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Performa & PowerBook: Global Village Modem Too Loud (4/96)

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TOPIC -----

I have a Macintosh Performa computer with a built-in Teleport Gold 11v modem, and I cannot disable the modem sound. I turned it off in the Teleport control panel and turned down the sound volume in the Sound control panel. However, when the modem dials, it is still loud. The same thing happens with my PowerBook 5300 series computer and PowerPort Mercury PC Card. What can I do?

DISCUSSION -----

In the Teleport (or PowerPort) control panel, there is a volume slider that you can use to adjust the speaker volume when the GlobalFax software is sending a fax. However, volume slider affects the modem volume for faxing only. If you are using another telecommunications program, you will have to adjust the modem volume in it. If you need assistance in configuring these settings, contact the software publisher.

If the communications application supports AT commands, then you can use them to modify the initialization or hangup strings. AT commands are a way of communicating directly with the modem. ATM0 turns off the modem sound; ATM1 turns it back on. The Ln commands set the volume from very low (L0) to loud (L3).

If the application supports an initialization string suggest that the customer use the ATM0 or ATL0 commands to turn off or turn down the speaker, respectively. If it also supports a "hangup string," use an ATM1 or ATL1, L2, or L3 command to re-enable the speaker.

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.

Article Change History:

15 Apr 1996 - Updated information.

26 Mar 1996 - Added information about PowerBooks having the same problem.

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