Fax Machine Connector Trouble Shooting Guide

Getting Started

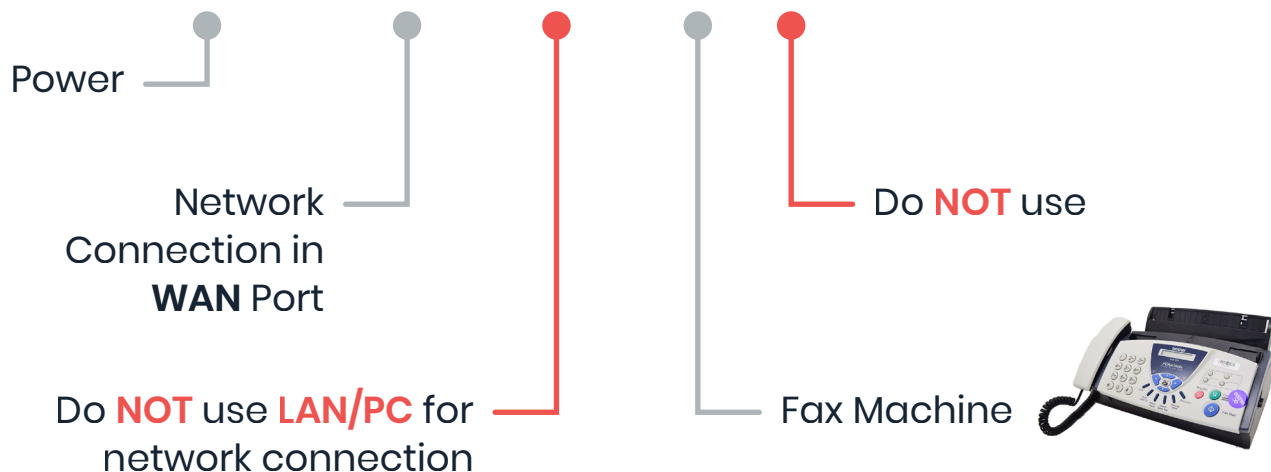| 👁 What you see	🛠 What to do
No Lights	Make sure power is connected.
Red Status Light	If the Status light remains solid red for longer than 5 minutes, contact our support team.
Flashing Green Lights	If multiple green lights are flashing on the Fax ATA, it is downloading a firmware update or getting its provisioning settings. **DO NOT** remove or disconnect power from the device at this time.
WAN Status and Power lights are all green / 3 green lights	Normal Idle Status.
Multiple Red Lights / Mixed Green / Red Lights	The Fax ATA is rebooting. This typically takes about 60 seconds before going back to solid green.

Quick Install Guide

Power

Network Connection in **WAN** Port

Do **NOT** use

Do **NOT** use **LAN/PC** for network connection

Fax Machine

Hooking up the Fax Machine Connector

1　Connect the Ethernet Connector labeled **WAN** to your network.

2　Connect the Telephone Port labeled **PHONE 1** to the Fax Machine. PHONE 2 port may not be used.

3　Connect the Power. There is no ON/OFF (I/O) switch so the Fax ATA turns on as soon as you connect the power. The **POWER LED** is lit (green) and when initialization completes (up to 5 minutes), the **STATUS LED** changes from red to green.

Activating the Fax ATA

⚠️ Before using your device, you'll have to activate it.

1 Click the settings wheel next to the device.

2 Enable the toggle that is labeled Is Active.

3 If using inbound faxing, assign a number to the device.

Whitelist the following network ranges for seamless outbound faxing:

IP Ranges (CIDR)

70.97.122.96 /27

199.242.63.144 /28

23.175.64.32 /28

Dialing & Sending Faxes

👂 What you hear	🛠️ What it means and what to do
Error reported from fax machine	The Fax Machine is unable to connect or communicate with the Fax ATA. Check phone line

	connection and state of Fax ATA. Please gather fax machine model and error message to report to our support team.
No Dial Tone	The Fax ATA is rebooting or not powered on. This can also be caused if Line 1 is not activated or does not have a phone number assigned to it.

The Fax ATA provides dial tone for faxing. It should always give you fax tone when dialing out. |
| Fast Busy | Check to make sure the ethernet connection is plugged into the WAN port. |
| Dead Air | There can be a delay after dialing before you hear fax tone. If you hear silence or "dead air", your dialed number might be blocked.

NOTE: 911 dialing is not supported, and you will hear dead air if attempting to dial 911. |

Receiving Faxes

What you hear	What it means and what to do
Inbound faxes fail to be received	Check that your Fax Machine is powered on and is set to auto answer and make sure it is not out of paper. If all looks normal please contact support. Please have make and model of the fax machine available.
Fax Machine rings but never answers	We have seen some fax machines not accept calls from the ATA. To determine if this is the cause, please try another fax machine attached to the ATA. If this resolves the issue, you should contact the fax machine's manufacturer.