



SCC-LIS_TIP OF THE WEEK

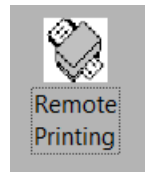
MODULE: SoftLab	SOFTWARE VERSION: 4.04/4.08
TOPIC: Fax Log	ISSUE DATE: 29September2016
DISTRIBUTION: End Users_All	PAGE: 1 of 1
ISSUED BY: M-L Dufresne, Territorial LIS Administrator	

TOPIC/QUESTION:

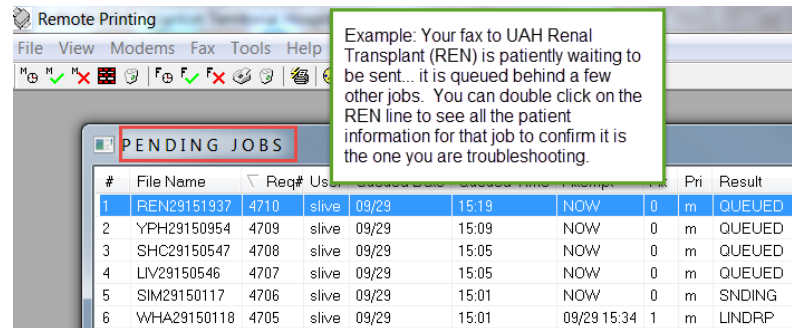
A fax is not being received from the LIS system but I'm sure it was sent. What do I do?

ANSWER/TIP:

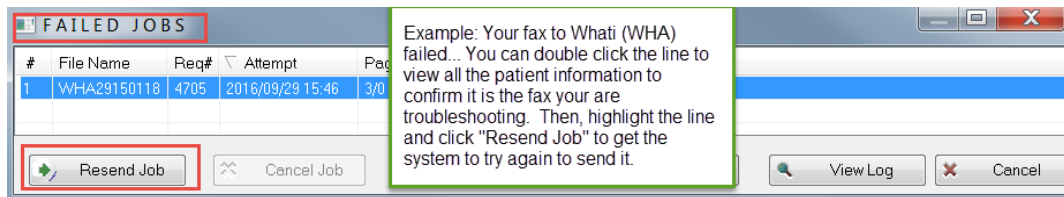
Check the fax log under *Interfaces>Remote Printing* for 1 of 3 possibilities.



1-Pending 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.



2-Failed 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.



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

3-Wasn't Sent 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.