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AppleFax Modem: Reception Problem May Be Due to Line Noise

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TOPIC -----

I have been having a number of problems with the AppleFax Modem while receiving from a NEC model NEFAX Bit-1 to my Macintosh SE/30.

The problem was when I was receiving from the NEC Fax; I was able to open and view the document, but it was nothing but dots down the center of the page. The document was 227K.

I had the sending end retransmit and was able to read the document the second time with no problems, but this time it was 127K. Previously, I had been unable to read an AppleFax document although it showed up as an AppleFax Document.

Is there a problem with this configuration or with this transmitting Fax? Have you had any reports of a similar nature? Is there anything I can do?

RESPONSE -----

Since the problem is intermittent, we suspect that line noise is the cause--not an incompatibility between the AppleFax Modem and the NEC Fax machine. If there was an actual incompatibility, you would not be able to receive the document successfully. The AppleFax Modem has the capability to drop down from 9600 baud to 4800 baud in the case of line problems, but it is not uncommon to have connections that do not support 4800 baud reliably. We suspect that this had happened in this case, and the only suggestion we have is to ensure the use of clean lines from the transmitting machine to the modem.

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