



# Tech Info Library

## Express Modem Dial Back & TrackNet (4/94)

Revised: 4/7/94  
Security: Everyone

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TOPIC -----

Our PowerBooks with Express Modems are not able to dial into our network using White Knight because of a problem with our TrackNet device and the Express Modem script. TrackNet is a security device used for dial-back and works fine with everything except Express Modems in PowerBooks.

In order to make connection using other modems, or another CPU with an external modem, the command ATDT\* must be entered a few milliseconds after the dial-back ring is detected by the initiating CPU. When the ATDT\* command is issued, the Express Modem returns "MODEM IN USE," however, other modems do not do this.

DISCUSSION -----

Type ATH1DT\* instead of ATDT\* to avoid the 6 second timeout. The H1 command forces the modem to go off hook which then allows the dial command to proceed.

Support Information Services

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