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## Macintosh: Troubleshooting Modem Connect Problems

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TOPIC -----

I installed public domain telecommunications software on my Macintosh to use with my modem. After initiating a connection, the call is answered, but my system locks.

Can you give me some general troubleshooting tips to locate the problem?

DISCUSSION -----

Here are some general troubleshooting tips:

- Ensure that the baud rate is set correctly.
- Ensure that the bit and parity settings are set correctly.
- Ensure that you're using a clean line.
- Try connecting to other services. Does this problem happen only with one service or with several?
- Try using a commercial telecommunications software package. Do you still have the problem?

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