Tech Info Library

LaserWriter 16/600 PS: Fax Log Status Messages (1/95)

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Security:       Everyone
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TOPIC ---

What are the options when using the LaserWriter 16/600 PS fax log? All of the
status messages I have read "Job Unknown". Also, How does the Settings section
work? Were are using local area code of 516 and long distance code of 1. I am
assuming that this informs the fax that the local area code is 516 and to place
a 1 in front of numbers where the area code is different from 516.

DISCUSSION --

The fax log only lists the faxes sent from the workstation you are on. For a
listing of all of the faxes sent by the printer, the LaserWriter FAX Utility
should be used. The utility is capable of displaying and printing all fax jobs
sent by the printer.

Concerning the status options, some of the more common status messages are: "Job
Unknown", "Status Unknown", "Currently Sending", "Callee Didn't Respond",
"Finished Successfully". We were able to duplicate the problem where most of
the jobs state "Job Unknown". To get a correct status;

1) Select all the fax jobs in the fax log
2) Choose "Check Status" from the File menu

This causes the Laserwriter Fax Log Utility to query the Fax servers and update
the log to the correct values.

You are correct, the "Long Distance Prefix" gets placed automatically in front
of any area code not equal to the "Local Area Code". This only occurs when
selecting an entry in the phonebook, and not when manually typing in a phone
number. If a phone number is manually typed in to the "Fax Number" field, then
whatever is typed is used by the printer.

Article Change History:
24 Jan 1995 - Added steps for getting the correct status of jobs

Support Information Services

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