



# Tech Info Library

## MegaPhone & GeoPort: Telephone Manager, Telephone Tool Msg 2/96

Article Created: 24 January 1996

Article Reviewed/Updated: 8 February 1996

### TOPIC -----

1) I have a GeoPort Telecom Adapter connected to my Power Macintosh computer, and MegaPhone has been working properly. I had to reinstall system software and now I get this error message when I try to start MegaPhone: "Telephone Manager 2.0 (or later) is required. Please install the software before launching Megaphone."

TelePhone Manager 2.1 is in my Extensions folder and I can send and receive faxes fine. What is wrong?

2) Sometimes when opening MegaPhone, I have received a message saying the "GeoPort Telephone Tool could not be configured. DemoDialer Telephone Tool has temporarily been selected. You will not be able to make or receive calls with this tool.; invalid telephone terminal (configuration problem)."

What can cause this message and how do I correct it? Again, I have the GeoPort Telephone Tool in my Extensions folder.

### DISCUSSION -----

1) "Telephone Manager 2.0 (or later) is required. Please install the software before launching Megaphone."

-----  
The Telephone Manager is installed by the Apple Telecom 2.x software installer. In addition to the visible extension and control panel, the installer also modifies resources in the System suitcase file. If you reinstall the system software, these resources will be absent from the new System suitcase and the Telephone Manager will not be recognized.

You are able to send faxes because the current fax software does not access the Telephone Manager. Most current data communications software titles do not access the Telephone Manager either.

To resolve this, you need to perform an Easy Install of the Apple Telecom software. This will add the necessary resources to the System suitcase file.

2) "GeoPort Telephone Tool could not be configured. DemoDialer Telephone Tool has temporarily been selected. You will not be able to make or receive calls with this tool.; invalid telephone terminal (configuration problem)."

-----  
The two main reasons for this second message to appear is if you do not have the GeoPort Telecom Adapter connected to the GeoPort itself or the GeoPort Telephone Tool is actually missing. In some cases, corrupted Telecom software or preference file could cause a similar message.

Follow these steps to troubleshoot this message:

Step 1

-----

With the power off to the computer, make sure the GeoPort Telecom Adapter is connected to either the printer or the modem port. If you have a Macintosh Quadra 840AV or 660AV computer, you must use the modem port.

Disconnect and reconnect the cable to make sure it is in snugly. Confirm the adapter is connected by sending a fax or connect with a data communications program.

Step 2

-----

Make sure that GeoPort Telephone Tool is in the Extensions folder of the System Folder, if it is not, reinstall the Apple Telecom software.

If the tool is installed and you are able to fax or connect to an online service drag the MegaPhone Prefs file to the Trash. The MegaPhone Prefs file can be located by the path:

System Folder -> Preferences Folder -> Cypress -> MegaPhone Prefs

A new copy of the MegaPhone Prefs will be created the next time you open MegaPhone.

Step 3

-----

If you still get the message, drag both the TelePhone Manager and the GeoPort Telephone Tool to the Trash and perform an easy install from the Apple Telecom disks.

Article Change History:

08 Feb 1996 - Added second error message and troubleshooting.

Support Information Services

Copyright 1996, Apple Computer, Inc.

Keywords: ksts,knts

=====

This information is from the Apple Technical Information Library.

19960215 11:05:19.00

Tech Info Library Article Number: 19253