



Tech Info Library

HyperCard: Phone Dialer Doesn't Dial Modem (7/92)

Article Created: 17 January 1992

Article Reviewed/Updated: 6 April 1994

TOPIC -----

The Dialer generates tones, but the modem either:

- Doesn't dial.
- Hangs up too quickly.
- Doesn't hang up at all (line is faint, or conversation comes through modem speaker).

DISCUSSION -----

Doesn't Dial

The most common cause is that the modem is waiting for a DTR (Data Terminal Ready) signal from the computer host, which is interrupted when HyperCard closes the serial connection. Modem manufacturers typically do not construct their own chip sets, but use one of about five that are made by OEMs. So various modems will share this problem, by sharing a chip set. We have observed that Zoom SupraModems, Abaton InterFax modems, and Prometheus fax modems all wait for DTR.

The solution to the DTR problem is normally to tell the modem not to bother looking at DTR. The Phone Dialer provided with HyperCard 2.1 has a ready-made option to do that. Simply open the Phone Dialer, click on the modem options button, and select the SupraModem setting. What we call the SupraModem setting will work with most of the modem types described above.

What this does is send a Hayes modem command to the modem with an instruction to ignore DTR. The command is "&D" (without quotes), and is incorporated as part of an ATD dial sequence, in the following form normally: AT&DS0=0DT. For Phone Dialers provided with versions of HyperCard BEFORE 2.1, the dial scripts themselves must be modified to add the "&D" command.

Hangs Up Too Fast, or Not Fast Enough

The most common cause is that HyperCard is holding the serial connection open for an improper amount of time -- either too long or too short. This has been a longstanding problem with HyperCard, because it needed to be able to hold the serial connection open long enough to dial lengthy

international numbers from the Portable, making it hang on after a regular local call has been dialed.

Finally, HyperCard 2.1 was introduced, and while it is set by default to hold the serial connection for 3 seconds, this amount of time can be modified through the use of the new dialingTime property. So a script can be written using the dialingTime to find a length congenial to the user's particular needs.

We have found that the TelePort modems require some modification of the dialingTime normally.

Different versions of HyperCard attempted different strategies with this -- some tried to send ATH commands (a Hayes modem command to hang up), or set certain registers in the modem to differing values, or change the amount of time they held the serial connection open. HyperCard 2.0v2 held the serial connection for 10 seconds; 2.0v1 held it for 3 seconds; versions of HyperCard before 2.0 held it open for differing amounts of time. None of these schemes was very successful.

This article is adapted from the Claris Tech Info database.

Support Information Services
Copyright 1994, Apple Computer, Inc.

Keywords: <None>

=====

This information is from the Apple Technical Information Library.

19960215 11:05:19.00

Tech Info Library Article Number: 14521