

WinFax Troubleshooting Guide

SalesReady™ provided WinFax software to enable you to fax using your PC without ever having to leave your chair. Unfortunately, fax machines aren't perfect, and there will be times you have difficulties getting a fax to go out. There are many reasons that a fax might not go out, so please use this action list to troubleshoot your WinFax problems and seek assistance.

When you suspect your faxes did not go through, please do the following in this order:

- 1. Twice a day, 10 minutes before lunch, and ten minutes before quitting time, double-click your WinFax controller in the right hand corner of your screen, and look for "X's" in the Send Log that indicate a fax was not completed. Look at the Details in the bottom half of the screen in the Message Manager to see why the fax did not go out (busy, no answer, etc). Your WinFax is configured to re-try 10 times, spaced 5 minutes apart because there are many faxes from different people all in queue to go out from the same computer.**
- 2. Right click on a failed fax, and choose "Resubmit." This tells the computer to try the same fax 10 times again.**
- 3. If the fax fails again, use your phone to dial the fax number and listen for a fax tone indicating that a fax machine has answered the phone on the other end.
 - a. If you hear the fax tone, doublecheck that you manually typed the number correctly into the WinFax window, complete with "1's" for long-distance calls.**
 - b. If you do not hear a fax tone and it rings & a person picks up the phone, double-check that you have the fax number correct. Sometimes people misunderstand each other and it never hurts to ask again.****
- 4. You can also try re-opening the account and document in WireReady and printing. Go to the radio station's fax machine and manually fax your customer at the end of the day.
 - a. If the fax goes through from the manual fax machine, it means that WinFax is not compatible with the customer's fax machine. Not all fax machines are capable of communicating with WinFax and a computer modem.**
 - b. If the fax still does not go through after 2 tries at the actual fax machine, call your customer and indicate to them that there might be something wrong with their fax machine i.e. out of paper, etc.****
- 5. Call WireReady Tech Support and ask for assistance if your faxes still will not work,**