



Tech Info Library

PowerBook: Modem Drops Line (11/92)

Revised: 5/18/94
Security: Everyone

PowerBook: Modem Drops Line (11/92)

=====
Article Created: 27 October 1992

TOPIC -----

I'm using a PowerBook 140 with the optional internal Apple Fax/Data Modem and different software packages for connecting to a mainframe computer. The modems will appear to connect, but as soon as they do, they disconnect. I can plug in an external modem and use the same software to connect with no problems.

DISCUSSION -----

The Apple PowerBook Fax/Data Modem uses a number of error correction and data compression protocols to increase the efficiency of data transfer. Normally, if the remote modem doesn't support the same features, the PowerBook modem turns off the extended feature set and retransmits the data using normal protocols. Certain modems don't allow the PowerBook modem time enough to turn off these features, and they drop the connection.

A workaround for this situation is to manually turn off the error correction protocols in the PowerBook modem every time you're connecting to a system and experience these problems. This can be done by entering "&Q0" (ampersand, letter Q, number zero) in the modem string section of your software or between the "AT" and the "DT" of the dial command. You can find this command on page 102 of the Fax/Data Modem User's Manual.

Support Information Services

Copyright 1992, Apple Computer, Inc.

Tech Info Library Article Number:10581