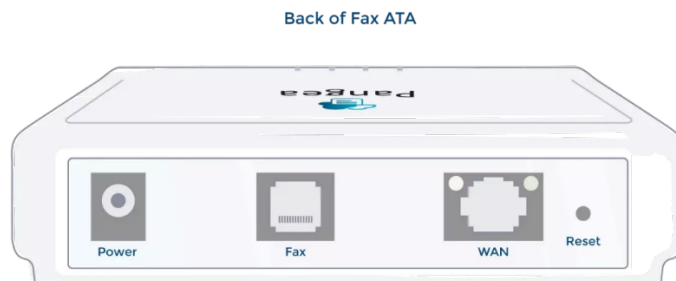
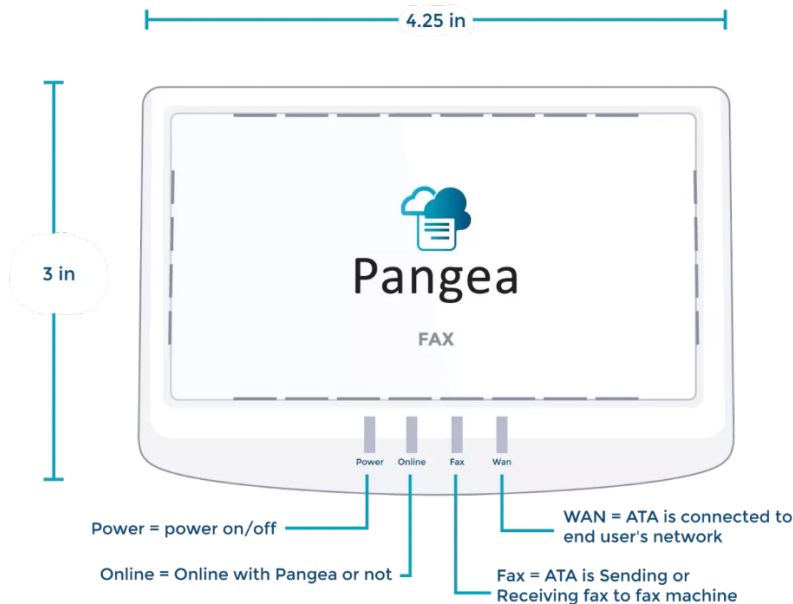


Pangea Fax ATA Installation & Troubleshooting Guide

Pangea Fax ATA Installation

1. Connect the ATA's WAN port to the network using a standard ethernet/RJ45 cable.
2. Connect the ATA's FAX port to the fax machine using the included analog/RJ11 Cable.
3. Connect the ATA's Power port using the included power adapter.
4. **Power it on and wait at least 10-15 minutes.** The ATA will download its configuration file and update its firmware if needed.
5. After waiting for 10-15 minutes, you should see *Power*, *Online*, and *WAN* lights on and green.



6. The ATA is ready to send and receive fax. Note: when a fax is in the process of sending/receiving (off-hook) the *Fax* light will be green on the ATA.

Pangea Fax ATA Troubleshooting

If the ATA is not coming online

- Double check the MAC is correct in the portal
- Check the network connectivity to make sure the ethernet cable is securely connected on both ends
- Make sure TCP port 80 and 443 are open on the Network
- If the Network does any URL filtering, make sure it allows: ataserver.ipfax.net and ataini.ipfax.net

If inbound faxes are not being received at the fax machine as expected

- In the portal, make sure the user is correctly configured to receive fax to the ATA
- Review the report within the portal:
 - *Sent to ATA* status means the inbound fax has been received by the service, and the ATA is attempting to deliver to the fax machine or is queued for delivery
 - *Delivered* status means the inbound fax has been successfully delivered from the ATA to the fax machine
 - *Failure* status on an inbound fax means the ATA attempted to deliver the fax to the fax machine but was not able to
- Confirm the fax machine is not out of paper, toner, or memory
- Power cycle the fax machine and the ATA