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Power Macintosh and GeoPort Troubleshooting Steps (5/96)

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Security:       Everyone


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


I just got my GeoPort Telecom Adapter version 2.x for my Power Macintosh
computer and I cannot get it to work. What do I do?


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


Before you use an online service, terminal software, or Internet connection
software make sure the modem software is working. As a test, send the "My First
Fax" document to someone. If Faxing the document does not work, here are some
troubleshooting steps you can use to get your GeoPort Telecom Adapter working:


Step 1
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Make sure you have the correct version of the Apple Telecom software installed
on your computer. Apple recommends Apple Telecom v2.3.2 or later, and this
software can be found online at Apple Computer's software update locations.


Step 2
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Check the physical connections of the GeoPort Telecom Adapter.

• The GeoPort Telecom Adapter should be connected to the computer's modem
  port.
• The telephone cable should be connected to the GeoPort Telecom Adapter's
  RJ11 jack with a telephone jack icon.
• Optional, a telephone can be connected to the GeoPort Telecom Adapter's
  RJ11 jack with a telephone icon.


Step 3
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Make sure that your settings in the Express Modem control panel are set
appropriately.
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• Express Modem is turned on.
• Under advanced options set the progress sounds to keep on until carrier.

   NOTE: This is for troubleshooting purposes only. It will leave the
   speaker on until the carrier is established. After you have verified
   that the modem is functioning, you may select another option more
   suitable to you.

Step 4

Delete the following preferences
• Express Modem Preferences
• Fax terminal Log
• Fax terminal prefs
• Fax viewer prefs
• Finder prefs
• GeoPort teltool prefs

Step 5

Clear the parameter ram.
• Turn machine off.
• Restart machine and hold down option-command-p-r keys.
• Keep keys held down until you hear at least two startup chimes.

Step 6

Make sure AppleTalk is set to inactive in the AppleTalk control panel on the PCI
based Power Mac computer models (7200, 7500, 8500 or 9500).

Step 7

Turn on only the extensions needed to run the GeoPort and restart the machine
• Use the extensions manager to select the system set
• Turn on fax extension, fax sender, telephone manager, and express modem.

Step 8

Upon restarting your machine, make sure the GeoPort and Fax extensions load.
During startup the fax extension appears as a fax with a piece of paper rolling
out of it and the geoport extension is a telephone with buttons that will flash.
If either of these to do not appear, appear with an X over them, or are dark and
do not show animation try turning on just the geoport extensions listed in step
6. If they continue to not load at startup, delete and reinstall the Apple
Telecom software.

Step 9

Disconnect and reconnect the GeoPort Telecom Adapter from the back of the
computer while it is turned on. This will reset the GeoPort.

Step 10

Delete and reinstall the Apple Telecom software.

Step 11

Try another phone jack. Make sure that it is an analog line as opposed to a
digital line. Analog lines have been the standard for sometime in telephone or
voice signal. However, digital lines are being installed for use as well.

Step 12

Clean install the system software and then install the Apple Telecom software.

These articles can help you locate the software update mentioned here:

• "Where To Find Apple Software Updates" -- Lists online services for free Apple
software updates.

• "Obtaining Apple Product Support in the USA" -- Lists 800 numbers and online
services for software updates, Apple support information, and a subset of the
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