

F2E TROUBLESHOOTING

WHAT IS THE ERROR CODE?

Every time a customer sends a fax they will receive an email response with a code. Always tell the customer to forward this email to Alltel if they want to raise a Support ticket.

Scenario	Outcome	Error Code	Alltel Support issue?	VL Support issue?	Action
Email does not reach Alltel mail server	None	n/a	N	N	Do not accept a Support case
Service not active	None	n/a	N	N	Transfer customer to Sales team to set up new service
Sender not registered against service	None	n/a	N	N	Educate the customer that a new user needs to be registered
Invalid fax number	Failure	E0	Y	N	Advise the customer the fax number entered is incorrect
Invalid format					Educate the customer on the correct number format
Invalid file attached	Failure	E1	Y	N	Educate the customer on the correct (pdf) file format
File conversion failed	Failure	E2	Y <i>Refer to VL</i>	Y	Troubleshoot the issue (complete <i>preliminary checklist</i> and <i>testing</i> as per this document)
File upload to fax platform failed	Failure	E3	Y <i>Refer to VL</i>	Y	Troubleshoot the issue (complete <i>preliminary checklist</i> and <i>testing</i> as per this document)
Valid file sent, transmission attempted, receiver busy or unavailable - or - receiver not a fax service	Failure	E4	N	N	This is a problem due to network interference that we cannot diagnose or fix.
Valid file sent, transmission commences, failure mid-transmission					Apologise for the error, advise that the fax will need to be re-sent, and do not charge the customer any 're-send fax' fee.
Valid file sent, transmission commences, fax completed	Success	n/a	N	N	n/a

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PRELIMINARY CHECKLIST

Complete this checklist to troubleshoot F2E service issues before escalating to Voice Logic for further support.

1. Phone the customer's inbound fax service number. Do you hear the "fax sound"?
 - If yes, proceed to step 2
 - If no, proceed to step 3
2. Phone the number the customer is attempting to send a fax to ("far-end fax") from a mobile phone. Do you hear the "fax sound"?
 - If no, then there is no far-end fax machine present. Advise the customer that the number they are trying to send a fax to is not a fax number, it's just a phone number.
3. Is the service active?
 - Perform a query over the Voice Logic API. If the service is inactive, verify the customer's Alltel account and update the service status via API.
4. Is the email sender on the whitelist?
 - If no, verify the customer's Alltel account and update their information via API.
5. Is the outbound fax number in the right format (e.g. 0312345678@fax.alltel.com.au)?
 - If no, advise the customer of the correct format.
6. Is the customer trying to send a document in PDF format and A4 size?
 - If no, advise the customer to reformat into A4 pdf format and re-send.
7. Is the customer sending an international fax?
 - Advise the customer that Alltel's F2E service only supports sending a domestic fax (i.e. within Australia)

If the issue still remains, conduct further tests as per the below TESTING instructions to diagnose the F2E service.

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TESTING

Important note: Testing must be performed to an external service. Do not send a test from one F2E service to another F2E service (unless specified) as this may hide any faults.

Service test (outbound email to fax)

1. Register your email address against both the sender and receiver of the F2E service designated for Alltel testing and send 1 email as follows:
 - Send an email-to-fax *from* Alltel's testing F2E service number
 - Send it *to* Alltel's fax machine
 - Attach Alltel's testing PDF file to the email-to-fax

If it works: proceed to step 2

If it doesn't work: Raise a support ticket with Voice Logic (see **RAISING A SUPPORT TICKET**, below).

2. Register your email address against both the sender and receiver of the customer's F2E service and send 1 email as follows:
 - Send an email-to-fax *from* the customer's F2E service number
 - Send it *to* Alltel's fax machine
 - Attach Alltel's testing PDF file to the email-to-fax

If it works: go to step 3

If it doesn't work: check the configuration of the customer's F2E service

3. Register your email address against both the sender and receiver of the customer's F2E service. Perform a test by sending a fax service back to itself, as follows:
 - Send an email-to-fax from the customer's F2E service
 - Send it to the customer's fax number
 - Attach Alltel's testing PDF file to the email-to-fax

If it works and an email receipt is received: go to step 4

If it doesn't work and no email receipt is received: verify that the email was sent to the correct fax number. If the fax number is correct, raise a support ticket (see Section 5)

If it doesn't work and an email receipt is received (stating Fax status: FAILED): verify the outbound fax number. If the fax number is correct, raise a support ticket (see **RAISING A SUPPORT TICKET**, below).

4. Register your email address against both the sender and receiver of the customer's F2E service. Perform a test by sending a fax service back to itself, as follows.
 - Send an email-to-fax from the customer's F2E service number
 - Send it *to* customer's outbound fax number
 - Using the customer's provided attachment

If it works: there is no fault – the service is running well and performing as expected. If required, educate the customer to use the service correctly.

If it doesn't work: verify that the file attachment is a PDF. If the file is not in PDF format, educate the customer to use the service correctly. If the file is in PDF format, raise a support ticket (see **RAISING A SUPPORT TICKET**, below).

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RAISING A SUPPORT TICKET

To raise a ticket with Voice Logic, perform the test below, and CC support@voicelogic.com.au in the same email.

1. Register your email address against both the sender and receiver of the F2E service.
2. Perform a test by sending a fax service back to itself.
 - Send an email-to-fax from the customer's F2E service number
 - Send it to the customer's outbound fax number
 - Attach the customer's provided file
 - CC support@voicelogic.com.au in the same email
3. Voice Logic will acknowledge the ticket, investigate and revert to Alltel.