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Failure of Data Call on 9001 Fax & Data Interface when initiated by 9102 Control Software

1. Scope

This service bulletin details an inter-operation problem between specific version nos. of operating software within the 9001 Fax & Data system. It applies only to 9001 Fax & Data Interface units that incorporate V2.40 of the PC Expansion firmware (EPROMS P/No 90-20527-001 within the 9001), when used together with V4.00 or V4.01 of the 9102 control application software P/No 90-20504-001 on an external Personal Computer (PC).

2. Symptom

The problem prevents a data call being properly established when initiated from an external PC running the 9102 application program.

3. Remedy

Customers using V4.00 or V4.01 of the 9102 control application software and having 9001 units that employ V2.40 of the PC Expansion firmware should upgrade to V4.02 or higher of the 9102 control application software. Upgrades are available from Codan at no charge.

Version Nos. can be checked by the following:

9001

From a fax machine connected to the 9001, request a status report by dialling 1001 as per pages 4-8 or A-2 of the 9001 HF fax & data interface User Guide, P/No 15-04038 Issue 4. The report presented on the fax machine will list the version no of the PC Expansion software, detailed as "Controller Software : X.XX", where X.XX is the Version No.

9102

Whilst running the 9102 program from your PC press the *Ctrl* & *Enter* keys on the keyboard together. The version no. will be reported in a window on screen.

Please note you only need to upgrade your 9102 if your system has both the above versions operating together.