

## Re: fax cant find address book

---

*Source:*

[http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.print\\_fax/2007-01/msg00098.html](http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.print_fax/2007-01/msg00098.html)

---

- *From:* "r0nbo" <[mackro@xxxxxxxxxxxxxx](mailto:mackro@xxxxxxxxxxxxxx)>
  - *Date:* Tue, 9 Jan 2007 06:03:15 -0600
- 

Yes I installed a bigger hard drive and let the software copy the entire contents from the old to the new drive. For the most part this worked fine but I should have done it in Safe Mode as a few things didnt make the transition probably because they were in use at the time. The only thing I ended up having to re-install was Office 2003. Now what problem do you find unintelligible? The telephony service one? Under Services is one called Telephony. It must be enabled before your fax modem will work. When the Send a fax and Receive a fax tabs remain ghosted in fax console thats the first place to look for a reason. I will occasionally find that disabled and have to enable it which makes the options unghost in the fax console. I suspect that MSs monthly download of its bad program scan turns it off. There are so few people using fax anymore that I cant find any information on this matter. As for the system restore problem that really doesnt come under the title of this newsgroup so unless requested I wont elaborate further. I hope this has been made more intelligible to you. thank you for your time.

"Russ Valentine [MVP-Outlook]" <[russval@xxxxxxxxxx](mailto:russval@xxxxxxxxxx)> wrote in message [news:D7A12894-2A30-4B89-82F9-EAFA8EAD28F2@xxxxxxxxxxxxxxxxxxxx](mailto:news:D7A12894-2A30-4B89-82F9-EAFA8EAD28F2@xxxxxxxxxxxxxxxxxxxx)

You're the one who said you just changed to a new hard drive which means you just re-installed everything, right? Hardly fits with your claim that you "never changed anything." The description of your other problem is equally unintelligible.

--

Russ Valentine  
[MVP-Outlook]

"r0nbo" <[mackro@xxxxxxxxxxxxxx](mailto:mackro@xxxxxxxxxxxxxx)> wrote in message [news:OmwwpN5MHHA.2028@xxxxxxxxxxxxxxxxxxxxxxxxxxxx](mailto:news:OmwwpN5MHHA.2028@xxxxxxxxxxxxxxxxxxxxxxxxxxxx)

I didnt know you could set the default address book as I had never needed to. I never changed it to Outlook as it has been on here for ages and never interefered with the windows address book that fax brought up. Nevertheless I changed it and now its where its supposed to be. Now if I could figure out what occasionally turns off the telephony service rendering fax inoperable. Its no trouble to turn it back on but its a nuisance. That happened even before I moved everything to this new larger drive. The only other gripe is I lost the System Restore and it sees the old drive as still the system drive and I cant seem to change it.

Re: fax cant find address book

Thanks for the fax fix.

"Russ Valentine [MVP-Outlook]" <russval@xxxxxxxx> wrote in message  
[news:C8F5AC8E-9616-4517-8205-067AFFA19D43@xxxxxxxxxxxxxxxxxxxx](mailto:news:C8F5AC8E-9616-4517-8205-067AFFA19D43@xxxxxxxxxxxxxxxxxxxx)

Surely you have identified your problem by now. How can you say "Outlook doesn't matter?"  
Windows XP Fax uses whatever address book you have identified as the default for your operating system. Clearly, you have identified the wrong address book. If you installed Outlook, it becomes the default address book service for your operating system. It has no way of knowing you are not using it until you tell it.  
Set correctly the Contact List manager you intend to use in Control Panel > Internet Options > Programs.

—  
Russ Valentine  
[MVP-Outlook]  
"r0nbo" <mackro@xxxxxxxxxxxxxxxx> wrote in message  
[news:ezpYuC4MHHA.3872@xxxxxxxxxxxxxxxxxxxxxxxxxxxx](mailto:news:ezpYuC4MHHA.3872@xxxxxxxxxxxxxxxxxxxxxxxxxxxx)

XP pro sp2  
The fax software is windows fax console  
Outlook version in 2003 even though Im going through the windows fax console so outlook doesnt even matter; I only use Outlook for the calendar.  
Dont know what a Contact List manager even is. Where the Send a Fax has the Address Book to pick numbers from it brings up an empty box with no numbers and no choice of address books to choose from, its an empty choice box.

"Russ Valentine [MVP-Outlook]"  
<russval@xxxxxxxx> wrote in message  
[news:uzn\\$kj2MHHA.1252@xxxxxxxxxxxxxxxxxxxxxxxxxxxx](mailto:news:uzn$kj2MHHA.1252@xxxxxxxxxxxxxxxxxxxxxxxxxxxx)

You provided no information.  
State Fax software.  
State Outlook version.  
State default Contact List

Re: fax cant find address book

manager for operating  
system.

--

Russ Valentine  
[MVP-Outlook]  
"r0nbo"

<mackro@xxxxxxxxxxxxxx>

wrote in message

[news:ZbydnUkHjlhs5j\\_YnZ2dnUVZ\\_tunnZ2d@xxxxxxxxxxxxxxxxxx](mailto:news:ZbydnUkHjlhs5j_YnZ2dnUVZ_tunnZ2d@xxxxxxxxxxxxxxxxxx)

I moved to  
a bigger  
drive and  
now my fax  
console cant  
find the  
address  
book. I have  
to enter the  
fax numbers  
manually to  
send a fax.  
The  
address  
book is  
there and all  
the info is  
still in it but  
fax doesnt  
see it now. I  
even  
uninstalled  
and  
reinstalled  
the fax  
service to  
no  
avail. Gotta  
be  
something  
in the  
registry but  
I cant find  
it.

Re: fax cant find address book