



# Tech Info Library

## Global Village Mercury Problem Receiving Faxes (3/95)

Revised: 3/7/95  
Security: Everyone

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TOPIC -----

I cannot receive Faxes with my Global Village Mercury modem. What can I do to fix this?

DISCUSSION -----

If you cannot receive Faxes with a Global Village Mercury, please check the following:

- Make sure the modem is set to answer Faxes.
- Make sure the modem status box reads Ready to answer Fax calls. If it does not, turn the modem off and turn it back on from the control panel.

Support Information Services

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