



What to do... Maximum Throughput Not Available in TelePort Control Panel

Introduction:

This document provides information about what to do if Maximum Throughput is not available in your TelePort control panel.

The Maximum Throughput option is only available if you have connected your TelePort Platinum or later modem to a Macintosh AV or PowerPC Macintosh computer.

The exception to this rule is if you are using a Performa PowerPC 5200, 6200, or 6300, you will not see the Maximum Throughput checkbox due to the design of these Macintosh computers. However, Global Village software does implement “behind the scenes” port rate enhancement on these Macintosh computers.

NOTE: You do not need, nor should use, the Maximum Throughput option if your modem software requires communications to occur at a specific transfer rate.

If you are using Maximum Throughput-capable equipment, and still do not see the option show up in the TelePort control panel, then follow the troubleshooting steps below to isolate your Global Village software.

Isolating System Software and GlobalFax

By isolating to just Global Village software and your Apple System Software, you are eliminating any “3rd party software components” that might be causing Maximum Throughput to not be available in the TelePort control panel.

System 7.5 or later :

1. Pull down the Apple Menu to Control Panels and open the “Extensions Manager.”
2. For users of System 7.5.x: Use the “Sets” pull down menu and choose “System 7.5 only” or “System 7.5.x.”

For users of OS 7.6, 7.6.1 or Mac OS 8.x: Use the “Selected Set” pull down menu and choose “Mac OS (your OS version) All.” Click the Duplicate Set button on the bottom right, and name your new set “Global Village + Apple only.”

3. Go through the list of system components, and select the appropriate Global Village system components for your modem:

NOTE: If your Global Village software came on CD-ROM, and 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.

NOTE: All of the appropriate components may not show up in your Extensions Manager if you're using a version of Extensions Manager prior to 7.6. Components that are not visible will be automatically enabled.

Global Village Toolbox	(GFAX 2.1.2 and higher)
Global Fax	(all versions)
GV Address Book Engine	(GFAX 2.6 and higher)
GV Modem Phone Tool	(Speakerphone Only)
GV Phone Engine	(Speakerphone Only)
Telephone Manager Extension	(Speakerphone Only)
TelePort	(all versions)

Close the Extensions Manager.

4. Restart your computer. After restarting, the only software that will be enabled is Global Village and Apple System Software.
5. Open your TelePort control panel. If Maximum Throughput is still not available, then you may have corrupted GlobalFax software or System Software. Skip to the instructions for Clean Installing GlobalFax. If Maximum Throughput is now available, you will need to determine which 3rd party system component(s) caused the problem. Reopen the Extensions Manager, turn on a few items at a time and restart your computer. Open your TelePort control panel again. If Maximum Throughput is still available, 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 system component(s) caused the original issue to reappear. Once you've determined this, reinstall the system component(s) using your floppies/CD, or call your software manufacturer for assistance.

Clean Installing GlobalFax

NOTE: None of the steps in the following process will remove your address books, fax log or your saved, spooled, or scheduled faxes.

1. Open your hard drive.
2. Open your System folder.
3. Versions 2.08 - 2.5.6 of GFAQ: Open your GlobalFax Personal folder

Versions 2.6.x of GFAQ:

- A. Open your Preferences folder
 - B. Open your Global Village folder
 - C. Open your GlobalFax Personal folder
4. Move the Queue Temp and the GlobalFax Preferences files into the Trash. Do not empty the Trash.
 5. Insert your GlobalFax Installation Disk (1) or 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. Select "Custom Remove" from the pop-up menu in the upper left hand corner of the Installer dialog window.
 9. Check the box that says "GlobalFax Software for...(your modem type)" in the Custom Remove window.
 10. Click the Remove button in the lower right hand corner of the Installer dialog window. A dialog box appears confirming that the removal was successful and asks you to restart your computer.
 11. Insert your GlobalFax Installation Disk (1) or CD-ROM into your Macintosh.
 12. Double-click the Installer icon. An introductory window will appear.

13. Click Continue. The Installer dialog window will appear.
14. Select “Custom Install” from the pop-up menu in the upper left hand corner of the Installer dialog window.
15. Check the box in front of “GlobalFax Software for...(your modem type)” in the Custom Install window.
16. 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.” 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.
17. Click Restart to restart your computer. If your modem is correctly connected to your computer’s modem port and powered on, 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, choose Quit from the File menu. Choose Never or Quit from the dialog box which appears next.

For additional information on installing GlobalFax, please reference “Installing GlobalFax Software” in the Table of Contents of your Getting Started Guide.

18. Empty the Trash.
19. Open your TelePort control panel. If Maximum Throughput is still not available, 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 Maximum Throughput is now available, you may want to determine if one or more 3rd party system component(s) caused GlobalFax to become corrupt. Reopen the Extensions Manager, turn on a few items at a time and restart your computer. Open your TelePort control panel again. If Maximum Throughput is still available, 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 system components are enabled. You may eventually find one or more system component(s) that caused the original issue to reappear. Once you’ve determined this, reinstall the system component(s) using your floppies/CD, or call your software manufacturer for assistance.