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PowerBook: Problems with Express Modem & Prodigy (3/95)

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Security:       Everyone


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

This article is to clear up two common problems PowerBook owners with
Express Modems may report when using Prodigy.


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

Prodigy Error CT#24 - Can't communicate with the modem.
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This problem usually indicates that the customer is using an older version of
the Express Modem software.  The solution is to use Express Modem 1.1.2 software
or later.  (2.0 is the current version)

Prodigy Error CT#8 - Noisy phone line.
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The problem lies in the 'connect' message that Prodigy is expecting once a
connection has been established.  It has nothing to do with a noisy phone line.

Due to the ATW2 default setting within the Express Modem, it reports a full
connection message:

CARRIER 2400
PROTOCOL :NONE
COMPRESSION: NONE
CONNECT 2400

Prodigy expects just "CONNECT 2400" and will disconnect immediately.

To solve the problem, the modem setup string within the CONFIG.SM file needs to
be modified.  ":ATW0X1" needs to be appended to the modem_str line.  For
example:

modem_str:3615,0,,2400,+++,CR,CRLF,1,4,6,N,30,50,3,6,32,N,N,,?,
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S0,,S2,,,,S6,S7,,S9,S10,,S12,,,,,,,,,,V1,Q0,,,,X1,,D,T,P,X1,H,,,,,,,,,,,,,,,
OK,0,CONNECT,1,RING,2,NO CARRIER,3,ERROR,4,CONNECT 1200,5,
NO DIALTONE,6,BUSY,7,NO ANSWER,8,CONNECT 2400,10,,,,,,,,,,:ATW0X1
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The W0 command disables Progress codes 40 through 80 and the X1 command
restricts the Express Modem in using only result codes 0 through 4 and 8. Refer
to the Express Modem User's guide, pages 120-121 for complete details.

Article Change History:
31 Mar 1995 - Reviewed for technical accuracy.
09 Jun 1994 - Made correction to modem string.

Support Information Services

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