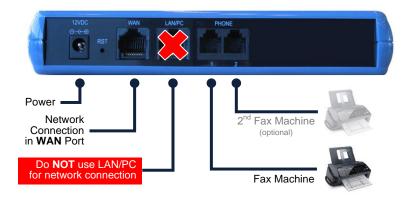
# Fax ATA MP-202B HTTPSFAX

#### 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. <b>DO NOT</b> 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**



#### Hooking up the Fax ATA

- Connect the Ethernet Connector labeled "<u>WAN</u>" to your network.
- 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.
- 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

- 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**

<b>%</b> 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	Error messages that are played back to your from the Fax ATA follow this format:
This applies to all the following messages below	<pre><period of="" silence=""> <beep, beep="" beep,=""> (SIT tone) Message Error code 300xx</beep,></period></pre>
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

<b>Error Messages Played Back</b>	Error messages that are played back to your from the Fax ATA follow this format:
This applies to all the following messages below	<pre><period of="" silence=""> <beep, beep="" beep,=""> (SIT tone) Message Error code 300xx</beep,></period></pre>
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**

<b>%</b> 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**

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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 Accountld syntax
29997	0x752D	Access denied
29998		
	0x752E	Account not found
29999	0x752F	Accounted 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
30023	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
30027	0x754C	No reply from port server
30028	0x754C 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

30011 0.7555 Fax number not valid 3003 0.7555 Sond e-mail address already used by another account 3004 0.7555 Sond e-mail address already used by another account 3004 0.7555 Sond e-mail address already used by another account 3004 0.7555 Falled SQL Open 3006 0.7555 Falled SQL Open 3006 0.7555 Invalid AccountSuid syntax 3008 0.7555 Invalid SQL Open 3007 0.7555 Invalid SQL Open 3008 0.7556 Invalid SQL Open 3009 0.7556 Invalid SQL Open 3005 0.7556 Tale account of sond open sond op	Error #	Hex	Message
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