



I am not able to send/receive faxes. What must I do?

When sending or receiving a fax using the FaxMagic service, the fax travels a path that takes it over many different networks. Part of the journey is via Telkom's infrastructure, and part will be on the FaxMagic servers and part will be via the mail servers of an ISP etc. Problems can and do occur at any stage of the process only some of which are under the control of FaxMagic.

If you aren't getting a fax that has been sent to you, logically one of the following must have taken place:

1. The sender has dialled the wrong number.
2. The sender's fax machine is not working correctly.
3. The sender's fax machine had some other problem which prevented the fax going through.
4. The fax was sent to the FaxMagic servers but a problem happened on the servers which prevented the fax from being sent out.
5. The fax was sent from the FaxMagic servers but the email did not reach the final destination. This could be due to the ISP blocking the message (Eg incorrectly marking it as spam) or the user's own computer is blocking the email (anti-spam software, rules are filtering the message etc).
6. The user is checking the wrong email address. Eg the service is sending the fax to fax@email.co.za and the user is checking user@email.co.za.

So how do we check which of these took place?

The best place to start is by looking on the reports section. FaxMagic offers subscribers this feature to show what has happened to faxes – both incoming and outgoing. To view the reports, simply open the www.faxmagic.co.za webpage and select the login option shown below.



You will then need to fill in your Passport Number and Password.

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From  To 

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Passport #

Password



Once you have successfully been logged into your account, select "Reports" as shown below.

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Welcome back Gizelle.

Please select an option from the menu.

There are a few different reports you can view. These are:

- Fax2Email reports (these are faxes that were sent TO you.)
- Email2Fax reports (these are faxes that were sent BY you.)
- Real-time stats (details on how quickly the servers are delivering faxes)

When you click on either fax2email or email2fax, you are prompted to select the date range you are interested in.

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VIEW EMAIL2FAX REPORT

Display the details of all faxes sent during the selected period

Start Date (M-D-YYYY)
End Date (M-D-YYYY)

You can then view the report and this will show all the faxes that have been sent by you (email2fax) or sent to you (fax2email). You are shown the status of each fax so you can see if there was a problem.

If you see that the status shows "Success" this indicates that the fax was dispatched from the FaxMagic servers. If there was a problem such as "No fax tone" this will be shown as well. Obviously if there is some kind of error message, this would explain why the fax was not sent/received and you will have to resend this fax.

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Date	Sender	Fax Number	Delivered	Delivery Status	Charge
9/4/2006 16:19	scott@justconnect.co.za	27.86.1102108	9/4/2006 16:23	Success	R2.40
9/4/2006 12:41	admin@justconnect.co.za	27.11.9331995	9/4/2006 12:48	Success	R1.20
8/31/2006 17:16	scott@justconnect.co.za	27.86.1102108	8/31/2006 23:53	Success	R4.16
8/31/2006 13:45	scott@justconnect.co.za	27.86.1900900	8/31/2006 13:55	No Fax Tone	R0.00

If this does not clear up why faxes aren't being sent/received, then proceed to the next step.



My fax is not sending successfully

If you checked the Email2Fax report and the fax is shown as having been dispatched, but the recipient has not received the fax, then something is happening between the FaxMagic servers and the recipient fax machine. This is not something that FaxMagic has control over. However, some suggested areas to check are:

- The recipient has sufficient paper in the fax machine.
- The fax hasn't been removed from the machine by someone else.
- The fax number was entered incorrectly.

If the report does NOT show the fax you are trying to send, this could be due to a few issues. Refer to the document on sending faxes for detailed instructions on how to send faxes to ensure that you are using the correct technique. Here are a few suggested areas to check:

- Remember that unlike a 'regular' fax machine, the FaxMagic system sometimes takes as long as 30 minutes to process a fax (though usually less than 5 minutes) to send a fax so please be patient.
- Do you have credits on your service to be able to send faxes? Check under your passport that you have Email2Fax credits. No credits means you can't send.
- Has the email actually been sent? Check if the email appears in the email sent items list.
- Did you send the email message as plain text? Plain text is the best format to use for sending faxes.
- Did you use the right number and in the right format? Eg if you need to send to 011 792 5882, your email should be sent to 27.11.7925882@faxmagic.co.za.

If all of these issues have been checked and the fax is still not going through, send a copy of the email fax to faxsupport@justconnect.co.za.

I cannot successfully receive a fax

When receiving faxes, if the fax2email report does not show the fax, then check the link for who dialled my number (Go to reports, Fax2Email). This will show you who called your number. If the sender says that they have sent the fax but their number doesn't appear on the list of people "Who called my number", then some problem happened when the sender dialled the number. Either they didn't dial the number correctly or the PABX blocked the call. (Note that some PABX systems block calls to 086 numbers.) But the bottom line is that the FaxMagic servers never received a call at all.

If the call does appear here but the Fax2Email report shows nothing, then some problem occurred between the sender and the FaxMagic server. You could try:

- Asking the sender to try sending the fax again.
- Asking someone else to send you a fax to test if the issue is your fax system or the sender's. If others are able to send you faxes, then it is likely that the problem lies with the sender.

Note that the 086 (freefax) number range will only accept incoming calls from a South African location. (ie no international faxes). The only exception to this is if you are using the FAXPLUS service. If you need to receive international faxes, consider upgrading to FaxPlus, CellFax or LocalFax. For more details on this refer to the document "value-added services".

If the problem occurs from more than 1 fax machine in different buildings, please send an email to faxsupport@justconnect.co.za detailing what has happened and what you have tried.