

Lexmark - EtherFAX Unable to Send or Receive

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Author: {'link':

'https://fmcnadev.service-now.com/api/now/table/sys_user/fc3e5dd71b226810d19f74c51a4bcb2b',

'value': 'fc3e5dd71b226810d19f74c51a4bcb2b'}

Category: {'link':

'https://fmcnadev.service-now.com/api/now/table/kb_category/b4c980c11ba10290525442e1b24bcb6e',

'value': 'b4c980c11ba10290525442e1b24bcb6e'}

Here are a few suggestions for the most common problems experienced with use etherFax to send or receive faxes:

If faxes are failing to send or receive, please make sure the sender is sending the fax to a 10 digit fax number (XXX-XXX-XXXX) is used even if the number is local.If you are having an issue with shortcuts verify you are sending to a 10 digit fax number (XXX-XXX-XXXX) is used even if the number is local.If you are having an issue with receiving faxes verify sender is sending to a 10 digit fax number (XXX-XXX-XXXX) is used even if the number is local.

If none of these items resolves your issue please open an incident ticket by calling the help desk or submitting a ticket here: Create Incident - Fresenius Medical Care (service-now.com)