

Lexmark Fax Event Check List

Title/Name of Tester _____

Fax Event Identification

Job ID: _____

Date of Event: _____

Customer _____

Time of Event: _____

Describe the Physical Connection:

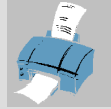
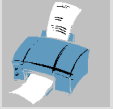
Noise during fax event

Analog
Digital

VoIP/FoIP
PAB
ISD

Clear
OK

Some Noise
Very Noisy



Describe the Sender:

Lexmark MFD Make: _____
Other Fax Model: _____
Fax Server

Phone Number: _____

Describe The Receiver:

Lexmark MFD Make: _____
Other Fax Model: _____
Fax Server

Phone Number: _____

Code Levels (if applicable)

Nic FW: _____

Printer: _____

Modem: _____

MFP: _____

Code levels (if applicable)

Nic FW: _____

Printer: _____

Modem: _____

MFP: _____

Logs Collected From Lexmark MFD:

- Fax Settings
- Printer Settings
- Network Settings
- Fax SND/RCV
- T30 Log
- Logs.tar.gz (Enhanced)
- Faxdebug log
- Lbtrace(X422)
- Wav File (per TSC)

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Error Messages/Comments:

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Describe the Problem:

Consistent Intermittent

Describe Your Troubleshooting

- Have you performed an elementary check of the line using a standard analog phone?
YES/NO Explain: _____
- Have you tried connecting another Lexmark Machine (Same/Different Model/Code Levels) to the line exhibiting the failure?
YES/NO Explain: _____
- Have you tried connecting the Lexmark Machine exhibiting the failure to another line?
YES/NO Explain: _____