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## Apple Remote Access: Geoport Settings on 660AV or 840AV (10/94)

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Security: Everyone

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TOPIC -----

I am having trouble getting Apple Remote Access to work with Geoport on a Macintosh Quadra 660AV or 840AV.

DISCUSSION -----

If you encounter problems with ARA and Geoport check the following settings:

- Express Modem Control Panel
  - Turn Express Modem switch ON
  - Modem Port is set to use External Modem
- Speech Setup Control Panel
  - Turn Speech recognition OFF
- Remote Access Setup Control Panel
  - Modem type is set to GeoPort Telecom
  - Port is set to GeoPort
- Sound Control Panel
  - Sound out - 24KHz

If, after checking all of these settings, it still does not work, do the following:

- 1) Remove Serial Port Arbitrator from the Extensions folder
- 2) Turn virtual memory off
- 3) Turn file sharing off
- 4) Zap PRAM (Command-option-P-R at startup)

Support Information Services

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