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Apple Data Modem 2400: Testing Problems (11/94)

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TOPIC -----

We received three Data Modem 2400s and have had no luck getting them to work. We sent one main logic board in for service thinking we had received a DOA modem. When we got the replacement back, it wouldn't pass the AT tests, though it did pass the self-tests. There is no error number. This is the same for all three modems.

Also, when we get to Step 4 in the Loopback test, we enter AT\$16=1D and the modem responds with an error. Again, this is the same for all three modems.

Are we doing something wrong, or did we possibly get three bad modems??

DISCUSSION -----

The problem is that you are using the test from the Personal Modem Owner's Guide instead of the Modem 2400 User Guide. Register 16 is reserved in the Modem 2400 and thus causing the Personal Modem test to fail. To find the correct tests look on pages 66, 67, and 72 of the Modem 2400 Owner's Guide.

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Support Information Services

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