



What to do... TelePort USB Modem Not Powering Up Using USB Hub or PCI Card

Introduction:

This document provides information about what to do if your TelePort USB modem is not powering up (middle LED on modem should be on and not blinking) when using a USB hub or USB-converter PCI card. If your modem does power up, however is not recognized by GlobalFax, then request document #2722, "What to do... GlobalFax Controls Control Panel Reports 'No Modem Found'."

Because several new USB products have only recently emerged and USB is still in an evolving state as a technology in general, you may experience problems while using your USB modem on a USB hub or a PCI card designed to accept USB devices on a non-USB computer (i.e. beige G3).

In general we recommend that if you are using an iMac or Blue/White G3 that you plug your USB modem directly into a USB port on the back of the CPU (not the keyboard's USB port). We also recommend in general that if you are using a non-USB computer that you exchange your USB modem for a serial-port based modem, i.e. a TelePort V.90 (Model A824, p/n 30-6400). However, we have tested our TelePort USB modems with a **MacAlly** 4-port USB hub running 4 TelePort USB modem simultaneously and have not had any problems. Similarly we have tried an **Entrega** 2-port USB PCI card using a beige G3 and had no problems as well. In both of these cases however certain steps needed to be taken. Please follow the troubleshooting steps below if you are experiencing problems with your USB modem using a hub or PCI card.

Using a Hub

Both Apple and Global Village recommend that you use a Self-Powered hub - one that has an external power supply that can be optionally used with the hub. Using the external power supply should allow the hub to adequately power up your TelePort USB modem.

Using a PCI Card

We recommend that you contact the manufacturer of the PCI card and/or Apple to obtain the latest USB drivers for the PCI card or USB devices in general.