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PowerBook Express Modem: Software Versions and Issues (12/94)

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TOPIC -----

This article describes:

- Where to obtain the latest Express Modem software.
- The different versions of Express Modem software and what fixes each version implemented.
- Using Express Modem software with the PowerBook Fax/Data Modem.
- Express Modem software support issues.

DISCUSSION -----

These articles can help you locate software updates mentioned here:

- "Where To Find Apple Software Updates"
Lists online services for "free" Apple software updates.
- "Obtaining Apple Product Support in the USA"
Lists 800 numbers and online services for software updates, Apple support information, and a subset of the Apple Tech. Info. Library.

Software Versions:

- 1.0 First release. Support for PowerBook Duo 210 and 230 only.
Includes Fax Sender 1.1
- 1.0.1 Added support for PowerBook 160 and 180.
 - Includes System Enabler 111 (1.0.2).
 - Improved compatibility with third party extensions.
- 1.0.2 European release only.

1.0.3 Italy release only.

1.0.4 Worldwide release. Includes Fax Sender 1.1.2

- Early versions of the software had trouble with connections requiring parity. (Typically host connections using 7 data bits.) Connections requiring parity are now fully supported in 1.0.4.
- Fixed ring detection problem.
- Added support for Loss of Carrier indication through the serial driver (SerSatus call, ctsHold byte).
- Fixed problem with XON/XOFF flow control during error corrected connections.
- Improved compatibility with US Robotics high speed modems when running LAP-M error correction.
- Problems involving Fax Terminal Pref file corruption have been addressed in 1.0.4. Symptoms customers would experience, would be seeing an "X" appear through the Fax extension upon startup and not being able to send a fax.
- When sending a fax, the six special dial characters (*,#,A,B,C,D) are now supported in the dial string.
- Fax Sender 1.1.2 now allows you to cancel sending a fax during imaging. Earlier versions only allowed cancellation after imaging was complete.

Problems not fixed in 1.0.4:

- Incompatibility with Prodigy software, where Prodigy does not recognize the Express Modem (currently under investigation).
- Problems have been reported using the "W" (wait for dial tone) and ":" (wait for calling card tone) dial commands. For example, calling card tones like Pacific Bell's and AT&T's are detected correctly, but not some others like MCI (currently under investigation). If you find that the tone is not being properly detected, you may need to enter one or more commas (,) to tell the modem to wait before sending the calling card number. Each comma represents a delay of 2 seconds.

1.1.2 Updated to include the Macintosh AV computers that now include the Express Modem option.

- 1.5.1
- Fixed the '@' dial modifier command so that it now works as described in the Express Modem user manual.
 - Improved throughput and reliability. Fixed a problem where fallback from MNP to async could fail and the Express Modem would hang up.
 - Removed dependency on A/ROSE. A/ROSE is no longer required.
 - Changed the default factory profile of atN value from 0 to 1.
 - Added support for GeoPort for Power Macintosh.

- 1.5.2
- Fixed a problem where Faxing caused hanging from time to time with EM 1.5/1.5.1
 - V23 rework for France (Minitel was not working well)
 - Fixed a problem where crashes appears at random in 1.5 and 1.5.1

during the fax process or the modem power-up sequence.

- 1.5.3 Was released to support Japanese System Software and systems.
 - Fax blacklisting delay for Norway was too short and was corrected.
 - Italy and Germany line detect button was not handled properly in EM 1.5.2.
 - RAM Memory card > 12MBytes were conflicting with EM 1.5.2 this is now fixed.
- 1.5.4 The addition of the Fax Terminal 7.5 compatibility extension. The extension consists of delaying the Fax sending of documents which are in the "Fax Waiting To Be Sent" folder at start up time.
- 1.5.5
 - Improvement for the PowerBook 500 series modem in Sweden and France. (Express Modem II only ships internationally. The Global Village Mercury ships in the U.S.)
 - Corrected a HDLC issue on all configurations except on PowerBook 200 Series computers. This affected large file transfers in MNP/V.42 mode.

Using the Express Modem software with the PowerBook Fax/Data Modem

The Express Modem software includes Fax Sender 1.1.2. Fax Sender 1.1.2 is backward compatible with the PowerBook Fax/Data Modem.

Why would PowerBook Fax/Data modem users want to upgrade to the Express Modem version of Fax Sender?

- Fax Sender 1.0.1 and 1.0.3 had a problem where the Fax Page Length produced would be A4 (~12.5 inches) even though US Letter was selected. This was corrected in Fax Sender 1.1.
- Performance. Imaging of documents is faster.
- New Fax Quick Send feature.

When using Fax Sender 1.1.2 software on a PowerBook with a PowerBook Fax/Data Modem it is important to note that the Serial Tool extension is required. The Serial Tool is "left over" from any earlier Fax Sender 1.0.1 or 1.0.3 installation, or can be dragged into the Extensions folder manually if a 'clean' System Software & Express Modem software installation is performed.

Other Issues Involving the Express Modem

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- When sending a fax it is impossible to image with a full disk. There is no workaround (rare problem). For example, sending a 14-page fax may require approximately 1MB of free disk space.
 - ATL commands are not supported but will result in "OK" if used. Use the Sound Control Panel to set volume level of the speaker.

- AT&T (Self Tests) commands are documented in the "Express Modem AT Cmds" read me, but actually are not supported.
- The Express Modem was designed to work with the Communications Toolbox (CTB). The Express Modem Tool, a CTB Connection Tool, was designed to work specifically with the Express Modem. If you use an application that supports the CTB, it is preferable that you choose the Express Modem Tool, rather than selecting the Serial Tool, Apple Modem Tool, or disabling the CTB.
- The Express Modem provides compatibility for applications that do not support the CTB. Selecting "Internal Modem" in the PowerBook control panel enables applications using serial port A (External Modem Port) to communicate with the Express Modem.
- It is not necessary to explicitly turn on the modem through the Express Modem control panel. When an application attempts to use the Express Modem, the modem will automatically be turned on.
- When your computer is transmitting or receiving data or faxes, make sure that it does not go to sleep. You can select "Don't sleep when plugged in" from the Options dialog box in the PowerBook control panel.
- Fax Terminal is not set by default to receive faxes. You must first select the "Answer calls" check box in Fax Terminal Preferences in order to receive faxes automatically.
- If you have AppleTalk Remote Access installed, it is recommended that you remove the "Serial Port Arbitrator" extension from the Extensions folder inside the System Folder. AppleTalk Remote Access will still function properly. The extension just keeps track of the names of applications using serial ports for user notification.
- Applications that use a non-standard means of accessing a modem (for example, bypassing the serial driver and directly controlling the hardware, or implementing an alternate to the standard serial driver) will have no means of accessing and using the Express Modem.
- Fax Sender will turn a page in landscape mode to portrait mode before faxing. There is no work around.

Article Change History:

- 15 Dec 1994 - Added information on Express Modem version 1.5.4 and 1.5.5.
- 29 Sep 1994 - Added information on Express Modem version 1.5.2.
- 21 Sep 1994 - Updated to include Express Modem version 1.5.3.
- 16 Jun 1994 - Updated to include Express Modem version 1.5.1 and Fax Sender only faxes in portrait mode.

Support Information Services

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