



## What to do... GlobalFax Controls Control Panel Reports "Unknown Modem"

### **Introduction:**

This document provides information about what to do if your GlobalFax Controls control panel reports "Unknown Modem."

NOTE: If you use a PowerBook G3 or a PowerMac 6500, read the note at the end of this document titled **PowerBook G3 & PowerMac 6500 Users** before continuing.

If you're using a compatible modem and your GlobalFax Controls control panel reports "Unknown Modem," follow the troubleshooting steps below:

1. Quit any open applications and restart your computer.

NOTE: If you use a PowerBook G3 check your PowerBook or PowerBook Setup control panel after the computer has restarted to ensure that the PowerBook is configured for the internal modem port.

2. From the **Apple** menu, select **GlobalFax Controls** from **Control Panels**. Click on the **Modem Reset** button.

If the GlobalFax Controls control panel no longer displays "Unknown Modem", then the modem and software are fine. If the GlobalFax Controls control panel still displays "Unknown Modem", then it's possible there is something wrong with your modem. Follow the instructions below to determine whether your modem can be recognized by your computer at all, in a program that we supply with our software called "Zterm."

- 3 From the Finder, 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.
4. 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**.
5. Click on the **Serial port** pop-up menu, choose **Internal Modem**, 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**. If this message comes up, then the modem is fine, and it's possible that you either have corrupted GlobalFax software or system software. Skip to the section of this document titled **Isolating System Software and GlobalFax**.

6. If you do not see the AT&F... message then the modem is possibly damaged. Please call Apple, describe your problem, and the results.

### 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 your GlobalFax Controls control panel to report "Unknown Modem."

1. Click on your **Apple** menu, choose **Control Panels** and select **Extensions Manager**.
2. Click on the **Selected Set** pop-up menu and choose **Mac OS (your OS version) All**. Click the **Duplicate Set** button at the bottom right, name your new set **GlobalFax+ OS only**, and click **OK**.
3. Use the following list of GlobalFax extensions and control panels (System Components) and enable them in the Extensions Manager.

<b>Control Panel</b>	<b>Extensions</b>
GlobalFax Controls	Global Village Toolbox, GlobalFax, GV Address Book Engine

4. Close the **Extensions Manager**.
5. Restart your computer. After restarting, the only software that will be enabled is Global Village and Apple System Software.
6. Open your **GlobalFax Controls** control panel. If "Unknown Modem" still shows up, then you may have corrupted GlobalFax software or System Software. Skip to the section of this document titled **Clean Installing GlobalFax**. If "Unknown Modem" no longer shows up, you will need to determine which 3rd party system component(s) caused the problem. Reopen the **Extensions Manager**, enable a few items at a time and restart your computer. Open your GlobalFax Controls control panel again. If "Unknown Modem" still does not show up, 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**

None of the steps in the following process will remove your address books, fax log or your saved, spooled, or scheduled faxes. However, you will need to enter in your Dialing and Sending Setup information again once the steps are completed since this information is removed when you clean install GlobalFax.

NOTE: If 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.

1. Open your hard drive.
2. Open your **System Folder**.
3. Open your **GlobalFax Personal** folder, located in your **Global Village** folder inside the **Preferences** folder.
4. Move the **GlobalFax Preferences** and **Queue Temp** files into the **Trash**. Do not empty the Trash yet.
5. Insert your GlobalFax for iMac/G3 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. Click on the pop-up menu in the upper left hand corner of the Installer dialog window and select **Custom Remove**. See Figure 1. Check the box that says **GlobalFax Software**.

9. Click the **Remove** button in the lower right hand corner of the Installer dialog window.

10. Once the removal process is completed, a dialog box will appear confirming that the removal was successful and will ask you to restart your computer. Click **Restart**.



Figure 1

11. Insert your GlobalFax for iMac/G3 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. Click on the pop-up menu in the upper left hand corner of the Installer dialog window and select **Custom Install**. Check the box that says **GlobalFax Software**.

15. Click **Install** to install the software on your hard disk.

16. 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. Click **Restart**.

17. You should see the Global Village registration screen after a few moments. Click on the **Next** button in the bottom right until you get to the second registration screen. Enter in any required fields and click on the Next button again. Enter in your Serial Number (printed on a sticker on the front of your **Introduction to Faxing** guide). If you have previously registered and do not need to register again you may choose **Quit** from the **File** menu. When prompted if you'd like to eventually register, simply choose **Never**. If you would like to register your product, then continue with the registration program.

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 **GlobalFax Controls** control panel. If "Unknown Modem" still shows up, then you most likely have corrupted System Software, and we recommend you contact Apple for technical assistance. If "Unknown Modem" no longer shows up, you may want to determine if one or more 3rd party component(s) caused GlobalFax to become corrupt. Reopen the **Extensions Manager**, enable a few items at a time and restart your computer. Open your **GlobalFax Controls** control panel again. If "Unknown Modem" still does not show up, 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 3rd party components are enabled. You may eventually find one or more 3rd party component(s) that caused the original issue to reappear. Once you've determined this, reinstall the 3rd party component(s) using your floppies/CD, or call your software manufacturer for assistance.

## **PowerBook G3 & PowerMac 6500 Users**

Because Apple bundled more than one brand of modem with the PowerBook G3 and the PowerMac 6500 it is possible that you do not have a compatible modem to use with GlobalFax 2.6.5. To determine whether or not you have a compatible modem, you can download our Modem Compatibility Tester applet from either our website at <http://www.globalvillage.com>