

FAX NOT WORKING?

Before submitting a ticket for fax issues try the following:

SENDING A FAX PROBLEM?

1. If you're not able to **SEND** a fax: Call the number that you are trying to send to. You should hear fax noises. If not, contact the intended recipient and verify the fax number.
2. Call your fax extension to be sure that it is functioning. Again, you should hear fax noises. If not and if you know where the ATA is located, power cycle it.

RECEIVING A FAX PROBLEM?

1. If not receiving faxes verify with the sender that they have the correct fax number.
2. Call your fax extension to be sure that it is functioning. Again, you should hear fax noises. If not and if you know where the ATA is located, power cycle it.
3. Call your 10 digit fax number with a cell phone. If it does not ring, pick up or make fax noises *then* you should open a ticket.

PLEASE NOTE:

Once you power cycle the ATA, please wait 2-3 minutes before testing again.