

Re: Fax machine answering incoming phone calls

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"Gramma" <Gramma@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message <news:8843C5BF-7F85-41FF-B267-391642F82453@xxxxxxxxxxxxxxxxxxxxxxxx>

WINXP Home Ed. Recently installed new HP Photosmart printer and AOL dial-up internet connection with just one telephone line modem.

Since then I am having a problem with incoming phone calls schreeching interference that sounds like a fax machine even though I am not on the internet.

QWest repair came today and told me that a fax machine is answering my incoming calls so it is not a phone problem but instead a fax software problem. I do not have a fax machine so never set up fax software. He also advised that I would have to unplug my computer wall connection to receive incoming calls. I've never had to do this in all these many years.

This has been so frustrating since there was a death in the family and I was not able to get the incoming calls so was notified by e-mail.

Pls help this 80-yr-old in great grandmother language!

Well, it seems like there are a couple of likely things.

You said HP Photosmart but not the model number, it is not some sort of "All in one" printer that is also a fax machine is it? If it is an "All in one" then it should not be connected to anything except the computer, certainly not the phone line. I don't think this is the case but have to ask because with "All in one" machines it's not uncommon for people to plug everything to everything just because wires are included. This is what I mean by all in one http://audiovisual.kelkoo.co.uk/b/a/ps_14996073/100052213.html

If there is any type of phone connector on the printer at all it should NOT be connected.

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There are two ways to achieve fax with a printer, the all in ones often have their own built in modem and if that is plugged in it will try to answer the phone all the time, or they use the computer's modem which is where we consider the following:-

If it is only the PC connected to the phone line then some "Software" somewhere has set it up either to receive faxes (Which may be something HP installed and won't necessarily show up where you have been told to look so far) or else the modem has been set in auto answer mode. In Auto answer mode it will probably sound like it's screeching, in fax mode it will "Chirp" periodically to try and find a fax at the other end. I think if you can specify the printer model we may be able to find something in the software that came with it.

Charlie

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