

Fax Troubleshooting Guide

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Here is some troubleshooting information that would be helpful to the clinic that is having difficulty with faxes.

Partial or Failed fax transmissions may be caused by a variety of factors.

Most fax transmission issues are caused by connectivity issues. Commonly, poor quality connections will prevent the fax machine from working properly, if at all. Fax machines require a connection that is free from static and line noise to connect. The fax line should not have any abnormal sounds, including static, background noise, or a weak dial tone.

To help reduce fax transmission errors moving forward, here are a few suggestions to help with troubleshooting both your phone line and your fax equipment:

Phone line:

Contact your phone company's support team and explain that you are experiencing a high failure rate with your fax machine and frequent disconnects while attempting to transmit faxes. Phone line support may assist in performing diagnostic tests or may dispatch a technician to physically inspect the lines near your building, or in the building itself.

Fax equipment:

If your phone company's technician is unable to resolve the connection issues, the main cause of error may be the fax equipment itself. It is recommended to contact the equipment manufacturer or supplier support line and explain the increase in fax errors as well as the troubleshooting steps your team has already attempted. The manufacturer or supplier support team may have several suggestions for your specific equipment, such as changing settings on the machines/equipment, restarting the equipment, etc.

We appreciate you looking into and addressing the concerns with your fax connection and services. Resolving fax transmission issues will help to ensure that we receive your faxed referrals moving forward, and that no patient referral is impacted.