



# Tech Info Library

## TelePort/Bronze Modem: Chooser Shows Unidentified Fax (6/94)

Revised: 6/20/94  
Security: Everyone

TelePort/Bronze Modem: Chooser Shows "Unidentified Fax" (6/94)

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Article Created: 17 June 1994

TOPIC -----

I selected GlobalFax in the Chooser, and then in the right half of the Chooser, "Unidentified Fax", appears instead of the usual "T/P Bronze for Performa". What's wrong?

DISCUSSION -----

If the Chooser shows "Unidentified Fax", and will not stay highlighted when chosen, the TelePort/Bronze Modem or Fax Modem control panel has NOT loaded properly at startup. You may have started with Extensions OFF, or the control panel may be damaged.

To test:

- 1) Restart the computer normally (Extensions ON).
- 2) From the Apple menu, select "Fax Center".
- 3) If the dot in the middle of the letter "O" in GlobalFax is RED, then the control panel is missing or corrupt. Re-install from an original disk. If the dot is black, it is normal.

NOTE: To help in troubleshooting holding down the option key while clicking on the dot in the letter "O" of GlobalFax. This action will bring up a window which maps the control panel devices, extensions, and so on in the System Folder. This can help in identifying known control panel devices or extensions which conflict with the TelePort/Bronze Modem control panel.

Support Information Services

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Tech Info Library Article Number:15655