

Fax ATA MP-202B HTTPS FAX

Fax ATA Trouble Shooting Guide

Fax ATA Connections	
Symptom	What to Check
No Lights	Confirm that power is connected.
Red Status Light	If the Status light remains solid red for longer than 5 minutes, contact your provider.
Flashing Lights	If multiple lights are flashing, the Fax ATA it is provisioning or upgrading its firmware. DO NOT remove power from the device at this time.
WAN, Status and Power lights are all green	Normal Idle Status.
<i>The HTTPS Fax ATA has been setup to connect with a specific service or fax server. No changes should be made to the HTTPS Fax ATA until contacting the correct support group.</i>	

SENDING FAXES	
How It Works: The ATA provides dial tone and fax tone for faxing. It is not a standard phone line and it is designed to answer every call with a fax tone.	
Symptom	What to Check
No Dial Tone	The Fax ATA is rebooting or not powered on. Line 1 / 2 is not provisioned properly. No Phone number is assigned to "Phone 1 or 2"
Fast Busy	The Fax ATA does not have internet access. Check by dialing *2* from a phone handset. An audible IP address should be heard. Additional testing - plug a computer into the LAN port and verify the ATA is providing Internet access to the laptop or computer.
Attempting to dial out, you hear <period of silence> beep, beep, beep, Your fax cannot be delivered Check your Network Settings, Error 30029	No internet access. The server Logon URL is incorrect or unreachable from the FAX ATA's location. Check network connection to WAN port, internet access or firewall.
Attempting to dial out, you hear <period of silence> beep, beep, beep, 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 30017	Indicates the PIN or password is incorrect. Re-enter the PIN / password (*1*PIN#) This error can also occur if the analog phone or fax machine attempting to dial out is set to do Pulse dialing. Only "tone" dialing is supported.
911 Dialing	Not supported. 911 dial attempts will not be completed.
Fax Error reported from fax machine	Please gather fax machine model and error message and contact your provider.
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RECEIVING FAXES	
Symptom	What to Check
Inbound faxes fail to be received	Confirm that the Fax Machine is powered on, is set to auto answer and is not out paper.

About AudioCodes

AudioCodes Ltd. (NasdaqGS: AUDC) designs, develops and sells advanced Voice over IP (VoIP) and converged VoIP and Data networking products and applications to Service Providers and Enterprises.

AudioCodes is a VoIP technology market leader focused on converged VoIP & data communications and its products are deployed globally in Broadband, Mobile, Enterprise networks and Cable. The company provides a range of innovative, cost-effective products including Media Gateways, Multi-Service Business Gateways, Session Border Controllers (SBC), Residential Gateways, IP Phones, Media Servers and Value Added Applications. AudioCodes' underlying technology, VoIPerfect HDTM, relies on AudioCodes' leadership in DSP, voice coding and voice processing technologies. AudioCodes High Definition (HD) VoIP technologies and products provide enhanced intelligibility and a better end user communication experience in Voice communications.

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