



# Tech Info Library

## Data Modem 2400: Reset Parameters Before Testing

Revised: 7/25/91  
Security: Everyone

Data Modem 2400: Reset Parameters Before Testing

=====  
Article Created: 1 May 1991  
Article Last Reviewed:  
Article Last Updated:

TOPIC -----

My customer is unable to establish communications with a dial-up service or another modem. The modem dials out, but as soon as the connection with the other modem is made, it hangs up. The Apple ModemTest diagnostic confirms a failure in the modem board. Since replacing the main board doesn't solve the problem, what should I do next?

DISCUSSION -----

The Data Modem 2400 has many parameters that are configured through software. Some of the finished goods units, and some of the service stock boards, may not be configured for normal use. The current ModemTest diagnostic test will fail any modem that has parameters other than the default settings.

Reset the modem parameters to the default settings. Do this by pressing the switch on the front of the modem while turning it on, or by issuing the 'AT&F' command using a terminal emulation package. The reset procedures are documented in the owner's guide.

Copyright 1991, Apple Computer, Inc.

Tech Info Library Article Number:7447