

Lexmark - EtherFAX Unable to Send or Receive

Article ID: KB0019119

Created: 2023-05-10 16:37:38

Updated: 2023-05-10 16:38:13

Author: {'link':

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Category: {'link':

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Lexmark - Unable to send/receive EtherFax

Purpose: Follow this procedure when a user reports they are unable to send/receive EtherFax

Required Information:

Contact NameContact NumberClinic / Facility NumberFax NumberIP Address of PrinterModel

PrinterDetailed Description of the issue

Troubleshooting Process:

1. Confirm with user that the issue matches the issue reported.
2. Please document the required information and troubleshooting details in the Incident
3. Faxes are failing to send or receive, confirm with user that a 10 digit dialing (XXX-XXX-XXXX) is used even if the number is local.
4. If the user is having an issue with shortcuts ensure they are using 10 digit dialing (XXX-XXX-XXXX) is used even if the number is local.
5. If the user is having an issue with receiving faxes verify with sender a 10 digit dialing (XXX-XXX-XXXX) is used even if the number is local.
6. Follow the escalation process.

Classification Requirements

Category

Hardware

Subcategory

Printer

Resolution Process

Please review/update Classification and provide customer with the Incident number for their reference prior to resolving.

Resolution Categorization

Resolution Code

Choose the appropriate option

Resolution Category

Hardware

Resolution Subcategory

Printer

Escalation Process

Please review/update Classification and provide customer with the Incident number for their reference prior to escalating.

Assign the Incident to the Following Group

DTI-EUX-Unified Services etherFAX

Published By: DTI-EUX-Unified Services etherFAX