

# Troubleshooting an Unresponsive Modem

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Below are the steps for troubleshooting a modem that does not respond when “at” is entered.

Check that the modem is on, the baud rate is set correctly, and the connection is active (check the DTR or TR light on the modem, it should be on).

Try entering:

```
+++at  
ath0
```

If the modem is setup for a leased line, disconnect the phone line and repeat the above steps. If the modem has DIP switches to set PSTN or leased line, try temporarily setting it for PSTN.

Verify that the RxD light on the modem flicker as you type in the Hyperterm window. Try entering:

```
at&f
```

This will set the modem to the factory default settings.

Also try:

- Manually setting factory defaults according to the modem manual.
- Setting Handshake to **NONE** in the terminal emulator.
- In Hyperterm, press the button showing a phone handset being replaced, to disconnect the session. Then, go to `File > Properties > Configure` (COM1 should be highlighted) and set Flow Control to **NONE**. Press **[OK]** twice, then `at` again.

Using *Kermit* in Windows, click `Configure > Communications` and uncheck the *Hardware Handshake* to turn off all flow control.

If the modem is working properly, by now it should be responding (i.e., it should at least be echoing back).