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Performa: Receiving Faxes with Internal GVC Modem (11/96)

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Security: Everyone

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TOPIC -----

I have a Macintosh Performa computer with an internal Global Village modem. I am having difficulty receiving faxes while Megaphone is set to receive messages. What should I do?

DISCUSSION -----

To reliably receive calls, follow these steps:

Step 1

Choose the Global Village Fax Center from the Apple menu.

Step 2

From the Fax menu, choose Setup, then choose Receiving.

Step 3

Click on the Receive Fax check-box to turn it on, and set the number of rings that the fax software should use.

Step 4

Click on the OK button.

Step 5

Open the Telephone Setup control panel.

Note: For optimum performance, Megaphone should be left open if the Telephone

Setup control panel is turned on.

Step 6

Turn off the Call Saver mode.

Step 7

Set the number of rings to answer at one more than the number noted in step 3.

Note: The settings in Telephone Setup and in the GVC Fax Center should theoretically work at the same number of rings, but the setup described here has proven to be successful.

Step 8

Close the Telephone Setup control panel.

Article Change History:

18 Nov 1996 - Added notes for clarity.

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