



Tech Info Library

LaserWriter 16/600 PS: Cannot Receive Faxes with ECM (7/95)

Revised: 7/5/95
Security: Everyone

LaserWriter 16/600 PS: Cannot Receive Faxes with ECM (7/95)

=====

Article Created: 05 July 1995

TOPIC -----

What causes the LaserWriter 16/600 PS to only receive the first inch of a sent fax? When this happens, the sender also receives an error message. This occurs when sending a fax from different fax machines, such as the Canon t400, Canon 630, Canon Fax 270, and a Pitney Bowes 9550. Faxes sent from other machines are received properly.

DISCUSSION -----

Apple worked with Canon to verify that this is related to an option on the sending machines called ECM (Error Correction Mode). When the sender selects ECM, the fax fails. However, the same fax job is completed successfully with ECM turned off.

The work around is to turn off error correction on the sending machines. Please note that this problem potentially could happen from other fax machines besides those listed above.

Support Information Services

Copyright 1995, Apple Computer, Inc.

Tech Info Library Article Number:18074