



## What to do... GlobalFax Controls Control Panel Reports "No Modem Found"

### **Introduction:**

The following document provides information about what to do when your GlobalFax Controls control panel reports "No Modem Found."

If you see the message "No Modem Found" show up in your GlobalFax Controls control panel, follow the troubleshooting steps below:

1. Internal: Ensure that 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** following steps 1 - 4 only, then skip to step 9.

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

If the GlobalFax Controls control panel no longer says "No Modem Found," then the modem and modem software are fine. If the message "Unknown Modem" now shows up, then please refer to document #2722, "What to do... GlobalFax Controls Control Panel Reports 'Unknown Modem'." If "No Modem Found" 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 "No Modem Found", then the modem and software are fine. If the GlobalFax Controls control panel still displays "No Modem Found", then it's possible there is something wrong with your modem.

We need to determine whether your modem can be recognized by your Macintosh at all in a program that we supply with our software called "ZTerm." However before we do we will isolate your system software and GlobalFax.

## 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.

<b>Control Panel</b>	<b>Extensions</b>
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. 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.
7. 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**.

8. Click on the **Serial port** pop-up menu, choose the appropriate port, 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**. If this message comes up, then the modem is fine, and it's possible that you either have corrupted GlobalFax software or system software. Skip to step 13 to recheck GlobalFax. If you do not see the "AT&F.." message, then read on.
9. Internal: You should repair or replace your modem.  
  
USB: Quit ZTerm if you haven't already and shut your computer down.
10. Disconnect the modem from the USB port it's currently connected to, and reconnect it to the other USB port.
11. Follow steps 5 through 7, then skip to step 12.
12. Click on the **Serial port** pop-up menu, choose the appropriate port, 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**. If you do not see the "AT&F.." message, then replace your modem. If the AT&F.. Message shows up, then the USB port that the modem was previously connected to is possibly damaged or you may have a corrupted system software. Please call the the manufacturer of your computer (i.e. Apple), describe your problem, and the results. To ensure GlobalFax can now recognize the modem continue on
13. Open your **GlobalFax Controls** control panel. If "No Modem Found" still shows up, then you may have corrupted GlobalFax software or System Software. Skip to the section of this document titled **Clean Installing GlobalFax**. If "No Modem Found" no longer shows up, you will need to determine which 3rd party system component(s) caused the problem. Reopen the **Extensions Manager**, enable a few items at a time and restart your computer. Open your GlobalFax Controls control panel again. If "No Modem Found" still does not shows up, 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 3rd party system component(s) caused the original issue to reappear. Once you've determined this, reinstall the 3rd party system component(s). Should you need assistance doing this you will need to contact the manufacturer of the 3rd party software.

### **Clean Installing GlobalFax**

None of the steps in the following process will remove your address books, fax log or your saved, spooled, or scheduled faxes. However, you will need to enter in your Dialing and Sending Setup information again once the steps are completed since this information is removed when you clean install GlobalFax.

NOTE: If you use a non-Apple CD-ROM drive, you will need to verify that the appropriate (non-Apple) system components needed to use your CD-ROM drive are also enabled in the Extensions Manager. If you need assistance with this operation, please contact the manufacturer of your CD-ROM drive.

1. Open your hard drive.
2. Open your **System Folder**.
3. Open your **GlobalFax Personal** folder, located in your **Global Village** folder inside the **Preferences** folder.
4. Move the **GlobalFax Preferences** and **Queue Temp** files into the **Trash**. Do not empty the Trash yet.
5. Insert your TelePort 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. Click on the pop-up menu in the upper left hand corner of the Installer dialog window and select **Custom Remove**. See Figure 1. Check the box that says **GlobalFax Software for TelePort** in the Custom Remove window.

9. Click the **Remove** button in the lower right hand corner of the Installer dialog window.

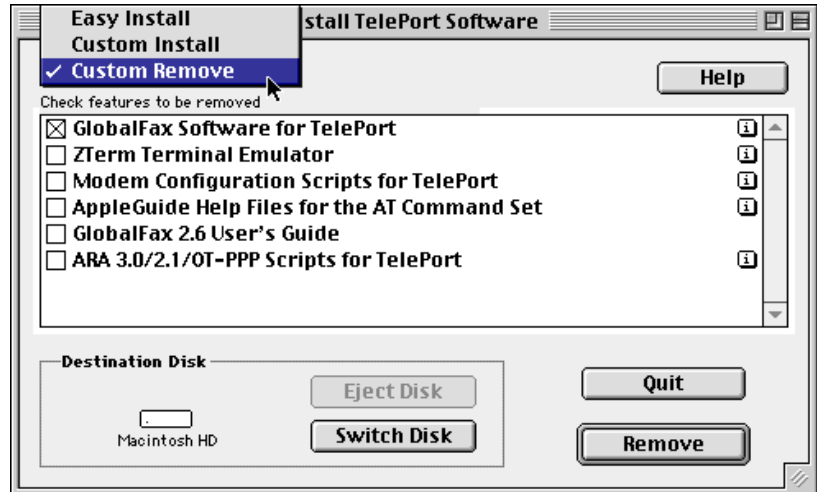


Figure 1

10. Once the removal process is completed, a dialog box will appear confirming that the removal was successful and will ask you to restart your computer. Click **Restart**.

11. Insert your TelePort CD-ROM into your Macintosh if it is not already inserted.

12. Double-click the **Installer** icon. An introductory window will appear.

13. Click **Continue**. The Installer dialog window will appear.

14. Click on the pop-up menu in the upper left hand corner of the Installer dialog window and select **Custom Install**. Check the box that says **GlobalFax Software for TelePort** in the Custom Install window.

15. 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**.

16. 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. Click **Restart**.

17. If your modem is correctly connected to one of your computer's USB ports, you should see the Global Village registration screen after a few moments. If you have previously registered and do not want to be prompted for registration information, click on the **File** menu and choose **Quit**. When prompted with when you would like to eventually register, choose **Quit**.

For additional information on installing GlobalFax, please reference "Installing Software for the TelePort Modem" in the Table of Contents of your TelePort 56 User's Guide.

18. Empty the **Trash**.

19. Open your **GlobalFax Controls** control panel. If "No Modem Found" still shows up, then you most likely have corrupted System Software, and we recommend you contact the manufacturer of your Macintosh (i.e. Apple) for technical assistance. If "No Modem Found" no longer shows up, you may want to determine if one or more 3rd party component(s) caused GlobalFax to become corrupt. Reopen the **Extensions Manager**, enable a few items at a time and restart your computer. Open your **GlobalFax Controls** control panel again. If "No Modem Found" still does not show up, 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 3rd party components are enabled. You may eventually find one or more 3rd party component(s) that caused the original issue to reappear. Once you've determined this, reinstall the 3rd party component(s). Should you need assistance doing this you will need to contact the manufacturer of the 3rd party software.