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Quadra 840AV: Screen Fax Displays As If Selected (12/94)

Revised: 12/14/94
Security: Everyone

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Article Created: 4 October 1993
Article Reviewed/Updated: 14 December 1994

TOPIC -----

I have a Quadra 840AV. When my Quadra 840AV received a Fax it was displayed on the monitor with a black background with white text (just the reverse of the plain paper Fax). Is there a command for switching the background color on the display from black to white?

DISCUSSION -----

No, there is no command to switch the background color. This is a known problem where the display is affected. If the Fax is printed out, it will print correctly, however, sometimes, it prints in inverse video. This problem also occurs on Power Macintosh computers.

To resolve this problem you should upgrade to Express Modem 1.5.5 software. These articles can help you locate Express Modem 1.5.5 software 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.

Article Change History:

14 Dec 1994 - Added Express Modem 1.5.5 and where to obtain it.
29 Sep 1994 - Added Power Macintosh and problem with Fax, but not screen.

Support Information Services

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Tech Info Library Article Number:13597