## Power Macintosh: FaxTerminal and SoftWindows Problem (7/94)

Article Created: 26 May 1994

TOPIC -------------------------------------------------------------

I have a Power Macintosh 8100/80, GeoPort Telecom Adapter with GeoPort for Power
Macintosh 1.0. I performed clean system installation on the system, then
installed SoftWindows 1.0 and GeoPort for Power Macintosh 1.0 and restarted.  I
turned on Auto-Answer in the FaxTerminal program. When I opened SoftWindows I
got the message: 'Fax Reception has been deactivated because the modem is not
available.  Please make sure the modem is connected.'

DISCUSSION --------------------------------------------------------

When you select the Fax Terminal auto-answer mode it allocates the port that
contains the Geoport device so that it can listen for an incoming call. Another
software application can share the port in some instances, if correctly
programmed. For example,  ARA and Express Modem can share while waiting for
incoming calls, but this is only because Apple engineers have programmed these
applications to allow for this to happen.

In this case, once the auto-answer option is selected, SoftWindows cannot get to
that port.

Work Around
-----------
SoftWindows is a DOS emulator. It must act as DOS acts. DOS does not share
ports. So the problem that the customer is having is not considered a "bug" by
Insignia. But they have provided an optional work around.

When SoftWindows starts up it wants to configure  a com1: port. The default for
this configuration is the modem port. In your scenario it can't allocate the
port because our Geoport (Fax Terminal) device already has it. There is a work
around, you should do the following to allow both programs to run at the same
time:
1. Make sure Fax Terminal is not running.
2. Launch SoftWindows.
3. Select the "Setup" pull down menu.
4. Select the "PC Serial Ports" option.
5. Then make sure that com1 and com2 are not trying to access the
   same port as the FAX Terminal software. Setting both ports to "none" is
   also a valid option.
6. Launch FAX Terminal and select Auto-answer.

Support Information Services
Copyright 1994, Apple Computer, Inc.


Keywords: kppc

==================================================================

This information is from the Apple Technical Information Library.

19960215 11:05:19.00

Tech Info Library Article Number: 15444