GLOBAL VILLAGE
COMMUNICATION

How to... Configure Voice/Fax or Fax/ARA Call Sensing

Introduction:

The following document provides information about how to configure your Global Village modem for Voice/Fax or Fax/ARA (Apple Remote Access) Call Sensing.

Voice/Fax Call Sensing

The following modems can sense between Voice and Fax calls:

    TelePort Platinum
    TelePort 33.6 Speakerphone Edition
    TelePort 33.6 Internet Edition
    TelePort K56Flex
    TelePort V.90

Below are some general tips on how to configure Voice/Fax Call Sensing:

1. Verify that GlobalFax is set to receive faxes for Voice/Fax Call Sensing. To do this, open the Global Village Fax Center, and under "Receive Setup," set "Rings before answer" or "Answer After" to "Voice/Fax..."

2. You must have an answering machine set to answer calls. The answering machine should have the capability to release the incoming call when another device picks up. To test this, have someone call you, let the answering machine answer the call, begin recording, then pick up the phone. See if your answering machine stops recording. If it does not, most likely Voice/Fax Call Sensing will still work, though your answering machine will record some or all of the fax tones.

3. Leave a 3 second silent pause at the beginning of your outgoing greeting message on your answering machine. Also be sure that there is no music in the background of the outgoing message. This allows GlobalFax to better sense voice and fax calls.

4. We recommend that you have configured your modem so that the phone cord from the wall jack goes into the input jack of the fax/modem and not the answering machine. Then plug the answering machine into the output jack on the modem and the phone into the answering machine.

5. If you answer the phone and hear fax tones, simply remain silent until your fax/modem picks up the fax, then hang up.

NOTE: To improve the Voice/Fax capability of your modem, verify that you have the latest software and firmware updates for your modem. Follow the steps below for how to do this:

Software - Open your TelePort control panel, and check the version number in the lower right corner.

Firmware - Open the program Zterm, type in **ati3** at the cursor prompt, and hit return. The number string after the second "v." prompt (i.e. "v.1.002") is the version of firmware.

Cross-reference these versions with the ones for your modem, located on our website at: http://www.globalvillage.com/, under the Software Locator..

Fax/ARA Call Sensing

The following modems can sense between Fax calls and ARA (Apple Remote Access) calls. For further information about ARA, please refer to the documentation that came with it:

TelePort Platinum
TelePort 33.6 Speakerphone Edition
TelePort 33.6 Internet Edition
TelePort K56Flex
TelePort V.90

NOTE: ARA 3.0 is not compatible for Fax/ARA Call Sensing with any Global Village modem.

Below are some general tips on how to configure Fax/ARA Call Sensing:

1. Verify that your GlobalFax is set to receive on the first ring. To do this, open the Global Village Fax Center, and under "Receive Setup," set "Rings before answer" or "Answer After" to "1 Ring."

2. Verify that you have properly installed the latest ARA script for your modem, and that you have selected the script in the Remote Access Setup Control Panel. If you're unsure if you have installed the correct ARA script for your modem, then please refer to FaxBack document #2305, "How to... Install ARA Scripts for Global Village Modems."

3. Verify that ARA is set to answer calls.