



Tech Info Library

Macintosh Performa 6360 & 6400: Voice Answered as Fax (1/97)

Article Created: 19 December 1996

Article Reviewed/Updated: 15 January 1997

TOPIC -----

I am using Megaphone and the Apple Telecom fax software which was bundled with my Macintosh Performa 6400 series computer. Sometimes when a voice call is coming through, the fax software seems to take over and attempts to handle the voice call as a fax. How can I prevent this from happening?

DISCUSSION -----

To prevent voice calls from being answered as fax calls, follow these steps:

Step 1

Choose Control Panels from the Apple menu, and open the Express modem control panel.

Step 2

Click on the "On" radio button to turn on the Express Modem.

Step 3

Click on the "Auto-answer incoming calls" check-box to enable the receiving capability.

Step 4

Click on the General Settings pop-up menu and choose "Advanced Options."

Step 5

Verify that the "Voice application" radio button is selected. The dialog should read "Transfer incoming calls which cannot be identified to: "Voice application."

Step 6

This step is optional. If steps 1 through 5 do not work, try resetting PRAM (parameter RAM) by restarting your computer while pressing and holding the

CMD-OPT-P-R keys until you hear the startup chimes the second time.

Article Change History:

15 Jan 1997 - Added step 6.

Copyright 1996-97, Apple Computer, Inc.

Keywords: ksts

=====

This information is from the Apple Technical Information Library.

19970115 15:14:19.00

Tech Info Library Article Number: 20760