Tech Info Library

Megaphone for Performa: Cannot Dial Long Distance (1/97)

Article Created: 7 August 1995
Article Reviewed/Updated: 30 January 1997

TOPIC ---

When using MegaPhone to dial long distance on a Macintosh Performa 6200 series
computer, there is a ring, then silence, then a short sound, then silence, and
then a busy signal. Finally, an error dialog box appears. This happens
repeatedly whenever we try to dial long distance.

DISCUSSION --

The Macintosh Performa 6200 series computer comes with a Global Village Teleport
Gold IIv 14.4 Kbps fax send/receive modem installed in the Communications slot.
These computers are also bundled with the MegaPhone for Performa software, which
lets the computer function as a speakerphone and digital answering machine.

Cypress Research released an update to the MegaPhone software which addressed
some intermittent problems with MegaPhone and Global Village Gold IIv and
Platinum IIv modems. MegaPhone v1.0.3P is available from Cypress Research's FTP
site and from the Apple Software Updates on the online services.

You should also follow these steps to make sure your MegaPhone software is
configured properly:

Step 1

Open the Telephone Setup control panel. In the General Setup area, there is an
option for tone dialing. Make sure it is not checked if you are using a pulse
phone line.

Step 2

If you were trying to make a call from your home, make sure that you do not have
the option set to dial "9" or any other numbers before dialing a call. To check,
open MegaPhone and select Preferences from the File menu. In the "General"
Topic, make sure that you have not selected the option to dial a "9" before
calling. Make sure it is set to dial a "1" before making a long distance call.

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

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:
30 Jan 1997 - Renamed article to better reflect contents.
10 Apr 1996 - Added note about availability from Apple's site.
05 Jan 1996 - Corrected minor typo.

Keywords: hts,cnfg

==

This information is from the Apple Technical Information Library.

ArticleID: TECHINFO-0018321

19970131 08:04:39.00
Tech Info Library Article Number: 18321