Tech Info Library

Macintosh: Troubleshooting Modem Connect Problems

```
Article Created: 16 January 1992
Article Last Reviewed:
Article Last Updated:

TOPIC -----------------------------------------------------------

I installed public domain telecommunications software on my Macintosh to
use with my modem.  After initiating a connection, the call is answered,
but my system locks.

Can you give me some general troubleshooting tips to locate the problem?

DISCUSSION ------------------------------------------------------

Here are some general troubleshooting tips:

- Ensure that the baud rate is set correctly.

- Ensure that the bit and parity settings are set correctly.

- Ensure that you're using a clean line.

- Try connecting to other services.  Does this problem happen only with one
  service or with several?

- Try using a commercial telecommunications software package.  Do you still
  have the problem?
```

Copyright 1992, Apple Computer, Inc.

```
Keywords:  <None>

================================================================

This information is from the Apple Technical Information Library.

19960215 11:05:19.00
```

Tech Info Library Article Number: 9557