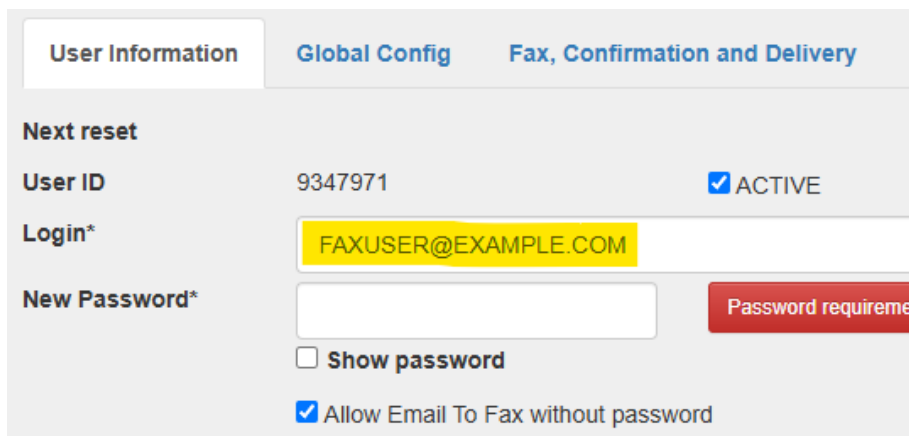


Pangea Virtual Fax Troubleshooting Guide

Email-to-Fax Troubleshooting

If faxes being sent via Email are not sending properly

- Check the portal to make sure the user is configured to send fax via Email
 - Within the User Information tab, the user's Login needs to be the Email address they are sending from



The screenshot shows the 'User Information' tab in the Pangea portal. The 'Next reset' section is visible. The 'User ID' is 9347971 and the user is 'ACTIVE'. The 'Login*' field is highlighted in yellow and contains 'FAXUSER@EXAMPLE.COM'. The 'New Password*' field is empty, with a 'Password requirement' button to its right. There is a 'Show password' checkbox (unchecked) and an 'Allow Email To Fax without password' checkbox (checked).

- Make sure the user is addressing the Email correctly
 - The Email should be addressed as 1faxnumber@ipfax.net



The screenshot shows an email composition form. On the left is a 'Send' button with a paper plane icon. The 'From' field is set to 'support@pangea-comm.com'. The 'To' field is set to '15035551212@ipfax.net'. The 'Cc' and 'Subject' fields are empty.

Desktop Fax File Size Limitations

Sending via Email: size limitation of 20Mb total and you can send up to 3 attachments

Sending via Web Portal: size limitation of 5Mb per file and you can send up to 3 files

Print-to-Fax: 100-page limitation. If you need to send a document that is more than 100 pages, you can print pages 1-100, then 101-150 for example

Fax ATA: no limitation