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PowerBook: Modem Drops Line (11/92)

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TOPIC -----------------------------------------------------------
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I'm using a PowerBook 140 with the optional internal Apple Fax/Data Modem and
different software packages for connecting to a mainframe computer. The modems
will appear to connect, but as soon as they do, they disconnect. I can plug in
an external modem and use the same software to connect with no problems.

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DISCUSSION ------------------------------------------------------
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The Apple PowerBook Fax/Data Modem uses a number of error correction and data
compression protocols to increase the efficiency of data transfer. Normally, if
the remote modem doesn't support the same features, the PowerBook modem turns
off the extended feature set and retransmits the data using normal protocols.
Certain modems don't allow the PowerBook modem time enough to turn off these
features, and they drop the connection.

A workaround for this situation is to manually turn off the error correction
protocols in the PowerBook modem every time you're connecting to a system and
experience these problems. This can be done by entering "&Q0" (ampersand,
letter Q, number zero) in the modem string section of your software or between
the "AT" and the "DT" of the dial command. You can find this command on page
102 of the Fax/Data Modem User's Manual.

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