Tech Info Library

Performa 6360/6400: Apple Fax & Cover Page Problems (2/97)

Article Created: 4 February 1997

TOPIC --

I have a Performa 6360 & 6400 with an internal Geoport modem installed. I am
using the Apple Fax software that is included with my Performa to send faxes
from various applications. I have updated my software using the Apple Telecom
3.1.1 Updater.

I have noticed some errors with the Sample, Standard and Homemade cover pages.
Some of the text in the <Recipient Name> field is either missing or showing in
the wrong place within the field on the imaged or sent fax. Specifically, the
zip code appears after the street name and the state does not appear at all.
Also, when using the calling card feature, I notice that my calling card number
appears in the <Recipient Fax Number> field on the imaged or sent fax.

Are there any known workarounds for these issues? Will this be investigated?

DISCUSSION ---

Apple is aware of these issues with the fax Cover Pages and is working to
correct them in a future release of Apple Telecom software.

At this time, there are no known workarounds for the zip code appearing in the
wrong place and state not appearing at all in the <Recipient Name> field. For
the issue with the calling card being printed in the <Recipient Fax Number>
field, users can open the cover page using the Apple Fax application and delete
the <Recipient Fax Number> field entirely.

Modified fax cover sheets with the <Recipient Fax Number> field deleted are
available through Apple Software Update sites.

The latest version of the Apple Telecom updater software is version 3.1.1. It
is available through all Apple Software Update sites.

These articles can help you locate the software updates mentioned here:

• "Where To Find Apple Software Updates" - Lists online services for free Apple
software updates.

• "Obtaining Apple Product Support in the USA" - Lists 800 numbers and online

services for software updates, Apple support information, and a subset of the Apple Tech Info Library.

Copyright 1997, Apple Computer, Inc.

Keywords: <None>

===

This information is from the Apple Technical Information Library.

ArticleID: TECHINFO-0020917

19970205 09:34:06.00

Tech Info Library Article Number: 20917