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AppleFAX Modem ROM Upgrade

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Apple has revised the ROM on the AppleFAX Modem main logic board to correct two problems. First, the AppleFAX modem timeout (error -401) when sending a FAX to Pitney Bowes facsimile machine models 8210 and 9200. Second, the AppleFAX modem, when connected to certain phone environments, does not answer a ringing line. Effective immediately, Finished Goods and Service is shipping AppleFAX Modem main logic boards with the upgraded Revision 1.1 ROM. You can identify a card with the new ROM by looking at the revision letter (B) following the part number on the board.

UPGRADE PROGRAM

An upgrade program is available for one year to customers whose AppleFax Modems have serial numbers with the first four characters below F833. The serial number is located on the bottom of the AppleFax Modem.

Upgrade Reimbursement

To obtain Labor, Parts Credit, and Parts Margin reimbursement for the ROM upgrade, return the old ROM to Apple and record the ROM part number on the SRO form. In addition, record the repair extension authorization code 8G0001 in the Warranty Information section of the SRO.

All main logic boards returned to Apple for repair are automatically being upgraded with the new-revision ROM. When you receive a repaired AppleFAX Modem main logic board from Apple, you can be assured it has the latest revision ROM.

To upgrade your existing AppleFax Modem main logic board Service Stock inventory, order the replacement ROM through the Advanced Exchange Program and return the old ROM to Apple.

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