



Tech Info Library

System 7.5: No Fax Sender in the Chooser (5/95)

Article Created: 23 January 1995

Article Reviewed/Updated: 24 May 1995

TOPIC -----

Since I installed System 7.5 I can no longer find Fax Sender in the Chooser. I did find the Fax Sender Chooser extension in my Extensions folder. What is wrong?

DISCUSSION -----

It sounds like you may have installed QuickDraw GX. Since there is no QuickDraw GX driver for the Express Modem or GeoPort at this time, the Fax Sender would not be visible in the Chooser when the QuickDraw GX extension is active.

Using QuickDraw GX with Express/Fax Modem

To send faxes using QuickDraw GX, you need a QuickDraw GX modem driver. A QuickDraw GX modem driver for the Express/Fax modem will be available later this year. If you have installed QuickDraw GX, you need to turn it off temporarily to use your Express Fax/Modem or GeoPort. Follow these steps to turn off QuickDraw GX temporarily:

Step 1:

Hold down the Space Bar while you choose Restart from the Special menu to restart your Macintosh computer. The Extensions Manager dialog box appears on the screen.

Step 2:

Click the QuickDraw GX extension (remove the check beside it) to prevent the QuickDraw GX software from loading.

Step 3:

Click the Extensions Manager Close box to resume startup.

Your fax modem should work normally. You cannot use any QuickDraw GX features until you turn the extension back on and restart again.

****Issue Resolution****
=====

Fax Sender GX Available With QuickDraw GX 1.1 & Apple Telecom 2.0

The Fax Sender GX extension is now available with Apple Telecom Software 2.0. It can only be used with QuickDraw GX 1.1 or later.

If you need to send complex greyscale images, you should use Fax Sender GX instead of previous versions 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.

These articles can help you locate the software updates (QuickDraw GX and Apple Telecom 2.0) 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.

Article Change History:

- 24 May 1995 - Added information about resolution.
- 22 Feb 1995 - Added keyword; made minor updates.

Support Information Services

Copyright 1995, Apple Computer, Inc .

Keywords: sys75,kalley

This information is from the Apple Technical Information Library.

19960215 11:05:19.00

Tech Info Library Article Number: 17050