

Your Logo

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

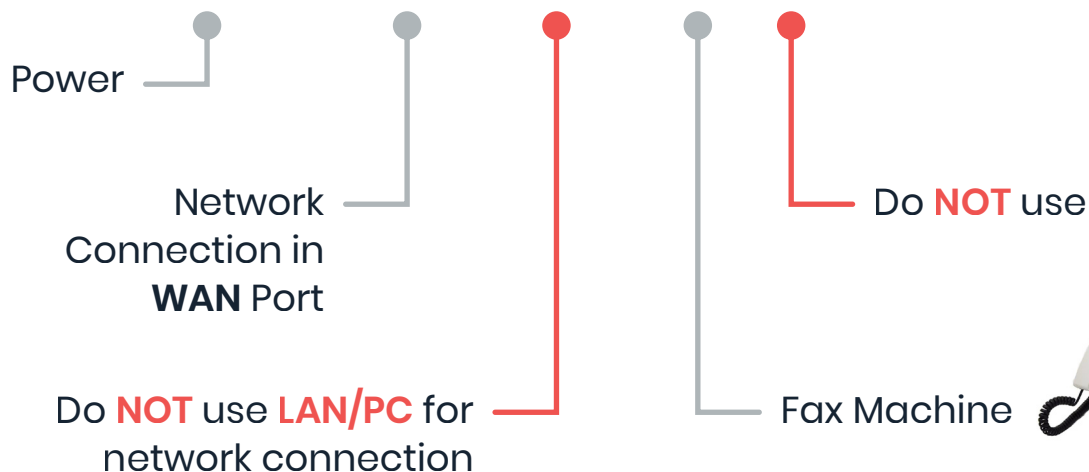
Normal Idle Status.

Multiple Red Lights / Mixed Green / Red Lights

The Fax ATA is rebooting. This typically takes about 60 seconds before going back to solid green.

Next: Quick Install Guide 

Quick Install Guide



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 Assign a fax number (required).

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

Error reported from fax machine



What it means and what to do

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.

Next: Receiving Faxes →

Receiving Faxes



What you hear

Inbound faxes fail to be received

Fax Machine rings but never answers



What it means and what to do

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.

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.