LaserWriter 16/600 PS: Cannot Receive Faxes with ECM (7/95)

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TOPIC ---

What causes the LaserWriter 16/600 PS to only receive the first inch of a sent
fax? When this happens, the sender also receives an error message. This occurs
when sending a fax from different fax machines, such as the Canon t400, Canon
630, Canon Fax 270, and a Pitney Bowes 9550. Faxes sent from other machines are
received properly.

DISCUSSION --

Apple worked with Canon to verify that this is related to an option on the
sending machines called ECM (Error Correction Mode). When the sender selects
ECM, the fax fails. However, the same fax job is completed successfully with ECM
turned off.

The work around is to turn off error correction on the sending machines. Please
note that this problem potentially could happen from other fax machines besides
those listed above.

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