

What should I do if my sent faxes are too dark, too light, blurry, hard to read?

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Fax technology generally uses analog phone lines to send black-and-white images (not compatible with greyscale). Since the nature of fax technology does not support greyscale, when documents are faxed with colors or significant quantities of grey, a fax machine implements the best guess to determine which pixels should be black or white to resemble grey.

However, this may be unreliable and result in difficult-to-read faxes. Common causes:

- Small text or small images
- Grey text on a grey background
- Fine lines or fine details
- Documents rich in color
- Faxes of document scans, scans of scans, or faded documents

Fortunately, if you must send a document that you suspect will be illegible to the receiver, you use the Fax Enhancement tool. The tool works by increasing the contrast and brightness of the text to potentially improve the legibility of the text.

To use the fax enhancement tool, open up any new fax page. This can be found within your patient's documents, the message center, or new referral pages.

Example (Patient Documents):

Uploaded Documents

	Date	Description	Additional URL	Document Tags	Uploaded on	
dr	10/19/2016	Freedraw [Clinical Note]		free draw embed	10/19/2016	Fax + Task Send to onpatient ✎ ✖
dr	10/19/2016	avulsion-fracture-freedraw.png			10/19/2016	Fax + Task Send to onpatient ✎ ✖
dr	10/19/2016	Freedraw [Clinical Note]		free draw embed	10/19/2016	Fax + Task Send to onpatient ✎ ✖
dr	08/17/2016	VIS Form.pdf		VIS	08/17/2016	Fax + Task Send to onpatient ✎ ✖

When you click the Fax button on any page, the Fax Document prompt will appear. In this prompt, there will be an 'Enhance Image' checkbox. By checking this check box, your fax will have increased contrast and brightness when sent.

Fax Document



To

Fax Number

Message

Enhance Image Enabling this function, would raise the contrast and brightness of the fax itself. In some cases, faxes with certain text/color discolorations would benefit by having this enabled.

Send Fax

Note: The Enhance Image checkbox may decrease the quality of the fax on certain faxes by over-contrasting the document. This feature is intended for use with illegible faxes, not clearly legible faxes.