Why are my inbound faxes unreadable?

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It's possible that some of your inbound faxes may be blurry or unreadable. There are a few reasons why this may happen:

1. The original fax might be bad. To resolve this, please ask the originator of the fax to resend it.

2. Something may have happened in our processing pipeline that turns faxes into images you can read. To resolve this, please contact support and reference the id # listed in the Inbox item. Our team will investigate why the fax is unreadable. In the meantime, you can download the original fax sent prior to Updox processing by clicking the 'Download original' button in your fax item.