

Troubleshooting Clearly Fax ATA WAN Connectivity

The fact that the WAN light is green doesn't necessarily indicate that your ATA is connected to the Internet. To verify if the device has obtained an IP address from your network, plug a phone into line 1 and dial:

***2*#**

If the device has an IP address it will be read back to you. If not, you won't hear any audio and eventually the call will fail with a reorder tone (fast busy).

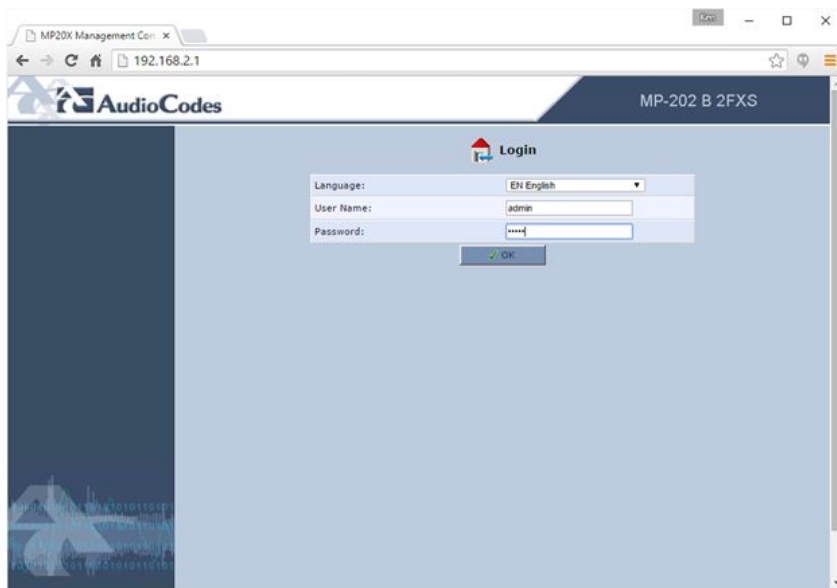
If your device doesn't have an IP address, two possible causes are:

1. You don't have a DHCP server on your network, or there's a problem with your DHCP server, or
2. Your network uses 192.168.2.x IP addressing, which overlaps with the IP address assigned to the LAN interface of the ATA at the factory. **Note:** *The IP overlap issue only applies to ATAs with a serial number that starts with VT.*

If your network doesn't provide DHCP addresses to clients or if there is a possible IP overlap, it will be necessary to plug a computer into the LAN port of the ATA. The computer should be configured as a DHCP client and will automatically be assigned an IP address by the ATA.

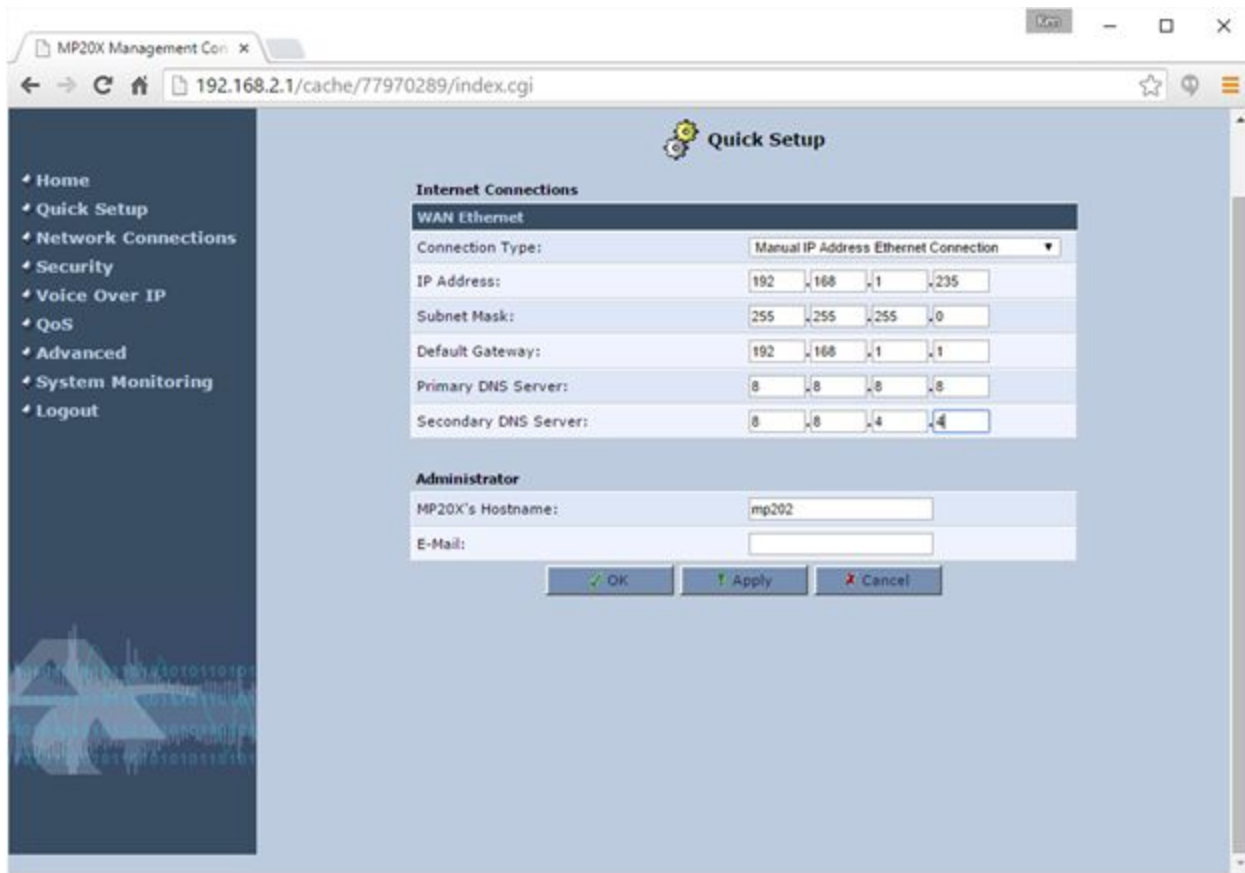
Note: If your computer doesn't automatically obtain an IP address, or if you're unable to login as per the steps below, it may be necessary to perform a factory reset on your device. Factory reset instructions can be found at https://www.clearfly.net/support/fax/assets/Clearfly_Fax_ATA_Factory_Defaults.pdf

Once your computer has obtained an IP address, open an Internet browser window and enter **192.168.2.1** in the address bar and press enter. You should see the following login screen:



The default username is *admin* and the default password is *admin*

Enter the credentials and click OK. Once logged in, click **Quick Setup** on the left side of the window. This will take you to a quick setup page which will allow you to manually configure your WAN IP address:



Simply enter your IP and DNS details and then click OK.

The device will take approximately 5 minutes to fully provision itself, at which point you should be able to send and receive faxes.