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Apple Mobile Messaging System: Known Issues (5/96)

Article Created: 01 February 1995

Article Reviewed/Updated: 31 May 1996

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TOPIC -----

This article documents three known issues with the Apple Mobile Message System and its related components.

DISCUSSION -----

1. Global Village Mercury Modem Issue:

The Global Village Mercury modem in the 500-series PowerBook does not handle the standard format for sending pages to paging services (7 data bits, 1 stop bit, even parity) very well.

Global Village will be posting a fix to the problem to their bulletin board and will make the fix available to those who do not have access to the bulletin board for a \$15 shipping and handling fee. The Global Village bulletin board can be reached at 415-390-8334.

Customers can request a disk with the software fix on it by contacting Global Village at 1-415-390-8200. Global Village technical support is open Monday through Friday, 7 a.m. to 5 p.m., Pacific time.

As an alternative to obtaining the software fix, customers can use an external modem or a PCMCIA modem. If they do so, customers need to be reminded to disable NMP (error detection correction).

2. PCMCIA Expansion Module Issues:

There are a few compatibility issues (hardware and software) affecting the PCMCIA expansion module (M2995LL/C) on the 500-series PowerBook.

a. Grounding Problem:

There is a grounding problem that can occur when the PageCard is inserted in the top slot of the expansion module (it has two slots) causing the system to crash upon insertion.

To fix this problem, an updated PCMCIA Expansion Module (M2995LL/B) will be available by the end of January 1995 for customers who experience this specific failure.

The PageCard is fully functional in the lower socket of the PCMCIA Expansion Module.

b. Additional Compatibility Problems:

Some additional software compatibility problems will also be resolved at the same time the new modules become available via an update to flash ROM. Updates to the PCMCIA firmware, which will be included in the new modules, will be posted to the appropriate sites for downloading. The update will resolve the compatibility problems.

3. MessagePad 100 Issue:

There are two Newton applications that come with the Apple Mobile Message System, one for sending and one for receiving pages.

However, the two applications together consume more storage space (approximately 200k) than the MessagePad 100 has available internally. As a result the MessagePad 100 owner will be able to use only one of the two applications at a time.

This problem does not effect owners of the MessagePad 110 or 120, which have enough internal memory for both applications.

4. Message Splitting Character Limit In Update! Application.

When you set message splitting (in Update! on the Macintosh) to a low number (somewhere around 30 to 40 characters) problems can occur. The workaround is to set the number higher (the upper limit is 230 characters).

Article Change History:

31 May 1996 - Updated part number.

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Keywords: <None>

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19960603 14:32:16.00

Tech Info Library Article Number: 17106