

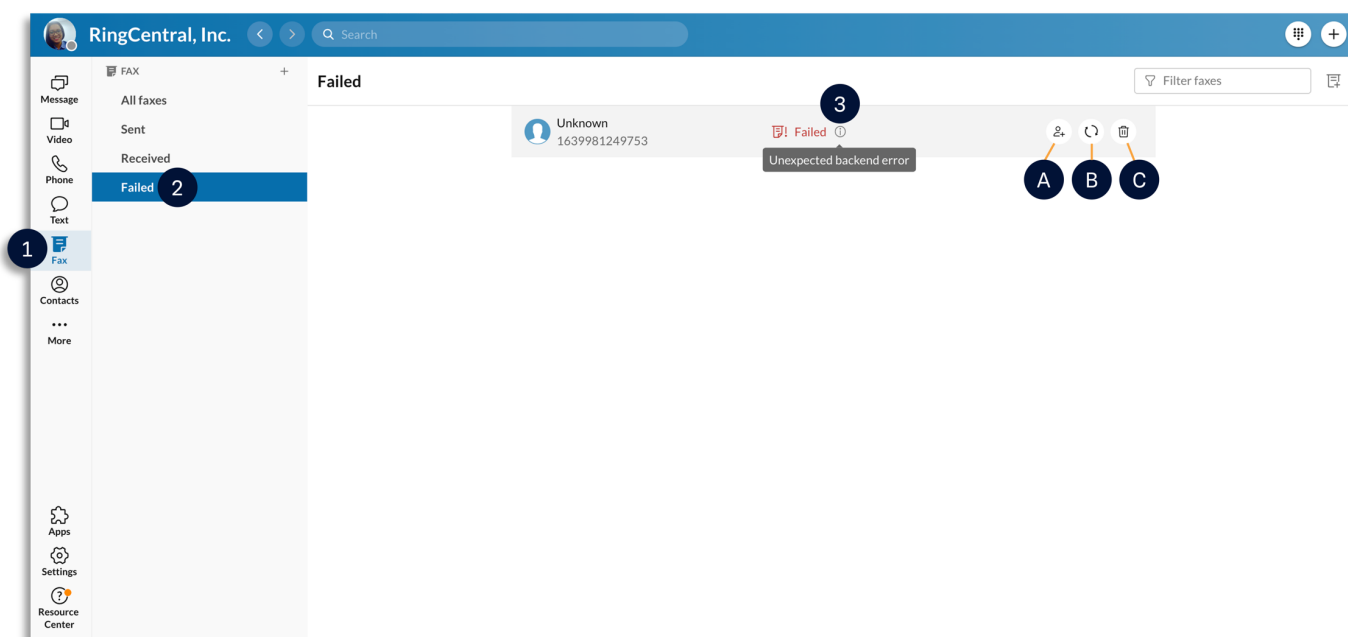
RINGCENTRAL APP: HANDLING FAILED FAXES

A fax transmission Failed status indicates that the fax failed to send. Follow the steps below to access the failed faxes menu.

1. Click the **Fax** tab.
2. Click **Failed**.
3. Hover your mouse over the ⓘ icon to see the reason for the failed fax transmission.

When you hover your mouse over a failed fax, a series of icons appear, which you can select to perform one of the following actions:

- A. **Add contact** – Add the recipient to your contact list.
- B. **Resend** – Resend the fax.
- C. **Delete** – Delete the fax.



FACTORS AFFECTING FAX TRANSMISSION

Fax transmission can be affected by the following factors:

Recipient's Contact Name and Fax Number

A valid contact name or fax number is needed for a successful fax transmission.

Supported Files

- Ensure that the file name of the attached files does not include ampersands or other special characters, such as: @ # \$ % ^ & *.
- Ensure the attachment does not exceed **200 pages**.
- Ensure the file size does not exceed **50 MB**.
- Verify the file type is any of the following:
 - Adobe Acrobat /Adobe Reader (pdf)
 - Adobe Photoshop (psd)
 - Microsoft Word (doc, docx, docm)
 - Microsoft Word Document Template (dot)
 - Microsoft Word for Mac (mcw)
 - Microsoft Excel (xls, xlsx, xlsb, xlsx)
 - Microsoft PowerPoint (ppt, pptx, pptm)
 - Microsoft Visio (vsd, vdx)
 - Microsoft Publisher (pub)
 - Microsoft Works (wps)
 - Microsoft Windows Write (wri)
 - Microsoft Fax (awd)
 - Generic Graphics Format (tif, tiff, gif, jpg, jpeg, bmp, png, pcx, tga)
 - Rich Text Format (rtf)
 - Text Files (txt, log, h, cpp, c, err, hpp)
 - Lotus 1-2-3 (wk1, wk3, wk4)
 - Quattro Pro DOS (wq1)
 - Extensible Markup Language (xml)
 - Hypertext Markup Language (html, htm)
 - Comma Separated Values (csv)

Note: *Macro-enabled files that require a macro to execute or open are not supported.*

Document Size and Quality

Documents with large amounts of text or complex images are digitally processed longer than a simple one, delaying the fax.

Note: *Documents containing mostly text take approximately one minute per page of transmission time, and documents with many graphics and scanned pages take longer.*

Quality of Connection

Noise on the telephone line or poor connection on the recipient's end may slow down fax transmission.

Connection Speed

Old fax machines or network connection problems may cause transmission speed to drop to **9600bps** or less, which can cause delays or failures in receiving faxes from RingCentral.