Tech Info Library

Fax Viewer: Reversed Text Caused By Number of Colors (1/97)

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Revised:        1/20/97
Security:       Everyone
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Fax Viewer: Reversed Text Caused By Number of Colors (1/97)

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TOPIC ---

This article describes a problem with the Fax Viewer application that shipped
with early GeoPort Telecom Adaptor and Express Modem software kits.

DISCUSSION --

If colors in the Monitors control panel are greater than 256, received Fax
documents display and print white letters on a black background, rather than
black on white. Changing the colors to 256 or less fixes the problem. Sent Faxes
are not affected by the number of colors and are sent properly with any amount
of colors displayed.

This problem was corrected for PowerBook computers as early as Express Modem
software version 1.5.2.

This issue has been resolved on all Macintosh computers and PowerBooks that use
either a GeoPort or Express Modem with Apple Telecom 2.1 or higher software.
You should upgrade your Fax software by installing Apple Telecom 2.x. Apple
Telecom 2.1 is available on many on-line services. The Apple Telecom 2.x
software package is available on the following online locations:

• On the Internet at the following sites:
  - Worldwide Web: <http://www.info.apple.com/swupdates>
  - ftp: <ftp://ftp.info.apple.com/>
• On America Online, use keyword: applecomputer

• On CompuServe, use GO: APLSUP

These articles can also help you locate software mentioned here:

• "Where To Find Apple Software Updates"
   Lists online services for "free" Apple software updates.

- "Obtaining Apple Product Support in the USA"
  Lists 800 numbers and online services for software updates, Apple
  support information, and a subset of the Apple Tech. Info. Library.

Article Change History:
20 Jan 1997 - Updated online references.
07 Aug 1995 - Added Apple Telecom 2.1 information.
14 Dec 1994 - Added Express Modem 1.5.5 and where to obtain it.

Support Information Services

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