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TITLE

iMac: ISP Compatibility With v.90 Specification

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TOPIC

I seem to have some difficulty connecting to my internet service provider (ISP) with my iMac. I either cannot connect, or my connection is dropped after a few minutes. My 33.6 modem connected with no problem. What's different about iMac that makes connecting more difficult?

DISCUSSION

iMac combines the excitement of the Internet and the simplicity of the Macintosh. The Internet connection experience via the iMac is nothing out of the ordinary. The modem used in the iMac is a 56K modem based on the new V.90 specification. Any time a new modem standard is introduced there is a period of adjustment while various ISPs work to ensure that their POP (Point of Presence) servers are compatible with the new specification.

If you are having difficulty connecting to a specific ISP, you may wish to contact them to ensure they are currently using V.90 compliant modems, or have plans to update to them in the near future. In the mean time, Apple has released a modified modem script for the iMac Internal 56k modem that will result in more reliable connections. This script forces the modem to connect at 33.6 kbps or lower speeds. These connections are more robust in situations where the phone line quality is marginal.

This CCL modem script can be found in the Apple Software Updates site. This URL will take you to Apple's Software Updates web site so you can download the "iMac v34 Only Modem Script.smi" file: <http://asu.info.apple.com/swupdates.nsf/artnum/n11128>

Also see [TIL article number 22234](#) for more information.

EXTENDED Information - [Apple Internal Use - Service Providers and Support Professional](#)

Document Information

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