

Chapter 11 Customer Support

Unlimited customer support is available both before and after registration by sending email to valuefax@netcom.com
This method is much preferred than any other method.

If you do not have an email account, you can send a fax to (408)865-0110 or write to

Pancomm
18477 Edminton Drive
Cupertino, CA 95014
USA

America Online users can also send email to valuefax on America Online. However, if that account is closed, please send email to valuefax@netcom.com

If you are using America Online, you can just attach the debug and xmitdebug files to your mail message to ValueFax on America Online. However, if that account is closed and you are sending mail to the netcom account, you will need to copy and paste the contents of the debug and xmitdebug files into your mail message since you cannot "attach" these files to internet mail.

If you send us a fax, please include your email address which will make it much easier to reply to you. If you do not have an email address, please include your dedicated fax number for a reply. If you are sharing your phone line for voice and fax, it is very difficult for us to send you a reply by fax. In such cases, please include your postal address so we can answer your questions via a letter.

Foreign users, it is very important to send us your email address (Internet, CompuServe, MCI mail, eWorld or any network connected to the Internet) if you have one. It doesn't cost us much to send a reply by email but sending a fax overseas can get expensive.

We have been able to reply the same day for email questions so far and we will strive to maintain that level of support in the future. Most users have told us that we provide better support than commercial vendors. To help you faster, please do not send email just saying "it doesn't work". Please describe exactly what is not working and tell us if the problem is while sending or receiving. If while sending, does it work with other applications or other documents or with other fax destinations? If the problem is in receiving, let us know if you can receive from other fax machines or fax back services (see chapter 8).

Very Important:

When reporting a problem, please include the following:

Mac model name and number, total memory

System Software version

Modem vendor, model number and Class 1 or Class 2

The application you were using when you saw the problem (if problem is in faxing out)

List of extensions and control panels (if problems is in background operation)

The "debug" and "xmitdebug" text files from the "ValueFax fax folder" inside the system folder.

xmitdebug and debug files should be taken immediately after seeing the problem (if problem is in connecting to certain modems)