Fax ATA
MP-202B HTTPSFAX

Fax ATA Trouble Shooting Guide

Hooking Things Up & Powering On Device

👁 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 your provider.
Flashing Green Lights	If multiple green lights are flashing on the Fax ATA, it is downloading a firmware update or getting it's 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 LAN/PC for network connection

2nd Fax Machine (optional)
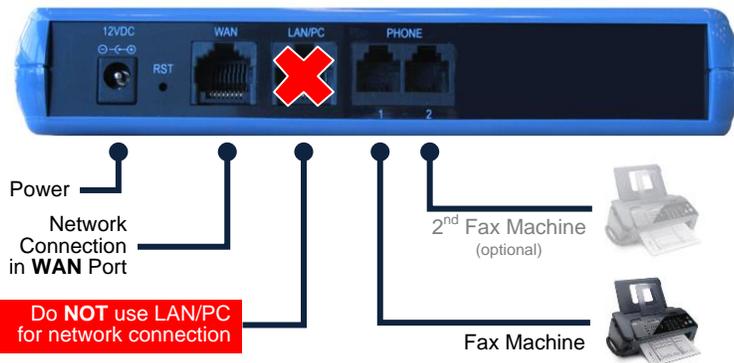
Fax Machine

Hooking up the Fax ATA

1. Connect the Ethernet Connector labeled **"WAN"** to your network.
2. Connect the Telephone Port labeled **PHONE 1** to the Fax Machine. Check with your provider whether the second PHONE 2 port is enabled for use.
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 (~1 minute), the **STATUS** LED changes from red to green.

Activating the Fax ATA

1. Make sure you have your **PIN** for activation. This is supplied by your provider or fax server administrator.
2. You activate the Fax ATA from your Fax Machine or MFP.
3. Go off-hook and dial the following:

   1<PIN>#   (for example, dial ***1*1234#**)
4. Press SEND or START if your Fax Machine requires this step to start dialing.
5. You will hear an audio confirmation once the activation is complete.

Before you can send faxes, you will need to activate your Fax ATA. Refer to specific instructions supplied by your provider or fax server manager. **Note:** Connections to some service provider connections and premise-based fax servers may not require activation.

Dialing & Sending Faxes

What you hear	What it means and what to do
911 Dialing	The Fax ATA may not support E-911 dialing. Attempting to dial 911, if not enabled by your provider, will only produce dead air.
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.
No Dial Tone	The Fax ATA is rebooting or not powered on. This can also be caused if Line 1 or Line 2 is not activated or does not have a phone number attached to it. The Fax ATA provides dial tone for faxing. It should always give you fax tone when dialing out.
Fast Busy	The Fax ATA does not have network or internet access. Check this entering *2* # from a phone or fax machine handset. An audible IP address should be played back to you. Additionally, connect a notebook's Ethernet port to the LAN port on the Fax ATA and verify that the notebook is getting an IP address, network and Internet access. Advanced: You can also log into the Fax ATA's web interface to look at the network settings. See the Fax ATA's user guide supplied with the Fax ATA.
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. **If you dialed 911 and your provider has not enabled support for E-911, you will hear a long period of silence or "dead air" after dialing.**
Error Messages Played Back This applies to all the following messages below	Error messages that are played back to your from the Fax ATA follow this format: <period of silence> <beep, beep, beep> (SIT tone) Message… **Error code 300xx**
Your fax cannot be delivered. Unable to contact fax service. Check your network settings. **Error code 30026 / 30028 / 30029**	Fax ATA has an IP address but is unable to connect to the Internet. **30026 – Timeout waiting for CS** **30028 – No reply from PS** **30029 – Unable to contact CS**
Your fax cannot be delivered. Unable to log in to fax service. Please set your PIN before sending faxes. Hang up, then dial star, one, star, followed by your PIN, then the pound, or number key. **Error code 30017**	Indicates the account's PIN or password is incorrect. Re-enter the PIN / password (* 1 * PIN #). This error can occur if the analog phone or fax machine is set to do Pulse dialing. Only "tone" dialing is supported. **30017 – Invalid password**
Your fax cannot be delivered. Unable to log in to fax service. Check your account name and password. **Error code 29998**	**29998 – Account not found**

Error Messages Played Back This applies to all the following messages below	Error messages that are played back to your from the Fax ATA follow this format: <period of silence> <beep, beep, beep> (SIT tone) Message… **Error code 300xx**
Your fax cannot be delivered. The fax service is temporarily unavailable. Try again later. If the problem continues, contact your fax service provider for assistance. **Error code 30051 / 30080**	**30051 – Server shutting down** **30080 – PS busy retry**
Your fax cannot be delivered. Your account is currently in use by another device. Please contact your fax service provider for assistance. **Error code 30018**	**30018 – Account suspected duplicate**
Your fax cannot be delivered. Outbound fax not authorized for your account. Please contact your fax service provider for assistance. **Error code 30003**	**30003 – Account send disabled** NOTE: The Fax ATA account will automatically be disabled for sending if the Fax ATA's MAC address is not registered with AudioCodes
Your fax cannot be delivered. The dialed fax number was blocked. Please contact your fax service provider for assistance. **Error code 30040**	**30040 – Send blocked by rule**
Your fax cannot be delivered. The dialed fax number is invalid. Check the number. **Error code 30041 / 30042**	**30041 – Invalid fax number** **30042 – Send not routed anywhere**
Your fax cannot be delivered. Your account does not have enough credit remaining. Please contact your fax service provider for assistance. **Error code 30005**	**30005 – Account send time expired**
Your fax cannot be delivered. Try again later. If the problem continues, contact your fax service provider for assistance. **Error code xxxxx**	**xxxxx – Catch all message**

Receiving Faxes

What you hear	What it means and what to do
Symptom	What to Check
Inbound faxes fail to be received	Check that your Fax Machine is powered on and is set to auto answer. Also make sure it is not out paper. If all looks normal please contact your provider. 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.

Complete Error Listing for Fax ATA Connections

Error #	Hex	Message
29984	0x7520	A fatal error occurred: {exception}
29985	0x7521	Cannot open/read config file {config file}
29986	0x7522	Missing primary {xml node name} XML node in {xml config file}
29987	0x7523	Missing {xml node names} XML nodes under {xml section name}
29988	0x7524	Connection Server requires accounts database. Load time init error.
29989	0x7525	Connection Server requires routing database: {type of routing db}
29990	0x7526	Failed to read accounts table (db={db name},t={table name}), {error}
29991	0x7527	Failed to read send routing table
29992	0x7528	Failed to read supervisors table (db={db name},t={table name}), {error}
29993	0x7529	Unknown command {unknown command}
29994	0x752A	Missing XML node {xml node name}
29995	0x752B	Invalid integer syntax
29996	0x752C	Invalid AccountId syntax
29997	0x752D	Access denied
29998	0x752E	Account not found
29999	0x752F	AccountId already used
30000	0x7530	Receive failover Account not found
30001	0x7531	Invalid ServerGuid syntax
30002	0x7532	Account logged out
30003	0x7533	Send is disabled for this account
30004	0x7534	Receive is disabled for this account
30005	0x7535	Account send time has expired
30006	0x7536	Account receive time has expired
30007	0x7537	No sessions available
30008	0x7538	Session not found
30009	0x7539	Invalid DID syntax
30010	0x753A	DID already used
30011	0x753B	DID not found
30012	0x753C	DID is disabled
30013	0x753D	DID not routed to any account
30014	0x753E	The port server is configured with an empty inbound connection server group
30015	0x753F	Invalid SupervisorId
30016	0x7540	Client refused or unable to accept receive fax
30017	0x7541	Invalid password
30018	0x7542	Account login refused; multiple clients possibly sharing same account
30019	0x7543	Failed SQL init
30020	0x7544	Failed SQL open
30021	0x7545	Failed SQL add
30022	0x7546	Failed SQL modify
30023	0x7547	Failed SQL query
30024	0x7548	Failed SQL delete
30025	0x7549	Invalid routing XML syntax
30026	0x754A	Timeout waiting for Connection Server response
30027	0x754B	Timeout waiting for a client
30028	0x754C	No reply from port server
30029	0x754D	Unable to contact Connection Server
30030	0x754E	Invalid product key
30031	0x754F	Port server name already used
30032	0x7550	Port server not found
30033	0x7551	Routing group name already used
30034	0x7552	Routing group not found
30035	0x7553	Routing step name already used
30036	0x7554	Routing step not found
30037	0x7555	Invalid identifier syntax
30038	0x7556	Identifier already used
30039	0x7557	Identifier not found
30040	0x7558	Send was blocked by a routing rule

Error #	Hex	Message
30041	0x7559	Fax number not valid
30042	0x755A	No routing rule accepted the destination fax number
30043	0x755B	Send e-mail address already used by another account
30044	0x755C	Unable to log CDR
30045	0x755D	Failed SQL open
30046	0x755E	Failed SQL begin transaction
30047	0x755F	Invalid AccountGuid syntax
30048	0x7560	Invalid SupervisorGuid syntax
30049	0x7561	Invalid RcvRouterGuid syntax
30050	0x7562	Failed to load database provider: {File name of database provider assembly}
30051	0x7563	Server disabled, at capacity, or shutting down
30052	0x7564	ServerId already used
30053	0x7565	The account to send on-behalf-of was not found
30054	0x7566	This account cannot send on-behalf-of another account
30055	0x7567	Failed to load message exchanger: {File name of message exchanger assembly}
30056	0x7568	Failed SQL read file
30057	0x7569	Failed SQL save file
30058	0x756A	Client routed to wrong server type; this server does not handle your type of client.
30059	0x756B	Client is logged-out; log-in pending
30060	0x756C	Session ended unexpectedly
30061	0x756D	Unknown error on remote endpoint
30062	0x756E	Failed .tel lookup; cannot access DNS
30063	0x756F	Failed .tel lookup; domain not found
30064	0x7570	Failed .tel lookup; no fax number available
30065	0x7571	The account type is not compatible with the client
30066	0x7572	Unable to contact database server
30067	0x7573	Invalid called number syntax
30068	0x7574	Called number already exists
30069	0x7575	Called number not found
30070	0x7576	The record is locked by a server component
30071	0x7577	Invalid query syntax
30072	0x7578	Invalid input
30073	0x7579	Fax ATA serial number is already used by another account
30074	0x757A	Fax ATA MAC address is already used by another account
30075	0x757B	The specified DID is not assigned to this account
30076	0x757C	Receive is disabled for this DID because the fax ATA is not receiving
30077	0x757D	The fax image has too few scan lines to attempt delivery
30078	0x757E	This function must include a DbGroup to specify the target database
30079	0x757F	The specified DbGroup was not found
30080	0x7580	The port server is busy
…	…	
30089	0x7589	
30090	0x758A	Changes to this table/database are not allowed because it has been flagged as read-only
30091	0x758B	Fax image file unreadable
30092	0x758C	Another ATA is already logged-in with the same serial number as this ATA. The server refused to allow an ATA to log-in because it has a serial number that is already associated with another logged-in ATA.
30093	0x758D	Another client is already logged-in with the same product key as this client. The server refused to allow a client to log-in because it has a product key that is already associated with another logged-in client.
30094	0x758E	Connection Server requires a product key to be provided in the registry
30095	0x758F	Fax client (IPFS) requires a product key in the configuration Xml
30096	0x7590	There is no associated client certificate on this server
30097	0x7591	Failed to import client certificates: {reason for failure}
30098	0x7592	Cannot restore Send Routing; the provided backup file is invalid
30099	0x7593	Warning - A database operation failed and was successfully retried
30100	0x7594	A database operation and all retry attempts failed
30101	0x7595	The {description of configuration} configuration is incompatible for joining with another table. Joined database configurations must have the same interface type and the same number of failover configurations. Joined SQL Server CE tables must be in the same database file.
30102	0x7596	Unable to locate Connection Server in configuration for routing