

MS Fax Does Not Always Receive Faxes When Microsoft Exchange Runs Continuously

Sometimes the Voice and Fax Line for the modem of PCV70/90 models will not reset after disconnecting from an ISP (Internet Service Provider). This condition will not permit faxes to be received. This typically happens to computer users who never turn off Microsoft Exchange, then log on and off of their ISP and then need to receive faxes.

The condition corrects itself by simply closing and restarting Microsoft Exchange.

Users who wish to correct this condition without closing and restarting Microsoft Exchange can download a modem upgrade that may resolve this problem from the Sony Software Updates Web page. Download file FAXFFIX.EXE. Read file FAXFFIX.TXT first for installation instructions.

To reach the Software Updates web page, go to: <http://www.ita.sel.sony.com/support/pc/> and then click on Software Updates.

Users unable to download from the Web may also get this upgrade via SOS from the Sony Technical Response Center.

NOTE:

The preinstalled modem drivers must be upgraded to version V1.4a before this Fax Software Update can be installed. If you are not sure which modem driver version your computer has, do the following:

1. Open the Windows 95 Programs menu.
2. Select 28.8 DSVD Modem.
3. Select "28.8 DSVD Modem Panel."
4. When the Modem Panel opens, select "Help" on the Menu Bar.
5. Select "About."
6. Any version modem driver beginning with V1.2 must be upgraded to V1.4a (see third line beginning with "Tag").
7. To upgrade to the 1.4a modem driver, download it from the Sony Software Updates page. This 6.1 MB file should take about 35 minutes to download at 28.8. If you are unable to download this file, contact the Sony Technical Response Center to arrange to have the file sent to you.