



Marketing Bulletin

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AlphaFAX 2.1 Announced

Supports New Modems, AM-8000, Flexible Printing and Headers

Dear Alpha Micro VAR:

Alpha Micro's AlphaFAX software has made quite a name for itself over the years. Several broadcast faxing operations are built around AlphaFAX. One site has 26 modems on an AM-6000 and transmits tens of thousands of faxes per weekend!

We are pleased to announce a new release of AlphaFAX that incorporates several key enhancements:

Supports New MultiTech Modems

MultiTech is phasing out the longstanding MT1932ZDX and MT2834ZDX modems. MultiTech has produced the best line of modems for use with AlphaFAX, because, unlike other fax modem manufacturers, MultiTech builds a buffer into each fax modem.

Fax is a synchronous transmission protocol. There must be a constant data flow to maintain a synchronous connection. If there is a momentary pause in the data flow during a fax transmission, most fax modems will hang up the line. AlphaFAX detects that as a failed call, and resends the same fax, resulting in unnecessary retransmissions and annoyed recipients. MultiTech modems' buffer ensures that the modem always has data to send, even if the host cannot produce a steady stream of serial data due to the system load. As a result, MultiTech modems don't hang up and are uniquely suited to multi-user, multi-tasking fax environments such as ours.

Newer MultiTech modems such as the MT3334ZDX and MT5634ZBA also have a buffer, but engage in a different AT command and response dialog that AlphaFAX 2.0 does not understand. AlphaFAX 2.1 properly supports these new modems, as well as older MultiTech modems.

Supports Hardware Flow Control

AlphaFAX 2.0 used XON/XOFF flow control. The AM-8000 and Eagle 800 systems do not support XON/XOFF handshaking for modems. AlphaFAX 2.1 properly supports the hardware flow control required by our newer systems.

Note: The firmware in the MultiTech 1932ZDX modem does not support hardware handshaking in fax mode. This is a bug which MultiTech acknowledges. As a result, 1932ZDX modems will produce streaked faxes when used on AM-8000 and Eagle 800 systems. We recommend upgrading to 3334ZDX or later modems, which do properly support hardware flow control. We have not tested the 2834ZDX modem and cannot confirm whether it supports hardware flow control.

Bottom line: To use AlphaFAX on AM-8000 and Eagle 800 systems, we recommend that you use a MT3334ZDX modem plus AlphaFAX 2.1.

User Specifiable Hard Copy Printer

You may now specify which printer gets the hard copy of a fax with the @@PREVIEW command. The syntax has been expanded to allow @@PREVIEW=<spooler name>.

User Specifiable Fax Header

Companies that do business under multiple company names will appreciate the ability to specify an alternate company name and phone number on the header line of a specific fax. Use the @@CONAME = company_name_2 and @@PHONE = X-XXX-XXX-XXXX commands to override the default company name and phone numbers for a specific fax.

Available For Download Now

AlphaFAX 2.1 does not require a new PIC. It is available at no-charge as a download from AMPM for Technical Support Program Subscribers. It will also be supplied on the AMOS 8.0 May 2004 Update CD, which is announced in the accompanying AMB2004-09 Marketing Bulletin.