

Reliable VoIP Fax Solutions



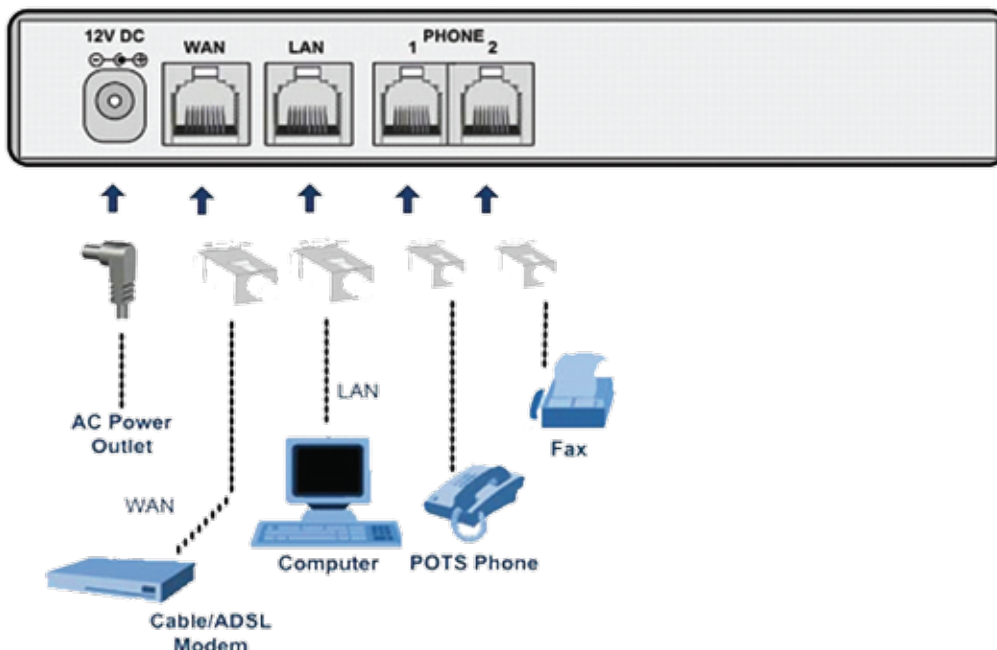
SET UP INSTRUCTIONS

NxGen Voice/Fax over IP Adapter

Thank you for choosing NxGen.

Connecting the Voice/Fax over IP adapter

1. Using a standard Ethernet cable, connect the WAN port to your Internet device.
2. If you have subscribed to our voice phone services, connect your phone cord to the port labeled Phone 1.
3. Connect your fax machine to the port labeled Phone 2. Ensure the cord is plugged into the Line port on the fax machine.
4. Optional: to allow a computer to share the internet connection, connect the computer to the port labeled LAN using a standard Ethernet cable (not provided).
5. Connect the Power Adapter to the connector labeled 12 VDC and then plug it into a standard AC wall outlet.
6. The Power LED on the front will turn green as power is applied. The Status LED will remain red until the unit has initialized. Please allow 30 seconds after the Status light turns green for the adapter to contact the network server and initialize voice/ fax communications.
7. Your first call:
 - a. The respective numbers are labeled on the adapter
 - b. Always use 10-digit dialing for all outbound calls including long distance



For technical support:

Call toll-free: 866.716.9436
x104 (9:00 AM to 5:00 PM PST)
Email: support@nxgen.ca

Please note: Support services are limited to the adapter only. Please contact the device retailer or manufacturer for issues related to peripheral devices.

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SET UP INSTRUCTIONS

NxGen Voice/Fax over IP Adapter

Basic Troubleshooting your NxGen adapter

- A. No lights on VoIP adapter
 - a. Check all power cords and ensure they are plugged in properly
- B. No dial tone – for phone or fax machine

Action – Checking the Adapter

- a. Ensure lights on adapter are lit as described in the setup guide
- b. Ensure all phone cables are connected properly from the adapter to the phone or fax machine

Action – Checking the Internet

- a. Check that your modem/ Internet HUB has connectivity
 - b. Ensure that the adapter status and WAN lights are green
- C. Fax machine rings but does not receive faxes
- a. Many faxes switch from fax to phone based on the tone signal. Sometimes the detectors in the adapters can't tell the difference between the tones. Ensure that the fax machine is set to faxing only and auto answer.

Please note:

The most common support issues are resolved by:

- Ensuring that cables are connected properly to the peripheral devices
- Power cycling the adapter (Unplug the adapter, wait 30 seconds and plug in again)
- For devices connected to Telus Smart Hubs, please ensure that you are set up for Public Static IP

Before contacting support we kindly request that these issues are checked first.

When contacting support please have the device phone/ fax number available, or the MAC address ready.

Technical Support is available during regular office hours from 9:00 AM to 5:00 PM MST.

Toll Free: 1.866.716.9436 x 104

Email: support@nxgen.ca

