



What to do... Problems Using DVD or CD-ROM and GlobalFax on PowerBook G3

Introduction:

This document provides information about what to do if you are using GlobalFax 2.6.5 and a PowerBook G3 and are having problems with your DVD or CD-ROM player.

If you are using a PowerBook G3 Series computer with GlobalFax 2.6.5 and your DVD or CD-ROM player has problems either:

* Returning to the correct Sound Input Source device after receiving a fax (DVD)

-or-

* Playing a CD while GlobalFax is set to Receive Faxes (CD-ROM)

then you can do the following:

DVD Users: To reset the sound source, then use your **Control Strip** or the **Monitors & Sound** control panel to reassign the sound source to **Zoomed Video (DVD)**.

- CD-ROM Users:
1. From the **Apple** menu, click on the **Global Village Fax Center**.
 2. Click on the **Setup** menu, and choose **Receiving**.
 3. Uncheck the **Receive Fax** checkbox.

This will disable GlobalFax's ability to receive faxes automatically, and will require you to manually receive faxes when you are expecting them. For more information on how to receive faxes manually, request document #2002, "How to... Receive Faxes" or the Adobe PDF **GlobalFax User's Guide** located on your GlobalFax 2.6.5 for iMac/G3 CD-ROM.

Both Global Village and Apple are currently researching the cause of these issues, and it's possible that Global Village and/or Apple will create a software updater or patch to fix them. Please check our website at <http://www.globalvillage.com> from time to time for information about any possible updates.