Fax Issue Troubleshooting

To better assist you we would like to get more information about your failed faxes. Please fill out the form below and if you are able, attempt to send it back via fax to 1.408.275.2423 and call or reply via email to inform us that it has sent. If you are unable to fax the form to us, please email it to Support@VirtualPBX.com

With which are you having fax difficulties? ☐ Sending Faxes ☐ Receiving Faxes

What is the file type of the document you are trying to send/receive? (.pdf, .doc, etc.) _____

To your knowledge, is this document encrypted/password protected in any way? ☐ Yes ☐ No

What is the file size of the document you are trying to send/receive? (Ex. 5.1MB or 762kb) _____

How many pages long is this document? _____

What browser are you using to upload and send this document? If you're having difficulties receiving faxes, which browser are you using to view the document? (Chrome, Safari, Internet Explorer, etc.)

_____

Which fax number of yours is having difficulties? _____

Which fax number are you attempting to send a fax to or receive a fax from? _____

☐ Check this box if you can provide a screenshot of your failed fax and will send to Support@VirtualPBX.com.

☐ Check this box if you can provide the document you are trying to fax in its current format and will send to Support@VirtualPBX.com.