

IU Credit Union

Home Teller Troubleshooting Sheet

Connection Problems

Try these steps in order; attempt to connect after each step. If the problem still occurs then go on to the next step. Do not skip or do multiple steps without trying to connect after each step.

1. Make sure you have completed Autosetup.
2. Make sure you are entering the correct account number. Make sure you are not entering your share suffix with the account number.
3. Make sure you are using the correct PIN number and are using the appropriate upper and lowercase letters.
4. Make sure the correct COM port is chosen. Click Autosetup if it isn't.
5. Check with Member Service (812-855-7823) to make sure Home Teller is functioning properly.
6. Drop the baud rate to 4800 under General Setup.
7. Return the baud rate to 9600 under General Setup.
8. Try the modem initialization strings listed on our web site for your modem's make and model. To change the modem initialization string, go to Setup, then Modem Commands, type the initialization strings in the initialize box. You type it between the quotation marks after SEND. So instead of the original settings (example, SEND "ATE0V1M1\r") you would have your new one (example if AT&T Dataport modem, SEND "ATE0V1M1%9600\r"). Try connecting after you type it in. If your modem is listed and still doesn't work, try the generic modem settings as they are listed. *Please refer to back page for sample of screen.*

The default settings for Home Teller modem commands 2.0 version