

Why am I getting partial faxes?

Rachel Carmickle - 2022-12-19 - [Fax Troubleshooting](#)

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

- Fax line disconnected after multiple retries
- The call dropped prematurely
- Timeout; the number dialed rings but the call is never answered
- The remote fax machine disconnected unexpectedly after indicating that it was not ready to initiate a fax session.
- The remote fax machine responded with a disconnect message after a page was sent successfully. Depending on the remote machine's behaviour, it may have still printed the sent page and any preceding pages.
- The fax service received an invalid error correction message from the remote fax machine.

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.