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LaserWriter Fax: Group Fax Has PostScript Selected (3/95)

Revised: 3/23/95
Security: Everyone

LaserWriter Fax: Group Fax Has PostScript Selected (3/95)

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TOPIC -----

When we use the LaserWriter Fax software (8.xf) with a fax-capable printer to send a "group fax" (sending to more than one number) it sets off the PostScript fax "flag" (the PostScript Fax check box gets turned on), and has to redial the destinations. Also, when sending to a group with return receipts, you only get confirmation of the first user of the group.

Do these situations cause any problems when sending a fax to a non-PostScript fax machine? When will this be resolved?

DISCUSSION -----

There are PostScript flag and confirmation page problems when sending group faxes. Both issues have been reproduced in our lab, and have been reported to engineering.

Workaround

Fortunately, there is a simple workaround to both issues. After selecting the group to fax to, click on Options in the Fax Destination dialog box, and then uncheck the PostScript checkbox. This prevents the PostScript fax card from dialing out twice; instead it just sends a Group 3 fax the first time. In addition to this, confirmation pages print for each and every job.

NOTE:

The problem occurs only when every phone number in the fax group is just a standard Group 3 fax machine.

If the phone numbers in the group include mixed Group 3 and PostScript fax destinations, then a user is NOT allowed to send a group fax using "Broadcast using Printer", but must instead select "Broadcast using Computer". With "Broadcast using Computer" selected, confirmation pages print for each job,

however, two phone calls are still placed for standard Group 3 faxes. Finally, if all the phone numbers in the group are PostScript there are no problems; only one phone call is made and confirmation pages print for each job.

Helpful Suggestions

The following suggestions might make the problems less troublesome:

- In the Fax Phone Book, label the fax numbers with "PS" after their names so that it is easier to distinguish the type of fax machines.
- Use the LaserWriter Fax Utility to "Display the Activity Report". This option in the utility queries the LaserWriter for its recent fax activity and displays it for you.

Clearly, the best way to resolve the issue is to uncheck the PostScript box when sending a group fax to Group 3 fax machines. Regardless of whether you turn off the PostScript option or not, the fax is sent successfully.

Article Change History:

23 Mar 1995 - Updated and expanded with additional information.
10 Jun 1994 - Revised instructions on turning off PostScript
18 Mar 1994 - Added how to decrease the time it takes to send the fax.

Support Information Services

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