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ARA & Express Fax Software With Express Modem & GeoPort (2/95)

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Security:       Everyone
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TOPIC ---

Will an Express Modem, or GeoPort with the latest Express Modem software and ARA
installed, route the incoming calls to the correct application, Faxes to Fax
Terminal and data to ARA?

Also if Apple Phone is running, do calls get routed to it, or if Apple Phone is
not running but an answering machine and/or telephone is chained off the
GeoPort, do voice calls go to it?

DISCUSSION ---

GeoPort with Fax Software and ARA

Macintosh computers using a GeoPort are capable of auto-answering an incoming
call and switching to the appropriate application: ARA, Fax Terminal, or voice
to a telephone. With current versions of ARA and the GeoPort with Express Modem
software, the telephone signal automatically gets switched to the correct
application. There is currently no provision to switch to a "voice" or other
data application although this may be possible in the future.

Express Modem with Fax Software and ARA

Macintosh PowerBook and Macintosh 630 family computers with Express modems are
also capable of auto-answering an incoming call and switching to the appropriate
application: ARA or Fax Terminal.

GeoPort with Apple Phone, Fax Software, and ARA

First, Apple Phone only works with Quadra 660AV and 840AV systems, and it is not
currently compatible with any Power Macintosh, PowerBook, or other Macintosh
computers. Apple Phone 1.0.1 is not compatible with either ARA Personal 2.0, or

Fax Terminal 1.2 software. You can run only one telecommunications application at a time using the GeoPort telecommunications adapter. Remember the Express Modem software counts as one application, and you can have multiple applications that use this software running at the same time. Apple Phone, which is not modem-based, does not use the Express Modem software, so you have an either/or situation if you want to use Apple Phone software.

Auto-switching to Apple Phone may be possible with future versions but as of October 1994 it is not a feature.

Fax Machine Compatibility

Some fax machines do not send the mandatory fax "calling tone", and therefore are not recognized as a fax when the Fax Arbitrator is active and deciding whether an incoming call is fax or data.

If you are uncertain whether the sending fax machine should work with Fax Terminal and ARA, the calling tone is a one-second beep, followed by a one-second pause, followed by the "phone ring". The beep can actually occur before -- or after -- the phone ring, that is, the sequence can be ring-pause-beep instead. Regardless, this three-second sequence must start as soon as the dialing modem goes off-hook.

The following is specified in the CCITT specification:

"Calling Tone: To indicate a calling non-speech terminal. This signal is mandatory for automatic calling and optional for manual units."

Article Change History:
08 Feb 1995 - Added keyword; made several technical updates.
Support Information Services

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