GLOBAL VILLAGE
COMMUNICATION

What to do... Modem Software Reports "No Dial Tone"

Introduction:
This document provides information on what to do if your modem software reports "No Dial Tone."

In order to ensure that you are using your modem in the best possible conditions (environment), please check the following things:

• Verify that if you plug a normal telephone into the line it can get a dial tone and dial out.

• Verify that your telephone or modem cables are completely plugged in.

• Verify any splitters or switchers between the modem and the wall jack have been removed.

• Verify that the phone jack coming from the wall is plugged into the "phone jack icon" port, not the "telephone icon" port on the back of the modem (external TelePorts only).

• Verify that if you need an outside line prefix such as 9 or an 8 that you are adding it at the beginning of the phone number.

If the above things have been checked, follow the instructions below to determine whether your modem can detect a dial tone, in a program that we supply with our software called "Zterm." Restart your Macintosh holding down the Shift key until you see the message "Extensions off." Zterm will not require any system software to be loaded while testing. After restarting:

1. 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.

2. 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**.

3. 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**.

4. On the following line where the blinking cursor is, type **ATM1DT** and hit return. If you hear the modem pick up a dial tone, the modem is fine and the software you were using when you first discovered the 'No Dial Tone' message has either become faulty or is configured incorrectly.

5. If you do not hear a dial tone, then you should repair or replace your modem.