



Tech Info Library

PowerBook Express Modem: Problem Receiving Fax (7/94)

Revised: 7/8/94
Security: Everyone

PowerBook Express Modem: Problem Receiving Fax (7/94)

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TOPIC -----

When I receive a fax using my PowerBook Express Modem I get an error during transmission. Sometimes I will only receive part of the first page. Other times I receive the whole first page. Then the error will occur when I start receiving the second page. I have reinstalled my Express Modem Software and clean installed my system software.

DISCUSSION -----

The transmission error is caused by Virtual Memory being turned on. Go to the Memory Control Panel and turn off Virtual Memory. This will correct the problem.

*NOTE: This same situation can occur with some third party modems as well (like the Global Village PowerPort).

Support Information Services

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