Tech Info Library

PowerBook Modem & Telecom: Frequently Asked Questions (1/97)

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TOPIC --

This document contains the answers to frequently asked questions (FAQ) about
common PowerBook computer's modem and telecommunication issues.

This article provides information about a non-Apple product. Apple Computer,
Inc. is not responsible for its content. Please contact the vendor for
additional information.

The Tech Info Library article titled "Locating Vendor Information" can help you
search for a particular vendor's address and phone number.

DISCUSSION ---

1) Question: I am going to be travelling overseas with my PowerBook computer
which has an internal Express Modem. Will I be able to use it to send faxes to
friends in the United States?

2) Question: I recently purchased a new external modem, but cannot seem to find
an appropriate Apple Remote Access (ARA) script for it. Can I get one from
Apple?

3) Question: I have a PowerBook 140/145/170 with the Apple Fax/Data Modem. Can I
use any version of the Express Modem software?

4) Question: Where can I find AT commands for my Express Modem?

5) Question: When starting up, my PowerBook computer which has an internal
Express Modem displays the Fax Modem extension icon with an "X" through it. I
cannot use my modem to send a fax. What is wrong?

6) Question: If I install Apple Telecom 2.x, can I use the Cypress Megaphone
software to turn my PowerBook computer into an answering machine and speaker
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7) Question: I have a computer at work running Apple Remote Access (ARA) server
software and it has full access to the Internet. I would like to call in from my
PowerBook using ARA client and have full access to the Internet as well. Is this
possible?

8) Question: I am trying to use Apple Remote Access (ARA) on a single serial port PowerBook (200/2300/500/5300/190 series) computer with an external modem. When I try to connect I get an error saying that the modem could not be detected. How do I get around this?

9) Question: I want to use an external modem with my PowerBook 500 series computer. According to the manual that came with my PowerBook computer, I need to check Normal in my PowerBook Setup control panel. I open the control panel, and the setting is not there. What is wrong?

10) Question: Sometimes I cannot seem to use my internal modem and print at the same time. Why is this?

11) Question: I have a PowerBook 500 series computer with a Global Village PowerPort Mercury modem. Can you tell me how to send and receive faxes?

12) Question: I have a PowerBook 200 series computer with an Apple Express Modem. Can you tell me how to send and receive faxes?

13) Question: I have a PowerBook 500 series computer running System 7.5, with a Global Village PowerPort Mercury modem installed. At startup, I see the message "This Macintosh may not have been shut down properly," followed by the message "Incoming Fax cannot be received because internal modem could not be identified. To identify the modem open up PowerPort control panel hold down Option key and click on PowerPort text." Then the PowerBook locks up. What can I do?

14) Question: My modem (any modem) is dropping the connection after a few minutes. Is there anything I can do to keep this from happening?

15) Question: I am upgrading my PowerBook computer with Express Modem to System 7.5. What version of the Express Modem software should I be using? And what is the latest version of software for the Apple Express Modem?

16) Question: I just upgraded to System 7.5, now I cannot get Apple Remote Access (ARA) to connect. What is going on?

17) Question: Where else can I go for answers?

DISCUSSION ---

1) Question: I am going to be travelling overseas with my PowerBook computer which has an internal Express Modem. Will I be able to use it to send faxes to friends in the United States?

Answer: The PowerBook Express Modem is designed and rated to be used in the United States. There are both technical and legal barriers to operating this modem overseas. It meets FCC standards, but may not meet requirements to be used in your country of destination.

On the technical side, there are third-party vendors such as TeleAdapt and Global Village who provide solutions to adapting a modem designed for one country to use in another.

As mentioned, there may be legal issues in operating your modem overseas. It is recommended you acquaint yourself with any national, regional, or local laws and conditions on using modems.

2) Question: I recently purchased a new external modem, but cannot seem to find an appropriate Apple Remote Access (ARA) script for it. Can I get one from Apple?

Answer: Some ARA Control Command Language (CCL) scripts come with the AppleTalk Remote Access application, however, if your modem is not in the pop up menu, you need to contact the modem vendor. If you have a third-party modem and do not have the correct script for ARA, contact your modem vendor.

You can also develop your own CCLs with tools from APDA, Apple's source for developer tools.

3) Question: I have a PowerBook 140/145/170 with the Apple Fax/Data Modem. Can I use any version of the Express Modem software?

Answer: You can use any version of the Express Modem software, up to 1.5.5, with your modem. You do, however, need to have the Serial Tool installed in your Extensions folder.

If you already have the older Fax Sender software installed on your system, the Serial Tool will remain on your system after installing the new Express Modem software.

Alternately, you can download the Serial Tool and manually drag it to your Extensions folder. You can download Serial Tool 1.0.2 at the following path:

USA Apple Software Updates -> Macintosh -> Network and Communications -> Communication Toolbox Tools.

4) Question: Where can I find AT commands for my Express Modem?

Answer: When your Express Modem software is installed, it copies a document titled "Express Modem AT Cmds" to your hard drive. This contains AT commands for the Express Modem. If you have installed Apple Telecom 2.0, look for it inside a folder labeled "Telecom Documents". An appendix of the Express Modem manual will also have the AT command set.

5) Question: When starting up, my PowerBook computer which has an internal Express Modem displays the Fax Modem extension icon with an "X" through it. I cannot use my modem to send a fax. What is wrong?

Answer: Open the Preferences folder inside your System Folder and drag the Fax Preferences file to the Trash, empty the Trash, and restart your PowerBook. The Fax Preferences file can be corrupted due to a system error or screen freeze,

disabling the Fax Modem extension as a result.

6) Question: If I install Apple Telecom 2.x, can I use the Cypress Megaphone software to turn my PowerBook computer into an answering machine and speaker phone?

Answer: No, this capability is only available on Power Macintosh, Quadra 660AV, and Quadra 840AV computers using the GeoPort Telecom Adapter.

7) Question: I have a computer at work running Apple Remote Access (ARA) server software and it has full access to the Internet. I would like to call in from my PowerBook using ARA client and have full access to the Internet as well. Is this possible?

Answer: Yes, to do this you will need to install the Apple IP Gateway on the computer running the ARA server software. Then the PowerBook (or any remote Macintosh computer) will have equal access to the Internet when dialing into the ARA server with ARA software.

8) Question: I am trying to use Apple Remote Access (ARA) on a single serial port PowerBook (200/2300/500/5300/190 series) computer with an external modem. When I try to connect I get an error saying that the modem could not be detected. How do I get around this?

Answer: Since ARA requires AppleTalk to be active, the single serial port will, by default, be designated for LocalTalk, not for the external modem. To get around this, open the Network control panel and select Remote Only. This will allow you to have AppleTalk active and use external serial devices, such as an external modem, at the same time. Remember to set the Network control panel back to LocalTalk if you will be using LocalTalk devices or connecting to a LocalTalk network.

9) Question: I want to use an external modem with my PowerBook 500 series computer. According to the manual that came with my PowerBook computer, I need to check Normal in my PowerBook Setup control panel. I open the control panel, and the setting is not there. What is wrong?

Answer: If you do not have an internal modem, this setting will not appear in the PowerBook Setup control panel. If you want to use an external modem with your PowerBook 500 series, simply make certain AppleTalk is inactive in the Chooser and select the modem port in your communications software. You can leave AppleTalk active if you select something other than LocalTalk in the Network control panel.

10) Question: Sometimes I cannot seem to use my internal modem and print at the same time. Why is this?

Answer: On most PowerBook models that have only one serial port (PowerBook 200,

2300, 190, and 5300 series computers), the serial port is mapped as a modem port. Under normal conditions this is not a problem - the internal modem can be used at the same time as a serial device such as a printer is being used. The exception to this is if you are using a communications program that does not use the Apple Communications Toolbox (CTB). If this is the case, you will need to respectively set the PowerBook, PowerBook Setup, or Express Modem control panel to Internal, Compatible, or "Use internal modem instead of modem port". The location of this setting will depend on what version of the modem and system software you have. When the PowerBook is set like this, the serial port cannot be used with serial devices. However, it can be used with LocalTalk devices.

The vast majority of communications programs that are developed for Macintosh right now will use the CTB. If you find that you have an older communications program, contact the manufacturer to see if there is an update.

11) Question: I have a PowerBook 500 series computer with a Global Village PowerPort Mercury modem. Can you tell me how to send and receive faxes?

Answer: Instructions for sending a fax are detailed on pp. 77-89 of your PowerPort 500 Series User's Guide.

Sending a Fax

Sending a fax is a lot like printing. You can follow these instructions to send your first fax:

Step 1
Open whatever document you would like to fax. You can fax from within the application SimpleText, for example.

Step 2
Hold down the Option key on your keyboard, and choose the command Fax from your File menu.

Step 3
The Send Fax Setup dialog box will appear. Here you can enter your Station Name and Station Fax Number. Click OK when you are done.

Step 4
The GlobalFax dialog will appear. Enter the number you wish to call in the Fax field, and enter the recipient's name in the To field. You can also choose a cover sheet at this window.

Step 5
Once you have entered the fax number and name of the recipient, click the Send... button. Your software should image and fax the document.

Receiving a Fax

Instructions for receiving a fax are detailed on pp. 99-105 of your PowerPort 500 Series User's Guide.

You can configure your PowerBook to receive faxes automatically. Of course, it will have to be connected to an analog phone line. To set your PowerBook up to receive faxes automatically, follow these steps:

Step 1
Open the "Global Village Fax Center" under the Apple menu.

Step 2
Under the Fax menu, choose Setup and Receiving.

Step 3
In the Receive Fax Setup dialog box, put an X next to Receive Fax... Click OK when done.

After this, the Global Village Fax Center will answer incoming calls to receive faxes.

12) Question: I have a PowerBook 200 series computer with an internal Apple Express Modem. Can you tell me how to send and receive faxes?

Answer: Instructions for sending a fax are detailed in your Express Fax/Modem User's Guide.

Sending a Fax

Sending a fax is a lot like printing. To send a fax, follow these steps:

Step 1
Open the application from which you wish to send a fax. You can send a fax from the application SimpleText, for example.

Step 2
Press and hold the Control-Shift keys while clicking on the File menu. Select Print... (or Fax...).

Step 3
The Fax Sender dialog will appear. Here you can add names and phone numbers to your address book, select a cover page, or simply type a phone number in the "Fax Quick Send" field.

Step 4
When your setup in Fax Sender is complete, simply click on the Send button. The Fax Sender window will vanish, and your document will be imaged and faxed.

Receiving a Fax

Instructions for receiving a fax are detailed in your "Express Fax/Modem User's Guide".

To enable automatic receiving of faxes, open the application Fax Terminal. In Fax Terminal, choose Preferences... from the Fax menu. In the Preferences...

window, click on the "Answer calls to receive faxes" checkbox. You can also set the number of rings before answering here. The Express Modem will now answer incoming calls to receive faxes, even when the Fax Terminal application is not open.

With Express Modem versions 1.5 and later, you can enable fax receiving by checking the "Answer calls" checkbox in the Express Modem control panel.

13) Question: I have a PowerBook 500 series computer running System 7.5, with a Global Village PowerPort Mercury modem installed. At startup, I see the message "This Macintosh may not have been shut down properly," followed by the message "Incoming Fax cannot be received because internal modem could not be identified. To identify the modem open up PowerPort control panel hold down Option key and click on PowerPort text." Then the PowerBook locks up. What can I do?

Answer: This occurs due to a conflict between the shutdown warning message in system software and the version of the Global Village modem software you have installed. Follow these steps to remedy the situation:

Step 1
Allow the computer to start up as normal. You will receive a message saying "This Macintosh may not have been shut down properly." Click "OK". Then you will receive a message that says "Incoming Fax cannot be received because internal modem could not be identified. To identify the modem open up PowerPort control panel hold down Option key and click on PowerPort text.".

Step 2
Perform a Force Quit. Hold down all three of the keys Option-Command (Apple)-Esc and release them all at the same time. A dialog box will appear, either click in the Force Quit button or hit the return key on the keyboard. The computer will finish starting up and the desktop will appear.

Step 3
Open the General Controls control panel and uncheck the Shut Down Warning. Close the General Controls.

Step 4
Restart your computer.

This disables the warning message if the computer is again shut down improperly and will prevent the lock up with the Global Village Mercury Modem software.

If you wish to have the warning message enabled in the system software, you will want to contact Global Village and obtain the latest version of their Powerport Mercury Modem software.

If for some reason the above procedure does not work then you should reinstall the Global Village Modem software. Restart with extensions off, and remove the following items from the System Folder and place them on the desktop:

* Queue Temp and GlobalFax Preferences files from the GlobalFax Personal

folder
* GlobalFax Files and GlobalFax Personal folders
* PowerPort 500 control panel

Then reinstall the Global Village software from original disks. Move the
GlobalFax addresses from the GlobalFax Personal folder on your desktop into your
new GlobalFax Personal folder in your System Folder. You may also want to save
the Fax log, the cover sheets and received Faxes in the GlobalFax Files and
GlobalFax Personal. The other items that you have dragged out onto your desktop
you can throw away.

14) Question: My modem (any modem) is dropping the connection after a few
minutes. Is there anything I can do to keep this from happening?

Answer: If the modem is disconnecting unexpectedly, a standard fix is to turn
off error correction and data compression. You can do this by using the
initialization string AT&F%C0\NO. Note that this might make the modem a little
slower because of the lack of data compression, but it will make the connection
more stable.

15) Question: I am upgrading my PowerBook computer with Express Modem to System
7.5. What version of the Express Modem software should I be using? And what is
the latest version of software for the Apple Express Modem?

Answer: You should upgrade your Express Modem software to at least version
1.5.3. Earlier versions may not work properly with System 7.5. To find out what
the current version of Apple Telecom is, look in the Tech Info Library for the
article "Apple Software: Current Versions". The latest version of the Express
Modem software is available on the following services:

• On the Internet at the following sites:
  - Worldwide Web: <http://www.info.apple.com/swupdates>
  - ftp: <ftp://ftp.info.apple.com/>
• On America Online, use keyword: applecomputer

• On CompuServe, use GO: APLSUP

16) Question: I just upgraded to System 7.5, now I cannot get Apple Remote
Access (ARA) to connect. What is going on?

Answer: System 7.5 requires version 2.0 or later of ARA. Earlier versions will
not connect or will not work properly. You can upgrade to the latest version by
calling the Apple Order Center.

The Tech Info Library article titled "Locating Vendor Information" can help you
search for the Apple Order Center's phone number.

17) Question: Where else can I go for answers?

Answer: If you have not done so already, check the other PowerBook-related FAQ

documents in Apple's Technical Information Library (TIL). This library is
available on the Internet at <http://til.info.apple.com/> and contains thousands
of technical articles.

This article is one of many available through the Apple Fax center. For a
complete list of available fax documents, search the Tech Info Library for Apple
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