



Tech Info Library

LaserWriter Select 360: Cannot Force Fax Connection (3/94)

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Security: Everyone

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TOPIC -----

When trying send a fax to someone with a voice/fax/data switch the LaserWriter Select 360 fax software does not send the fax. It appears to be waiting for a fax to answer the phone. Is there a way to force the fax modem to go ahead and send the document?

DISCUSSION -----

There is no way to force fax modems to go ahead and send documents. This is because data handshaking, and optionally error correction, need to be established. The LaserWriter Select 360 fax modem operates as a standard Group 3 fax machine so it's communications are no different, just the type of data being sent.

Historically voice/fax/data switches have not been too robust in making the appropriate connections. So, we would suggest contacting the manufacturer of the switch for additional help in troubleshooting the switch. We have heard that some switches can be configurable so it might help to adjust those settings.

Support Information Services

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