

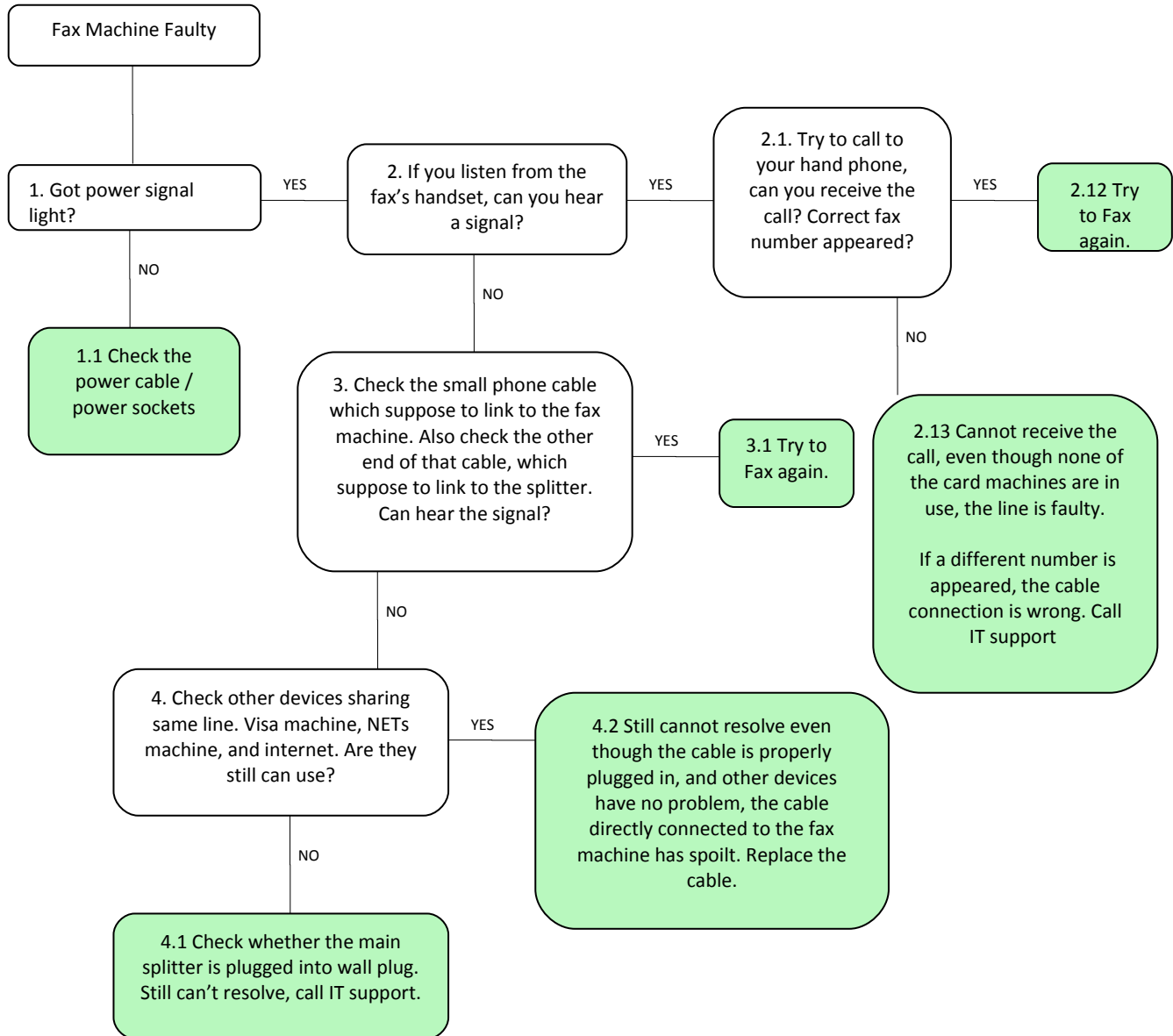


User Guide

Fax Machine Solution

Spectacle Hut

Flow Chart



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Solution for problems of Fax Machine

This section would teach you how to solve the problems that you encounter when operating a fax machine.

When Fax machine is not working:

1. Check the signal light of the fax machine.

Check the signal light on the fax machine



- 1.1 If there is no signal light on the fax machine, check the power cable or sockets.
2. If there is signal light on the fax machine, check if you can hear a signal from the fax's handset.
 - 2.1 If you can hear a signal, try to call to your hand phone using the fax machine to check if the correct fax number appears.
 - 2.12 If the correct fax number appeared, try to fax again.
 - 2.13 If the fax number appears to be incorrect or not able to receive the call when none of the card machines are in use, it means that the line is faulty or the cable connection is wrong and

you will need to call for IT support.

3. If you cannot hear a signal from the fax's handset, check the small phone cable which is suppose to link to the fax machine. Also, check the other end of the cable which is suppose to link to the splitter and see if you can hear the signal.

3.1 If you can hear the signal, try to fax again.

4. If you are still not able to hear the signal, check the other devices sharing the same line such as Visa machine, NETS machine and the internet whether they are still able to use.

4.1 If the other devices are still able to use, the cable directly connected to the fax machine is probably damaged. Please replace the cable.

Check the cable plug connected to the fax machine



4.2 If the other devices are not able to use, check if the main splitter is plugged into the wall plug. If it is still not resolved, please call for IT support.