

FaxMail for Windows FAQ (Frequently Asked Questions)

Only the top part of the fax and/or the header gets sent/received---	Q1
While sending/receiving faxes parts of the page are not delivered---	Q2
While sending/receiving faxes only one page is delivered-----	Q3
FaxModem Driver not loading-----	Q4
FaxMail for Windows does not run or does not run properly-----	Q5
None of the FaxModem Drivers work-----	Q6
I set the sound/volume/retries but my FaxModem ignores my changes---	Q7
FaxModem Driver didn't even attempted to load from my AUTOEXEC.BAT--	Q8
This Function requires a FaxModem Driver before entering Windows----	Q9
I do not know what kind of FaxModem I have-----	Q10
I tried the FaxModem Driver that was suggested for my FaxModem, but-	Q11
ElectraSoft Fax phone number 281-499-5939,11,11,11,11 did not work--	Q12
USRobotics Sportster FaxModem Problems and Solutions-----	Q13
I can FAX but can not print-----	Q14
Computer keeps asking if I want to allow writing to FM_DS_IN.CFG----	Q15
I am prone to losing dialog boxes behind other boxes and windows----	Q16
"Pulse" or "Tone" Dial-Out-----	Q17
Fax came out of my Printer blank-----	Q18
FaxMail for Windows Cover-Page width-----	Q19
When building a Cover-Page; Where should I put the Logo?-----	Q20
Why couldn't <PRINTER OR FAX TOGGLE> be done automatically?-----	Q21
My FaxModem hangs up during send/receive-----	Q22
<CONVERT TO FAX> doesn't work from some of my programs-----	Q23
FM_ROCK1.COM works on one computer but not on another identical one-	Q24
I ran FaxModem Wizard, COMTEST.COM. What does OUT: and IN: mean ---	Q25
FaxModem Wizard, COMTEST.COM produced only OUT:s-----	Q26
Digicom Connection 14.4+Fax or P. C. LOGIC FAX144C, FAX144DM-----	Q27
My GVC, FM-144HVBIS/R1 V1.61, won't work properly-----	Q28
My "Supra FAX Modem" does not work right-----	Q29
My "HP Deskjet 500C" takes 30 minutes per page to print a Fax-----	Q30
Does the FaxMail for Windows FaxModem Driver LH (LoadHigh)?-----	Q31
Windows keeps asking if it should take control of FaxModem COM?-----	Q32
My Modem seems to have some sort of conflict while in Windows-----	Q33
FaxMail Convert to Fax replaces fonts in some programs like NotePad-	Q34
I have a problem that is not covered here-----	Q35
Everything works except I can't print faxes-----	Q36
List of Fatal Error Code meanings-----	Q37

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 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 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 Error: 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 SYSEEDIT, 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 copying 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)=WPCO8N_.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 and faster one. If this does not fix the problem, call the printer manufacturer 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_StartTransmission
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_OpenCreateAppendQueueFile08h_1
3008 Log_OpenCreateAppendQueueFile08h_2
3009 Log_UpdateUnqNum08h
3010 Log_SndNowTaskAndUpdateQueue_2
3011 Log_SndNowTaskAndUpdateQueue_4
3012 Log_SndNowTaskAndUpdateQueue_5
3013 Log_GetTheSendFile_1
3014 Log_GetTheSendFile_2
3015 Log_GetTheSendFile_3
3016 Log_GetSndFutTaskAndUpdateQueue_2
3017 Log_GetSndFutTaskAndUpdateQueue_4
3018 Log_GetSndFutTaskAndUpdateQueue_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].
 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
a. Remote FaxModem out of paper or glitched.
b. Remote FaxModem not compatible.
c. Remote FaxModem not a FaxModem.

Note 2019:

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 class 1 choice 1 initialization-string letting it change the flow-control to RTS/CTS. If that does not fix it, run COMTEST.COM and <copy, paste> the resulting COMTEST.TXT in a message to me:-) Do not attach it to the message, as I may want to use my quote features.

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