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AppleFAX Modem: Wrong-Tone Problem May Be Misplugged Cable

This article last reviewed: 30 August 1988

Here is a problem some users have experienced:

When the AppleFAX Modem software is loaded, and another fax machine tries to dial in, the software on the AppleFAX Modem station asks the user if it should answer the phone.

When the end-user selects "Answer Phone", the person at the AppleFAX Modem hears the series of tones used to establish the connection between the 2 fax machines. However, the originator of the phone call still hears that the phone is dialing, and that the destination AppleFAX Modem HAS NOT answered the phone call.

This is probably because the phone cable between the AppleFAX Modem and the wall is plugged into the wrong RJ-11 jack (the one with the telephone icon below it) on the back of the AppleFAX Modem.

The phone cable between the AppleFAX Modem and the wall should be plugged into the RJ-11 jack with the RJ-11 icon below it.

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Keywords: <None>

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19960215 11:05:19.00

Tech Info Library Article Number: 3215