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PowerBook: To Send Fax, Hard Drive Must Be Up to Speed 1/96

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Security: Everyone

PowerBook: To Send Fax, Hard Drive Must Be Up to Speed 1/96

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TOPIC -----

I am having intermittent problems staying connected to Fax machines from my Macintosh PowerBook 170 Fax/Data Modem. I have checked my configurations; I am sending to a known-compatible Fax machine; and I am using a clean phone line.

DISCUSSION -----

If the PowerBook hard drive has been spun down, and you try sending a Fax before the hard drive is fully spun up, the PowerBook it will be able to make the connection. However, while the hard drive is in the process of spinning up, the Fax/Data modem in unable to send any data even though it is connected. This will cause the receiving Fax machine to detect this call as a "No Carrier" and it will disconnect.

A workaround you can try is to configure the Portable (or PowerBook) control panel so that the hard drive will not spin down. To do this:

Step 1

Choose Control Panels from the Apple menu.

Step 2

Select the Portable (or PowerBook) control panel.

Step 3

Hold the Option key while you click the minutes option, and set it so that the hard drive will not go into the sleep state.

Note

If you are running your PowerBook computer from the battery, doing this will reduce the operational time of the battery because the hard drive will not go spin down, therefore it will always be drawing power. If you are running from the battery, we suggest that you reset the Portable control panel minutes option for the hard drive to spin down after you send the Fax.

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Support Information Services

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