Troubleshooting fax via email send issues

A fax can take up to five minutes per page to send, especially when it includes pictures or other graphics.

If you're having issues sending a fax, you should:

- Check the status of your fax.
- Ensure your fax follows all requirements.
- Ask your company IT admin to check your network and firewall settings.

Check the status of your fax on the desktop and web app

1. Open the app on your computer or in a web browser.
2. Click **Inbox**.
3. Click the **Fax** tab.
4. Click the dropdown arrow next to **All** at the far right of the **Filter fax** bar.
   Note: If you're sending a fax, wait five minutes per page to determine if it still failed. The time to send a fax depends on the amount of graphics and text per page.
   Graphics-heavy faxes can take five minutes or more per page to send.
5. Select **Failed**.

Meeting fax requirements

If you find the fax in the **Failed** list, you'll need to perform the following checks:

- Confirm the recipient's fax number or email address.
- Check the fax phone number (if sending in the app) or email address (if using fax via email) to ensure it's correct.
- Confirm the fax size and supported file types meet our requirements.
- Remove any special characters (e.g., &, $, #) from filenames.

Check your network and firewall settings

A fax may fail to send due to your company's network or firewall settings. Troubleshooting steps differ depending on how your computer or network is set up.

Contact your IT department to manage your network and firewall settings.

Check the status of your fax on the mobile app

1. Open the app on your mobile device.
2. Click **Inbox**.
3. Click the **Fax** tab.
4. Click the filter icon next to **All** at the far right of the search bar.
   Note: If you're sending a fax, wait five minutes per page to determine if it still failed. The time to send a fax depends on the amount of graphics and text per page.
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5. Select **Failed**.

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Check the status of your fax in the Admin Portal

1. Go to the Admin Portal and sign in.
2. Select **My Extension** from the dropdown at the top right.
3. Click **Messages** in the main menu.
4. Click **Outbox**.
   Note: If you're sending a fax, wait five minutes per page to determine if it still failed. The time to send a fax depends on the amount of graphics and text per page.
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5. Look for a **Failed** status.

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Resolving fax via email errors via email

You may receive a "failed email to fax" message after you attempt to send a fax or a "recipient unknown" message for incorrect information. These are legitimate error messages.

To fix these errors:

- Confirm the recipient's fax number or email address.
- Check the fax phone number (if sending in the app) or email address (if using fax via email) to ensure it's correct.
- Confirm the fax size and supported file types meet our requirements.
- Remove any special characters (e.g., symbols such as &, $, #) from filenames.
- Ensure the recipient's email address is in your list of trusted email addresses.
- Ensure the body of the email is empty. Remove any signatures, images, and footnotes.

Fax fraud attempt awareness

If you receive multiple "failed email to fax" messages, even if you have not sent any email-to-fax messages, it could indicate that your email has been compromised. If this happens, contact your network administrator or email provider immediately.