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## Common fax questions

Problem	Solution
Can I create a fax distribution list?	Group faxing is supported. When you create a permanent fax destination, separate multiple entries with a comma.
How do I enter a pause in the fax recipient phone number?	<ul style="list-style-type: none"><li>• If you are manually dialing using the numeric keypad, press Pause on the control panel to enter a two second pause. The pause appears as a dash (-).</li><li>• If you are creating a fax destination using the MarkNet resident web pages, type a dash (-) in the phone number (9-1-555-444-2222).</li></ul>



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## Solve problems sending faxes

Problem	Solution
Some pages were not sent	<ol style="list-style-type: none"> <li>1 Check the transmission log for information about the problem. The status column provides information about the sending problem. The pages column tells you how many pages were sent successfully.</li> <li>2 Resend the pages that did not get sent, or resend the entire fax job.</li> </ol>
No pages were sent	
No dial tone for the modem	<ol style="list-style-type: none"> <li>1 Check your fax phone line and the cable hookup to the MarkNet N2501e card. Try resending.</li> <li>2 Check the transmission log for information about the problem.</li> </ol>
Fax was illegible when received	<p>Receiving fax unit may not support high quality faxes. It may be automatically reducing the resolution.</p> <p>Adjust the resolution and the content setting, then try resending the fax.</p>



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Problem	Solution
Data was missing	Receiving fax unit may not have automatic reduction turned on. Try resending fewer pages at once.
When sending a large fax, scanning stalls in the middle of the scan	<p>OptralImage first scans all the fax pages to memory.</p> <p>If you do not have a hard disk installed in your printer, using high resolution settings or sending lots of pages at once can rapidly fill up the available printer memory. When the printer memory is full, OptralImage dials and attempts to send the fax pages already in memory. After those pages are sent, scanning resumes.</p> <p>If your fax fails to send correctly, you can try sending fewer pages at once and/or send them at a lower resolution.</p> <p>If you frequently send large faxes, or faxes requiring high resolutions, you may want to add a printer hard disk or more memory your OptralImage printer.</p>



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## Solve problems receiving faxes

Problem	Solution
Fax was not received	Have the sender resend the fax. Make sure you have not disabled receiving. If you are attached to a network, browse to the IP address of the MarkNet N2501e and check the setting. ( <i>Hint: Setting/Configuration, Advanced Settings, and then check the Enable Receive box.</i> )
Fax was printed on two pages	Automatic reduction is turned off. Turn automatic reduction on and have the fax resent.
Fax quality is poor	Have the fax sent at a higher resolution.



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## Send fax status

Message	Description
Enter phone # xxx-xxx	Prompt to use the numeric keypad to enter the fax recipient phone number.
Scanning to Mem Busy ♦	Original documents are being scanned to memory.
Dialing . . . Ready 100% 1	Fax recipient number is being dialed.
Connect <Baud><ECM> Ready 100% 1	Shows connection and baud rate with the receiving fax machine. If error correction mode is being used, ECM displays on the control panel.
Sending Page X Ready 100% 1	Page X is currently being sent.
Call Complete Ready 100% 1	All the pages of the fax have been sent and the phone line connection has hung up.



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Message	Description
Shortcut xx Fax Destination Name	Fax shortcut has been initiated by pressing #, and then entering the shortcut number on the numeric keypad. Destination Name is the name assigned to the fax recipient.
Place Next Or Stop	<ol style="list-style-type: none"><li>1 Place the next page on the flatbed.</li><li>2 Press Go to continue sending pages.</li><li>3 Press Stop to end the fax transmission.</li></ol> <p>The control panel resets to copy mode and the Ready status message appears on the display.</p>



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## Receive fax status

Message	Description
Receiving Fax . . . Ready 100% 1	OptralImage is receiving a incoming fax.
Connect <Baud><ECM> Ready 100% 1	Shows connection and baud rate with the sending fax machine. If error correction mode is being used, ECM displays on the control panel.
Sender Name Ready 100% 1	Station name of sending fax machine displays (right justified) on top line.
Receiving Page X Ready 100% 1	Page X is currently being received.
Call Complete Ready 100% 1	All the pages of the fax have been received and the phone line connection has hung up.





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## Send fax errors

Error message	Description
No Dial Tone	Appears in top line of control panel display. Modem cannot detect a dial tone.
No Answer	Appears in top line of control panel display. Receiving fax machine failed to answer.
Line Busy	Appears in top line of control panel display. Phone line of receiving fax machine is busy.
Line Dropped	Appears in top line of control panel display. During a fax, the message displays when the phone connection is lost.
No Phone Number Entered	Appears when Go/Send is pressed before the fax number to be dialed has been entered.
Scan to Fax Mode Is Disabled	Appears when a fax is attempted to let the user know that Scan to Fax function is disabled for this OptralImage.
Out of Memory	Appears in top line of control panel display. Some older printers display this message when the printer memory is full.
PS Error	Appears in top line of control panel display. Fax is being sent using Print to Fax and the job encountered a PostScript error.



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## Receive fax errors

Error message	Description
Load Paper	Appears in top line of control panel display. Printer is out of paper.
Printer Offline	Appears in top line of control panel display. Printer is not ready.
Printer Error	Appears in top line of control panel display. Printer has a door open or a tray missing.

## Work with destination lists

You can view or print lists of the permanent fax destinations that have been configured for Optralimage. This is a useful way to check for fax recipients that you send information to on a regular basis.

### View the destination lists

- 1 Type the IP address of the Optralimage in the URL field of your browser, and then press Enter.
- 2 Click Reports.
- 3 Under the Optralimage heading, click the link of the list you want to view such as FAX Destinations List. Information about each destination is displayed.



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## Print the destination lists

- 1 Locate the OptralImage. This must be the same OptralImage with the IP address where the destination lists were created and stored.
- 2 Press Menu > repeatedly until you see DESTINATIONS, and then press Select.
- 3 Press Menu > repeatedly until you see the list you want to print (for example, Print FAX List), and then press Select. Information about each destination is contained in the list. The following illustration is an example of one type of list.

FAX Destinations		
Name	Fax Number	Shortcut#
Smith, Jane	555-1212	31
Smith, Jane2	1-666-555-1233	32
Doe, John	1-666-444-7788	35



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## Print the shortcut list

When creating permanent destinations for Optralimage, your systems person may have assigned shortcut numbers. A shortcut lets you send to a destination by simply pressing the # and entering the shortcut number on the numeric keypad of the Optralimage control panel.

Posting a printed shortcut list close to the Optralimage can reduce the time spent searching for destinations in the control panel menus.

- 1 Locate the Optralimage. This must be the same Optralimage with the IP address where the destination lists were created and stored.
- 2 Press Menu > repeatedly until you see SHORTCUTS, and then press Select.
- 3 Press Menu > repeatedly until you see Print List, and then press Select.

