FAQ (Frequently Asked Questions)

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QUESTIONS AND ANSWERS:
Q1
 I ran COMTEST.COM and read the COMTEST.TXT file that it generated.  What
 does all that "gibberish" mean?

A1
 OUT: mean OUT to your Fax/Modem.   That is the way FaxMail for Windows
 talks to your Fax/Modem.

 IN: mean IN from your Fax/Modem.   That is the way your Fax/Modem talks
 to FaxMail for Windows.

 Typical dialog between FaxMail for Windows and your Fax/Modem follows:

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

 IN: OK            }Means your Fax/Modem supports said function.
 IN: ERROR         }Means your Fax/Modem does not supports said function.

 Q2
  When I am booting and while my AUTOEXEC.BAT is loading I hear two BEEPs
  and the Fax/Modem-Driver says it is not loaded.

 A2
  If your Fax/Modem is turned-off or hung, or the Fax/Modem-Driver you
  chose is not compatible with your Fax/Modem or computer, the
  Fax/Modem-Driver will make a BEEP and fail to load.

 Q3
  FaxMail for Windows does not run or does not run properly.

 A3
  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 Fax/Modem or run concurrently.

 Q4
  None of the Fax/Modem-Drivers work.

 A4
  Be sure you have the latest Version.  FaxMail for Windows is being
  updated continuously.  We may have a new Fax/Modem-Drivers that will
  work for you.

 Q5
  I set the sound/volume/retries but my Fax/Modem ignores my changes.

 A5
  The DoveFax and some other Fax/Modem do not support volume and
  speaker manipulation.
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Q6
 I did the INSTALL.EXE and re-booted, but the Fax/Modem-Driver didn't
 even attempt to load from my AUTOEXEC.BAT.

A6
 FaxMail for Windows put a Fax/Modem-Driver in your AUTOEXEC.BAT. Look
 in your AUTOEXEC.BAT and see if you have a menu or jump command ahead of
 the Fax/Modem-Driver. If you do, move the Fax/Modem-Driver to a place
 in your AUTOEXEC.BAT where they will load, preferably, first. The
 Fax/Modem-Driver looks something like this:

C:\FAXMAIL\FM_ROCK2.COM

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

Q7
 I removed or commented the Fax/Modem-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 Fax/Modem-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 Fax/Modem-Driver command and install
       a different Fax/Modem-Driver.

A7
 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 ("FaxMail Fax/Modem-Driver").

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 "FaxMail Fax/Modem-Driver". 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 "FaxMail Fax/Modem-Driver" is your Default-Printer-Driver
 and when FaxMail for Windows makes it's swap it swaps
 "FaxMail Fax/Modem-Driver" for
 "FaxMail Fax/Modem-Driver".

Q8
 I do not know what kind of Fax/Modem I have. Who made my Fax/Modem?
 I want to know more about my Fax/Modem. Is it Class 1, Class 2, etc?

A8
 Run FaxModem Wizard, COMTEST.COM. It will tell you what CLASS, the
 Manufacturer, the Model number and much much more about your Fax/Modem.
 After running COMTEST.COM, you may need to turn your Fax/Modem (computer
 if you have an internal Fax/Modem) off-on and reload your Fax-Software.

Q9
 I tried the Fax/Modem-Driver that was suggested for my Fax/Modem, but it
 did not work.

A9
 Run: FaxModem Wizard, COMTEST.COM and read the COMTEST.TXT report it
 generates.

Notes:
 *The Universal Fax/Modem-Drivers are designed to overcome special
  Problems.

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

Q10
 I called the ElectraSoft Fax phone number (713) 499-5939,11,11,11,11
 and it did not work.

A10
 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 Fax/Modem. If you want to call our Computer Technical
 Support (CTS) BBS dial (713) 499-5939 without the ,11,11,11,11.

Q11
 I am in Windows and I try to print but the FaxMail for Windows
 FaxMail Fax/Modem-Driver(C:\WINDOWS\SYSTEM\FM_PN_DX.DRV) intercepts the
 print-job and wants to send it to a remote Fax-Machine.

A11
 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 FaxMail Fax/Modem-Driver(FM_PN_DX.DRV)'
 Print-Driver. So...If the <PRINTER OR FAX TOGGLE> button is set to the
 FaxMail Fax/Modem-Driver ("FAX IS ACTIVE") mode and you re-boot with a
 (press <Alt+Ctrl+Del>), turn the power off-on or power failure, the
 FaxMail Fax/Modem-Driver(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 FaxMail Fax/Modem-Driver and
 FaxMail Fax/Modem-Driver 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.

Q12
 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 Fax/Modem-Driver FAXMODEM.CFG file.

A12
 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 Fax/Modem-Driver and Windows to Fax/Modem-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.

Q13
 U.S. Robotics Sportster 14.4 Class 1 Fax/Modem Problems and Solutions.

A13
 There are several Fax/Modem sold by U.S Robotics that are sold under the
 name of U.S. Robotics Sportster 14.4 Class 1. For that reason there are
 more than one method of solving the problems, depending on witch one you
 have.

 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 U.S. Robotics Sportster 14.4
     Class 1 Fax/Modem 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 Fax/Modem Initialization
  String> to: AT&F&C1&D2&H1&R2S7=60S36=0

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

Note:
 There are several versions of the U.S. Robotics Sportster 14.4 Class 1
 Fax/Modems that may not work properly with FaxMail for Windows. To
 find out if you have one of these Fax/Modems.

 Load a terminal program such as the Windows Terminal program. Set
 terminal to the COM-Port where your U.S. Robotics Sportster 14.4
 Class 1 Fax/Modem is, and type:

 ATI7 <Enter>

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

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

 call U.S. Robotics 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 Fax/Modem and type:

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

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

Q14
 I am prone to losing dialog boxes behind other boxes and windows.

A14
 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.

Q15
 I have pulse-dial-phone and can not get tone dial in my area.

A15
 Click on the "SetUp" button and you can select "Tone Dial" or "Pulse".

Q16
 I Viewed a Fax but when I tried to Print it, the paper came out of my
 Printer blank.

A16
 Be sure your printer is set to Portrait and *not* Landscape.

Q17
 When I use the FaxMail for Windows Cover-Page feature; How wide can I
 make it? And; What about the left and right margins?

A17
 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 Fax/Modem to
 Fax/Modem to Printer supports.

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

Q18
 When building a Cover-Page; Where should I put the Logo?

A18
 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.

Q19
 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?

A19
 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
 "FaxMail Fax/Modem-Driver" 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 "FaxMail Fax/Modem-Driver" 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.

Q20
 My Fax/Modem-Driver loads all right but when it tries to send/receive;
 the Fax/Modem hangs up immediately.

A20A
 You may have the phone-line plugged into the wrong jack on the back of
 your Fax/Modem.

A20B
 You may have to Change Fax/Modem-Drivers.

A20C
 You may have a hardware conflict. If so, call ElectraSoft and they will
 help resolve it.

Q21
 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.

A21
 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 "FaxMail Fax/Modem-Driver" as your
 Printer-Driver. Now the <CONVERT TO FAX> will work.

Q22
 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
 Fax/Modem-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 Fax/Modem-Driver but it would not work.

A22
 When the Fax/Modem-Driver is being installed, it is modified by the
 INSTALL.EXE. These modifications will differ from one manufacturer to
 the next.

Solution:
 Select the Fax/Modem-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.

Q23
 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 Fax/Modem but no IN:s.
 After installation the FaxMail for Windows Fax/Modem-Drivers will not
 load.

A23
 OUT: mean OUT to your Fax/Modem. That is the way FaxMail for Windows
 talks to your Fax/Modem.

  IN: mean IN from your Fax/Modem. That is the way your Fax/Modem talks
 to FaxMail for Windows.

 Check with your Fax/Modem 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 Fax/Modems:
 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 Fax/Modem; you can not configure
 your Fax/Modem 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
 Fax/Modem for COM2-IRQ3.

 IRQ Conflicts present themselves when for example you have a mouse on
 COM1-IRQ4 (the proper configuration) and you configure your Fax/Modem
 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 Fax/Modem 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 "FAX/MODEM INSTALLATION:" in the
 README.

 To configure your COM-Ports or Fax/Modem 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 "FAX/MODEM INSTALLATION:" section of the README.

Q24
 My Fax/Modem is *not* listed in the FaxMail for Windows installation
 Fax/Modem 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 Fax/Modem but did not IN:
 from the Fax/Modem.

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

A24
 Some Fax/Modems do not have Fax capabilities built in their firmware.
 These Fax/Modems have programs that you load into them just before using
 them. Before using the Fax/Modems, you select and load the appropriate
 PRE-FAX-PROGRAM and then load the Fax/Modem-Driver. FaxMail for Windows
 puts its Fax/Modem-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 Fax/Modem ahead of the FaxMail for Windows Fax/Modem-Driver. Read
 the next Question and Answer for a specific example.

Q25
 Digicom Connection 14.4+Fax or P. C. LOGIC FAX144C, FAX144DM

A25
 Unlike most Fax/Modems, {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 Fax/Modem into a CLASS 1 Fax/Modem
 come with the Fax/Modem. It has to be loader each time you boot your
 computer and *BEFORE* you load the FaxMail for Windows Fax/Modem-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 Fax/Modem-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 Fax/Modem
CD \   {Change Directory back to the Root Directory
C:\FAXMAIL\FM_ROCK1.COM {Load the FaxMail for Windows Fax/Modem-Driver
Example 2:
CD \DMODEM   {Change Directory to where P. C. LOGIC keeps files
DL FAX144C.CAR   {Download Class 1 TRANSFORM software to Fax/Modem
CD \   {Change Directory back to the Root Directory
C:\FAXMAIL\FM_ROCK1.COM {Load the FaxMail for Windows Fax/Modem-Driver

Q26
 My GVC, FM-144HVBIS/R1, V1.61, won't work properly with any of the
 Fax/Modem-Drivers.

A26
 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 Fax/Modem.

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

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

Q27
 My "Supra FAX Modem" does not work right.

A27
 Maybe you chose the wrong Fax/Modem-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 Fax/Modem-Driver and choose
 the other when you get to the Fax/Modem-Driver selection Window.

Q28
 My "HP Deskjet 500C" takes 30 minutes per page to print a Fax. ! HELP !

A28
 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.

Q29
 Does the FaxMail for Windows Fax/Modem-Driver LH (LoadHigh)?

A29
 Yes, the "LH " tells your computer to load the Fax/Modem-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

Q30
Windows keeps asking if it should take control of the COM-Port that I
have my Fax/Modem on?

A30
 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.)

Q31
My Modem seems to have some sort of conflict while in Windows.

A31
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 Fax/Modem is on COM1, Set to: 03F8
 If your Fax/Modem is on COM2, Set to: 02F8
 If your Fax/Modem is on COM3, Set to: 03E8
 If your Fax/Modem is on COM4, Set to: 02E8
Set <Interrupt Request> to:
 If your Fax/Modem is on COM1-IRQ4, Set to: 4
 If your Fax/Modem is on COM2-IRQ3, Set to: 3
 If your Fax/Modem is on COM3-IRQ5, Set to: 5
 If your Fax/Modem is on COM4-IRQ7, Set to: 7
 etc, etc, etc, etc, etc. . . . .
OK,
OK,
Close.

Q32
When using "FaxMail Convert to Fax" with programs such Notepad the font is
replace with a substitute.

A32
When the Windows UNIDRV.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
. . .
. . .
. . .

Q33
I have a problem that is not covered here.

A33
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
713-261-0307.

Q34
List of Fatal Error Code meanings.

A34
000 No_Err
001 ATA_Err
002 Class1_NSF_Err
003 Class1_CSI_Err
004 Class1_DIS_Err
005 Class1_TSI_Err1
006 Class1_TSI_Err2
007 Class1_DCS_Err1
008 Class1_DCS_Err2
009 Class1_TCF_Err1
010 Class1_TCF_Err2
011 Class1_TCF_Err3
012 Class1_CFR_Err
013 EstabConectRcv_Err
014 CreateRcvDCX_File_Err
015 RcvAnotherPage_Err
016 Find1stFF_Err
017 GetAnotherT4Byte_Err
018 WritePCX_Header_Err
019 RcvWasAborted_Err
020 GotAllThePgData_Err1
021 GotAllThePgData_Err2
022 GotAllThePgData_Err3
023 GotAllThePgData_Err4
024 RcvBaudRate_Err
025 AddCoverPage_Err
026 AnotherPgProc_Err1
027 AnotherPgProc_Err2
028 OpenFaxFileRd_Err
029 ReadFaxFileRd_Err
030 MPS_Err1
031 MPS_Err2
032 EndItAllProc_Err
033 EndOfSendTheFax_Err
034 EstabConectSnd_Err1
035 EstabConectSnd_Err2
036 EstabConectSnd_Err3

037 EstabConectSnd_Err4
038 EstabConectSnd_Err5
039 EstabConectSnd_Err6
040 EstabConectSnd_Err7
041 EstabConectSnd_Err8
042 EstabConectSnd_Err9
043 EstabConectSnd_Err10
044 EstabConectSnd_Err11
045 EstabConectSnd_Err12
046 EstabConectSnd_Err13
047 EstabConectSnd_Err14
048 WriteDCX_HeaderFXR_Err
049 SaveRcvOrEventLog_Err1
050 SaveRcvOrEventLog_Err2
051 SaveRcvOrEventLog_Err3
052 OpenCreateAppendQueFile08h_Err1
053 OpenCreateAppendQueFile08h_Err2
054 UpDateUnqNum08h_Err
055 SaveRcvOrEventLogFile08h_Err1
056 SaveRcvOrEventLogFile08h_Err2
057 CreateRcvDCX_File_Err1
058 CreateRcvDCX_File_Err2
059 CreateRcvDCX_File_Err3
060 GetSndNowTaskAndUpDateQue_Err2
061 GetSndNowTaskAndUpDateQue_Err4
062 GetSndNowTaskAndUpDateQue_Err5
063 SaveRcvOrEventLogFile08h_Err3
064 GetTheSendFile_Err1
065 GetTheSendFile_Err2
066 GetTheSendFile_Err3
067 GetSndFutTaskAndUpDateQue_Err2
068 GetSndFutTaskAndUpDateQue_Err4
069 GetSndFutTaskAndUpDateQue_Err5
070 DialThePhone_Err
071 BlindAnswer_Err
072 EstabConectSnd_FTT

Errors and Possible causes

007 Class1_DCS_Err1
008 Class1_DCS_Err2
  a. Remote not compatible.

014 CreateRcvDCX_File_Err
  a. Your HardDrive could be full.

033 EndOfSendTheFax_Err
055 SaveRcvOrEventLogFile08h_Err1
056 SaveRcvOrEventLogFile08h_Err2
057 CreateRcvDCX_File_Err1
058 CreateRcvDCX_File_Err2
059 CreateRcvDCX_File_Err3
  a. Your HardDrive could be full.
  b. Too many files open.

072 EstabConectSnd_FTT
  a. Remote not compatible.