

# Fax Gateway Troubleshooting

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## **Common Fax Gateway Error:**

### **Access log files:**

1. Open the “Fax Gateway” icon on your desktop
2. Go to TASKS> Logs
3. Click Refresh>Click Email log
4. Email [medimatrix@webinterstate.com](mailto:medimatrix@webinterstate.com) notifying you’ve sent fax logs and need assistance.

### **Error Message:**

IO Exception or no logging in log files

### **Cause and Resolution(s):**

Poor internet connection

- Check with ISP on internet connection
- Stop and restart the gateway service (Open fax gateway UI Services Stop/Start)

## **Common ActiveFax Errors:**

### **Accessing ActiveFax Server:**

1. Open the “ActiveFax SERVER” icon on your desktop
2. Click “Undeliverable” to see errors
3. Scroll to right to view “Last Error” column

### **Last Error:**

“Busy Signal”

### **Cause and Resolution(s):**

Number attempting to dial is busy receiving other faxes

- Attempt to resend again from MediMatrix
- Verify fax number with facility



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**Last Error:**

“No Connection (No Carrier)”

**Cause and Resolution(s):**

Number attempting to dial is invalid or bad area code

- Verify Number in “fax number recipient column” is a valid number
- Verify fax number with facility

**Last Error:**

“Transmission Error 94”

**Cause and Resolution(s):**

Modem error, see activefax’s knowledge base solution

- <http://www.actfax.com/en/kbase.html?id=8843>

**Last Error:**

“Transmission Error 51, 52, 54, 55”

**Cause and Resolution(s):**

Modem error for certain modem types, see activefax’s knowledge base solution

- <http://www.actfax.com/en/kbase.html?id=8841>

**Other Errors:****No Faxes Sending:**

No faxes are dialing out of ActiveFax

**Cause and Resolution(s):**

Bad or outdated modem or phone line issues

- Check with phone company that line is functioning properly
- If utilizing USB modem, unplug and re-plug in modem device
- May need to replace updated modem or machine
- Machine may have little memory to process faxes, clear out memory on machine

For questions or assistance, please contact:

[support@medimatrix.com](mailto:support@medimatrix.com)

888-346-3030 x1

