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Apple Telecom: Using Fax, Voice and Data Call Detection (7/95)

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TOPIC -----

I'm trying to get PowerTalk using the GeoPort Telecom Adapter and the Apple Telecom 2.0 Software to work together. It's about 80% working but I've run into the following snags.

When dialing in over Apple Remote Access (ARA), MegaPhone answers but fails to recognize that the call is from ARA, or data, and continues with a voice announcement, then it hangs up after about 9 seconds. Outgoing ARA works OK.

I switched the Advanced Settings to Data Application and the GeoPort did answer the call, but when a voice call comes, it was answered with the MegaPhone message and then the modem squeal.

How do I get this to work?

DISCUSSION -----

This problem is documented in the GeoPort, Telecom Adapter 2.0 Read Me. The Apple Telecom software requires data calling tones in order to automatically detect that an incoming call is a data modem call. The best solution is:

- Set the ARA or data application from which the call originates to send calling tones.

With ARA, if you are using an Express Modem or GeoPort Telecom Adapter with Apple Telecom software, use the 'GeoPort Telecom ARA 2.x/CNG' CCL file. Drag the file from the Telecom Documents folder to your Extensions folder and select this CCL file in the pull down menu of your Remote Access Setup control panel.

With a data application like a BBS or terminal emulation software, if you are using an Express Modem or GeoPort Telecom Adapter with Apple Telecom software, add an 'ATS113=1' to the modem initialization string.

For non-Apple modems, the modem may support the data calling tones necessary for Apple Telecom to perform data call detection. Most 14.4 and 28.8 modems now support the calling tones. The Hayes standard is to add a '^' to the dialing string. For example, with the Hayes 28.8 and Global Village Gold IIV modems, use the command 'ATDT^ 555-1212' to activate the calling tones. Check with your modem manufacturer for support of calling tones or just try a '^' in the phone number.

Two other workarounds are:

- Quit the voice application when you expect a data call.
- Temporarily select Data as the default call type in the advanced options panel of the Express Modem control panel.

Article Change History:

11 Jul 1995 - Update information on ARA detection.

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