



# Tech Info Library

## Apple Telecom Software 2.3.2: Read Me (5/96)

Article Created: 10 January 1996

Article Reviewed/Updated: 27 May 1996

TOPIC -----

This article contains the ReadMe included with the Apple Telecom Software v2.3.2 posted online.

DISCUSSION -----

Apple Telecom Software

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This software runs on the following machines with their respective Express Modem internal modems:

- PowerBook 160, 165, 165c, 180, 180c, using an internal Apple PowerBook 14.4 Modem Card.
- PowerBook Duo 210, 230, 250, 270c, 280, 280c, 2300c, using an internal Apple PowerBook Duo 14.4 Modem.
- PowerBook 520, 520c, 540, 540c (with or without PowerPC processor upgrade), using an internal Apple PowerBook Express Modem II Card.
- LC 575, Macintosh Quadra, LC, Performa 630, using an internal Macintosh Express Fax/Modem (for the United States and Japan only).

Installing over an older version of the software

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If you are installing this version of the software over an older version, you should use the Easy Install option rather than the Custom Install option. This ensures that all files are updated as necessary.

Note: If you have installed any customized fax cover pages and renamed the fax folder (called Express Fax in previous versions), the Installer moves them to the new Fax Folder. You can still use them, but if you want to keep them in a different folder, you'll need to drag them there manually.

Preferred CCL scripts for Apple Remote Access

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ARA 1.0: Express Modem ARA 1.x (in Extensions folder in System Folder)

ARA 2.0: Express Modem ARA 2.x (in Extensions folder in System Folder)

Note: These files are placed directly in the Extensions folder by the Installer program. You do not need to move or copy them there as stated in Appendix C of the Apple Telecom User's Guide.

Two additional, optional connection (CCL) files, named Express Modem ARA 1.x/CNG and Express Modem ARA 2.x/CNG, are installed as well. When you use them, the Express Modem transmits data calling tones after dialing. Data calling tones allow the remote machine to detect automatically that an incoming call is a data modem call. If you are dialing into a system that supports data, fax and voice calls (such as a GeoPort Telecom Adapter), you should select one of these connection files in the Apple Remote Access Setup control panel.

Note: The Express Modem ARA 1.x/CNG and Express Modem ARA 2.x/CNG files are installed in the Telecom Documents folder. Should you decide to use these optional files, you'll need to drag or copy them to the Extensions folder.

Using Fax Sender GX with QuickDraw GX 1.1

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The Fax Sender GX extension described in Chapter 8 of the Apple Telecom User's Guide can only be used with QuickDraw GX 1.1 or later. Depending on your location, QuickDraw GX 1.1 may not be available in your area at the time this software is released.

If you need to send complex greyscale images, you should use Fax Sender GX instead of Fax Sender. The image quality is superior.

Note: The Control-shift shortcut used to select Fax Sender without going through the Chooser is not available when using Fax Sender GX. However, you can create a desktop printer icon for Fax Sender GX and use drag-and-drop to accomplish the same thing.

Fax Sender GX initially defaults to Standard quality. If you plan to use a desktop printer and want to change the default to Fine quality, print a document from any GX-aware application (SimpleText, for example) and select Fine quality from the Fax Sender GX print dialog.

Please refer to the About Fax Sender GX electronic manual installed in the Telecom Documents folder or Chapter 8 of the Apple Telecom User's Guide for more information about this software.

Sharing Fax Sender GX on an AppleTalk network

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Using Fax Sender GX, you can set up one machine on an AppleTalk network to be a central server for sending faxes. Other users on the network can send faxes without having the modem hardware installed in their computers.

In order to do this, the server must have the appropriate hardware installed, and both the server and client machines must have QuickDraw GX (version 1.1 or later) and the fax software installed. To install the fax software on a client machine, select the "Fax Sender GX Client Software" Custom Install option in the Apple Telecom Installer.

Note: If you are sharing your Express Modem or GeoPort Telecom Adapter on an AppleTalk network, try to minimize the time you spend in Fax preview. While you are previewing, other Fax Sender GX users may be paused.

#### Using the Apple Fax Gateway with PowerTalk 1.1

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The Apple Fax Gateway extension should be used with PowerTalk 1.1 or later. PowerTalk 1.1 is included in the System 7.5 system software release.

Note: Apple Fax Gateway only sends AppleMail-compatible letters, text-only files, and PICT files. If you enclose a formatted document (for example, a word processor document), it will be skipped and not be included in the fax.

See also: The About Apple Fax Gateway electronic manual installed in the Telecom Documents folder.

#### Auto-answer setting

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If Fax Terminal is set to Auto-answer, the Manual Receive is disabled.

#### FastPrint

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The Fax Viewer program included with this package implements a new FastPrint feature. The speed of printing can be significantly improved but is only available if the preferred memory size setting of the Fax Viewer application is set to at least 1500K (the default is 290K). To enable FastPrint, select the FastPrint checkbox in the Fax Viewer print dialog box. Note that this feature only works with PostScript® printers.

#### Troubleshooting

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Connecting to online services that do not support data compression or error correction

First check to see if your software uses a "modem initialization string". If so, locate and remove "S48=0", if it appears in the string. If this does not work or it is not present, add "%C0S46=136" to the end of your modem initialization string (this disables compression). If this still does not work, try adding "&Q0" instead (this disables compression and error correction).

Another potential connection problem is your application getting confused by the CARRIER message. Some applications misinterpret this as a CONNECT message and begin sending data. This will cause the Express Modem to drop the connection. Since it is still negotiating the connection, it will abort the call if it receives any data prior to the CONNECT message. If this is the case, you may want to add a W0 command in the application's initialization string (this suppresses the CARRIER message).

#### Communication settings

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If you are using a terminal emulator or communications program that supports the Apple Communications Toolbox, you should select the "Express Modem Tool" from

the connection settings menu item. This tool's default settings will always try to establish connections at the highest possible speed with error correction and compression enabled.

#### Identifying incoming calls

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When answering your phone line, the Express Modem will attempt to determine the type of incoming call (fax, voice, or data) before transferring the call to a telephony application. Incoming fax calls are easily detected since the sending fax machine usually transmits a fax calling tone. Incoming data and voice calls are more difficult to detect since in many countries modems typically do not transmit a tone. In the Express Modem control panel, you can set the default call type for situations where no calling tone is detected. If you are using a voice telephony application, we recommend that you select Voice as the default call type. If you are using a data telephony application (such as Apple Remote Access server), we recommend that you select Data as the default call type. If you expect to receive both voice and data calls, ask your callers to send a data calling tone when calling your machine. Use of these features is explained in detail in the Apple Telecom Upgrade Manual electronic document installed in the Telecom Documents folder.

#### Removing fax storage folders

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To protect your fax documents, the fax storage folders ("Fax Waiting To Be Sent", "Received Fax Documents", "Sent Fax Documents") are protected from accidental deletion. To bypass this mechanism, drag these folders to the trash, restart your computer, and then empty the trash. New, empty folders are created for you.

#### Resetting a blacklisting error message

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Regulations in France, Japan, and a few other countries require that the Express Modem software blacklist recently dialed numbers when the connection fails. If you receive a "BLACKLISTED" error message when dialing, you can reset the BLACKLISTED condition by turning the Express Modem control panel off and then on. This software reset, equivalent to turning off and on a hardware modem, is compliant with PTT regulations.

#### What goes where

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When you install the software using the Easy Install option of the Installer program, the following files and resources are installed on your hard disk.

#### Hard Disk:

- Express Modem Read Me
- SimpleText 1.2

#### Hard Disk: Telecom Applications: Fax Folder:

- Fax Terminal
- Fax Viewer
- Fax Cover
- Sample (cover document)
- Standard (cover document)

- My First Fax (PICT sample)

Hard Disk: Telecom Documents:

- About OCR (OCR manual for users who upgrade electronically)
- About Apple Fax Gateway (Gateway manual for users who upgrade electronically)
- About Fax Sender GX (Fax Sender GX manual for users who upgrade electronically)
- Apple Telecom Upgrade Manual
- Express Modem CCL (AppleLink CCL)
- Modem AT Command Set
- Express Modem ARA 1.x/CNG (optional, transmits data calling tone)
- Express Modem ARA 2.x/CNG (optional, transmits data calling tone)

Hard Disk: System Folder: Control Panels:

- Express Modem

Hard Disk: System Folder: Extensions:

- Apple Fax Gateway
- Apple Telecom Modem
- Express Modem Tool
- Fax Extension
- Fax Sender
- Fax Sender GX
- Express Modem ARA 1.x (Apple Remote Access 1.0 CCL)
- Express Modem ARA 2.x (Apple Remote Access 2.0 CCL)

Hard Disk: System Folder: Mimetics:

- EasyReader Fax
- Neuroneye
- US Dictionary
- UK Dictionary

Hard Disk: System Folder: System:

- Bell Telephone (sound resource)
- Electronic Telephone (sound resource)

GeoPort Telecom Adapter ReadMe

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Software included in the GeoPort Telecom Adapter Kit

Apple Telecom Software

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This includes all software necessary to use the GeoPort Telecom Adapter with the following Macintosh systems:

- Centris 660AV, Quadra 660AV and Quadra 840AV.
- Power Macintosh 6100 series, 7100 series, 7200 series, 7500/100, 8100 series, 8500/120, and 9500 series.

The Apple Telecom User's Guide contains complete information about installing

and using this software. An electronic Apple Telecom Upgrade Manual is included in the Telecom Documents folder so that you can learn about the new features if you upgraded electronically and don't have the Apple Telecom User's Guide. Disks 1 and 2 can also be used to install Apple Telecom 2.x software on Macintosh systems equipped with an Express Modem card.

Note: For Power Macintosh 7200 series, 7500/100, 8500/120, and 9500 series, version 2.1 or higher of Apple Telecom Software is required. If you are using a GeoPort Telecom Adapter on these Power Macintosh models, you must disable LocalTalk. To do this, disconnect any LocalTalk devices attached to the printer port (serial devices can remain attached).

Important If you select "Sleep" from the Special Menu available on some Power Macintosh models while there is an active GeoPort connection, the GeoPort Telecom Adapter will automatically disconnect the call without warning. When a Power Macintosh 7200 series model is in the low-power mode, the GeoPort Telecom Adapter will wake up the machine if the telephone rings and the machine is awaiting an incoming call. The monitor will remain in the low-power mode. While a connection is open via a GeoPort Telecom Adapter, your Power Macintosh will not enter the low-power mode, but the monitor will dim the screen.

MegaPhone (for United States, Canada, and Japan only)

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This is a screen-based telephone application that delivers full support of the telephony capabilities of the Apple Telecom 2.x software, including support for dialing from a graphical keypad, copying and pasting telephone numbers, and dragging and dropping business card information, and voice-mail functions.

The GeoPort Telecom Adapter Kit also includes a free 30-day trial of call logging, MegaDial dialing manager, intelligent synchronization with directory information (saving telephone numbers to a PowerTalk catalog, for example), and other extended capabilities.

See also: the MegaPhone electronic manual included on Disk 3 (Telecom Applications).

Note: MegaPhone is not installed by the Apple Telecom Installer program. You must install it separately.

SITcomm SE/GTA (for United States and Canada only)

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This is a terminal emulator application. With SITcomm SE/GTA (Special Edition for GeoPort Telecom Adapter), your Macintosh can communicate with a variety of other computers, linked by serial cables or by telephone lines.

With SITcomm you can exchange information with:

- A colleague who is using another computer with similar communications software.
- Text-based information and electronic mail services, such as CompuServe or MCI Mail.
- Your company or school's remote minicomputer or mainframe.

See also: the SITcomm SE electronic manual included on Disk 4 (Telecom

Applications).

Note: SITcomm is not installed by the Apple Telecom Installer program. You must install it separately.

Note: SITcomm (Disk 4) is not included with free upgrades. You can order the full upgrade, including SITcomm SE and the Apple Telecom User's Guide manual, by calling the Apple Order Center. Ask for the Apple Telecom software version 2.x upgrade for use with your GeoPort Telecom Adapter.

#### Upgrading from previous releases of GeoPort Telecom Adapter software

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If you are installing this version of the software over an older version, you should use the Easy Install option rather than the Custom Install option. This ensures that all files are updated as necessary.

Note: If you have installed any customized fax cover pages and renamed the fax folder (called Express Fax in previous versions), the Installer moves them to the new Fax Folder. You can still use them, but if you want to keep them in a different folder, you'll need to drag them there manually.

When you have installed over an older version, the folders "Modem Documents" and "Express Fax" and the file "GeoPort ReadMe" may still be left on your hard disk from the earlier version. These are not necessary for using the newer version; you may delete them.

#### Connection (CCL) scripts for Apple Remote Access

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Use the following connection scripts with Apple Remote Access:

ARA 1.0: GeoPort Telecom ARA 1.x (in Extensions folder in System Folder)  
ARA 2.0: GeoPort Telecom ARA 2.x (in Extensions folder in System Folder)

These files are placed directly in the Extensions folder by the Installer program. You do not need to move or copy them there as stated in Appendix C of the Apple Telecom User's Guide. Apple Remote Access 1.0 does not support Power Macintosh computers. You can order an upgrade for Apple Remote Access by calling the Apple Order Center.

Two additional, optional connection (CCL) files, named GeoPort Telecom ARA 1.x/CNG and GeoPort Telecom ARA 2.x/CNG, are installed as well. When you use them, the GeoPort Telecom Adapter transmits data calling tones after dialing. Data calling tones allow the remote machine to detect automatically that an incoming call is a data modem call. If you are dialing into a system that supports data, fax and voice calls (such as another GeoPort Telecom Adapter), you should select one of these connection files in the Apple Remote Access Setup control panel.

Note: The GeoPort Telecom ARA 1.x/CNG and GeoPort Telecom ARA 2.x/CNG files are installed in the Telecom Documents folder. Should you decide to use these optional files, you'll need to drag or copy them to the Extensions folder.

## Using Remote Access Dial Back

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If your Remote Access server uses a "Dial Back" feature, the server's return call back to your machine may be inadvertently directed to an open telephone application. To avoid this situation, either close these applications or open the Express Modem control panel and choose "Data" as the default call type when you expect an incoming call from another computer.

## Using Fax Sender GX with QuickDraw GX 1.1

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The Fax Sender GX extension described in Chapter 8 of the Apple Telecom User's Guide can only be used with QuickDraw GX 1.1 or later. Depending on your location, QuickDraw GX 1.1 may not be available in your area at the time this software is released.

If you need to send complex greyscale images, you should use Fax Sender GX instead of Fax Sender. The image quality is superior.

Note: The Control-shift shortcut used to select Fax Sender without going through the Chooser is not available when using Fax Sender GX. However, you can create a desktop printer icon for Fax Sender GX and use drag-and-drop to accomplish the same thing.

Fax Sender GX initially defaults to Standard quality. If you plan to use a desktop printer and want to change the default to Fine quality, print a document from any GX-aware application (SimpleText, for example) and select Fine quality from the Fax Sender GX print dialog.

Please refer to the About Fax Sender GX electronic manual installed in the Telecom Documents folder or Chapter 8 of the Apple Telecom User's Guide for more information about this software.

## Sharing Fax Sender GX on an AppleTalk network

---

Using Fax Sender GX, you can set up one machine on an AppleTalk network to be a central server for sending faxes. Other users on the network can send faxes without having the modem hardware installed in their computers.

In order to do this, the server must have the appropriate hardware installed, and both the server and client machines must have QuickDraw GX (version 1.1 or later) and the fax software installed. To install the fax software on a client machine, select the "Fax Sender GX Client Software" Custom Install option in the Apple Telecom Installer.

Note: If you are sharing your Express Modem or GeoPort Telecom Adapter on an AppleTalk network, try to minimize the time you spend in Fax preview. While you are previewing, other Fax Sender GX users may be paused.

## Using the Apple Fax Gateway with PowerTalk 1.1

---

The Apple Fax Gateway extension should be used with PowerTalk 1.1 or later. PowerTalk 1.1 is included in the System 7.5 system software release.



Note: Apple Fax Gateway only sends AppleMail-compatible letters, text-only files, and PICT files. If you enclose a formatted document (for example, a word processor document), it will be skipped and not be included in the fax.

See also: The About Apple Fax Gateway electronic manual installed in the Telecom Documents folder.

#### FastPrint

-----  
The Fax Viewer program included with this package implements a new FastPrint feature. The speed of printing can be significantly improved but is only available if the preferred memory size setting of the Fax Viewer application is set to at least 1500K (the default is 290K). To enable FastPrint, select the FastPrint checkbox in the Fax Viewer print dialog box. Note that this feature only works with PostScript® printers.

#### Troubleshooting

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Connecting to online services that do not support data compression or error correction

First check to see if your software uses a "modem initialization string". If so, locate and remove "S48=0", if it appears in the string. If this does not work or it is not present, add "%C0S46=136" to the end of your modem initialization string (this disables compression). If this still does not work, try adding "&Q0" instead (this disables compression and error correction).

Another potential connection problem is your application getting confused by the CARRIER message. Some applications misinterpret this as a CONNECT message and begin sending data. This will cause the GeoPort Telecom Adapter to drop the connection. Since it is still negotiating the connection, it will abort the call if it receives any data prior to the CONNECT message. If this is the case, you may want to add a W0 command in the application's initialization string (this suppresses the CARRIER message).

#### Communication settings

-----  
If you are using a terminal emulator or communications program that supports the Apple Communications Toolbox, you should select the "Express Modem Tool" from the connection settings menu item. This tool's default settings will always try to establish connections at the highest possible speed with error correction and compression enabled.

#### Identifying incoming calls

-----  
When answering your phone line, the GeoPort Telecom Adapter will attempt to determine the type of incoming call (fax, voice, or data) before transferring the call to a telephony application. Incoming fax calls are easily detected since the sending fax machine usually transmits a fax calling tone. Incoming data and voice calls are more difficult to detect since in many countries modems typically do not transmit a tone. In the Express Modem control panel, you can set the default call type for situations where no calling tone is detected. If

you are using a voice telephony application (such as MegaPhone), we recommend that you select Voice as the default call type. If you are using a data telephony application (such as Apple Remote Access server), we recommend that you select Data as the default call type. If you expect to receive both voice and data calls, ask your callers to send a data calling tone when calling your machine. Use of these features is explained in detail in the Apple Telecom Upgrade Manual electronic document installed in the Telecom Documents folder.

If you have problems receiving calls from data modems (when using the Apple Remote Access dial back feature, for example), try decreasing the number of rings to Auto-answer in the Express Modem control panel (if permitted in your country). Some calling modems may time out and disconnect before your modem answers if the number of rings is too high.

#### Removing fax storage folders

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To protect your fax documents, the fax storage folders ("Fax Waiting To Be Sent", "Received Fax Documents", "Sent Fax Documents") are protected from accidental deletion. To bypass this mechanism, drag these folders to the trash, restart your computer, and then empty the trash. New, empty folders are created for you.

#### Using a Centris 660av or Quadra 660av/840av

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If you are using a Centris 660av or Quadra 660av/840av and experience errors when attempting to establish a connection, you may need to change the audio settings on your computer. The default setting of 24.000 kHz is compatible with the GeoPort Telecom Adapter. To change this setting, open the sound control panel, choose "Sound Out" and select the "24.000 kHz" sampling rate.

#### Resetting a blacklisting error message

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Regulations in France, Japan, and a few other countries require that the Express Modem software blacklist recently dialed numbers when the connection fails. If you receive a "BLACKLISTED" error message when dialing, you can reset the BLACKLISTED condition by turning the Express Modem control panel off and then on. This software reset, equivalent to turning off and on a hardware modem, is compliant with PTT regulations.

#### Clicking sound from GeoPort Telecom Adapter

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If your machine freezes, the GeoPort Telecom Adapter can lose its connection with your machine and may generate a rapid clicking sound. This sound is a temporary side-effect of the lost connection. To stop the clicking, unplug the adapter for a few seconds or restart your machine.

#### Port Selection

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The interface for selecting the correct communications port has been simplified since GeoPort Telecom Adapter software versions 1.0.2 (Power Macintosh) and 1.2.2 (660av/840av). The "Use internal modem instead of modem port" checkbox has been removed from the Express Modem Control Panel. The Express Modem control panel now automatically detects whether a GeoPort Telecom Adapter is actually

attached to the Modem port. If so, all serial communications are first processed by the Express Modem software and transmitted through the GeoPort Telecom Adapter. If not, serial communication passes through the modem port directly.

GeoPort has been removed from the list of ports. The Express Modem control panel now automatically detects whether a GeoPort Telecom Adapter is actually attached to the Modem port. Select Modem Port whenever you wish to communicate through the GeoPort Telecom Adapter.

What goes where

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When you install the software using the Easy Install option of the Installer program, the following files and resources are installed on your hard disk.

Hard Disk:

- GeoPort Telecom Adapter ReadMe
- SimpleText 1.2

Hard Disk: Telecom Applications: Fax Folder:

- Fax Terminal
- Fax Viewer
- Fax Cover
- Sample (cover document)
- Standard (cover document)
- My First Fax (PICT sample)

Hard Disk: Telecom Documents:

- About OCR (OCR manual for users who upgrade electronically)
- About Apple Fax Gateway (Gateway manual for users who upgrade electronically)
- About Fax Sender GX (Fax Sender GX manual for users who upgrade electronically)
- Apple Telecom Upgrade Manual
- Express Modem CCL (AppleLink CCL)
- GeoPort Telecom ARA 1.x/CNG (optional, transmits data calling tone, 660/840AV only)
- GeoPort Telecom ARA 2.x/CNG (optional, transmits data calling tone)
- Modem AT Command Set

Hard Disk: System Folder: Control Panels:

- Express Modem

Hard Disk: System Folder: Extensions:

- Apple Fax Gateway
- Apple Telecom Modem
- AudioTuneUp (9500 series only)
- Express Modem Tool
- Fax Extension
- Fax Sender
- Fax Sender GX
- GeoPort for Power Macintosh (Power Macintosh only)
- GeoPort Extension (660/840AV only)
- GeoPort Serial Driver
- GeoPort Telecom Adapter

- GeoPort Telephone Tool
- GeoPort Telecom ARA 1.x (Apple Remote Access 1.0 CCL, 660/840AV only)
- GeoPort Telecom ARA 2.x (Apple Remote Access 2.0 CCL)
- Serial Extension (660/840AV and 6100/7100/8100 series only)
- Shared Library Manager
- Telephone Manager Extension

Hard Disk: System Folder: Mimetics:

- EasyReader Fax
- Neuroneye
- US Dictionary
- UK Dictionary

Hard Disk: System Folder: System:

- Bell Telephone (sound resource)
- Electronic Telephone (sound resource)

The Tech Info Library article titled "Locating Vendor Information" can help you search for the Apple Order Center's phone number.

Article Change History:

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