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Global Village Modem: Isolating Voice/Data Integrity (9/96)

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TOPIC --

Is there a way to rapidly isolate an internal Global Village voice-capable modem
failure on a Performa computer?

DISCUSSION ---

The following information will help isolate both data and voice integrity.
However, keep in mind that these steps are guidelines used in troubleshooting
the Global Village modems. A failure of these diagnostics means there is a
problem with the modem. However, success simply suggests that the voice and data
capabilities of the modem are intact, but there still may be an additional
failure symptom with the modem.

Step 1
======
Open and configure a ClarisWorks serial session. Verify that it is set as
follows:

Data Rate: 57600
Parity: None
Data Bits: 8
Stop Bits: 1

Step 2
======
To test for voice issues, type the following commands, which should elicit the
corresponding responses:

Command   Response
-------   --------
AT   OK
AT#CLS=8   OK
AT#VRN=0   OK
ATDTn   VCON (n = phone number, e.g. 555-5555)
ATH   OK (hangs up)

If all four tests pass, the voice component of the modem is probably functioning
correctly.

```
Step 3
======
To test for data issues, type the following commands, which should elicit the
corresponding responses:

Command        Response
-------        --------
AT             OK
AT&F0          OK
ATZ            OK
ATDT           Dialtone.  Press Space to get a NO CARRIER message.


If all four tests pass, the data component of the modem is probably functioning
correctly.


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