Tech Info Library

Apple Telecom: Using Fax, Voice and Data Call Detection (7/95)

Article Created: 1 May 1995
Article Reviewed/Updated: 11 July 1995

TOPIC ---

I'm trying to get PowerTalk using the GeoPort Telecom Adapter and the Apple
Telecom 2.0 Software to work together. It's about 80% working but I've run into
the following snags.

When dialing in over Apple Remote Access (ARA), MegaPhone answers but fails to
recognize that the call is from ARA, or data, and continues with a voice
announcement, then it hangs up after about 9 seconds. Outgoing ARA works OK.

I switched the Advanced Settings to Data Application and the GeoPort did answer
the call, but when a voice call comes, it was answered with the MegaPhone
message and then the modem squeal.

How do I get this to work?

DISCUSSION ---

This problem is documented in the GeoPort, Telecom Adapter 2.0 Read Me. The
Apple Telecom software requires data calling tones in order to automatically
detect that an incoming call is a data modem call. The best solution is:

• Set the ARA or data application from which the call originates to send calling
tones.

With ARA, if you are using an Express Modem or GeoPort Telecom Adapter with
Apple Telecom software, use the 'GeoPort Telecom ARA 2.x/CNG' CCL file. Drag
the file from the Telecom Documents folder to your Extensions folder and select
this CCL file in the pull down menu of your Remote Access Setup control panel.

With a data application like a BBS or terminal emulation software, if you are
using an Express Modem or GeoPort Telecom Adapter with Apple Telecom software,
add an 'ATS113=1' to the modem initialization string.

For non-Apple modems, the modem may support the data calling tones necessary for
Apple Telecom to perform data call detection. Most 14.4 and 28.8 modems now
support the calling tones. The Hayes standard is to add a '^' to the dialing
string. For example, with the Hayes 28.8 and Global Village Gold IIv modems,
use the command 'ATDT^ 555-1212' to activate the calling tones. Check with your

modem manufacturer for support of calling tones or just try a '^' in the phone
number.

Two other workarounds are:

• Quit the voice application when you expect a data call.

• Temporarily select Data as the default call type in the advanced options panel
of the Express Modem control panel.

Article Change History:
11 Jul 1995 - Update information on ARA detection.

Support Information Services
Copyright 1995, Apple Computer, Inc.

Keywords: knts,cnfg,kppc

==

This information is from the Apple Technical Information Library.

19960215 11:05:19.00

Tech Info Library Article Number: 17677