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FaxBridge Setup and Troubleshooting Guide

MFAX - CLOUD FAX SOLUTION

FaxBridge (FB) Setup and Troubleshooting Guide

Important notes on FB setup:

When setting up a FB we recommend setting a DHCP reservation for the device on the network

The FB should be set up on a data network

The FB should not be set up behind a Double NAT

Setup

Connections:

- RJ-11 (phone cord) connected to the "LINE" port of fax machine and "FAX" port of the FB.

- Ethernet cord connected to network/router and the "WAN" port of the FB.

- Power supply plugged into the FB and into an active power outlet.

Network:

- FB will need to be able to get out of the network on port 443 to reach the provisioning servers

When connected and powered up the FB should have 2 green lights lit on the front of the device. PWR (power) and SYS (network connection).

General Troubleshooting Steps

If experiencing any issues with the FB please run
through these steps in order

1. Recheck setup to make sure cables are connected properly

2. Power cycle the device. (disconnect the power supply for approx. 30 seconds then reconnect)

3. Test (if this resolves the issue and you find the issue recurs with any sort of regularity then move to step 4)

4. SSH/Telnet into the FB. (private IP can be found in FB settings in the web portal)
User: root
Password: restricted

This will take you to a Linux shell and vxu command prompt if you've logged into the device correctly.

Type the command vfwu and hit enter. This will run a firmware update on the kernel and will reboot the device. It's vitally important the FB does not lose power during the firmware update or it will brick the device.

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Specific Troubleshooting Steps

If you are unable to send or receive faxes through the fax machine connected to a FB with 2 green lights.

- Check all fax machine/FB connections

- Power cycle both the FB and the fax machine

- Verify the FB is showing in the ARP table and has a DHCP lease

- Plug an analog phone or handset into the FAX port of the FB to verify dial tone is being produced

- Test

- If you have completed all these steps and inbound/outbound is still not working refer to Step 4 in General Troubleshooting Steps (SSH/Telnet to FB and run firmware update)

If you are able to send outbound faxes through the fax machine/FB but inbound "isn't working"

- Check to make sure all connections and settings are correct on the fax machine

- Power cycle the fax machine

- Check the FB settings in the portal to make sure auto print incoming faxes is toggled to the on position

- Reset the fax number assigned to the FB in the admin portal by unassigning it then re assigning it

- Make sure the fax machine is set to its fax setting (ie not scan or email)

- Make sure the fax machine is set to auto answer

- Verify that you can hear the FB attempting to call the fax machine when testing an inbound fax

- If you have completed all these steps and inbound is still not working refer to Step 4 in General Troubleshooting Steps (SSH/Telnet to FB and run firmware update)

If you continue to experience any issues after running through the troubleshooting steps provided in this document we suggest opening a ticket with the Documo support team via live chat or email at support@documo.com