INFORMATION

ALLEY

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A New Source for Tips and Tidbits

By Janet Christian

A New Source for Tips and Tidbits

We recently received an invitation from Owen W. Linzmayer for a complementary copy of his new book, ***The Mac Bathroom Reader***. He also gave us permission to use bits of it in our **Tips and Tidbits** boxes. (Small ones appear on page 10 and 19.) I want to thank Owen for the book and for letting us share parts of it with you. His book is an entertaining combination of well-researched facts, lore, and events (good and bad) in Apple's corporate history, as well as in the lives of those who played a part in its birth and growth. I found the book contains some wonderful, little known facts, quotes, photos, and anecdotes. If you are interested in more information about Owen's book, you can contact him electronically at **71333.3152@compuserve.com** or write to him at:

> Owen Ink
> 2227 15th Ave.
> San Francisco, CA 94116-1824

The History of the Dogcow

The *History of the Dogcow* was originally printed in ***develop*** (the ***Apple Technical Journal***), issues 17 and 18. It was recently also included in Owen Linzmayer's ***The Mac Bathroom Reader***. We thought our readers might also enjoy it. We are including the complete story as a two-part series in the ***Information Alley***. We hope you enjoy this light-hearted break from technical facts, tables, hints, tips, problems, workarounds, and solutions. Please note that this article includes a special copyright. You may not redistribute this article, without prior written permission from ***develop***, outside of its inclusion here in the ***Information Alley***.

Bottom-of-the-Page Page Numbers are Back

We've received several complaints that Adobe Acrobat does not print the page numbers on the tops of the pages. You can resize your Acrobat page print size to accommodate for this. However, since this is not immediately obvious to those who are new to Acrobat, we have added the page numbers back to the bottom of each page. The bottom right corner of each page now includes the current volume, issue, and page number. The issue date has been moved to the bottom left corner. We hope this clears up any confusion for those of you who were not reliably seeing page numbers.

The Apple Shared Library Manager

By Mark Hansen

The Apple Shared Library Manager (ASLM) is a piece of code that lets other programs share common code. Historically each application was required to link in any necessary library modules at compile time. The shared library manager lets any common code be loaded into memory only once by all running applications and then shared by others who also need to make the same calls thus reducing the memory foot print for application.
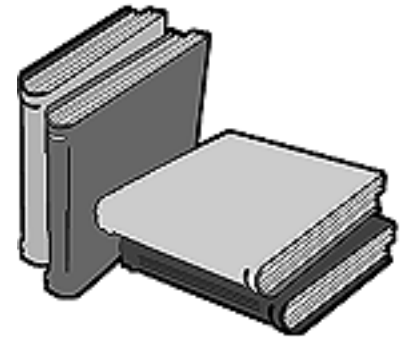
ASLM ships with several Apple as well as some third-party products. Any application that requires ASLM ships with a copy of the application. ASLM maintains the relationship of applications to shared libraries at the system level.

Shared Libraries

A shared library is a library of functions or classes (for C++ programmers) that are compiled, linked, and stored separately from the clients (applications) that use them. By accessing the functions or classes that are stored in a shared library, a client (application) can call functions that are not part of its executable code. Furthermore, functions or classes that are stored in a shared library can be called by different applications that are running at the same time.

Because shared libraries can contain shared code and are loaded and linked at run time, they save enormous amounts of RAM and disk space. Shared libraries eliminate the necessity for keeping multiple copies of code in memory when multiple applications use the same code. Shared libraries help software developers design independent, modular, compact libraries that applications can share. It also helps software designers develop their products faster, and it makes the products easier to improve and maintain.

A shared library file is a binary file that can contain object code for functions, classes, methods (member functions), data, and resources. A shared library file can contain one or more shared libraries. When a shared library file is made available, developers can share, and dynamically link with, the code stored in the shared library.
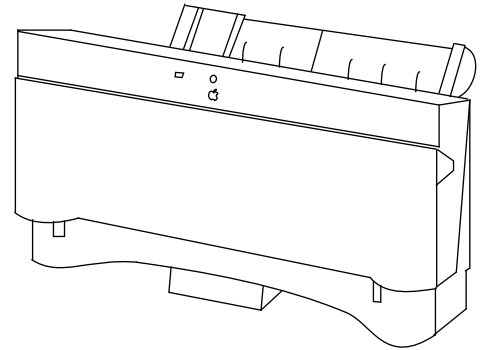
Clients

A client is any application or library that creates objects or uses methods or functions that are implemented in shared libraries. Clients can include applications, system extensions, INITs, CDEVs, XFCNs, and XCMDs, other kinds of stand-alone code resources, and even shared libraries themselves, because shared libraries typically use other shared libraries.

A client written in a non–object-oriented language, such as C or Pascal, can call routines that are stored in a shared library in the same way that it would call any other function. A C++ client can instantiate objects from classes that are stored in the shared library in the same way that it would instantiate objects from any class.

StyleWriter Printer Troubleshooting

By Wayne Brissette

If you are having problems with your StyleWriter or StyleWriter II printer here are the steps to determine where the problem is. The steps for troubleshooting the printers are identical:

Troubleshooting Steps

| STEP	ACTION
1	Shut down your Macintosh.
2	Turn off your Macintosh and StyleWriter printer.
3	Remove all paper from printer.
4	Disconnect the serial cable printer cable from the computer and the printer.
5	Disconnect the power cable.
6	Wait approximately 15 seconds, then reconnect the power cable to the printer.
7	Reload the paper in the printer gently. Do not force the paper into the printer.
8	Generate a test page on the StyleWriter: • StyleWriter: With the printer off, hold down the form feed button, then press the power button and release both buttons simultaneously • StyleWriter II: With the printer off, hold down the power button until it starts to generate the test page.
9	If the test page prints improperly or does not print: | STEP	ACTION
1	Remove the ink cartridge from the printer.
2	Verify that the tape used during shipping has been removed from the cartridge.
3	Manually clean the cartridge if necessary by covering the ink jets with a wet cloth or paper towel and shaking the cartridge.
4	Reinsert the ink cartridge.
5	Generate another test page.
6	If the printer still does not properly print a test page, replace the ink cartridge.
7	Generate another test page.	

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STEP	ACTION
10	If the test page prints properly, reconnect the printer to the computer. You can connect to either the printer, or the modem port, but you must make sure that the same port is selected in the Chooser.
11	Remove any spooled files in the PrintMonitor Documents folder in the System Folder. Here is how to do this: Open the PrintMonitor Documents folder, if there is anything in the folder, throw the entire folder in the Trash, restart the computer, and empty the Trash. If there are documents in this folder waiting to be printed and you do not remove the folder immediately, it tries to print those documents. Corrupted PrintMonitor documents will cause error messages, so you want to remove all the spooled documents.
12	Open the Chooser and select the correct printer driver. Make sure that you select the proper driver for the printer. If you select a StyleWriter driver for a StyleWriter II, you will get error messages and will not be able to print.
13	Select the proper serial port (modem or printer).
14	Turn background printing off. This is not necessary for printing, but makes troubleshooting much easier
15	Make sure AppleTalk is inactive.
16	Print from the Finder. From the File menu choose Print Window, Print Desktop, or Print Directory depending on what you have on your desktop.
17	If the printer prints from the Finder, but not from an application, the problem is with the application program and you need to contact the software vendor to troubleshoot the problem.
18	If you cannot print from the Finder, restart with extensions off (hold down the shift key during the startup procedure). If this solves the problem, follow normal Extension troubleshooting procedures.
19	If you still have problems, reinstall all of the printer software:

STEP	ACTION
1	Open the Extensions folder and throw away the PrintMonitor and StyleWriter and StyleWriter II files.
2	Restart the Macintosh with extensions off.
3	Reinstall the printer software.

|
| 20 | If you still have problems, do a clean reinstall of the system software and printer software. |

If you complete all of the preceding steps and find that you still have problems, contact the Apple Assistance Center at (800) SOS-APPL (if you are in the United States) or your local Apple authorized service provider (if you are outside of the United States).

Multiple HyperCard Pages Print for Each Card

By Rob Stokes

If you are using HyperCard you may find that some applications (such as MacPaint) print multiple pages for each HyperCard card. The first page has the card with all the correct information. The subsequent pages are blank.
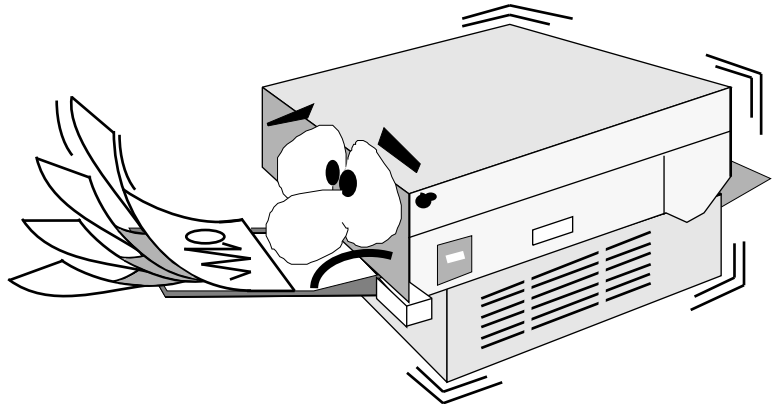
This HyperCard behavior is not entirely unexpected because some applications have a large print area (for example, the typical MacPaint card size has a fairly large print area). This can result in each card actually requiring more than a single page to print.

Examples Using Different Printers

This example uses a one card stack with a MacPaint sized card. The paint bucket tool was used to fill in a fairly dense pattern on the card to help see what is being printed. Two pages printed on a LaserWriter Pro 630.

The MacPaint card size is 576 pixels by 720 pixels. This card image is a little wider than the image area of the LaserWriter Pro 630, so the second page held a "sliver" of the right hand side of the card.

When resizing the card size of a stack, HyperCard forces pixel sizes of a multiple of 32 pixels for the width and 8 pixels for the height.

By resizing the card width from 576 pixels down to 544 pixels, the card printed on one page. A stack sized at 544 pixels wide by 736 pixels high printed on two pages with a sliver of the bottom of the card on the second page. A stack sized at 576 pixels wide by 736 pixels high, printed on four pages with a slivers of the right and bottom of the card on the second and third pages and the fourth page had a tiny square from the lower right of the card.

Depending on the printer used, a large sized card may need to be spread over multiple pages to show the whole card image. If there is not any kind of pattern near the right and bottom of the cards then the extra pages may appear to be just extra blank pages, when actually they represent boundaries of the card image. Be sure after resizing a stack that the fill pattern extends to the bottom of the newly sized cards. The pattern does not propagate just because the card is made larger.

The way the card prints out depends on the pixel imaging size of your printer. Another factor that could have an effect on this printing situation, in a non-QuickDraw GX environment, is whether you have set the Page Setup Options to have a larger imaging area available by choosing fewer downloadable fonts.

Connecting an External Monitor to a PowerBook 200 Series (Duo) Computer

From the Technical Information Library

To connect an external monitor to your Macintosh PowerBook 200 Series computer, it must be connected to a docking station that supports external video.

Note: The PowerBook 200 Series includes the Duo 210, 230, 250, 270c, 280, and 280c PowerBook computers.

Apple produces three docking stations for the PowerBook 200 Series:

- The Macintosh Duo Dock

- The Macintosh Duo Dock II+. The Duo Dock II+ replaces the Duo Dock II. The Duo Dock II+ has the same video output capabilities as the Duo Dock II.

- The Macintosh Duo MiniDock (both of which support external video).
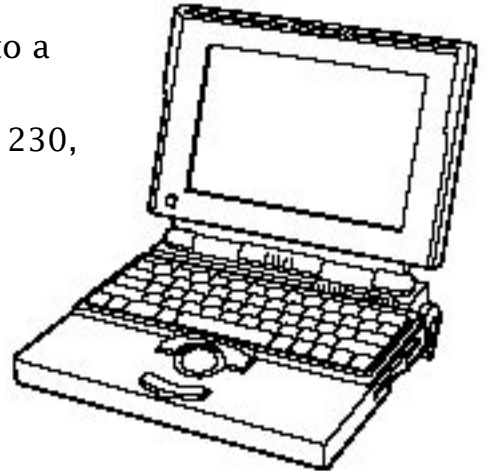
Macintosh Duo Dock

The Macintosh Duo Dock has 512K VRAM standard and an external DB-15 video-out port.

It supports these displays and bit densities:

Display	Bit Density	# of Colors/Shades of Gray
Apple 12 inch Monochrome	8 bit	256 shades of gray
Apple 12 inch RGB	8 bit	256 colors/shades of gray
AppleColor Hi-Res RGB	8 bit	256 colors/shades of gray
Apple Color	8 bit	256 colors/shades of gray
Apple Portrait	8 bit	256 shades of gray
Apple 16 inch RGB	8 bit	256 colors/shades of gray
VGA (640 by 480)	8 bit	256 colors/shades of gray
SVGA (800 by 600)	8 bit	256 colors/shades of gray

You can add an additional 512K VRAM SIMM to the Duo Dock. This is the same 512K VRAM SIMM that is used in the Macintosh LC and LC II.

With 1MB of VRAM installed, the Duo Dock supports these displays and bit densities:

Monitor	Bit Density	# of Colors/Shades of Gray
Apple 12 inch Monochrome	16 bit	256 shades of gray
Apple 12 inch RGB	16 bit	32,768 colors or 256 shades of gray
AppleColor Hi-Res RGB	16 bit	32,768 colors or 256 shades of gray
Apple Color	16 bit	32,768 colors or 256 shades of gray
Apple Portrait	16 bit	32,768 colors or 256 shades of gray
Apple 16 inch RGB	16 bit	32,768 colors or 256 shades of gray
VGA (640 by 480)	16 bit	32,768 colors or 256 shades of gray
SVGA (800 by 600)	16 bit	32,768 colors or 256 shades of gray

Note: It is only possible to display 256 shades of gray, even if the bit density is greater than eight.

Macintosh Duo Dock II+ and Duo Dock II (Discontinued)

The Duo Dock II+ comes with 1 megabyte of VRAM standard and is not expandable. The Duo Dock II+ supports the multiple resolutions of the Multiple Scan displays without needing an adaptor. The Duo Dock II+ supports these displays and bit densities:

Monitor	Bit Density	# of Colors/Shades of Gray
Apple 12 inch Monochrome	16 bit	256 shades of gray
Apple 12 inch RGB	16 bit	32,768 colors or 256 shades of gray
AppleColor Hi-Res RGB	16 bit	32,768 colors or 256 shades of gray
Apple Color	16 bit	32,768 colors or 256 shades of gray
Apple Portrait	16 bit	32,768 colors or 256 shades of gray
Apple 16 inch RGB	16 bit	32,768 colors or 256 shades of gray
VGA (640 by 480)	16 bit	32,768 colors or 256 shades of gray
SVGA (800 by 600)	16 bit	32,768 colors or 256 shades of gray
Apple 17 inch Multiple Scan:		
640 x 480	16 bit	32,768 colors or 256 shades of gray
832 x 624	16 bit	32,768 colors or 256 shades of gray
1024 x 768	8 bit	256 colors/shades of gray

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Monitor	Bit Density	# of Colors/Shades of Gray
Apple 20 inch Multiple Scan:		
640 x 480	16 bit	32,768 colors or 256 shades of gray
832 x 624	16 bit	32,768 colors or 256 shades of gray
1024 x 768	8 bit	256 colors/shades of gray
1152 x 870	8 bit	256 colors/shades of gray

Note: The Duo Dock requires a video display adapter to change resolutions on Multiple Scan displays unless System 7.5 is installed.

Macintosh Duo MiniDock

The Macintosh Duo MiniDock comes with 512K VRAM standard. Its VRAM cannot be upgraded. The Macintosh Duo MiniDock can be configured so the external monitor and the Duo screen display the same image. In this case, the external monitor is limited to a video display of 640 by 400 pixels, the same as the LCD. The Macintosh Duo MiniDock supports these displays and bit densities:

Monitor	Bit Density	# of Colors/Shades of Gray
Apple 12 inch Monochrome	8 bit	256 shades of gray
Apple 12 inch RGB	8 bit	256 colors/shades of gray
AppleColor Hi-Res RGB	8 bit	256 colors/shades of gray
Apple Color	8 bit	256 colors/shades of gray
Apple Portrait	8 bit	256 shades of gray
Apple 16 inch RGB	8 bit	256 colors/shades of gray
VGA (640 by 480)	8 bit	256 colors/shades of gray
SVGA (800 by 600)	8 bit	256 colors/shades of gray

Note: A DB-15 to VGA or SVGA adapter cable is needed to connect a VGA or SVGA monitor to either Apple docking station.

No displays are supported by the Apple docking stations other than the ones listed above.

Tips and Tidbits

Open the PowerBook control panel and **Option**-click the version number to display a credits dialog box. [From ***The Mac Bathroom Reader*** by Owen W. Linzmayer.]

History of the Dogcow – Part 1

By Mark ("The Red") Harlan

[Editor's Note: Reprinted with permission of Apple Computer, Inc. from **develop**, **The Apple Technical Journal**, Issues 17 and 18.

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I'm going to tell you a few things that have never been put in print before about the dogcow. If you don't know what or who the dogcow is, or you don't care for Apple cultural minutiae, you should just flip past this column.

This is only part 1 of the story, to be followed by more in a future issue of develop. [Part 2 will appear in Volume II, Issue 3 of the **Information Alley**.] We didn't want to hit you with it all at once, for fear of what the shock (or the boredom) might do.

How It All Began

The dogcow was originally a character in the Cairo font that used to ship with the Macintosh; it was designed by Susan Kare. I had always been interested in this critter ever since I first saw it in the LaserWriter Page Setup Options dialog, sometime during my stint in Apple's Developer Technical Support (DTS) group in 1987. To me it showed perfection in human interface design. With one picture it was very easy to explain concepts like an inverted image or larger print area that otherwise would be nearly impossible to communicate.

Interest became an obsession when one day I was talking to Scott ("Zz") Zimmerman about the dialog and suddenly thought, "Just what is that animal supposed to be, anyway?" Since Zz was the Printing Guy in DTS (now in the Newton group), and my favorite pastime was to bother him endlessly anyway, I started pressing him on whether the animal was a dog or a cow.

In an act of desperation he said, "It's both, OK? It's called a 'dogcow.' Now will you get out of my office?" The date was October 15, 1987, and I consider this to be the first use of the term. It should be noted that since then a few people (including Ginger herself) have told me that actually the phrase was coined by Ginger Jernigan (ex-DTS, now ROM software) at a meeting of Apple's Print Shop sometime shortly before that, which very well could be the case. Nevertheless it was Zz who pressed it into common usage, and he certainly was the first person I ever heard use the term.

Zz's ploy to get me out of his office was futile, however, because then I stood around and postulated that the dogcow's genes would have a radical effect on its behavior, and it must not bark or moo, but rather utter a combination like "Boo-woo!" or "Moof!"

We both thought it was funny enough that we decided to press it into everyday usage, and I started circulating the dogcow with "Moof!" on internal memos. The idea
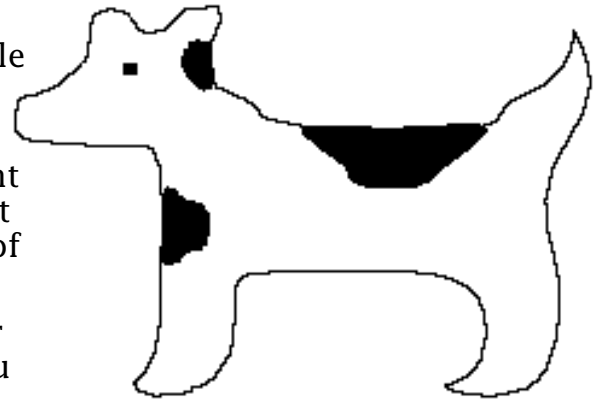
caught on, and at the 1988 Worldwide Developers Conference we gave away dogcow buttons in the debugging lab. Louella Pizzuti (ex-DTS, ex-develop editor, now citizen of the world) came up with the great idea of making the background Mountain Dew green. Response to the buttons was huge, and no one was smiling more than the DTS folks when John Sculley wore one for his keynote speech. It was a major-league coup.

The Origin of Tech Note #31

Then things started to spin out of control. Various groups internally started picking up the dogcow logo and doing things that didn't seem, well, DTS-like. The final straw was when the dogcow pin appeared in a Microsoft advertisement. Mark Johnson (ex-DTS, now in Apple Europe) approached me and suggested that we throw down the gauntlet and write a Technical Note on the subject. I balked out of nothing more than sheer laziness.

Some time passed and we were getting ready to go with the April 1989 batch of Tech Notes when Mark approached me again, saying that he thought having an April Fool's edition describing the dogcow would be perfect. I said yes but then stalled and stalled, missing two deadlines, and I thought the Tech Note wasn't going to happen.

Mark marched in my office one day in March of 1989 at 11:30 a.m. announcing that Tech Notes were shipping at noon and implied that my manliness was in question if I didn't get that Note in the batch. My macho instincts just couldn't allow that to happen, so Tech Note #31, "The Dogcow," was written in literally 40 minutes in one pass. I'd been thinking about it for quite some time, so I knew pretty much how it would go; I just sat down and typed it out. Given more time I definitely would have churned out something a bit more polished, and part of its quirkiness, I'm sure, is due to the time pressure I was under.

One thing was certain: it had to be something original in concept. I've always had a deep disdain for people who rip off comedic stuff. You know, the same people who used to have to tell all their jokes with an English accent because of Monty Python are now those who say "Not!" behind phrases. Once is funny, but after a while it gets really old. I definitely wanted it out of the mainstream.

For numbering I wanted to use e, but Mark pointed out that there had been confusion early on in the Tech Note numbering scheme and that a few numbers had been left out for various reasons. He showed me some conversations from the net that went on and on about Tech Note #31 and people's guesses as to why it was missing. (People were really, really out there with their guessing; anyone who's a believer in conspiracy theories would have enjoyed this blatant gibberish.) The number 31 had the right feel; it would blend into the regular batch better than e, and I've always had a soft spot for prime numbers, so we picked it.

Sports Illustrated had run a great fake story about a Zen baseball pitcher sometime earlier and we borrowed the idea of having the words "April Fool's" spelled out within the article from them — in our case using the first letter of every line of the poem at the closing. No one has ever mentioned this to me, so few people must have caught it.

There's a picture of the wrong way to draw the dogcow that several people thought was a scanned image of Zz. Actually, completely independently of the Tech Note, I'd

been using a program called Mac-a-Mug, designed to make mug shots, and came across a set of hair that looked frighteningly like Zz's. After fiddling around with the program a bit I was able to come up with a good rendition of Zz's head, and I shoved it into the Tech Note without his ever knowing about it. The expression (and color) of his face when he learned about the picture is a memory I'll always cherish.

The Note also contains the expression "Aanal, Enacku Naiimadu, Kaanali!" People came up with very unusual anagrams or unusual explanations for what it meant, the best being that it was an obscure reference to a clip of The Day the Earth Stood Still that had been cut from the film. But the truth is that it's phoneticized Tamil that was supplied by Sriram Subramanian (Networking Guy, ex-DTS, ex-Taligent, now in Apple Japan) meaning "But I can't see the dogcow!"

Ironically, there's also a mistake in that the "correct" way to draw the dogcow is actually wrong. We ended up being so pressured for time in getting the Note out the door that we just jammed it into a weird PostScript file that ended up mutating the shape. Shortly after the release of that Note, Chris Derossi (ex-DTS, now at General Magic) convinced me that a better solution was to have the correct way to draw the dogcow be pixelated, to avoid these idiosyncracies in the future — which is what's now done.

Next Time

There will be more history of the dogcow in a future issue of *develop*. Have you ever wondered if you have the entire set of dogcow pins? Is that dogcow T-shirt of your cubemate's bootlegged? Is there any way things can get more meaningless? Some, but not all, of these questions will be answered the next time we have a little extra space to fill.

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You can now find the *Information Alley* on these online services and BBSs:

- **THIS TIME WE GOT THE PHONE NUMBER RIGHT (WE PROMISE!) – The Fringe** BBS (Friendswood, Texas) **(713) 996-6866 (NOT 6868)**

  A FirstClass BBS running on a Macintosh SE/30 with two lines. Both lines are at 28,800 and are soon to be V.34. Includes message and file areas, two online CDs with over 20 CDs rotated at user's request. Access is free.

- **ftp://ftp.msc.wku.edu/pub/mac/austin/info_alley** ftp site

  This ftp site maintains copies of the magazine. The site is maintained through the Western Kentucky University Microcomputing Support Center.

QuickDraw GX –
Differentiating Various Font Types

By Anthony Snyder

This article describes how to identify which font suitcases contain scalable postscript fonts and which contain scalable True Type fonts when using QuickDraw GX.
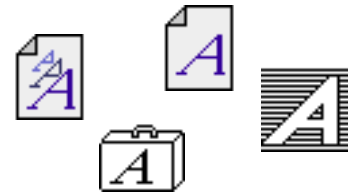
When using QuickDraw GX, all fonts (including TrueType and PostScript) are stored in suitcase files inside the Fonts folder. On opening a suitcase with either TrueType, or PostScript fonts, you should see two types of fonts files listed – bitmapped and scalable.

You can identify the different fonts by comparing the icons for the files. A bitmap font file has an icon with one "A" on it, while a scalable font file has an icon with three superimposed "A"s on it. A scalable font can be either a PostScript font or a TrueType font.

Unfortunately, from the Finder, there is no easy way to tell if a particular scalable font is TrueType or PostScript. The Finder lists both types of scalable fonts as "font".

There are two ways to tell the difference. One way is to open a copy of the font suitcase using ResEdit. Open the SFNT resource. The first four characters are **typ1** if the font resource contains PostScript data; otherwise, it is a TrueType font.

A second way to determine whether the font is a PostScript font is to enable ATM GX (via the ATM GX Control Panel) and open the font in question. If the text on the screen is not smooth, it is a PostScript font.

Launcher Closes With
Close All Windows Command

By David Lake

When you perform the "close all" command (press the **Option** key and click the **Close** box) all the windows on your desktop, including the Launcher, close. There is no way to prevent this.

Here are two ways of easily reopening the Launcher:

- You can create an alias of the Launcher on the desktop, which would normally be hidden under the Launcher window when it is open. Any time you close all of the windows, you could then simply double-click the Launcher alias, now visible, and open it again.

- You can create an alias to the Launcher and put it in the Apple Menu Items folder in the System Folder. You then easily access it by pulling down the Apple Menu.
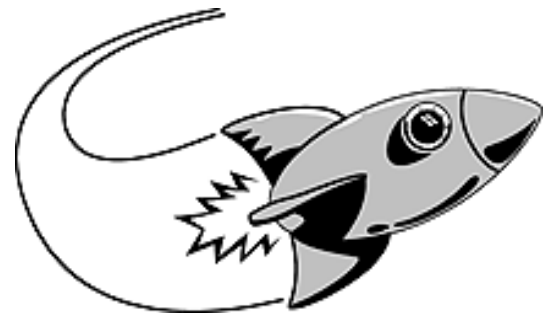
Direct Dialup Mail – Overview and Issues

By Ed Rupp

This article provides a basic description of the capabilities of Apple's Direct Dialup Mail (DDM) software.

Please refer to the **PowerTalk User's Guide** (from System 7 Pro), Appendix B for details on setting up and configuring the software. See **Using Direct Dialup Mail** on page 16 for an example.

To obtain DDM, call (800) 769-2775x6565. There is currently a $15 shipping and handling fee.

DDM Functionality

What DDM does

- Lets you send Apple mail to another DDM/PowerTalk user (peer-to-peer).
- Lets another DDM user send you Apple mail provided you have the software configured to accept incoming calls.

What DDM does not do

- Let you retrieve your remote mail from another PowerTalk equipped Macintosh.
- Let you get PowerShare mail from a PowerShare server

DDM Requirements and Issues

DDM requires a Macintosh running PowerTalk. It also requires that modems be attached to the Macintosh computers to which you want to connect. See the **PowerTalk User's Guide** (or **Using Direct Dialup Mail** on page 16) for instructions on installing DDM and adding it to your PowerTalk Key Chain. Be sure to obtain the proper CCL script for the modem you are using. CCL scripts are obtained from the specific modem vendor. DDM uses the same modem scripts and setup control panel as Apple Remote Access. Because DDM is more particular about modem scripts, it is very important to use the most updated scripts from the modem vendors.

Once you have installed DDM, the modem connected to the Macintosh is always in "answer call" mode. While in this mode the modem cannot be used with any other communications software except Apple Remote Access (ARA), if it is installed. DDM must be disabled using the **I'm at...** command to use the modem for anything other than ARA or DDM.

Continued on next page...

There is no Status Window indicating that DDM is dialing, so the only indication you have of what is going on are the modem tones.

When addressing an Apple mail message using the DDM option, DDM attempts to send the mail message immediately. If it cannot connect to another DDM user's modem, then it retries three times before giving up. You can also specify a preset time to send all your DDM mail. This mode keeps all the mail in your Out Tray until the specified time, and then attempts to send each message.

Information for AppleTalk Remote Access Users

AppleTalk Remote Access (ARA) 1.0 is not compatible with Direct Dialup mail. It is automatically removed from your hard disk when you install Direct Dialup mail. If you want to run PowerTalk Direct Dialup Mail concurrently with AppleTalk Remote Access Software, you must upgrade to ARA version 2.0 or later. ARA MultiPort Server is not compatible with Direct Dialup mail. Do not install both ARA Multiport Server and Direct Dialup mail on the same computer.

Upgrade Products

- M1964Z/C Apple Remote Access Client for Macintosh Upgrade Kit v2.0.1
- M2678Z/B Apple Remote Access Personal Server for Macintosh Upgrade Kit v2.0.1

These products require proof of purchase of version 1.0 or 2.0 and are available at authorized Apple resellers and dealers. For the name of a nearby authorized Apple reseller or dealer in the U.S., call (800) 538-9696. For more information on the Apple Remote Access product family, contact the Apple Network Information Line at (408) 862-3385. To obtain information on availability of Apple Remote Access Software outside the U.S., please contact your local Apple representative.

Using Direct Dialup Mail

You use the Direct Dialup Mail Accessory Kit for sending and receiving mail over a modem to another computer.

Setting Up the Software

After you have installed Direct Dialup mail, you are ready to set it up. Follow these steps:

STEP	ACTION
1	Open your PowerTalk Key Chain. If you have not already given your Key Chain Access Code, you are asked to enter it. The Key Chain dialog box appears, listing your current services.
2	Click the **Add** button to bring up a list of available services.
3	Select **Direct Dialup Mail** and click **OK**. The dialog box closes and Direct Dialup is added to your list of available services.
4	Double-click **Direct Dialup**. The Direct Dialup dialog box appears.

STEP	ACTION
5	Fill in or change information as appropriate.
6	To set the software to control your modem, click **Modem Setup**.
7	In the dialog box that appears, use the pop-up menus to choose the kind of modem you have and make sure the port setting is correct. Click the appropriate radio button to turn the modem speaker on or off. **NOTE:** If the pop-up menu does not list your modem, try the Hayes setting with the same speed as yours. If that does not work, contact the manufacturer to get the necessary software.
8	Close the Remote Access Setup, Direct Dialup, and PowerTalk Key Chain windows. Your software is now installed and ready to run.

Adding Dialup Addresses

You can add a dialup telephone address to an information card for easy access. Follow these steps to add a Direct Dialup mail address:

STEP	ACTION
1	Find the information card to which you want to add a Direct Dialup mail address.
2	Open the card and use the pop-up menu to move to the Electronic Addresses page.
3	When the Electronic Addresses page appears, click **Add** at the bottom of the card. A dialog box appears, asking for the kind of address to add.
4	Select **Direct Dialup mail** and click **Add**. An untitled Dialup Address line appears on the card, ready for you to fill out. NOTE: Make this address the preferred one by highlighting its radio button. The Mailer uses the preferred address when it sends documents.
5	Type a descriptive name for this address. Something like "Mary's Home Modem" is a good choice because it describes both the owner and the modem's location.
6	Double-click the icon to the left of the address line to add the necessary dialup information. Select the top radio button to have the system use the information you supplied in the Direct Dialup dialog box (described earlier in this article) to form this person's telephone number. Then enter the required numbers in each of the three fields. If your area code and the area code you enter on this person's card are the same, the system does not use the area code when it dials.) For example, the **Country code** field can hold the standard 1 prefix used before North American area codes. Select the bottom radio button to have the system use the number you type into the lowest field without regard for the information you supplied in the Direct Dialup dialog box. You can change any of these settings at any time.
7	Click the **Close** box when you are finished to confirm your settings and put the dialog box away.
8	Click the information card's close box. Once the dialup address information is complete, you can send mail to that address just as you can to any other address in PowerTalk.

Using Dialup Addresses in the Mailer

To add a dialup address from your personal catalog, follow these steps:

STEP	ACTION
1	Click the top button in the Catalogs access panel.
2	Locate and select the information card containing the dialup address.NOTE: To use an information card as the source of a dialup address, a Direct Dialup number must be selected as the preferred address on the Electronic Addresses section of the information card.
3	Click the **To** button.

To type a dialup address for a letter's recipient, follow these steps:

STEP	ACTION
1	Open the Mailer's Catalogs access panel and click the bottom button.
2	Type the exact phone number for the dialup recipient's modem. You can use a hyphen to separate the parts of the number if you want. You can also use the form: **<name>@<number>**.
3	Choose **Dialup** from the catalog pop-up menu.
4	Click **To** (or press the **Return** or **Enter** keys) to address the letter. To put a copy of this dialup address in your preferred personal catalog, press the **Option** key and click the **Save** button.
5	Provide any other necessary information in the Mailer and send the document.

Troubleshooting

You may experience an occasional problem using the dialup service. Here are a few common problems and some suggested solutions.

Error Message When Typing a Phone Number

When you type a phone number in an address window, the system adds a message at the bottom stating that your dialup service has not been set up.

Open the PowerTalk Setup control panel and check that the dialup service information is complete and that you have entered your local phone number.

The Dialup Service Does Not Work

You have set up your dialup service, but it does not seem to work. For instance, the modem will not dial an address.

Check the following:

- Be sure the modem is turned on and your phone line is connected.
- Verify that you have selected your model of modem in the Remote Access Setup control panel. If your modem's auto-answer light is on, your setup is probably OK.

A Reply To a Letter Does Not Get Through

You reply to a letter that originally had multiple recipients, at least one of which had a dialup address, but your reply to that dialup address does not get through.

Check the area code of the dialup address. If the original sender of the letter and the dialup recipient were in the same area code (for example, 408), but you are in a different area code (for example, 212), the dialup recipient's address would not have any area code listed. (There would have been no need for the original sender to include an area code.)

Unless you change the dialup address, the system would dial without an area code and try to send your reply to your area code (212) instead of the proper one (408).

System 7.5 Installation Problems on a Macintosh Performa

By Wayne Brissette

If you install System 7.5 on your Macintosh Performa computer and it fails the installation, you may have a folder lock conflict.

Prior to System 7.5, the Macintosh Performa computers used a slightly modified version of System 7.x. One of the additional control panels is the Performa Control Panel. It provides folder protection by locking the folder so items cannot be accidentally removed. Only the System folder and the Application folder can be locked using the Performa control panel.
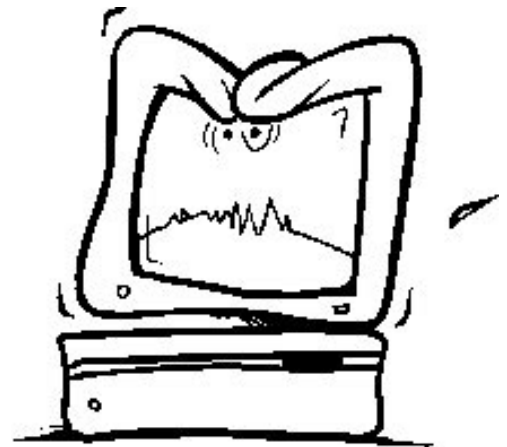
Before you can install System 7.5, you have to turn off System folder protection in the Performa control panel. Under System 7.5, you can turn System and application folder protection off and on using the General control panel.

Tips and Tidbits

FaxMaker

Choose About FaxMaker from the Apple menu, then click the icon. The arrow pointer changes into a mouse, and a scrolling list of the developers appears. From *The Mac Bathroom Reader* by Owen W. Linzmayer.]

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