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AppleFax Modem Problem/Cure

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PROBLEM:

A Macintosh with the AppleFax Modem connected, the software loaded and another fax machine tries to dial in. On the AppleFax Modem station, the software asks the user if it should answer the phone. When the user selects "Answer Phone", the person at the AppleFax Modem hears the series of tones used to establish the connection between the two fax machines. The originator of the phone call still hears that the phone is dialing and that the destination AppleFax Modem HAS NOT answered the phone call.

CURE:

The problem above is caused when the telephone cable between the AppleFax Modem and the wall is plugged into the wrong RJ-11 jack, the one with the telephone icon below it, on the back of the AppleFax Modem. Plug the cable from the wall jack into the jack with the RJ-11 icon below it.

EXPLANATION:

There are 2 RJ-11 phone jacks on the AppleFax modem, one has an icon of a telephone and the other has an icon of an RJ-11 jack. Unlike other Apple modems the RJ-11 jacks on the AppleFax modem require that the telephone be plugged into the jack with the telephone icon and the line from the wall be plugged into the jack with the RJ-11 icon on it. The RJ-11 jacks are not interchangeable.

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