Tech Info Library

AppleFax Modem: Wrong-Tone Problem May Be Misplugged Cable

```
Revised:        8/3/89
Security:       Everyone
```

AppleFax Modem: Wrong-Tone Problem May Be Misplugged Cable

===

This article last reviewed: 30 August 1988

Here is a problem some users have experienced:

When the AppleFax Modem software is loaded, and another fax machine tries to
dial in, the software on the AppleFax Modem station asks the user if it should
answer the phone.

When the end-user selects "Answer Phone", the person at the AppleFax Modem
hears the series of tones used to establish the connection between the 2 fax
machines. However, the originator of the phone call still hears that the phone
is dialing, and that the destination AppleFax Modem HAS NOT answered the phone
call.

This is probably because the phone cable between the AppleFax Modem and the
wall is plugged into the wrong RJ-11 jack (the one with the telephone icon
below it) on the back of the AppleFax Modem.

The phone cable between the AppleFax Modem and the wall should be plugged into
the RJ-11 jack with the RJ-11 icon below it.

Tech Info Library Article Number:3215