Installation Disk (1) or CD-ROM into your Macintosh.
6. Double-click the Installer icon. An introductory window will appear.
7. Click Continue. The Installer dialog window will appear.
8. Select "Custom Remove" from the pop-up menu in the upper left hand corner of the Installer dialog window.
9. Check the box that says "GlobalFax Software for...(your modem type)" in the Custom Remove window.
10. Click the Remove button in the lower right hand corner of the Installer dialog window. A dialog box appears confirming that the removal was successful and asks you to restart your computer.

11. Insert your GlobalFax Installation Disk (1) or CD-ROM into your Macintosh.
12. Double-click the Installer icon. An introductory window will appear.
13. Click Continue. The Installer dialog window will appear.
14. Select "Custom Install" from the pop-up menu in the upper left hand corner of the Installer dialog window.
15. Check the box in front of "GlobalFax Software for...(your modem type)" in the Custom Install window.
16. 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." 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. Insert your PC Card, and click Restart to restart your computer. If you see the Global Village registration screen after a few moments, and have previously registered and do not want to be prompted for registration information, choose Quit from the File menu. Choose Never or Quit from the dialog box which appears next.

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. With your PC Card inserted into your PowerBook, look on the desktop at the PC Card's icon again. If the PC Card icon is still generic (grey), then we firmly believe you may have a system software problem. Contact Apple, describe your problem and the troubleshooting steps you have completed. However, if you wish, you can obtain a replacement modem in order to help determine if your previous modem might have been defective.

If the PC Card icon now has a Global Village logo, you may want to determine if one or more (non-Global Village) 3rd party system component(s) caused GlobalFax to become corrupt. Reopen the Extensions Manager, turn on a few items at a time and restart your computer. Look on the desktop at the PC Card's icon again. If it is still the Global Village logo, 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 all the system components are enabled. You may eventually find one or more system component(s) that caused the original issue to reappear. Once you've determined which system component(s) caused the original issue to reappear, use your floppies/CD to reinstall the system component(s), or call the software manufacturer for assistance.