Tech Info Library

PowerBook: Disable ARA Answer Calls to Send Fax (11/94)

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Revised:        11/29/94
Security:       Everyone
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PowerBook: Disable ARA "Answer Calls" to Send Fax (11/94)

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TOPIC ---

I'm having difficulty sending a Fax from my Macintosh PowerBook 170 with
internal AppleFax Modem. Everything seems fine until just after the Fax Monitor
Status says "Imaging Document." I get a status of "Waiting for modem" and it
never dials. I tried sending the sample document included with the Fax software
as well as sending a document from within MacWrite. This seems to be a problem
only with the Macintosh PowerBook 170 and Fax.

DISCUSSION --

You need to disable the Remote Access Setup (ARA) "Answer Calls" option. As
long as the Remote Access Setup "Answer Calls" option is enabled, the Macintosh
PowerBook AppleFax Modem software will remain in a "Waiting for modem" status
when trying to send a Fax.

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Support Information Services

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