

## SCC-LIS\_TIP OF THE WEEK

MODULE: SoftLab	SOFTWARE VERSION: 4.04/4.08				
TOPIC: Fax Log	ISSUE DATE: 29September2016				
DISTRIBUTION: End Users_All PAGE: 1 of 1					
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## **TOPIC/QUESTION:**

A fax is not being received from the LIS system but I'm sure it was sent. What do I do?

## ANSWER/TIP:

Check the fax log under *Interfaces>Remote Printing* for 1 of 3 possibilities.

<u>1-Pending</u> <sup>F</sup><sup>®</sup> Your fax job is stuck behind a bunch of other faxes that are waiting to be sent first. Wait a few minutes and check again to see if it has cleared.

Remote Printing File View Modems Fax Tools Help "⊕ "→ "★  □ ♥ [ ⊕ [ → [ ★ ④ ⑨ ] ④ ] ④ □ □ ♥ ENDING JOBS				elp - 3   6   i	Example: Your fax to UAH Renal Transplant (REN) is patiently waiting to be sent it is queued behind a few other jobs. You can double click on the REN line to see all the patient information for that job to confirm it is the one you are troubleshooting.					
	#	File Name	∇ Req#	UsL.			- morripe	1 10	Pri	Result
	1	REN29151937	4710	slive	09/29	15:19	NOW	0	m	QUEUED
	2	YPH29150954	4709	slive	09/29	15:09	NOW	0	m	QUEUED
	3	SHC29150547	4708	slive	09/29	15:05	NOW	0	m	QUEUED
	4	LIV29150546	4707	slive	09/29	15:05	NOW	0	m	QUEUED
	5	SIM29150117	4706	slive	09/29	15:01	NOW	0	m	SNDING
	6	WHA29150118	4705	slive	09/29	15:01	09/29 15:34	1	m	LINDRP

<u>2-Failed</u> Your fax job dialled the number 5 times, got tired of busy signals, and basically gave up. Try to resend it from the fax log and the system will try again up to five times. Wait a few minutes and check again to see if it has cleared.

FAILED JOBS			Example: Your fax to Whati (WHA)				
#		ttempt Pag	view all the natient information to				
1	WHA29150118 4705 2016/	;/09/29 15:46 3/0	confirm it is the fax your are troubleshooting. Then, highlight the line				
	> Resend Job	Cancel Job	and click "Resend Job" to get the system to try again to send it.	🔍 View Log 🔀 Cancel			

## \*\*Once a fax has cleared the system, it will show up under the successful fax log 🔽 \*\*

<u>3-Wasn't Sent</u> The fax that we thought we sent wasn't actually sent...for whatever reason...accidental wrong click of the mouse; sent to the wrong number etc...At this point you will have to send it again through instant report. Then please do check the pending and successful logs to make sure it went through.

