FaxMail for Windows FAQ (Frequently Asked Questions)

QUESTIONS AND ANSWERS:
Q1
 a. Only the top part of the fax and/or the header gets sent/received.
 b. Part or all of the fax looks like garbage.

A1
 You may have a flow control problem. Go to the FaxMail Configuration
 and coordinate the Modem-Initialization-String with the Flow-Control.

 The Modem-Initialization-String tells the modem what flow control to
 use. The Flow Control setting tells Windows which flow control to use.

 If you select the Initialization-String from the FaxMail
 Initialization-String list, FaxMail will select the correct
 Flow-Control setting for you. But, if you type in an
 Initialization-String (not recommended), you will have to select
 either Rts/Cts or Xon/Xoff Flow-Control yourself.

 Load the FaxMail Event Monitor to see what class your modem is running.
 If it is class=2.0, your modem may have been made by USRobotics. If
 this is the case, select the USRobotics 28.8k class 1,2,2.0 string and
 Xon/Xoff flow control. If you have a USRobotics that is running

class 1, use Rts/Cts and the USRobotics 14.4k Choice 1 string. See
  Note 2019 below.

  Notes:
  o The only difference between the FaxMail initialization-strings are
    the flow-control characters. If you cannot find your modem in the
    FaxMail initialization-strings list, look in your modem manual
    under "AT COMMAND" and find the flow-control characters. Then
    select an initialization-string from the FaxMail initialization-
    strings list that contains these characters:-)

    If that does not do it, run COMTEST.COM and <copy, paste> the
    resulting COMTEST.TXT in a message to us. Do not attach it to
    the message, as we may want to use the email quote features.

  o With some modems, like the Practical Peripherals and USRobotics
    class 1 and class 2/2.0, you may have to go to FaxMail Configuration
    and do a <Class-Over-Ride> to class 1. Most modems do better if they
    have and use class 2 or class 2.0. If you do a class override, be
    sure to select the appropriate initialization-strings.

  o Usually a modem that supports class 1 or class 2 is not as good as one
    that supports class 1 and class 2.

  o Modem-Initialization-String defined:
    AT&F&C1&D2&K3S7=60   }{ Popular Rts/Cts
    AT&F&C1&D2&K4S7=60   }{ Popular Xon/Xoff
    AT&F&C1&D2\Q33S7=60   }{ Popular Rts/Cts
    AT&F&C1&D2\Q43S7=60   }{ Popular Xon/Xoff
    AT&F&H1&R2&I2S7=60   }{
    AT&F&H1S7=60   }{ USRobotics class 2.0, Xon/Xoff
    AT&F&C1&D2&H1&R2S7=60S36=0 }{ USRobotics class 1, Rts/Cts
    AT&F&C1&D2&H2&I2S7=60S36=0 }{ USRobotics class 1 or 2.0, Xon/Xoff
    Defining above String number 1 and 2:
    AT   :>FaxMail to modem; Come to attention and listen up!
    &F   :>Load and use your factory settings.
    &C1 :>RLSD follows the state of the data carrier from remote modem.
    &D2 :>Modem disconnects when DTR drops.
    &K3 :>Rts/Cts flow control.
    &K4 :>Xon/Xoff flow control.
    S7=60:>If no fax connection is made in 60sec, give up.

  o If all else fails, call ElectraSoft's tech-support: 281-261-0307.

Q2
While sending/receiving faxes parts of the page are not delivered.

A2
Flow Control is dealt with in two places. The Flow Control part of the
Initialization Strings sets the modem to either Rts/Cts Xon/Xoff. The
[Rts/Cts] and [Xon/Xoff] options in FaxMail SetUp tell FaxMail and
Windows what Flow Control the modem will be using. You need to make
sure they are both in harmony with one another.

In most cases, FaxMail prefers to use Rts/Cts Flow Control. A few
modems need Xon/Xoff Flow Control. Select <Fax>, <SetUp> to load the
FaxMail SetUp dialog box and experiment with the Flow Controls. They
are [Rts/Cts] and [Xon/Xoff]. Most of the Initialization Strings you
will have to choose from are Rts/Cts. If you want to modify a Strings
from Rts/Cts to Xon/Xoff, for example changing AT&K3 (which is the
Rts/Cts Flow Controls for some modems) to AT&K4 (which is the Xon/Xoff
for the same modems) you should change FaxMail SetUp options from
[Rts/Cts] to [Xon/Xoff]. Look in your modem manual under AT commands

to see what part of the Initialization String is the Flow Control.

The USRobotics 28,800 baud class 1,2,2.0 uses Xon/Xoff Flow Control
while running in the Class 2.0 fax mode but uses Rts/Cts in Class 1.

Q3
While sending/receiving faxes only one page is delivered.

A3
Flow Control can inadvertently effect page changing. See above.
If your FaxModem supports more than one class, the highest class will
usually give the highest performance. The [Dynamic] selection will
set your FaxModem to the highest supported class. If your modem
supports more than one class, try doing a <Class-Over-Ride> to Class 1.

Q4
 When I am booting and while my AUTOEXEC.BAT is loading I hear two Beeps
 and the FaxModem Driver says it is not loaded.

A4
 If your FaxModem is turned-off or hung, or the FaxModem Driver you
 chose is not compatible with your FaxModem or computer, the
 FaxModem Driver will make a BEEP and fail to load.

Q5
 FaxMail for Windows does not run or does not run properly.

A5
 If you are currently using another Fax-Program, you will have to
 disable or remove it before using FaxMail for Windows as two
 Fax-Programs can not share the same FaxModem or run concurrently.

Q6
 None of the FaxModem Drivers work.

A6
 Be sure you have the latest Version. FaxMail for Windows is being
 updated continuously. We may have a new FaxModem Drivers that will
 work for you.

Q7
 I set the sound/volume/retries but my FaxModem ignores my changes.

A7
 The DoveFax and some other FaxModem do not support volume and
 speaker manipulation.

Q8
 I did the INSTALL.EXE and re-booted, but the FaxModem Driver didn't
 even attempt to load from my AUTOEXEC.BAT.

A8
 FaxMail for Windows put a FaxModem Driver in your AUTOEXEC.BAT. Look
 in your AUTOEXEC.BAT and see if you have a menu or jump command ahead
 of the FaxModem Driver. If you do, move the FaxModem Driver to a
 place in your AUTOEXEC.BAT where they will load, preferably, first.
 The FaxModem Driver looks something like this:

C:\FAXMAIL\FM_ROCK2.COM

 NOTE: If you are using the FaxMail for Windows Dynamic All Class
 FaxModem Driver, there will be nothing placed in you AUTOEXEC.BAT.

Q9
 I removed or commented the FaxModem Driver from my AUTOEXEC.BAT and
 now when I try to run ant Windows program that has a print-routine in
 it, I get a message saying:

    This Function requires a FaxModem Driver to be
    loaded before entering Windows.

    1. Did you re-boot after installing FaxMail for
       Windows? If not, re-boot the computer now.

    2. You may have to use the FaxMail for Windows
       Change FaxModem Driver command and install
       a different FaxModem Driver.

A9
 If you had a power failure while in Windows or you crashed out of
 Windows while FaxMail for Windows was active, your
 Default-Printer-Driver may have been replaced with the FaxMail for
 Windows Fax-Converter ("Convert to Fax").

Solution:
 Close the FaxMail for Windows "Control" Program by clicking on the
 <System> button, <QUIT> button. Load the Windows Control Panel
 (found in "Accessories" Group or "Main" Group), select Printers and
 choose the Printer-Driver that you want as your Default-Printer-Driver.
 Then reload the FaxMail for Windows "Control" Program.

Note:
 When you have the FaxMail for Windows Control loaded and the PRINTER OR
 FAX TOGGLE is toggled to FAX, Windows swaps from your Default-Printer-
 Driver to "Convert to Fax". When you toggle back to PRINTER or exit
 Windows, Windows swaps back to your Default-Printer-Driver. If you
 crash out of Windows, Windows does not get a chance to swap back, so
 the next time you enter Windows it thinks that "Convert to Fax" is your
 Default-Printer-Driver and when FaxMail for Windows makes it's swap it
 swaps "Convert to Fax" for "Convert to Fax".

Q10
 I do not know what kind of FaxModem I have. Who made my FaxModem?
 I want to know more about my FaxModem. Is it Class 1, Class 2, etc?

 I ran COMTEST.COM and read the COMTEST.TXT file that it generated.
 What does all that "gibberish" mean?

A10
 OUT: mean OUT to your FaxModem. That is the way FaxMail Network for
 Windows talks to your FaxModem.

 IN: mean IN from your FaxModem. That is the way your FaxModem talks
 to FaxMail for Windows.

 Typical dialog between FaxMail for Windows and your FaxModem
 follows:

OUT: AT+FCLASS=? }FaxMail to FaxModem; What Class are you?
 IN: 0,1,2   }FaxModem to FaxMail for Windows;
                  }I am Class 0 (Data, BBS), Class 1 Fax and Class 2 Fax.

 IN: OK   }Means your FaxModem supports said function.
 IN: ERROR   }Means your FaxModem does not supports said function.

 To learn more about your four COM-Ports (COM?-IRQ?), exit Windows and

run FaxModem Wizard, COMTEST.COM, after reading "USING COMTEST.COM"
in the FaxMail for Windows README. COMTEST.COM is included with
FaxMail for Windows.

Q11
 I tried the FaxModem Driver that was suggested for my FaxModem, but
 it did not work.

A11
 Run: FaxModem Wizard, COMTEST.COM and read the COMTEST.TXT report it
 generates.

Notes:
 *The Universal FaxModem Drivers are designed to overcome special
  Problems.

 *You should turn your FaxModem off-on just before each test. In the
  case of an internal FaxModem, turn your computer off-on.

Q12
 I called the ElectraSoft Fax phone number 281-499-5939,11,11,11,11
 and it did not work.

A12
 Call voice 281-261-0307 first to make sure that it is available and
 not being used for R&D. BTW, the ,11,11,11,11 tells us to route the
 call to our FaxModem. If you want to call our Computer Technical
 Support (CTS) BBS dial 281-499-5939 without the ,11,11,11,11.

 If you have a pulse-dial-phone, use 281-499-8423 to fax ElectraSoft.

Q13
 USRobotics Sportster FaxModem Problems and Solutions.

A13
 There are several FaxModem sold by USRobotics that are sold under
 the name of USRobotics Sportster 14.4 Class 1. For that reason
 there are more than one method of solving the problems, depending on
 which one you have.

 Note:
  There are some versions of the USRobotics Sportster 28.8 Class 1,
  Class 2.0 FaxModems that may not work properly. If, while sending
  faxes, you get Fatal Errror: 2019 often, read Note 2019 near the end
  of this Q and A file.

 First:
  a. Use a text editor, such as Windows Notepad or SYSEDIT, to open your
     SYSTEM.INI file. For Windows 3.1 and Windows 3.11, under [Boot],
     be sure it looks like this.

     [Boot]
     COMM.DRV=COMM.DRV

     There are other high performance Modem drivers that can be used
     such as COMM.DRV=CYBERCOM.DRV. You can get a high performance
     Modem driver from the ElectraSoft BBS in the FaxMail for Windows
     Support file section.

  b. Under [386Enh] add these lines.

     [386Enh]
     COMBOOSTTIME=30

```
     COMnFIFO=2
     COMnBUFFER=4096
     COMnTXSIZE=16
     COMnRXSIZE=8
     COMnPROTOCOL=XOFF
     COMnTXFIFO=1
     COMnRXTRIGGER=8
```

     Where n is the COM-Port that your USRobotics Sportster 14.4
     Class 1 FaxModem is on.

  c. Save the changes, exit Windows and re-enter Windows. Upon
     re-enter Windows, the changes will be in effect.

 Method 1
  Select <Fax>, <SetUp> and change the <Extended FaxModem
  Initialization String> to: AT&F&C1&D2&H1&R2S7=60S36=0

 Method 2
  Select <Fax>, <SetUp> and change the <Extended FaxModem
  Initialization String> to: AT&F&C1&D2&H2&I2S7=60S36=0

 Note:
  There are several versions of the USRobotics Sportster 14.4 Class 1
  FaxModems that may not work properly with FaxMail for Windows. To
  find out if you have one of these FaxModems.

  Load a terminal program such as the Windows Terminal program. Set
  terminal to the COM-Port where your USRobotics Sportster 14.4
  Class 1 FaxModem is, and type:

  ATI7 <Enter>

  Part of the response will be the Supervisor Date for the firmware of
  the FaxModem. If you receive any one of the following dates:

  2/18/94, 4/21/94 or 6/27/94

  call USRobotics at (708) 982-5151 and ask for a firmware update.

  If the Supervisor Date is:

  10/29/93 or 11/16/93

  remove the phone wire from the back of your FaxModem and type:

  AT+FCLASS=1 <Enter>
  ATX3D <Enter>

  You should hear the Fax-Tone every three seconds. If you do not,
  call USRobotics at (708) 982-5151 and ask for a firmware update.

Q14
 I am in Windows and I try to print but the FaxMail for Windows
 "FaxMail Convert to Fax" intercepts the print-job and wants to send it
 to a remote Fax-Machine.

A14
 Click on the <System-Button> and then on the
 <PRINTER OR FAX TOGGLE> button.

Notes:

*If the <PRINTER OR FAX TOGGLE> button has a check by it and it says
"FAX IS ACTIVE", then the print-job will be printed on a remote
Fax-Machine. If the <PRINTER OR FAX TOGGLE> button is not checked and
it says "PRINTER IS ACTIVE" the print-job will be printed on your
default printer.

*When you toggle the PRINTER OR FAX TOGGLE, FaxMail for Windows swaps
the Print-Driver found in your WIN.INI form your normal default to the
'FaxMail for Windows Convert to Fax(FM_PN_DX.DRV)' Print-Driver.
So...If the <PRINTER OR FAX TOGGLE> button is set to the Convert to Fax
("FAX IS ACTIVE") mode and you re-boot with a (press <Alt+Ctrl+Del>),
turn the power off-on or power failure, the Convert to
Fax(FM_PN_DX.DRV) will be left in your WIN.INI file. As a result,
toggling the <PRINTER OR FAX TOGGLE> button will switching "back and
forth" between the Convert to Fax and Convert to Fax Print-Driver and
your actual default Print-Driver will be lost.

Solution:
 If/when this happens:
 1. Click on the <System-Button>
 2. Click on the <QUIT> FaxMail for Windows button.
 3. Load the Windows "Control Panel" program.
 4. Load the "Printers" program.
 5. Highlight your normal Printer-Driver.
 6. Click on <Set As Default Printer>.
 7. Click on <Close>.
 8. Load the FaxMail for Windows "Control" program to reload FaxMail for
    Windows back-ground operation again and all will be normal again.

Q15
 As I am using FaxMail for Windows, a message keeps popping up; asking
 me if I want to allow the system to write to FM_DS_IN.CFG and the
 FaxMail for Windows FaxModem Driver FAXMODEM.CFG file.

A15
 You have a Virus detection program that is not working properly.

Solution:
 Remove the "Virus detection" software from your AUTOEXEC.BAT and/or
 elsewhere.

Note:
 The FaxMail for Windows FaxModem Driver and Windows to
 FaxModem Driver Interface both write to configuration(.CFG) files
 during each session to track the ever changing "dynamically-flowing"
 defaults that make it easier for you to operate.

Q16
 I am prone to losing dialog boxes behind other boxes and windows.

A16
 If you lose a dialog boxes while using FaxMail for Windows, simple
 reload from button or ICON. Actually when you try to reload a lost
 dialog box, the new instance detects the old instance and sends a
 message to it that brings it to the top and then does not load itself.
 Because you get back the one you lost, you do not lose any of your
 work.

Q17
 I have pulse-dial-phone and can not get tone dial in my area.

A17
 Click on the "SetUp" button and you can select "Tone Dial" or "Pulse".

Q18
 I Viewed a Fax but when I tried to Print it, the paper came out of my
 Printer blank.

A18
 Be sure your printer is set to Portrait and *not* Landscape.

Q19
 When I use the FaxMail for Windows Cover-Page feature; How wide can I
 make it? And; What about the left and right margins?

A19
 No more than 72 characters wide. You do not have to concern
 yourself with the left or right margin as there is a 3/8" left and
 right margin built into FaxMail for Windows NotePad for you. This
 will permit compatibility on Fax Machines as well as FaxModem to
 FaxModem to Printer supports.

Note:
 Do *NOT* use the <Tab> in the a Cover-Page file (*.CVR).

Q20
 When building a Cover-Page; Where should I put the Logo?

A20
 Go into the FaxMail for Windows NotePad and open a Cover-Page file
 (*.CVR) and put your cursor on the first line. Select Fields and Logo.
 Be sure that the <Logo-Field> is on the first line in the Cover-Page
 file, by itself, with no other text on that line. When the Send-Fax
 program processes the Cover-Page file, it will use the information on
 that line and then remove that line, so your second line will become
 the first.

Q21
 When I want to Fax, I have to go to the <System> button and toggle the
 <PRINTER OR FAX TOGGLE> to FAX and when I want to Print to my default
 Printer, I have to toggle the <PRINTER OR FAX TOGGLE> to PRINTER. Why
 couldn't that be done automatically?

A21
 Some Windows applications get a HANDLE to the Printer-Device-Context
 upon entry and when you go to print, they use that HANDLE. If we were
 to suddenly swap from the default Printer-Driver to the
 "Convert to Fax" Driver, the current application would crash when it
 tried to use the obsolete HANDLE.

Note:
 FaxMail for Windows does send out a global message to all applications
 every time it swaps from the "Convert to Fax" to your
 "Default-Printer-Driver" or back again, but not all applications pay
 attention to it, so you may have to toggle the <PRINTER OR FAX TOGGLE>
 before loading these applications.

Q22
 My FaxModem Driver loads all right but when it tries to send/receive;
 the FaxModem hangs up immediately.

A22A
 You may have the phone-line plugged into the wrong jack on the back of
 your FaxModem.

A22B

You may have to Change FaxModem Drivers.

A22C
 You may have a hardware conflict. If so, call ElectraSoft and they
 will help resolve it.

Q23
 I went into a Windows application and tried to send a Fax using the
 FaxMail for Windows <CONVERT TO FAX> option, but the application just
 wants to print to my default printer.

A23
 AMI Pro, WordPerfect and some other Windows applications have their
 Printer-Driver information stored in an ?.INI file and are not willing
 to swap their Printer-Driver on the fly.

Solution:
 Before using the <CONVERT TO FAX> button, go to <Files>,
 <Printer Setup> and choose "Convert to Fax" as your Printer-Driver.
 Now the <CONVERT TO FAX> will work.

Q24
 I chose "Universal, Hayes, Rockwell, Class 1 -- FM_ROCK1.COM" the
 first time I installed FaxMail for Windows and everything worked fine.
 I noticed that when I chose "Hayes" that the INSTALL.EXE used
 FM_ROCK1.COM FaxModem Driver. Later, I installed FaxMail for Windows
 on another computer, it also had a Hayes. This time I chose
 "Universal, Rockwell, Class 1 -- FM_ROCK1.COM" because this selection
 uses the same FM_ROCK1.COM FaxModem Driver but it would not work.

A24
 When the FaxModem Driver is being installed, it is modified by the
 INSTALL.EXE. These modifications will differ from one manufacturer to
 the next.

Solution:
 Select the FaxModem Driver by manufacturer rather than by name and be
 sure to use the INSTALL.EXE to install rather than coping the Drivers.
 If you copy the files onto your HardDrive, FaxMail for Windows will
 not work.

Q25
 I ran FaxModem Wizard, COMTEST.COM. When I read the COMTEST.TXT report
 that it generated, I found a lot of OUT:s to my FaxModem but no IN:s.
 After installation the FaxMail for Windows FaxModem Drivers will not
 load.

A25
 OUT: mean OUT to your FaxModem. That is the way FaxMail for Windows
 talks to your FaxModem.

  IN: mean IN from your FaxModem. That is the way your FaxModem talks
 to FaxMail for Windows.

 Check with your FaxModem manual and make sure that you know for sure
 which COM-IRQ is selected. Also check for COM-Port and IRQ Conflicts.

 COM-Port Conflicts, assuming we are working with internal FaxModems:
 You can not skip COM-Ports when installing "COM using" devices. For
 example, if your computer came with a COM1-IRQ4 and a COM2-IRQ3
 (very common) and you, now, buy a FaxModem; you can not configure
 your FaxModem for COM4. You must put it on COM3-IRQ?(find and use an
 unused one) or disable COM2 on your IO-Board and configure your

FaxModem for COM2-IRQ3.

 IRQ Conflicts present themselves when for example you have a mouse on
 COM1-IRQ4 (the proper configuration) and you configure your FaxModem
 for COM3-IRQ4. Normally COM3 should/would use IRQ4; but it assumes
 that COM1 is not using IRQ4 and that nothing else is using IRQ4. If
 this type of "IRQ Conflict" happens to you; simple set your FaxModem
 to: COM3 and use another UN-USED IRQ such as COM3-IRQ5, COM3-IRQ7,
 COM3-IRQ2. IRQ4 is usually used by COM1 so you should *not*, normally,
 use COM3-IRQ4. For details, read "USING COMTEST.COM" in the README.

 To configure your COM-Ports or FaxModem you will have to remove (or
 get a professional to) your device, get the manual and move jumpers or
 set DIP-switches. For details on this subject, read the FaxMail for
 Windows "USING COMTEST.COM" section of the README.

Q26
 My FaxModem is *not* listed in the FaxMail for Windows installation
 FaxModem Selections. I ran COMTEST.COM. I know that I chose the
 correct COM-IRQ yet when I read the COMTEST.TXT file, that COMTEST
 generates, I find that it only OUT:s to my FaxModem but did not IN:
 from the FaxModem.

 During installation I tried some of the other FaxModem Drivers yet
 when I boot, the FaxMail for Windows FaxModem Drivers will not load.
 The Windows Dynamic All Class FaxModem Drivers doesn't work either.

A26
 Some FaxModems do not have Fax capabilities built in their firmware.
 These FaxModems have programs that you load into them just before
 using them. Before using the FaxModems, you select and load the
 appropriate PRE-FAX-PROGRAM and then load the FaxModem Driver.
 FaxMail for Windows puts its FaxModem Driver on the first line in
 your AUTOEXEC.BAT; so you will have to move the line(s) that load the
 PRE-FAX-PROGRAM into your FaxModem ahead of the FaxMail for Windows
 FaxModem Driver. Read the next Question and Answer for a specific
 example.

Q27
 Digicom Connection 14.4+Fax or P. C. LOGIC FAX144C, FAX144DM

A27
 Unlike most FaxModems, {Digicom Connection 14.4+Fax} does not have
 its Class 1 capabilities in its firmware but rather it is loaded.
 The software to TRANSFORM this FaxModem into a CLASS 1 FaxModem
 come with the FaxModem. It has to be loader each time you boot your
 computer and *BEFORE* you load the FaxMail for Windows FaxModem Driver
 (FM_ROCK1.COM) that is found in your AUTOEXEC.BAT. Because this
 installation places FM_ROCK1.COM in you AUTOEXEC.BAT on the first line,
 you will have to go into your AUTOEXEC.BAT and move the lines that load
 the Transformation software so it will be loaded before the
 FM_ROCK1.COM FaxModem Driver. When you are finished, your
 AUTOEXEC.BAT should look something like this:
Example 1:
CD \SMODEM   {Change Directory to where Digicom keeps files
DL FAX144C1.DSI   {Download Class 1 TRANSFORM software to FaxModem
CD \   {Change Directory back to the Root Directory
C:\FAXMAIL\FM_ROCK1.COM{Load the FaxMail for Windows FaxModem Driver
Example 2:
CD \DMODEM   {Change Directory to where P.C. LOGIC keeps files
DL FAX144C.CAR   {Download Class 1 TRANSFORM software to FaxModem
CD \   {Change Directory back to the Root Directory
C:\FAXMAIL\FM_ROCK1.COM{Load the FaxMail for Windows FaxModem Driver

Q28
 My GVC, FM-144HVBIS/R1, V1.61, won't work properly with any of the
 FaxModem Drivers.

A28
 If you have a GVC, FM-144HVBIS/R1 and the version is below V2.00, call
 GVC Tech-Support at (201) 579-2954 and they will upgrade your
 FaxModem.

 To find out what "Model, Revision, Version" you have, run COMTEST.COM
 included with FaxMail for Windows, read the COMTEST.TXT file that it
 generates and look for the following lines:

```
OUT: AT+FREV?                    }Ask FaxModem, what Factory Revision.
 IN: AT+FREV?                    }FaxModem echoes back (acknowledge).
 IN: FM-144HVBIS/R1  V1.61       }Model, Revision, Version. (Defective)
 IN: MODEM CHIP : ROCKWELL RC144DP}Rockwell Class 2 FaxModem Chip.
 IN: FAX CLASS 2                 }Rockwell Class 2 Fax Support.
 IN: OK                          }Command processed OK.
```

 Note: The Version here is V1.61 which is less than V2.00. This
       customer needs an upgrade.

Q29
 My "Supra FAX Modem" does not work right.

A29
 Maybe you chose the wrong FaxModem Driver. Some Supras work best on
  "Supra FAX Modem, Class 1,2(1) -- FM_ROCK1.COM"
 and others work best on
  "Supra FAX Modem Plus, Class 1,2(2) -- FM_ROCK2.COM"

 If you feel you may need to change the Driver, look in your
 AUTOEXEC.BAT to see which you chose and then run Change
 FaxModem Driver and choose the other when you get to the
 FaxModem Driver selection Window.

Q30
 My "HP Deskjet 500C" takes 30 minutes per page to print a Fax. ! HELP !

A30
 The slowness is due to the "HP Deskjet 500C" Printer-Driver.

 Use the Microsoft Windows "HP Deskjet 500" Printer-Driver for printing
 Fax. The suffix C stands for color. Faxes are black and white and
 should only take about 30 seconds per page on the "HP Deskjet 500"
 Printer-Driver.

Q31
 Does the FaxMail for Windows FaxModem Driver LH (LoadHigh)?

A31
 Yes, the "LH " tells your computer to load the FaxModem Driver high:
LH C:\FAXMAIL\FM_ROCK2.COM
 If you want them to load into conventional memory, remove the "LH "
 to make it look like this:
C:\FAXMAIL\FM_ROCK2.COM

Q32
Windows keeps asking if it should take control of the COM-Port that I
have my FaxModem on?

A32
 Load the Windows Control Panel (found in "Accessories" Group or "Main"
 Group), select 386 Enhanced, high-light your COM-Port and select Never
 Warn.
            ( ) Always Warn.
            (*) Never Warn.
            ( ) Idle (in sec.)

Q33
My Modem seems to have some sort of conflict while in Windows.

A33
Check your Windows COM-IRQ setting. Here is the step-by-step
directions:
Load <Control Panel (Found in Accessories on Main Group)>,
<Ports>,
select your port,
<Settings>,
<Advanced>,
Set <Base I/O Port Address> to:
 If your FaxModem is on COM1, Set to: 03F8
 If your FaxModem is on COM2, Set to: 02F8
 If your FaxModem is on COM3, Set to: 03E8
 If your FaxModem is on COM4, Set to: 02E8
Set <Interrupt ReQuest> to:
 If your FaxModem is on COM1-IRQ4, Set to: 4
 If your FaxModem is on COM2-IRQ3, Set to: 3
 If your FaxModem is on COM3-IRQ5, Set to: 5
 If your FaxModem is on COM4-IRQ7, Set to: 7
 etc, etc, etc, etc, etc. . . . .
OK,
OK,
Close.

Q34
When using "FaxMail Convert to Fax" with programs such NotePad the font
is replace with a substitute.

A34
When the Windows FM_FAX.DRV (Print Driver) Scans for a font, it may
select the wrong one if they have similarities. To avoid this you
need put your fonts in alphabetical order. To do this, open your
WIN.INI (usually in C:\WINDOWS\WIN.INI. Your fonts are listed under
[font] like this:

[fonts]
Arial (TrueType)=ARIAL.FOT
Arial Bold (TrueType)=ARIALBD.FOT
Arial Bold Italic (TrueType)=ARIALBI.FOT
Arial Italic (TrueType)=ARIALI.FOT
Courier (TrueType)=GSTCOURM.FOT
Courier Bold (TrueType)=GSTCOUBD.FOT
Courier Bold Italic (TrueType)=GSTCOUBI.FOT
Courier Italic (TrueType)=GSTCOUIT.FOT

I saw this problem occur in a WIN.INI that was as follows:

[fonts]
WP Greek Courier (TrueType)=WPCO08N_.FOT
. . .
. . . (Dots symbolize more lines)
. . .
Courier (TrueType)=GSTCOURM.FOT

```
Courier Bold (TrueType)=GSTCOUBD.FOT
Courier Bold Italic (TrueType)=GSTCOUBI.FOT
Courier Italic (TrueType)=GSTCOUIT.FOT
. . .
. . .
. . .

Q35
I have a problem that is not covered here.

A35
Most likely there is either a solution to your problem, or a newer
version of FaxMail for Windows does not have the problem.  Contact
ElectraSoft at 281-261-0307.

Q36
Everything works except I can't print faxes.

A36
If you are using the printer driver that came with Windows, you might
try using the one that came on the disk with your printer.  When
installing it, Windows may say that it is older.  Ignore this and use
it anyway because it may be a better an faster one.  If this does not
fix the problem, call the printer manufacture or ElectraSoft.

Q37
List of Fatal Error Code meanings.

A37
Fatal Errors
 0000  NoFatalError

Rcv, Receive Fax Fatal Error Codes
 1001  Rcv_AnswerPhone
 1002  Rcv_AnswerNow
 1003  Rcv_NSF
 1004  Rcv_CSI
 1005  Rcv_DIS
 1006  Rcv_DCS_1
 1007  Rcv_DCS_2
 1008  Rcv_TCF_1
 1009  Rcv_TCF_2
 1010  Rcv_TCF_3
 1011  Rcv_CFR
 1012  Rcv_EstabConnection
 1013  Rcv_CreateDCX_1
 1014  Rcv_CreateDCX_2
 1015  Rcv_CreateDCX_3
 1016  Rcv_CreateDCX_4
 1017  Rcv_AnotherPage
 1018  Rcv_Find1stFF
 1019  Rcv_GetAnotherT4Byte
 1020  Rcv_WritePcxHdr
 1021  Rcv_WriteDcxHdr
 1022  Rcv_WasAborted
 1023  Rcv_GetAllPageData_1
 1024  Rcv_GetAllPageData_2
 1025  Rcv_GetAllPageData_3
 1026  Rcv_GetAllPageData_4
 1027  Rcv_BaudRate


Snd, Send Fax Fatal Error Codes
```

```
2001   Snd_AddCoverPage
2002   Snd_AnotherPageProc_1
2003   Snd_AnotherPageProc_2
2004   Snd_OpenFaxFile
2005   Snd_ReadFaxFile
2006   Snd_MPS_1
2007   Snd_MPS_2
2008   Snd_EstabConnection_1
2009   Snd_EstabConnection_2
2010   Snd_EstabConnection_3
2011   Snd_EstabConnection_4
2012   Snd_EstabConnection_5
2013   Snd_EstabConnection_6
2014   Snd_EstabConnection_7
2015   Snd_EstabConnection_8
2016   Snd_EstabConnection_9
2017   Snd_EstabConnection_10
2018   Snd_EstabConnection_11
2019   Snd_EstabConnection_12 (see Note 2019 below)
2020   Snd_DialThePhone
2021   Snd_FTT
2022   Snd_ReadDcxHdr
2023   Snd_ReadDcxData
2024   Snd_FaxTooWide
2025   Snd_StartTransmision
2026   Snd_SendPage
2027   Snd_FinishPage
2028   Snd_InvalidFax
2029   Snd_AnotherPage
2030   Snd_SendFaxEnd
2031   Snd_EndSendFaxProc

Log, Receive/Send Log Fatal Error Codes
 3001   Log_SaveRcvOrEventLog08h_1
 3002   Log_SaveRcvOrEventLog08h_2
 3003   Log_SaveRcvOrEventLog08h_3
 3004   Log_SaveRcvOrEventLog_1
 3005   Log_SaveRcvOrEventLog_2
 3006   Log_SaveRcvOrEventLog_3
 3007   Log_OpenCreateAppendQueFile08h_1
 3008   Log_OpenCreateAppendQueFile08h_2
 3009   Log_UpDateUnqNum08h
 3010   Log_SndNowTaskAndUpDateQue_2
 3011   Log_SndNowTaskAndUpDateQue_4
 3012   Log_SndNowTaskAndUpDateQue_5
 3013   Log_GetTheSendFile_1
 3014   Log_GetTheSendFile_2
 3015   Log_GetTheSendFile_3
 3016   Log_GetSndFutTaskAndUpDateQue_2
 3017   Log_GetSndFutTaskAndUpDateQue_4
 3018   Log_GetSndFutTaskAndUpDateQue_5


Errors and Possible causes:

 1019   Rcv_GetAnotherT4Byte (see Note 2019 below)

 1001   Rcv_AnswerPhone
 1002   Rcv_AnswerNow
 2020   Snd_DialThePhone
   a.  Phone line plugged into the wrong FaxModem Jack.  Should be in
       [Line] or [Wall] jack and not in [Phone].
   b.  Caller is not a fax modem.
```

```
1006  Rcv_DCS_1
1007  Rcv_DCS_2
2006  Snd_MPS_1
2007  Snd_MPS_2
2008  Snd_EstabConnection_1
2009  Snd_EstabConnection_2
2010  Snd_EstabConnection_3
2011  Snd_EstabConnection_4
2012  Snd_EstabConnection_5
2013  Snd_EstabConnection_6
2014  Snd_EstabConnection_7
2015  Snd_EstabConnection_8
2016  Snd_EstabConnection_9
2017  Snd_EstabConnection_10
2018  Snd_EstabConnection_11
2019  Snd_EstabConnection_12 (see Note 2019 below)
2020  Snd_DialThePhone
2027  Snd_FinishPage (see Note 2019 below)
  a.  Remote FaxModem out of paper or glitched.
  b.  Remote FaxModem not compatible.
  c.  Remote FaxModem not a FaxModem.

  Note 2019:
  Most of the new USRobotics modems have a defective class 2.0 chip.

  If you are using a USRobotics with the [Class-Over-Ride] set to
  dynamic or class 2.0 mode, and you are getting fatal error 2019, 2027
  or 1019, you may need to do a [Class-Over-Ride] to class 1.  Go to the
  FaxMail SetUp/Configure, do a [Class-Over-Ride] to class 1 and select
  the [USRobotics running class 1, choice 1] initialization-string
  letting it change the flow-control to RTS/CTS.  Always let FaxMail set
  the flow-control for you.

  If, in the FaxMail [Setup/Configure], you have the [class-over-ride]
  set to [Dynamic] or to [class 2.0], use the first USRobotics
  initialization-string.  If you do a [class-over-ride] to [class 1],
  use the second USRobotics initialization-string.

  If the above does not fix it, run COMTEST.COM and [copy], [paste] the
  resulting COMTEST.TXT in an email message to us.  Do not attach it to
  the message, as we may want to use my quote features.
  ----------------
  Some USRobotics modems can be fixed by going to the USRobotics
  [Upgrade Central] at:
  http://www.usr.com/home/online/upgrades.htm
  -----------------
  Zoom makes a good class 0,1,2 modems.  Be sure the modem you select
  supports group 3 class 0,1,2 or class 0,1,2.0.  A good modem usually
  supports class 1 and class 2/2.0.

2021  Snd_FTT (Failure To Train)
2025  Snd_StartTransmision
2026  Snd_SendPage
2029  Snd_AnotherPage
  a.  FaxModem problem.
  b.  Remote FaxModem not compatible

1013  Rcv_CreateDCX_1
1014  Rcv_CreateDCX_2
1015  Rcv_CreateDCX_3
1016  Rcv_CreateDCX_4
3001  Log_SaveRcvOrEventLog08h_1
```

3002 Log_SaveRcvOrEventLog08h_2
   a. Your HardDrive could be full.
   b. Too many files open.

2030 Snd_SendFaxEnd
   We sent the fax and all seemed ok up until we said good-bye, but,
   the remote fax modem/machine did not say good-bye to us after it
   received the fax.