Express Modem ReadMe: Apple Telecom 2.1 Software (8/95)

Article Created: 8 August 1995

TOPIC ---

This article is the Express Modem Read Me file which accompanies the Apple
Telecom 2.1 software.

DISCUSSION --

This software runs on the following machines with their respective Express Modem
internal modems:

• PowerBook 160, 165, 165c, 180, 180c, using an internal Apple PowerBook 14.4
Modem Card.

• PowerBook Duo 210, 230, 250, 270c, 280, 280c, using an internal Apple
PowerBook Duo 14.4 Modem.

• PowerBook 520, 520c, 540, 540c, using an internal Apple PowerBook Express
Modem II Card.

• LC 575, Macintosh Quadra, LC, Performa 630, using an internal Macintosh
Express Fax/Modem (for the United States and Japan only).

Installing over an older version of the software

If you are installing this version of the software over an older version, you
should use the Easy Install option rather than the Custom Install option. This
ensures that all files are updated as necessary.

NOTE: If you have installed any customized fax cover pages and renamed the fax
folder (called Express Fax in previous versions), the Installer moves them to
the new Fax Folder. You can still use them, but if you want to keep them in a
different folder, you'll need to drag them there manually.

Preferred CCL scripts for Apple Remote Access

ARA 1.0: Express Modem ARA 1.x (in Extensions folder in System Folder)
ARA 2.0: Express Modem ARA 2.x (in Extensions folder in System Folder)

NOTE: These files are placed directly in the Extensions folder by the Installer
program. You do not need to move or copy them there as stated in Appendix C of

the Apple Telecom User's Guide.

Two additional, optional connection (CCL) files, named Express Modem ARA 1.x/CNG and Express Modem ARA 2.x/CNG, are installed as well. When you use them, the Express Modem transmits data calling tones after dialing. Data calling tones allow the remote machine to detect automatically that an incoming call is a data modem call. If you are dialing into a system that supports data, fax and voice calls (such as another Express Modem), you should select it in the Apple Remote Access Setup control panel.

NOTE: The Express Modem ARA 1.x/CNG and Express Modem ARA 2.x/CNG files are installed in the Telecom Documents folder. Should you decide to use these optional files, you'll need to drag or copy them to the Extensions folder.

Using Fax Sender GX with QuickDraw GX 1.1

The Fax Sender GX extension described in Chapter 8 of the Apple Telecom User's Guide can only be used with QuickDraw GX 1.1 or later. Depending on your location, QuickDraw GX 1.1 may not be available in your area at the time this software is released.

If you need to send complex grayscale images, you should use Fax Sender GX instead 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.

Fax Sender GX initially defaults to Standard quality. If you plan to use a desktop printer and want to change the default to Fine quality, print a document from any GX-aware application (SimpleText, for example) and select Fine quality from the Fax Sender GX print dialog.

Please refer to the About Fax Sender GX electronic manual installed in the Telecom Documents folder or Chapter 8 of the Apple Telecom User's Guide for more information about this software.

Sharing Fax Sender GX on an AppleTalk network

Using Fax Sender GX, you can set up one machine on an AppleTalk network to be a central server for sending faxes. Other users on the network can send faxes without having the modem hardware installed in their computers.

In order to do this, the server must have the appropriate hardware installed, and both the server and client machines must have QuickDraw GX (version 1.1 or later) and the fax software installed. To install the fax software on a client machine, select the "Fax Sender GX Client Software" Custom Install option in the Apple Telecom Installer.

NOTE: If you are sharing your Express Modem or GeoPort Telecom Adapter on an AppleTalk network, try to minimize the time you spend in Fax preview. While you are previewing, other Fax Sender GX users may be paused.

Using the Apple Fax Gateway with PowerTalk 1.1

The Apple Fax Gateway extension should be used with PowerTalk 1.1 or later.
PowerTalk 1.1 is included in the System 7.5 system software release.

NOTE: Apple Fax Gateway only sends AppleMail-compatible letters, text-only
files, and PICT files. If you enclose a formatted document (for example, a word
processor document), it will be skipped and not be included in the fax.

SEE ALSO: The About Apple Fax Gateway electronic manual installed in the Telecom
Documents folder.

Auto-answer setting

If Fax Terminal is set to Auto-answer, the Manual Receive is disabled.

FastPrint

The Fax Viewer program included with this package implements a new FastPrint
feature. The speed of printing can be significantly improved but is only
available if the preferred memory size setting of the Fax Viewer application is
set to at least 1500K (the default is 290K). To enable FastPrint, select the
FastPrint checkbox in the Fax Viewer print dialog box. Note that this feature
only works with PostScript printers.

Troubleshooting

• Connecting to online services that do not support data compression or error
correction
First check to see if your software uses a "modem initialization string". If so,
locate and remove "S48=0", if it appears in the string. If this does not work or
it is not present, add "%C0S46=136" to the end of your modem initialization
string (this disables compression). If this still does not work, try adding
"&Q0" instead (this disables compression and error correction).

Another potential connection problem is your application getting confused by the
CARRIER message. Some applications misinterpret this as a CONNECT message and
begin sending data. This will cause the Express Modem to drop the connection.
Since it is still negotiating the connection, it will abort the call if it
receives any data prior to the CONNECT message. If this is the case, you may
want to add a W0 command in the application's initialization string (this
suppresses the CARRIER message).

• Communication settings
If you are using a terminal emulator or communications program that supports the
Apple Communications Toolbox, you should select the "Express Modem Tool" from
the connection settings menu item. This tool's default settings will always try
to establish connections at the highest possible speed with error correction and
compression enabled.

• Identifying incoming calls
When answering your phone line, the Express Modem will attempt to determine the

type of incoming call (fax, voice, or data) before transferring the call to a telephony application. Incoming fax calls are easily detected since the sending fax machine usually transmits a fax calling tone. Incoming data and voice calls are more difficult to detect since in many countries modems typically do not transmit a tone. In the Express Modem control panel, you can set the default call type for situations where no calling tone is detected. If you are using a voice telephony application, we recommend that you select Voice as the default call type. If you are using a data telephony application (such as Apple Remote Access server), we recommend that you select Data as the default call type. If you expect to receive both voice and data calls, ask your callers to send a data calling tone when calling your machine. Use of these features is explained in detail in the Apple Telecom Upgrade Manual electronic document installed in the Telecom Documents folder.

• Removing fax storage folders
To protect your fax documents, the fax storage folders ("Fax Waiting To Be Sent", "Received Fax Documents", "Sent Fax Documents") are protected from accidental deletion. To bypass this mechanism, drag these folders to the trash, restart your computer, and then empty the trash. New, empty folders are created for you.

• Resetting a blacklisting error message
Regulations in France, Japan, and a few other countries require that the Express Modem software blacklist recently dialed numbers when the connection fails. If you receive a "BLACKLISTED" error message when dialing, you can reset the BLACKLISTED condition by turning the Express Modem control panel off and then on. This software reset, equivalent to turning off and on a hardware modem, is compliant with PTT regulations.

What goes where

When you install the software using the Easy Install option of the Installer program, the following files and resources are installed on your hard disk.

Hard Disk:
• Express Modem Read Me
• SimpleText 1.2

Hard Disk: Telecom Applications: Fax Folder:
• Fax Terminal
• Fax Viewer
• Fax Cover
• Sample (cover document)
• Standard (cover document)
• My First Fax (PICT sample)

Hard Disk: Telecom Documents:
• About OCR (Manual for users who upgrade electronically)
• About Apple Fax Gateway (Manual for users who upgrade electronically)
• About Fax Sender GX (Manual for users who upgrade electronically)
• Apple Telecom Upgrade Manual
• Express Modem CCL (AppleLink CCL)
• Modem AT Command Set

- Express Modem ARA 1.x/CNG (optional, transmits data calling tone)
- Express Modem ARA 2.x/CNG (optional, transmits data calling tone)

Hard Disk: System Folder: Control Panels:
- Express Modem

Hard Disk: System Folder: Extensions:
- Apple Fax Gateway
- Apple Telecom Modem
- Express Modem Tool
- Fax Extension
- Fax Sender
- Fax Sender GX
- Apple Telecom Modem
- Express Modem ARA 1.x (Apple Remote Access 1.0 CCL)
- Express Modem ARA 2.x (Apple Remote Access 2.0 CCL)

Hard Disk: System Folder: Mimetics:
- EasyReader Fax
- Neuroneye
- US Dictionary
- UK Dictionary

Hard Disk: System Folder: System:
- Bell Telephone (sound resource)
- Electronic Telephone (sound resource)

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Keywords: <None>

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19960215 11:05:19.00

Tech Info Library Article Number: 18334