



# Tech Info Library

## Language Kits: Express Modem & WorldScript Compatibility (7/95)

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TOPIC -----

One of the Language Kits is installed on my computer. I tried to Fax a document using Apple's PowerBook Express Modem and Fax Sender 1.5.x. I had the following problems:

Fax Phone Book Window Will Not Scroll  
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In the Fax Send "Fax Phone Book" window, the window refuses to scroll, despite the fact that the scroll bar is dark (the scroll bar box can be moved with the mouse but the contents of the window won't scroll). However, the arrow keys on the keyboard still function correctly.

Fax Does Not Include Cover Page  
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The cover page does not transmit even though it is selected in the Fax Sender dialog box.

DISCUSSION -----

These issues have been resolved with GeoPort 2.1. Users should upgrade to Apple Telecom 2.1 or later software.

If you are using earlier version of software, there is a conflict between the Express Modem software, Fax Sender, and the WorldScript II extension which comes with the Language Kits.

The problem disappears when the WorldScript II extension is removed from the System Folder and the computer is restarted. The Fax Phone Book window then scrolls correctly, and a cover sheet is Faxed. However all Japanese or Chinese characters in the document are unintelligible.

Apple has been able to reproduce this problem. The scroll bar is active, but does not do anything. This is true of the scroll bars for both the "Fax Phone Book" and "Send To" lists.

Workarounds  
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Until this conflict is resolved in future versions of the software, try these workarounds:

Scrolling Problem

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Use the arrow keys on the keyboard to scroll through the windows.

Cover Page Problem

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Embed a cover sheet within the Fax document. In other words, do not use the Fax Cover application to create a cover sheet, but instead, add the information you want to be on the cover page as Page 1 of the document you are sending as a fax.

Article Change History:

- 06 Jul 1995 - Added GeoPort 2.1 fixes these issues.
- 22 Feb 1995 - Changed article to include all Language Kits.
- 28 Mar 1994 - Included cover page issue and Express Modem.

Support Information Services

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