



What to do... GlobalFax Controls Control Panel Reports "Unknown Modem"

Introduction:

The following document provides information about what to do when your GlobalFax Controls control panel reports "Unknown Modem." Please note that if you are using GlobalFax 2.6.5 with an Apple iMac, older (beige colored) G3 desktop/mini tower or a G3 PowerBook then you should refer to document #2820, "What to do... GlobalFax Controls Control Panel Reports 'Unknown Modem'."

If you see the message "Unknown Modem" show up in your GlobalFax Controls control panel, follow the troubleshooting steps below:

1. Ensure that you have either installed a Global Village TelePort 56 Internal modem or are using an external TelePort USB 56K modem. No other modem is supported with GlobalFax 1.0.5.
2. **Internal:** Ensure your modem is correctly installed as per the instructions included in the "Installing the TelePort Modem" section of your TelePort 56 User's Guide and that in the GlobalFax Controls control panel the **Internal Modem** port is selected.

USB: Make sure it is securely plugged into one of your USB ports, and be sure that in the GlobalFax Controls control panel the **TelePort USB** port is selected. If TelePort USB does not show up as a port option, then skip to section of this document titled **Isolating System Software and GlobalFax**.

2. Click on the **Modem Reset** button in your GlobalFax Controls control panel.

If the GlobalFax Controls control panel no longer says "Unknown Modem," then the modem and modem software are fine. If "Unknown Modem" still shows up, then continue to the next step.

3. Quit any open applications and restart your computer.
4. Open your **GlobalFax Controls** control panel, and click on the **Modem Reset** button again.

If the GlobalFax Controls control panel no longer displays "Unknown Modem", then the modem and software are fine. If the GlobalFax Controls control panel still displays "Unknown Modem" and you're sure you're using a Global Village TelePort 56 Internal modem or an external TelePort USB 56K modem then there is something wrong with your modem and you will need to replace or repair your modem.

Isolating System Software and GlobalFax

By isolating to just GlobalFax software and your Apple System Software, you are eliminating any “3rd party software components” that might be causing a problem.

1. Click on your **Apple** menu, choose **Control Panels** and select **Extensions Manager**.
2. 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. Use the following table enable the Global Village extensions and control panel (System Components) in the Extensions Manager.

Control Panel	Extensions
GlobalFax Controls	Global Village Toolbox GlobalFax GV Address Book Engine PowerMac G3 Modem SerialShimLib (USB only) USB TelePort Modem (USB only)

4. Close the **Extensions Manager**. Click on the **Apple** menu and select **Chooser**. In the Chooser, confirm that AppleTalk is set to **Inactive**.
5. Restart your computer. After restarting, the only software that will be enabled is Global Village and Apple System Software.
6. Open your **GlobalFax Controls** control panel, make sure that the **TelePort USB** port is selected and click on the **Modem Reset** button again.

If the GlobalFax Controls control panel no longer displays "Unknown Modem", then the modem and software are fine. If the GlobalFax Controls control panel still displays "Unknown Modem" and you're sure you're using a Global Village external TelePort USB 56K modem then there is something wrong with your modem and you will need to repair or replace it.