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PowerBook 3400: Ethernet/Modem Card Questions (5/97)

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Security: Everyone

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TOPIC -----

Is the modem that came with my PowerBook 3400 series computer made by Apple or Asante? Who supports it? If I had bought a PowerBook 3400 series computer that did not come with this modem, could I buy it later from Apple?

Do I have to use the "dongle" even if I'm not using Ethernet?

Tell me about the phone cord supplied with the computer for this pre-installed, internal modem. Do I have to use this one? Can I not use just a regular phone cord like I have at my house? What will happen if I use a four-wire cord?

Does the internal modem that comes with the PowerBook 3400 support cellular communications?

DISCUSSION -----

Modem Technical Support

The combination Ethernet/modem card included in most PowerBook 3400 series computer configurations in US and Canada (and in all configurations sold in Japan) is actually produced by Asante. However, it is sold as an Apple-labeled (not Asante-labeled) part when it is included in a PowerBook 3400 series configuration. Apple is responsible for all service and support for these configurations.

If US or Canadian customers purchase a PowerBook 3400 series computer without the internal Ethernet/modem card included, Apple does not supply this card as a stand-alone item for later purchase. However, the card can be purchased from Asante. When sold by Asante, the card is Asante-labeled (marked as such on the card) and supported by Asante, not by Apple.

The Ethernet/Modem Adapter

You do not need to use the Ethernet/modem adapter (dongle) which is supplied with your PowerBook 3400 series computer if you are using only one function at a time. Either a modem cord or a 10BaseT Ethernet cord can be plugged into the single port on the back panel of the computer. The port will recognize the type of cable that is plugged into it and it will act accordingly. The adapter is only needed if you want both Ethernet and modem at the same time.

The Phone Cord

The phone cord supplied with PowerBook 3400 series computers is a two-wire (single-line) phone cord in which only the center two pins are connected. The cord has a label on it instructing you to use only a two-wire (single-line cord) for the PowerBook 3400 series internal modem. If you lose or break the cord it should be replaced with a two-wire cord (available at most electronic stores).

If you use a four-wire phone cord, in most cases, it will work just fine. However, it is recommended that you use the two-wire cord because, if the telephone outlet plug to which you connect the cord carries two phone lines, including a second phone line over the outer pins of the RJ-11, the second phone line will be connected to the Ethernet circuit.

Although this should cause no permanent damage, the second phone line will be taken "off hook" and may cease to function properly while the phone cord is plugged into the PowerBook 3400 computer. If when you plug in your modem your other phone line stops working, check to make sure you are using a two-wire (single-line) phone cord.

A four-wire phone cord should work fine with the Ethernet/modem adapter (dongle). The dongle only has two pins which hook up to the wires on the phone jack. A four-wire phone cord will not take the second line "off hook", but you cannot access the second line from your PowerBook 3400 series computer if you use this type of cord.

Cellular Communications

The PowerBook 3400 series computer's internal modem card does not support cellular communications. Future versions of the card may support cellular communications. Asante is looking at possibly supporting cellular with the next revision of the card. They have made no commitment on when that card may be available.

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