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Apple MessagePad: Frequently Asked Questions (4/97)

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TOPIC -----

This document contains the answers to frequently asked questions (FAQ) about the Apple MessagePad.

Questions in this FAQ:

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• Does the Newton Connection Kit for Macintosh support Claris Organizer direct transfers?
- Is it possible to print to an Apple Color StyleWriter 2400 from my Apple MessagePad?
- Why does the Apple MessagePad put zeros or other characters as prefixes to phone numbers?
- How much system heap should I have on my Apple MessagePad 120? How can I increase the available heap space?
- Does the current AC Power Adapter being sold for the Apple MessagePad work for all models?
- Can I use an Apple MessagePad 110 rechargeable battery pack in an Apple MessagePad 120?
- How can I get the upgrade to Newton Connection Kit for Macintosh version 2.0.2?
- Can I upgrade an Apple MessagePad 100 to an Apple MessagePad 120?
- What is the status of the Apple MessagePad upgrade program for the Apple MessagePad 100?

- What do I need in order to use a non-Apple modem with my Apple MessagePad?

DISCUSSION -----

Question: Does the Newton Connection Kit for Macintosh support Claris Organizer direct transfers?

Answer: No. The current version of the Newton Connection Kit for Macintosh, version 2.0, does not have a translator for Claris Organizer. However, you can create custom templates that may allow you to import and export information to your Newton Connection Kit file. The instructions are included in the addendum that accompanies the Newton Connection Kit for Macintosh User's Guide.

Question: Is it possible to print to an Apple Color StyleWriter 2400 from my Apple MessagePad?

Answer: Currently, printing to the Color Stylewriter 2400 is not supported. Here is a list of Apple printers support by the MessagePad:

StyleWriter,
StyleWriter II,
Personal LaserWriter LS,
Personal LaserWriter 300 (Use the Personal LaserWriter LS driver),
LaserWriter Plus,
LaserWriter IINT and NTX,
LaserWriter IIf and IIg,
LaserWriter Select 360
LaserWriter Pro 600 and 630,
Personal LaserWriter NT and NTR.

Portable StyleWriter is supported by the Newton Print Pack - use the Canon BJ10e option.

Question: Why does the Apple MessagePad put zeros or other characters as prefixes to phone numbers?

Answer: The Apple MessagePad uses the information you have entered in the Personal Preference screen to determine how the phone number needs to be formatted for dialing.

When you set your Country preference in your Personal Preferences, you must tap Country, then select a country from the list that appears. In this case, you are in the United States, so you will select USA.

If you write the country name in the Country preference blank instead of selecting from the list, your Apple MessagePad does not understand what country you are in, and this problem occurs.

To set your access code, tap the Options button in the Call Slip window. Write in the access code needed to use your European account.

Question: How much system heap should I have on my Apple MessagePad 120? How can I increase the available heap space?

Answer: The Apple MessagePad has 110k of heap space. Apple is not aware of any application that increases the amount of heap space on an Apple MessagePad. If you have any soups on the Apple MessagePad, which are left from items that are no longer being used, you should remove them. There are various shareware utilities available that let you see and remove them.

Here are some tips regarding managing heap space.

- Remove programs that you no longer use, including programs that reside on a memory card. Each additional program, besides those located in the Apple MessagePad's ROM, takes up an additional 2K of heap memory.
- Close the Extras drawer after running any application. This saves another 3K of system memory.
- Avoid using a large number of programs that run continuously after installation. These programs consume large amounts of system memory and slow performance.

You can identify these types of programs by the way they work. If you have a program that always adds a button on a particular screen or has a "floating" window that is always available, it may be a program that is always running.

Question: Does the current AC Power Adapter being sold for the Apple MessagePad work for all models?

Answer: H0003Z/A is the Apple part number for the AC Adapter for the Apple MessagePad in the United States. It is compatible with all Apple MessagePad models and the Newton Charging Station, which are used in the United States.

Please contact the Apple Referral Center at 800-538-9696 to obtain a phone number for a local Apple-authorized Reseller.

Question: Can I use an Apple MessagePad 110 rechargeable battery pack in an Apple MessagePad 120?

Answer: Yes, you can use the rechargeable battery pack from the Apple MessagePad 110 in the Apple MessagePad 120. The accessories for the Apple MessagePad 110 and Apple MessagePad 120 are identical and interchangeable.

Question: How can I get the upgrade to Newton Connection Kit for Macintosh version 2.0.2?

Answer: Apple does not offer an upgrade to this version of the Newton Connection Kit for Macintosh. Version 2.0.2 only differs from previous versions in that it corrects an issue some customers experienced when importing large notes from

Microsoft Word. There is no new functionality.

If you are experiencing problems importing very large notes into the Connection Kit from Microsoft Word, please the Apple Assistance Center at 1 800-SOS-APPL.

Question: Can I upgrade an Apple MessagePad 100 to an Apple MessagePad 120?

Answer: Apple offers no option to upgrade the Apple MessagePad 100 or 110 to an Apple MessagePad 120. You can, however, update to Newton System Update 1.3 (the system update that comes with the 120)

Question: What is the status of the upgrade program for the Apple MessagePad 100?

Answer: The upgrade program for owners of the original Newton MessagePad has ended.

Question: What do I need in order to use a non-Apple modem with my Apple MessagePad?

Answer: In conjunction with a modem setup package, the Newton Modem Enabler 1.0 allows the use of a non-Apple modem with an Apple MessagePad 110 or 120. The Modem Enabler has not been tested with previous Apple MessagePad models and is not supported on them.

The Newton Modem Enabler 1.0 may be downloaded from the USA Apple Software Updates on any of the following online services:

- * America Online - keyword: applecomputer
- * CompuServe - GO APLSUP
- * Internet -
 - Worldwide Web: <<http://www.info.apple.com/swupdates>>
 - ftp: <<ftp://ftp.info.apple.com>>

Each modem has its own modem setup package, which is typically provided by the modem manufacturer. The modem setups supplied with the enabler include:

- . HayesCompatible.pkg
- . HayesErrorCorrecting.pkg
- . MotoCELLect14.4.pkg
- . MotoCELLectCellular.pkg

The Read Me document that accompanies the Modem Enabler explains what you need to do before installing Modem Enabler 1.0 and modem setup packages, what to do to install them, and how to work with them after they are installed.

Check with the manufacturer of your modem to verify its compatibility with the Apple MessagePad.

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