



About... Mac OS 8 - 8.6 and GV Software

Introduction:

This document provides information about using your Global Village software with Mac OS 8, 8.1, 8.5, 8.5.1 and 8.6.

All latest versions of Global Village software have so far been found to be compatible with Mac OS 8 and later. No apparent bugs or other functionality problems have been discovered that would render the two wholly incompatible. Some (minor) issues that might occur are listed as follows:

Global Village Status Display Appearance (OS 8 or later)

For users of GlobalFax 2.6.3 and earlier, the Global Village display may appear to be a different color (e.g. white) than the menu bar (e.g. grey) and may overlap slightly onto other menus in the middle of the menu bar. This will occur if **System-wide platinum appearance** or **Apple platinum** (depending on the version of your OS) is chosen in Apple's **Appearance** control panel.

NOTE: Since these issues are purely cosmetic, they won't affect performance of the modem or software.

Users of GlobalFax for the TelePort Platinum, 33.6 Internet Edition, K56Flex, X2 or any TelePort V.90 modem can fix the issue by updating their software to 2.6.8. The updater is available on our website at <http://www.globalvillage.com> under the Support section, or on our Bulletin Board System at (800) 335-6003 using the program Zterm. Refer to the documentation that came with your modem on how to use Zterm, or download document #2309, "How to... Download Files from Global BBS (using Zterm)." Alternately, the author of the extensions "Aaron" and "Kaleidoscope" has created "Aaron Light," designed to patch some of the cosmetic issues related to OS 8 (and later) in general, including GV's connection status display color/overlap appearance. This is not directly supported by Global Village, and if you cannot make this extension work, we cannot offer technical support for it. You can download Aaron Light at: <http://www.kaleidoscope.net/greg/>.

Global Village Fax Center icons using GlobalFax 2.6.x (OS 8.5/8.5.1)

When dragging a scheduled or received fax or a log entry to the **Scheduled**, **Received**, or **Delete** icons in the Global Village Fax Center, the icons will not highlight. However, dropping the fax or log entry over any of the icons will properly execute the function (e.g. forwarding or deleting a fax). This issue can be fixed by updating your OS to 8.6. Apple offers a free download of OS 8.6 for 8.5/8.5.1 users via their website at www.apple.com.

Custom Cover Sheets Appear Blank (OS 8.5/8.5.1)

Certain types of custom cover sheets may appear blank (no data in the cover sheet) when faxing from an application other than the Global Village Fax Center (sending a QuickFax) using the Standard or Fine quality faxing modes. If you experience this issue, the immediate fix is to send the document that uses the "problem" custom cover sheet using the Grayscale quality faxing mode. To fix the issue long term, certain TelePort customers may download GlobalFax 2.6.8, which is supported with the TelePort Platinum, 33.6 Internet Edition, K56Flex, X2 and all V.90 modems. Log on to our website at <http://www.globalvillage.com/support> under "Updates to your Software" and locate your product page to download the software. Alternately, this issue can also be fixed by updating your OS to 8.6. Apple offers a free download of OS 8.6 for 8.5/8.5.1 users via their website at www.apple.com.

Using a PC Card After Waking a PowerBook from Sleep Mode (OS 8.1 or later)

If you are using a Global Village PC Card and OS 8.1 or 8.5, you may notice that after waking your PowerBook from Sleep mode, your PC Card will not respond to any modem software or your PowerBook may crash upon trying to use modem software. To troubleshoot this issue, you can download the latest version of GlobalFax, 3.0.4, from our website at <http://www.globalvillage.com/> under the Software Locator

“HP Background” Error Message at Installation (OS 8 or later)

If you are installing Global Village software for your TelePort modem you may see an error message that includes: "...please quit 'HP Background'." If you experience this issue then move the file **HP Background** out of the **Extensions** folder (located in the **System Folder**), restart your Mac, and install your TelePort software. After installing your TelePort software, move the HP Background file back into the Extensions folder and restart your Mac.

“About Apple Guide” Error Message at Installation (OS 8 or later)

If you are installing Global Village software for your TelePort modem you may see the following error message: “The File ‘About Apple Guide’ on the disk ‘(your-hard-drive-name)’ cannot be replaced by the installer. No installation will take place. Please move the file to another folder and try again.” If you experience this issue then move the file **About Apple Guide** out of the **Extensions** folder (located in the **System Folder**), restart your Mac, and install your TelePort software. After installing your TelePort software, move the Mac OS 8.x version of the "About Apple Guide" file back into the Extensions folder (where it replaces an older version) and restart your Mac.