# Express Modem: Ver. 1.5.3 Fixes Cannot be Used... Error (8/94)

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

Our customer getting a message when she tries to use her internal Express
Fax/Modem that this modem cannot be used with this computer which is a Performa
636. She's tried looking for 'settings' so she can set them to 'generic' but the
'settings' cannot be found.

The software seems to load on startup because the startup INIT shows up and the
Express software folder is on the hard drive. Her disk says she's running
software v. 1.1.2. The model number on the box for the product is M2480LL/A
which is the kit for the Macintosh 630 series.

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

It would appear the customer is using the incorrect Express Modem software.
Please have the customer use Express Modem 1.5.3.

The following Macintosh systems are supported by the Express Modem 1.5.3
release:

- PowerBook 160, 165, 165c, 180, 180c using an internal Apple PowerBook
  14.4 Modem Card.

- PowerBook Duo 210, 230, 250, 270c, 280, 280c using an internal Apple
  PowerBook Duo 14.4 Modem.

- PowerBook 520, 520c, 540, 540c using an internal Apple PowerBook
  Express Modem II Card.

- LC 575, Macintosh 630 using an internal Macintosh Express Fax/Modem.

- The Express Fax software also allows you to send faxes with
  PowerBook models 100, 140, 145, 150 and 170 when used with the Apple
  PowerBook Fax/Data Modem.

Files found on Express Modem 1.5.3 disk:

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File Name                       Version #
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AppleLink US Access
Express Modem 14400            1.0
Express Modem ARA 2.0         1.0
Express Modem AT Cmds         1.5.2
Express Modem CCL             1.0
Express Modem ReadMe         1.5.3
Express Modem Tool           1.5.3
Express Modem                1.5.3
Fax Cover                    1.5.2
Fax Extension                1.5.2
Fax Sender                   1.5.2
Fax Terminal                 1.5.2
Fax Viewer                   1.5.2
Installer Script             1.5.3
Installer                    3.4
My first fax
PowerBook Setup              7.3
PowerBook                    7.3.1
Sample
Standard
System Enabler 131           1.0.3
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Express Modem 1.5.3 was released to support Japanese System Software and
systems.

To locate software updates mentioned in this article please refer to the
following Tech Info Library articles:

Where to Find Apple Software Updates
Obtaining Apple Product Support in the USA

Support Information Services
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Keywords:  knts

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