



Tech Info Library

Performa 6400/6360 & GeoPort Modem: Data/Fax Arbitration (1/97)

Revised: 1/31/97
Security: Everyone

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Article Created: 30 January 1997

TOPIC -----

I cannot get the data/fax arbitration to work correctly on a Macintosh Performa 6400 or 6360 with a GeoPort modem. What should I do?

DISCUSSION -----

1. Open the Express Modem control panel and verify the Express Modem is turned on.
2. From the General Settings pop-up menu, choose "Advanced Options." Make sure that unknown calls are selected to be transferred to the Voice application.
3. Open AppleFax and verify that the Receive Faxes option is in the ON position.
4. Open Megaphone and choose Preferences from the File menu.
5. From the Topics pop-up menu, choose Mailboxes. Ensure that "Allow Megaphone Voice Messaging" is enabled.
6. From the Topics pop-up menu, choose Incoming Calls. Ensure that "Come to Front When Ringing" is chosen.

This should suffice to allow the computer to automatically arbitrate between fax and voice calls.

Note that Megaphone must always be open for this feature to work.

If the above steps did not resolve your issue, you may have a software conflict. Please review the Tech Info Library articles listed below. They provide general guidance on how to troubleshoot extension conflicts.

Note that certain types of third-party performance enhancement utilities which

modify the system at a low level can modify system performance enough that some features may not work correctly.

REFERENCES

The online Apple Technical Info Library at <<http://til.info.apple.com>> - use the search string "TECHINFO-0017768" to locate the article "System SW Clean Restore:Macintosh Performa Computers w/CD."

The online Apple Technical Info Library at <<http://til.info.apple.com>> - use the search string "TECHINFO-0015926" to locate the article "System 7.5: Troubleshooting Extension Conflicts

The online Apple Technical Info Library at <<http://til.info.apple.com>> - use the search string "TECHINFO-0014343" to locate the article "Troubleshooting Macintosh System 7 INIT Conflicts."

This article was published in the Information Alley on 31 January 1997.

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Tech Info Library Article Number:20901