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## GeoPort Telecom Adapter: Phone Cannot Break Dial Tone (3/94)

Article Created: 16 March 1994

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TOPIC -----

A few people are having trouble dialing their telephones through the GeoPort. The phone has a steady dial tone that can't be broken even after a number is entered. When the phone is connected directly to the wall outlet, the phone works normally. Is there a way to get the phone to work with the GeoPort?

DISCUSSION -----

This problem is caused by a change in the polarity of the GeoPort. Engineering incorporated some changes in later versions of the GeoPort Telecom Adapter. Among the changes was the reversal of polarity on the RJ-11 connector. Modern phones are not polarity sensitive, so this change was made to accommodate the few customers that were experiencing problems with older phone units.

For those customers that are experiencing this problem, we suggest replacing their old GeoPort with the revised version. This will be covered under warranty if the unit is still in warranty. Unfortunately, the only way to differentiate the revised GeoPort from the old one is by the marketing label on the shipping box. The marketing part number of the revised GeoPort Telecom Adapter is M1694LL/B. The older GeoPort Telecom Adapter part number is M1694LL/A.

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Keywords: HTS, SUPT

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19960215 11:05:19.00

Tech Info Library Article Number: 14935