ZOOM *fax* MODEM

I have this Zoom send/receive fax/modem that I bought last week at Egghead for $99 ($119, with a $20 rebate coupon). It works great, but it is a trial to figure it out—the manuals are not models of clarity, and it is virtually impossible to reach anyone at Zoom who knows about Macs. Here are some things I figured out:

Cable: You gotta have the right cable. Egghead #458679 is right. Maybe others are too. The cable I had before did not work.

Other communications software: The modem part of the fax modem will work fine with Microphone, AppleLink, etc., but you first have to disable the QuickLink Fax Manager by rebooting with mouse button held down after you get the happy face (or turn off "Load Fax Manager at startup" in the "Receive Fax Setup…" and reboot). When the Fax Manager is on, it takes control of the modem port, and nothing else can get through. And you cannot have more than one piece of communications software running at the same time.

Screen Blacker: Disable your screen blacker before sending a fax, or it will terminate the transmission when it kicks in—I don't know about receiving.

Adobe Type Manager: Must be installed, and must be on, or you will not get the sparkling clear word-processing faxes for which you purchased the fax modem in the first place. Zoom tells you that ATM, and even Multifinder, is incompatible with the Quick Fax software, but Zoom's just groping—they don't know. I can't find anything that is really incompatible.

Cover Page Graphic: Create this document in the draw layer of Super Paint. If you are typing words, use triple the type size that you want to have in the fax. Save the document to your fax folder as a regular Super Paint (PICT) document. Move to Quick Fax, and deselect "Full Page" in the "Send Fax Setup…" From the Fax menu, "Convert" your Super Paint document to a "Fax Out…" item. Then, in the "Cover Page Setup…" select the converted document as your cover page graphic.

Transmitting Faxes: If you are sending to more than one person, make sure you "Mark" every number in the Fax Phone List (and Un-Mark the non-recipients), because the document seems to travel faster in succeeding transmissions.

<div style="text-align: right">—Jerry Wright</div>