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Performa 6200CD: No Sound From Internal GV Modem (11/95)

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TOPIC -----

I have a Performa 6200CD with an internal Global Village modem. Whenever I use it to either fax a document or connect to an online service, I do not hear the modem dialing or connecting. However the modem does allow me to fax and I can connect to online services.

I have had the modem replaced, but the replacement still does not make sounds. What is wrong?

DISCUSSION -----

The Macintosh Performa 5200, 5300, 6200, and 6300 series computers requires additional software to make the modem sounds most people are used to hearing. Unlike external modems, the internal Global Village TelePort Gold IIv and TelePort Platinum V modems do not have a speaker on them. Two extensions, Audio Volume Extension and Internal Modem Sound extension, were developed to use the Macintosh speaker in place of a modem speaker.

The Audio Volume extension is the newer of the two extensions and can be used with any of the Macintosh Performa computers that use Internal Global Village TelePort modems.

You can get the Audio Volume extension from online services where Apple provides software updates.

These articles can help you locate the software update mentioned here:

- "Where To Find Apple Software Updates" - Lists online services for free Apple software updates.
- "Obtaining Apple Product Support in the USA" - Lists 800 numbers and online services for software updates, Apple support information, and a subset of the Apple Tech Info Library.

Article Change History:

14 Nov 1995 - Added where to get Audio Volume extension.

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