



# Tech Info Library

## ARA 2.0: DialAssist, Manual Dialing, & Redial (3/94)

Revised: 3/4/94  
Security: Everyone

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TOPIC -----

Dialing, Redialing and DialAssist information for ARA

DISCUSSION -----

Manual Dialing

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When you use Manual Dialing, establishing a Remote Access connection varies according to the type of modem you are using. To ensure that you can make a connection while using Manual Dialing, you may need to experiment with pressing the Connect button slightly before or after you hear the remote modem answer the phone.

ReDial Feature

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Remote Access Client will attempt redialing only when the phone number that has been dialed is busy. If the connection attempt has failed for any other reason, Remote Access will stop the redialing attempts so that you can correct any problems.

When using the Redial option, you should set the "Time between retries" number to five seconds or greater. Depending on the modem, anything less than five seconds may not give your modem sufficient time to reset, resulting in your Macintosh serial port being busy and unavailable for redialing.

When using the Re dial alternate number option, the main number will be dialed once before the redialing sequence is initiated. The redialing sequence will then alternate between the main and alternate numbers.

DialAssist

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In certain countries city/area codes don't exist. If you are calling within such a country and you encounter problems, try entering a space in the "Connect

To City/Area Code" field in your connection document to get DialAssist to work properly.

Support Information Services

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