

## Fax Information Checklist

Leah Quenneville - 2024-12-02 - [Fax Troubleshooting](#)

Reasons for issues are typically a device issue (out of paper/ink, turned off, older machine) or connectivity issues (no fax tone, call dropping, line answered/interrupted by human, busy, etc.)

If errors are consistent with a specific line, it may be an isolated issue with the device itself or a connectivity quality issue.

1. Have you confirmed with the office/organization that the fax number is correct?
  1. If yes, have you confirmed if there is a 1 before the fax line?
2. Have you confirmed with the office/organization that the fax machine has the capability to send and receive faxes. (Inbound and Outbound) Does the machine have the settings enabled for 1800 numbers?
3. Have you confirmed with the office/organization that the fax is working?
4. Is it connected to the internet? Are there potential internet issues preventing the fax transmission from sending across?
5. Is it connected to the telephone line (hardwired)? Are multiple devices or systems connected to the same line? Does the line use a surge protector or switching device that could be causing interference with the connection transmission?
6. Have you verified the fax line is working? (this can be done by calling the number). Do you hear an instant, loud and clear fax tone?
  1. If the line is not instant, than settings on the receiving machine may need to be updated. These setting updates are unique to the devices.
7. Are you able to send directly from your machine to their machine? This may assist in ruling out issues related to an isolated machine.
8. Are you able to resend the fax? This is sometimes best after waiting a few minutes to rule out busy fax tones.
9. Advise the office/organization to restart their device.

If the outcome of the above troubleshooting determines that the issue is isolated to one device/office/organization, please review our [Fax Troubleshooting documentation](#) on our Support Portal.

If the outcome does not appear to be isolated, please provide the following information:

- Receiving number
- Sending number
- Date and time of occurrence (three examples within 24 hours is preferred)
- Troubleshooting results