Macintosh Frequently Asked Questions (FAQs)
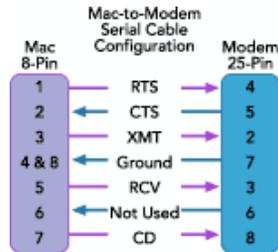
I want a MultiTech serial modem that is easy to install for my Mac. Which modem would you recommend?

Select the MultiTech modem that suits your application and order the MultiTech MacKit along with the modem. The MacKit includes a serial cable that is configured for MultiTech modems, terminal software, and fax software. The Kit makes installation easier and the terminal/fax software gives you added modem control not available in some serial Macs.

What should I do to configure my modem if I don't have a MultiTech MacKit?

To set up a MultiTech serial modem using another vendor's serial cable:

*   Configure the cable as shown in the figure below. For more information, see the document *Mac.txt* on our FTP server (**ftp://ftp.multitech.com/Mac-scripts/MAC.TXT**).

*   From your Mac, go to Apple Menu->Control Panel->TCP/IP. If you are running an older Mac OS, go to Config.PPP & Mac TCP.

*   In the init string box, type AT&F&D0.

```
                    Mac-to-Modem
                    Serial Cable
                    Configuration
   Mac                                  Modem
   8-Pin                                25-Pin
     1  ────────────  RTS  ───────►       4
     2  ◄───────────  CTS  ───────        5
     3  ────────────  XMT  ───────        2
   4 & 8 ◄──────────  Ground ─────        7
     5  ────────────  RCV  ───────►       3
     6  ◄───────────  Not Used ───        6
     7  ────────────  CD   ───────►       8
```

Does MultiTech provide the modem script for my Mac?

Yes. If you have a MultiTech modem or terminal adapter, you can download the scripts free from our FTP server (**ftp://ftp.multitech.com/Mac-scripts**). If you have a MultiTech USB modem, an installer containing the modem script and system extension is provided on the CD that shipped with the modem.

Does MultiTech provide the system extensions (drivers) for my Mac?

Yes. If you have a MultiTech USB modem, you can download the system extensions free from our FTP server (**ftp://ftp.multitech.com/Mac-scripts**). The system extensions are bundled in the same file as the modem scripts. The serial modems and serial terminal adapters do not require system extensions.
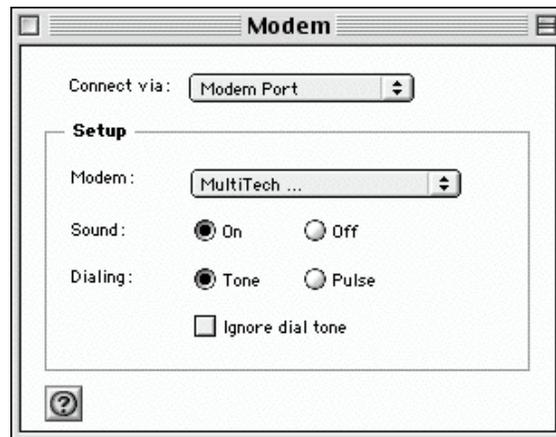
I downloaded the Mac modem scripts, but now what do I do with them?

The desired modem scripts should be placed in the Modem Scripts folder. The path to the Modem Scripts folder in Mac OS 8.x and Mac OS 9.x is as follows: "System Folder:Extensions:Modem Scripts". The path to the Modem Scripts folder in Mac OS X is as follows: "/Library/Modem Scripts" in the root of the Mac OS X installation partition or drive. In Mac OS 8.x and Mac OS 9.x, make sure you close the Modem control panel before installing the modem scripts, otherwise the Modem control panel won't see the new modem scripts until it is closed and opened again. In Mac OS X, make sure you quit the System Preferences application (don't just close the window) before installing the modem scripts, otherwise the "Modem:" pop-up list in the Modem tab of the Network pane will not show the new modem scripts. If the System Preferences application was open during installation of the modem scripts, then quit System Preferences and open it again.

I installed the Mac modem script(s), but where do I select the one to use in Classic Mac OS?
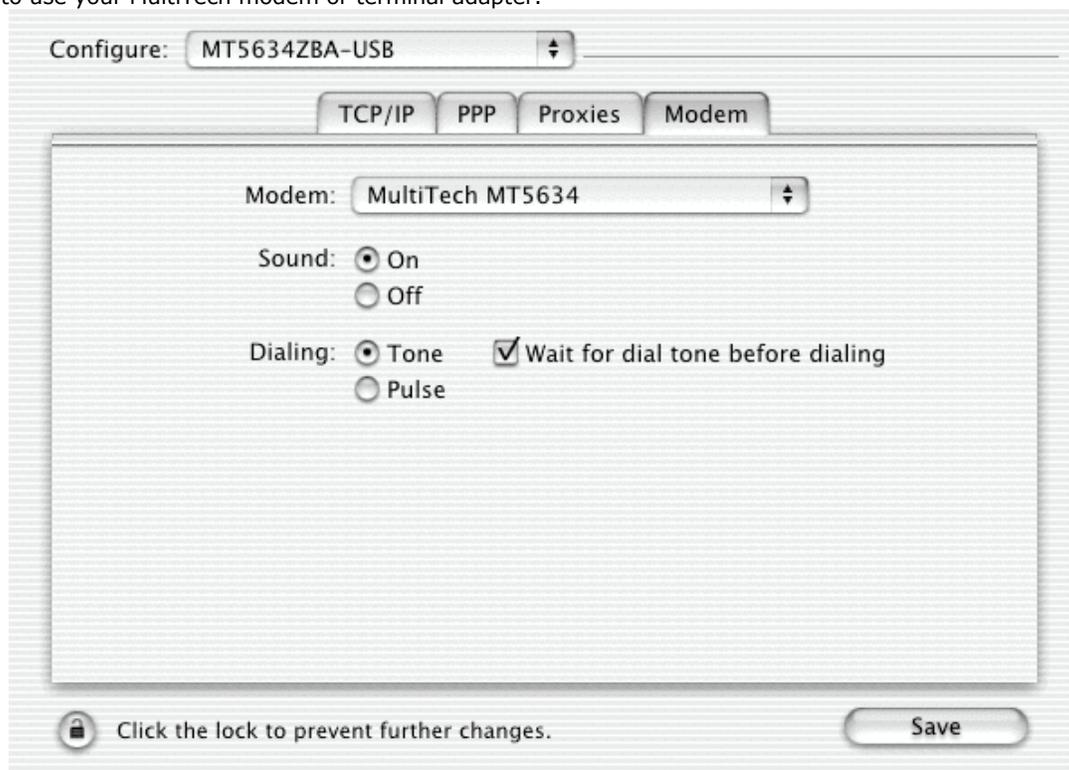
After the desired modem script has been installed, open the Modem control panel and select the desired MultiTech

modem script for your use.

I installed the Mac modem script(s), but where do I select the one to use in Mac OS X?
Open System Preferences from the Apple menu and select the Network pane. Make sure you have a dial-up device or port selected in the "Configure:" pop-up list and then select the Modem tab. Select the desired MultiTech Mac modem script from the "Modem:" pop-up list and then click on the Save button. You are now ready to use your MultiTech modem or terminal adapter.

How do I install my USB modem system extension (driver) in Mac OS 8.5.1 or Mac OS 8.6?
The MT5634MU requires the use of the MT5634MU system extension if the MT5634MU is used with Mac OS 8.5.1 or Mac OS 8.6. The MT5634ZBA-USB requires the use of the MT5634ZBA-USB system extension if the MT5634ZBA-USB is used with Mac OS 8.5.1 or Mac OS 8.6. Previous Macintosh operating systems did not support USB, including Mac OS 8.5.

System extensions must be installed in (copied to) the Extensions folder of the active System Folder. Once installed the computer does NOT need to be restarted. If the modem was on and plugged into the computer before the system extension was installed, then simply turn off the modem and then turn it on again and the operating system should then recognize the modem. Once the modem is recognized, then open the Modem control panel to select the appropriate port in the "Connect via:" pop-up list. The "Connect via:" modem name will be the same as the system extension you installed for the modem.

How do I install my USB modem system extension (driver) in Mac OS 9.x?
The MT5634MU system extension may also be used with Mac OS 9, but it is not required due to support for the USB CDC specification in the modem and in Mac OS 9. The MT5634ZBA-USB system extension may also be used with Mac OS 9, but it is not required due to support for the USB CDC specification in the modem and in Mac OS 9.

System extensions (if desired) must be installed in (copied to) the Extensions folder of the System Folder. Once installed the computer does NOT need to be restarted. If the modem was on and plugged into the computer before the system extension was installed, then simply turn off the modem and then turn it on again and the operating system should then recognize the modem. Once the modem is recognized, then also use the Modem control panel to select the appropriate port in the "Connect via:" pop-up list. If a system extension was installed for the USB modem, then the "Connect via:" name will be the same as the system extension. If the system extension was not installed, then the "Connect via:" name will be "USB Modem " and then a USB port number. For example, if the USB modem is plugged into USB port 2 of the computer, then the "Connect via:" name will be "USB Modem 2." If there is a USB hub between the modem and the computer and the USB hub is plugged into USB port 2 of the computer and the modem is plugged into USB port 4 of the USB hub, then the "Connect via:" name will be "USB Modem 24."

How do I install my USB terminal adapter (TA) for use in Mac OS 8.5.1 or Mac OS 8.6?
Since Mac OS 8.5.1 and Mac OS 8.6 do not support the USB CDC specification, MultiTech USB TAs cannot be used with these operating systems. You must update to Mac OS 9.x or Mac OS X or use a serial TA.

How do I install my USB terminal adapter (TA) for use in Mac OS 9.x?
Since Mac OS 9.x supports the USB CDC specification, MultiTech USB TAs simply need to be plugged in via USB and turned on. Select the appropriate terminal adapter in the "Connect via:" pop-up list of the Modem control panel. The "Connect via:" name will be "USB Modem " and then a USB port number. For example, if the USB terminal adapter is plugged into USB port 2 on the computer, then the "Connect via:" name will be "USB Modem 2." If there is a USB hub between the terminal adapter and the computer and the USB hub is plugged into USB port 2 of the computer and the terminal adapter is plugged into USB port 4 of the USB hub, then the "Connect via:" name will be "USB Modem 24."

How do I install my MultiTech modem or terminal adapter in Mac OS X?
1) Quit System Preferences if it is active (don't just close the window).
2) Copy the desired MultiTech Mac modem script(s) into "/Library/Modem Scripts" in the root of the Mac OS X partition or drive.
3) Connect the MultiTech modem or terminal adapter to the Macintosh and turn it on if it is not already connected and/or turned on.
4) Open System Preferences from the Apple menu and select the Network pane.
5) Installing a USB modem or USB terminal adapter:
  i) For Mac OS X v10.0:
    a) Select the "Configure:" pop-up list and select Advanced.
    b) Select the item called "USB ModemYYY" where YYY is a number like 062. This is the MultiTech USB modem or USB terminal adapter assuming there are no other USB modems or USB terminal adapters connected to the

USB. Normally you could double-click on this item and change its name to be more descriptive, but a bug in Mac OS X 10.0.x prevents proper renaming, so steps (c) through (d) will explain how to rename this item if you wish to rename it.

    c) With "USB ModemYYY" selected, click on the Duplicate button, change the name of the item to a more descriptive name. For example, change the name to MT5634ZBA-USB if the USB device is a MultiTech MT5634ZBA-USB modem. After renaming the item click on OK.

    d) You may select the "USB ModemYYY" item again and click on Delete... if you wish to remove that item from the list since you now have a duplicate of that device already made.

    e) Make sure the USB modem or USB terminal adapter check box is checked.

    f) Now select the "Configure:" pop-up list and choose your USB modem or USB terminal adapter (in this example, choose MT5634ZBA-USB).

  ii) For Mac OS X v10.1:

    a) Select the "Show:" pop-up list and select "Active Network Ports".

    b) Select the item called "MultiModemUSB", "MultiMobileUSB", or "MTA 128ST Terminal Adapter" depending on the device being installed. You may double-click on this item and change its name to be more descriptive. For example, change the name to MT5634ZBA-USB if the USB device is a MultiTech MT5634ZBA-USB modem.

    c) Make sure the USB modem or USB terminal adapter check box is checked (on).

    d) You may also want to uncheck (turn off) some of the other network ports or at least change priorities. For example, if you wish to use the MT5634ZBA-USB modem rather than Apple's internal modem, then uncheck the "Modem Port" checkbox. Now click and hold on the MT5634ZBA-USB network port and drag it to the top of the list so that a dark bar appears above all of the other network ports. Now release the mouse button and the MT5634ZBA-USB will be the primary network port when attempting a connection.

    e) Now select the "Show:" pop-up list and choose your USB modem or USB terminal adapter (in this example, choose MT5634ZBA-USB).

6) Installing a serial modem or serial terminal adapter:

  i) For Mac OS X v10.0:

    a) Select the "Configure:" pop-up list and select Advanced.

    b) Make sure the "Modem Port" item check box is checked if your modem or terminal adapter is connected to the modem port. Make sure the "Printer Port" item check box is checked if your modem or terminal adapter is connected to the printer port.

    c) Now select the "Configure:" pop-up list and choose the port to which your modem or terminal adapter is connected ("Modem Port" or "Printer Port").

  ii) For Mac OS X v10.1:

    a) Select the "Show:" pop-up list and select "Active Network Ports".

    b) Make sure the "Modem Port" checkbox is checked (on) if your modem or terminal adapter is connected to the modem port. Make sure the "Printer Port" checkbox is checked (on) if your modem or terminal adapter is connected to the printer port.

    c) You may also want to uncheck (turn off) some of the other network ports or at least change priorities. For example, if you wish to use the Modem Port rather than the Printer Port, then uncheck the "Printer Port" checkbox. Now click and hold on the Modem Port network port and drag it to the top of the list so that a dark bar appears above all of the other network ports. Now release the mouse button and the Modem Port will be the primary network port when attempting a connection.

    d) Now select the "Show:" pop-up list and choose the port to which your modem or terminal adapter is connected ("Modem Port" or "Printer Port").

7) With the desired USB modem, USB terminal adapter, or serial port ("Modem Port" or "Printer Port") selected in the "Configure:" (Mac OS X v10.0) or "Show:" (Mac OS X v10.1) pop-up list, you are ready to finish setting up the dial-up connection information:

  a) Set up the appropriate information in the TCP/IP tab.

  b) Set up the appropriate information in the PPP tab.

  c) Set up the appropriate information in the Proxies tab.

d) Select the Modem tab and select the desired MultiTech Mac modem script from the "Modem:" pop-up list.
    e) Click on the "Save" (Mac OS X v10.0) or "Apply Now" (Mac OS X v10.1) button.
8) You are now ready to use the Internet Connect application to test your dial-up connection.

What is Classic Mac OS?
Classic Mac OS is any Mac OS system software version previous to Mac OS X 10.0. This includes Mac OS 9.x, Mac OS 8.x and System 7.x (MultiTech does not support any Mac OS previous to System 7). The Classic environment in Mac OS X does not allow the use of most Classic Mac OS control panels, so refer to the Mac OS X installation instructions when installing a MultiTech modem or terminal adapter for use in Mac OS X.

Do you have Mac terminal software for Classic Mac OS?
Yes, for most Mac models. The MultiTech MacKit includes terminal and fax software that works with serial modems (not just MultiTech's) and with the internal modem that comes with a Mac. We also have a terminal application for download from our FTP server (**ftp://ftp.multitech.com/Mac-scripts/Utils/ZTerm101.HQX**).

Can I upgrade my modem firmware and how much does it cost?
Yes, and MultiTech modem firmware upgrades are absolutely FREE. If you have a flash upgradeable modem or an EPROM upgradeable modem, check our web site for more information. Go to
http://www.multitech.com/support/firmware.

Mac OS 9.1 and Mac OS 9.2 don't seem to stay connected for much more than a minute and it shouldn't disconnect that soon (the "disconnect if idle" option is not checked or it is set to more than 1 minute). Is there a dial-up problem with Mac OS 9.1 and Mac OS 9.2?
Yes, and Apple is aware of the problem. The problem is actually found in the Apple Remote Access (ARA) Client Server 4.0 software. The current solution to this problem is to remove Apple Remote Access Client Server 4.0 and install Apple Remote Access Client Server 3.5, which shipped with Mac OS 9.0. The following information describes the problem and the current solution:

Mac OS 9.1 and Mac OS 9.2 install ARA Client Server 4.0 which has a bug that causes a disconnection within 1 minute after connecting to an ISP that uses server equipment that rejects the LCP Magic-Number option. An example of such equipment is MultiTech Systems' RASExpress that ships with MultiTech's CommPlete systems.

This document explains how to remove the ARA Client Server 4.0 and install ARA Client Server 3.5 which does not have the disconnection bug. It also assumes you have access to the ARA Client Server 3.5 software installer. Currently the ARA Client Server 3.5 software installer is only found on the Mac OS 9.0 install CD. Do not remove ARA Client Server 4.0 if you do not have the ARA Client Server 3.5 software installer.

I. Removal of ARA Client Server 4.0
  NOTE: Removal of ARA Client Server 4.0 will not affect Modem Preferences nor Remote Access Preferences. It may also be removed such that the Modem Scripts are not removed (and they won't need to be re-installed later if they are not removed).
  1. Removal by using the installer in the Mac OS 9.1 or Mac OS 9.2 install CD or the Mac OS 9.1 Update or Mac OS 9.2.1 Update disk image:
    a. Open the "Software Installers" folder and open the "ARA Client Server" folder within.
    b. Open the "Remote Access PS Install" file by double-clicking on it. This will open the Installer application.
    c. After clicking on "Continue..." and "agree", you will see the installation options screen. Select "Custom Remove" from the pop-up list in the upper-left corner.
    d. Select (check) only the "Apple Remote Access 4.0 for Power Macintosh" option.
    e. Select the appropriate destination disk from which to remove the ARA 4.0 software and then click on

"Remove" to remove the software.
    f. Restart.
  2. Removal by hand:
    a. Remove the following files either by putting them in a temporary folder or in the Trash:
      "System Folder:Apple Menu Items:Remote Access Status"
      "System Folder:Control Panels:Dial Assist"
      "System Folder:Control Panels:Modem"
      "System Folder:Control Panels:Remote Access"
      "System Folder:Control Strip Modules:Remote Access Control Strip"
      "System Folder:Extensions:OpenTpt Remote Access"
      "System Folder:Extensions:OpenTpt Serial Arbitrator"
      "System Folder:Extensions:Remote Only"
      "System Folder:Extensions:Location Manager Modules:Remote Access ALM"
    b. No need to restart until after the ARA Client Server 3.5 software is installed.

II. Installation of ARA Client Server 3.5
  1. Installation by using the installer in the Mac OS 9.0 install CD:
    a. Open the "Software Installers" folder and open the "ARA Client Server" folder within.
    b. Open the "Personal Server Installation" file by double-clicking on it. This will open the Installer application.
    c. After clicking on "Continue..." and "agree", you will see the installation options screen. Select "Custom Install" from the pop-up list in the upper-left corner.
    d. Select (check) only the "Apple Remote Access 3.5 for Power Macintosh" option.
    e. Select the appropriate destination disk to which to install the ARA 3.5 software and then click on "Install" to install the software.
    f. Restart.
  2. Installation by using the installer not on the Mac OS 9.0 install CD:
    a. Open the "Personal Server Installation" file by double-clicking on it. This will open the Installer application.
    b. After clicking on "Continue..." and "agree", you will see the installation options screen. Select "Custom Install" from the pop-up list in the upper-left corner.
    c. Select (check) only the "Apple Remote Access 3.5 for Power Macintosh" option.
    d. Select the appropriate destination disk to which to install the ARA 3.5 software and then click on "Install" to install the software.
    e. Restart.