Tech Info Library

Blind Dialing Problem With Express Modem II v1.5.4 (3/95)

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Security:       Everyone
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TOPIC ---

I have a problem concerning the blind dialing capability of the Express Modem
(version 1.5.4). When I check the box "without dial tone detection," the modem
does not dial. Instead a dialog box appears in the screen saying that modem
could not acquire dial tone.

This problem appears only in the PowerBook 500 Series (520 and 540c tested).
Also we believe that the problem appears only in the European modem version
because we have tested it in the U.S. and the European modem was (Express Modem
II) working properly.

Could you please tell me if there is any possible workaround for this?

DISCUSSION --

The problem you are experiencing is not tied to a specific Express Modem
hardware. It depends on what country settings you are currently using with your
Express Modem software. On a PowerBook 200 Series (Duo) the country settings are
controlled by an external DAA country code. On a PowerBook 500 Series with
Express Modem II the System software country code controls the settings.

There are countries like France and Spain where PTT protocols do not allow blind
dialing. Hence, the atx3 command or EM CDEV checkbox have no effect in these
countries. If you are using Express Modem v1.5.4, only the ';d' "hack" works to
enable blind dialing in this situation.

In next release of the Express Modem software (v2.0) the checkbox will not be
displayed when you are in a country where the feature is not allowed.

Workaround

Put ;d in the Dial Prefix box or as the first two characters of the phone number
(for example, ;d5551212). This will force the modem to blind dial.

Support Information Services

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