



# Tech Info Library

## Global Village Modem: Isolating Voice/Data Integrity (9/96)

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Security: Everyone

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TOPIC -----

Is there a way to rapidly isolate an internal Global Village voice-capable modem failure on a Performa computer?

DISCUSSION -----

The following information will help isolate both data and voice integrity. However, keep in mind that these steps are guidelines used in troubleshooting the Global Village modems. A failure of these diagnostics means there is a problem with the modem. However, success simply suggests that the voice and data capabilities of the modem are intact, but there still may be an additional failure symptom with the modem.

### Step 1

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Open and configure a ClarisWorks serial session. Verify that it is set as follows:

Data Rate: 57600  
Parity: None  
Data Bits: 8  
Stop Bits: 1

### Step 2

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To test for voice issues, type the following commands, which should elicit the corresponding responses:

Command	Response
-----	-----
AT	OK
AT#CLS=8	OK

```
AT#VRN=0      OK
ATDTn         VCON (n = phone number, e.g. 555-5555)
ATH           OK (hangs up)
```

If all four tests pass, the voice component of the modem is probably functioning correctly.

### Step 3

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To test for data issues, type the following commands, which should elicit the corresponding responses:

Command	Response
-----	-----
AT	OK
AT&F0	OK
ATZ	OK
ATDT	Dialtone. Press Space to get a NO CARRIER message.

If all four tests pass, the data component of the modem is probably functioning correctly.

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