



What to do... OT/PPP Reports "Communicating at an Unknown Rate"

Introduction:

This document provides information about what to do if OT/PPP reports "Communicating at an Unknown Rate."

If OT/PPP reports the error message "Communicating at an Unknown Rate," what is probably occurring is that the connection attempting to be made is not stable. PPP sometimes cannot interpret the data returning from certain ISP equipment, and the error message "...unknown" ensues, accompanied by a failed connection.

To troubleshoot this issue, ensure you're using the right OT/PPP script for your modem.

Downloading From Our Website

1. Log on to the following webpage: <http://www.globalvillage.com/support/software>.
2. Click on the **ARA Scripts** link (ARA scripts are synonymous with OT/PPP scripts).
3. Using the list of modem types and script links below, download the script file that pertains to your modem.

Modem Type	Script Link
TelePort 56K ITU Standard (V.90)	<u>3.0 and 2.1</u>
TelePort 56K K56Flex	<u>ARA-OT/PPP</u>
TelePort 56K x2	<u>ARA-OT/PPP</u>
TelePort Platinum, Speakerphone, Internet Edition	<u>2.1</u>
PowerPort Platinum/Platinum Pro PC Cards	<u>2.1</u>

4. After the file is downloaded (in .hqx form), it will auto-expand into another file that ends with **.sea**. Double click on the **.sea** file, and it will extract a folder with the same name (without **.sea**) which contains the actual ARA/OT-PPP script as well as a Read Me file.

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5. Open the folder, and place the ARA/OT-PPP script in your **Modem Scripts** folder located inside the **Extensions** folder in your **System Folder**.
6. Open your **Modem** control panel, and choose it from the list of available scripts by clicking on the **Modem** pop-up menu.