



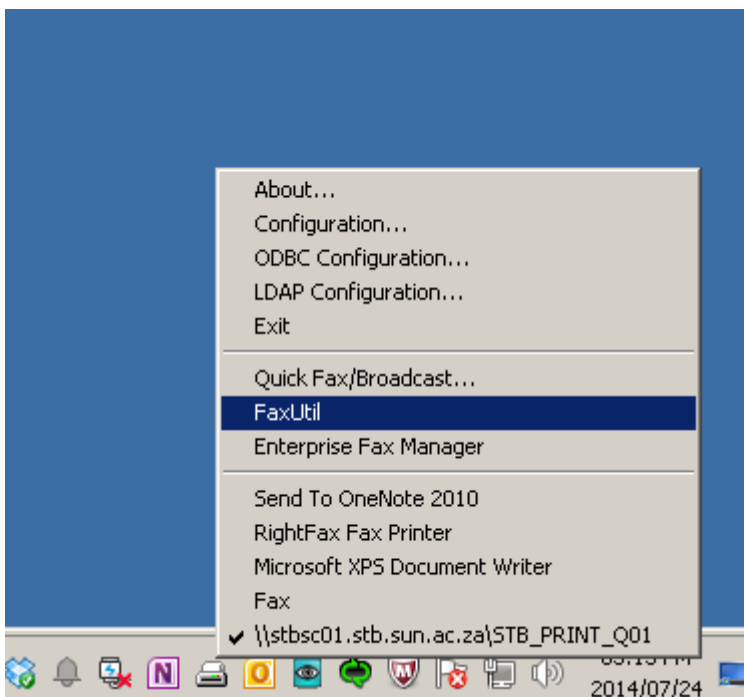
Checking the status of a sent fax using the RightFax FaxUtil

In order to check the status of sent faxes, make use of the RightFax FaxUtil. In order to do this, perform the following steps

1. Locate the RightFax icon on the taskbar

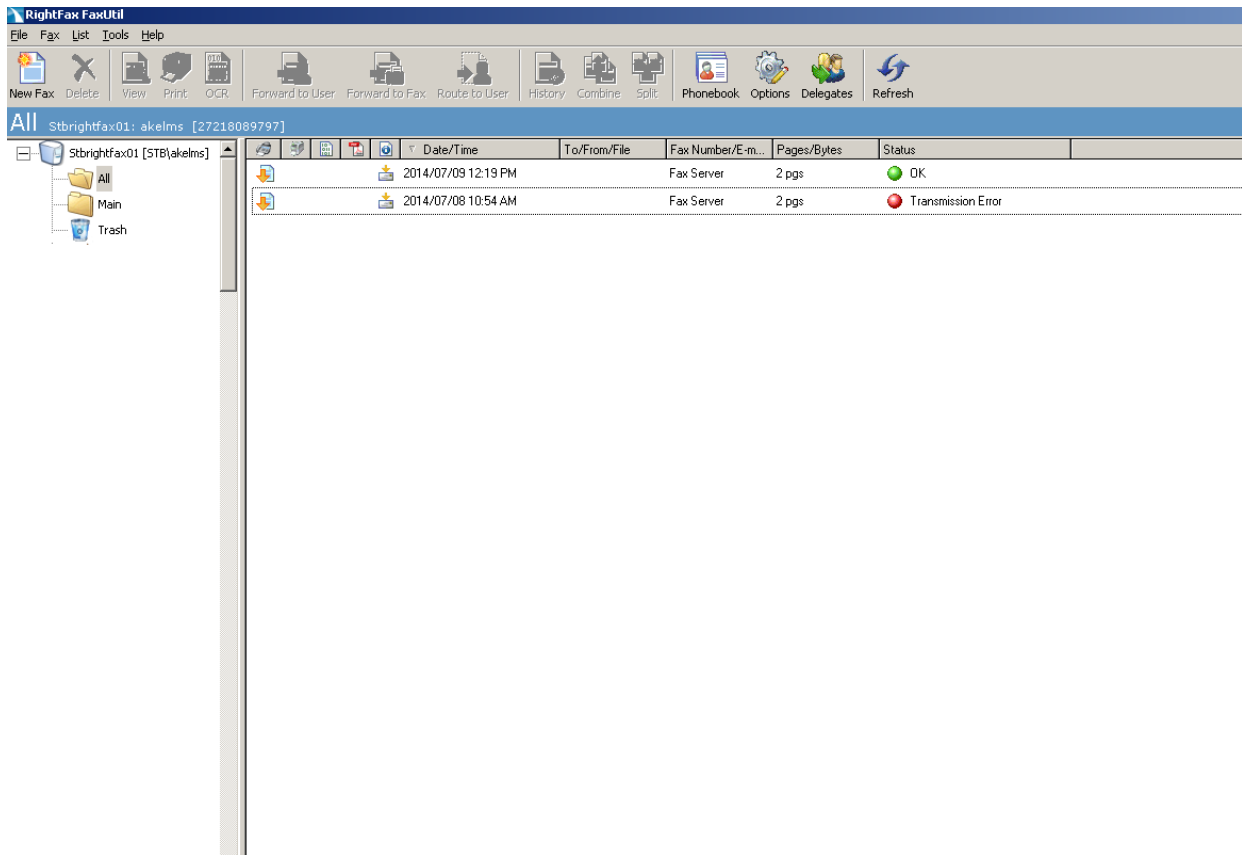


2. Select FaxUtil from the menu





- Highlight All to view your faxes



- The following are common fax statuses

	OK	The fax has been successfully sent
	Information Incomplete	The name or number of the outbound fax has not been entered
	No Answer At Fax Number	The receiving fax machine is not responding or the incorrect fax number has been entered
	Transmission Error	The receiving fax machine is not responding or the fax number has been entered in the incorrect format
	Problem Converting Fax Body...	The fax has been sent in a method other than that stipulated in the RightFax Fax printer guides

- When confronted by any of the above statuses first try the following before contacting the IT helpdesk

	OK	
	Information Incomplete	Re-send the fax with the omitted information
	No Answer At Fax Number	Contact the receiving party to ensure that their fax machine is in working order
	Transmission Error	Re-send the fax making sure that the fax number specified is in the correct format
	Problem Converting Fax Body...	Re-send the fax using the method specified in the RightFax Fax printer guides

For all telephone related problems and enquiries please contact:

- The IT Service Desk at 021 8084367 or email Telecom at telecom@sun.ac.za