



What to do... Low Throughput Rates Using TelePort USB Modem and Remote Access.

Introduction:

This document provides information about what to do if your TelePort USB displays signs of low throughput while using Apple's Remote Access dialer (part of OS 8.5 or later).

When Remote Access' Protocol Options are set to "PPP," the TelePort USB modem's throughput performance will decrease. We are currently looking into this issue and recommend that you check our website at <http://www.globalvillage.com> from time to time for an update to your software or firmware that may fix this issue. However, in the interim, do the following:

1. Click on the **Apple** menu and open your **Remote Access** control panel.
2. Click on the **Options** button at the bottom of the Remote Access control panel.
3. Click on the **Protocol** tab at the top of the Options dialog box.
4. Click on the **Use Protocol** pop-up menu and choose **Automatic**.