

Customer Losing Telephone Number of Vendor when reprogramming Modem for ABCS Dialup Connection

Problem:

Customer calls saying that when he reprograms his modem so that ABCS can dial into his Store, his system somehow loses his correct dial up Vendor (ex: Ace) telephone number

Solution:

- a. Ask the customer for the correct vendor Telephone number that he wishes to dial.
- b. Ask the customer what telephone number now comes up when tries to do his order.
- c. From the prompt type # **cd /abcsdist/32v500/ref/call** Then hit the enter key
- d. From the prompt type # **n te ph. Modem**
- e. Edit the appropriate "wrong" number of proper Vendor (ex: Ace)
- f. Hit the **F-2 Key**, then the "**X**" key to "**Save and Exit**"
- g. From the prompt now # **cd /abcconfigs**
- h. From the prompt type # **n te ph. Modem**
- i. Edit the appropriate "wrong" number of proper Vendor (ex.Ace)
- j. Hit the **F-2 Key**, then the "**X**" key to "**Save and Exit**"
- k. Now reconfigure your modem....the new number should show up