

## FaxMail Network for Windows FAQ (Frequently Asked Questions)

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### QUESTIONS AND ANSWERS:

Q1

Only the top part of the fax and/or the header gets sent/received.  
Or...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 what the flow control to use.

With most modems except the USRobotics Class 2.0, you will use Rts/Cts. With the USRobotics Class 2.0 you must use Xon/Xoff. When you set the flow control, you must also select an Initialization string that harmonizes with it.

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.

Most other modems will use Rts/Cts flow control.

If you use the Rts/Cts (hardware) flow control, the following will help you to select a string, with the exception of USRobotics and a few

others. With Rts/Cts &K3 and \Q3 are very common. With Xon/Xoff try &K4 or \Q4.

Some modems do not need flow control characters because they set it to Rts/Cts automatically when FaxMail switches them to fax mode.

If you have a USRobotics or compatible, use the above mentioned strings.

#### Notes:

- o With some modems, like the Practical Peripherals class 1 and class 2, 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.
- 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\Q3S7=60     ){ Popular Rts/Cts
AT&F&C1&D2\Q4S7=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: 1-713-261-0307.

#### 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 Configuration 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 <Configuration> 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

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

A4

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

Q5

None of the FaxModem Initialization Strings work.

A5

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

Q6

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

A6

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

Q7

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?

A7

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 Network for Windows.

Typical dialog between FaxMail Network for Windows and your FaxModem follows:

```
OUT: AT+FCLASS=? }FaxMail to FaxModem; What Class are you?
IN: 0,1,2         }FaxModem to FaxMail Network 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 Network for Windows README. COMTEST.COM is included with FaxMail Network for Windows.

Q8

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

A8

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.

Q9

I called the ElectraSoft Fax phone number 713-499-5939,11,11,11,11 and it did not work.

A9

Call voice 713-261-0307 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 713-499-5939 without the ,11,11,11,11.

If you have a pulse-dial-phone, use 713-499-8423 to fax ElectraSoft.

Q10

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

A10

You have FaxMail Convert to Fax as your default printer. Go to your print manager and select the driver you want to be the default.

Q11

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

A11

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 Network for Windows FaxModem Driver track the ever changing "dynamically-flowing" defaults that make it easier for you to operate.

Q12

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

A12

If you lose a dialog boxes while using FaxMail Network 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.

Q13

USRobotics Sportster 14.4 Class 1 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 several versions of the USRobotics Sportster 14.4 Class 1 FaxModems that may not work properly with FaxMail Network 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 have pulse-dial-phone and can not get tone dial in my area.

A14

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

Q15

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

A15

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

Q16

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

A16

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 Network 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).

Q17

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

A17

Go into the FaxMail Network 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.

Q18

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

A18A

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

A8B

You may have to Change FaxModem Drivers.

A18C

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

Q19

How do I convert a file to Fax?

A19

Select <Files>, <Printer Setup> and choose "FaxMail Convert to Fax" as your Printer. Now print normally.

Q20

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 Network for Windows FaxModem Drivers will not load.

A20

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 Network 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.

Q21

My FaxModem is \*not\* listed in the FaxMail Network 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.

A21

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 Network 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 Network for Windows FaxModem Driver. Read the next Question and Answer for a specific example.

Q22

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

A22

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 Network for Windows FaxModem Driver.

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
```

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
```

Q23

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

A23

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 Network 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.

Q24

My "Supra FAX Modem" does not work right.

A24

Go to Configuration and do a class over ride to class 1.

Q25

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

A25

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.

Q26

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

A26

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.)

Q27

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

A27

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.



Q28

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

A28

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
. . .
. . .
. . .
```

Q29

I have a problem that is not covered here.

A29

Most likely there is either a solution to your problem, or a newer version of FaxMail Network for Windows does not have the problem. Contact ElectraSoft at 713-261-0307.

Q30

Everything works except I can't print faxes.

A30

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.

Q31

List of Fatal Error Code meanings.

A31

```
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  
2020 Snd\_DialThePhone  
2021 Snd\_FTT  
2022 Snd\_ReadDcxHdr  
2023 Snd\_ReadDcxData  
2024 Snd\_FaxTooWide  
2025 Snd\_StartTransmission  
2026 Snd\_SendPage  
2027 Snd\_FinishPage  
2028 Snd\_InvalidFax  
2029 Snd\_AnotherPage  
2030 Snd\_SendFaxEnd  
2031 Snd\_EndSendFaxProc

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:

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].

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  
2020 Snd\_DialThePhone  
a. Remote FaxModem out of paper or glitched.  
b. Remote FaxModem not compatible.  
c. Remote FaxModem not a FaxModem.

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.

2021 Snd\_FTT (Failure To Train)  
2025 Snd\_StartTransmission  
2026 Snd\_SendPage  
2027 Snd\_FinishPage

2029 Snd\_AnotherPage

- a. FaxModem problem.
- b. Remote FaxModem not compatible