
Title Routing unaddressed faxes doesn't always work properly

Summary When trying to route an Unaddressed fax, the fax doesn't always route properly.

Discussion What is causing this problem? If a customer enables the forwarding of incoming faxes to FaxPress-User-A and that Same FaxPress-User-A is setup to forward his incoming fax to another FaxPress-User-B, it breaks the routing of Unaddressed faxes. This occurs sporadically.

Note: This is a design limitaton, which Castelle is not able to fix at this time.

Solution Disable the Forwarding option for all FaxPress Users:

1. Log into FaxPress as Supervisor, expand the mailbox then expand the Administration field.
2. Click the Users option, and right-click on a user.
3. Click the Incoming Faxes tab.
4. Click the 'Do No Forward' radio button, then click OK.

After you have completed these tasks, login normally with your FaxPress clien, and send several test faxes to verify that faxes are now going through.

Disclaimer The Origin of this information may be internal or external to Castelle. Castelle makes all reasonable efforts to verify this information. However, the information provided in this document is for your information only. Castelle makes no explicit or implied claims to the validity of this information. Castelle reserves the right to change, without notice, product offerings or specifications and the information in this document.

Any trademarks referenced in this document are the property of their respective owners. Consult your product manuals for complete trademark information.