



FAXLYNC USER GUIDE



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PUBLICATION NOTICE

The contents of this publication and the specifications of this application are subject to change without notice.

Concord reserves the right to make changes without notice to this publication, Concord software, and services, and shall not be responsible for any damages, consequential or otherwise, caused by reliance on the materials presented herein, including typographical errors.

This is the third edition of this publication.

VERSION

2.1.0 (2014)

This guide describes the FaxLync User Guide (February 14, 2014)

ABOUT CONCORD FAXLYNC

The FaxLync device is a dual-port Analog Telephony Adapter (ATA) which has been modified to operate in a store-and-forward mode.



Each FaxLync device supports up to two (2) fax machines. The functions of each FaxLync device are managed directly within the Concord Customer Portal.

FaxLync connects your traditional fax machine, or Multi-Function Peripheral (MFP) to Concord's cloud-based Fax Online solution, eliminating the need for faxing via analog phone lines. By using FaxLync, users accustomed to using traditional fax machines and MFPs will continue to send and receive faxes in the same general manner. Rather than faxes transmitting over analog phone lines, FaxLync transmits faxes securely over HTTPS.

The device is configured, by default, to use DHCP (Dynamic Host Configuration Protocol) to obtain an IP-address and use HTTPS (port 443). To any firewall it appears as a web browser using SSL (Secure Socket Layer) encryption: the same type of behavior an online banking session would entail.



Features

- The FaxLync device connects to the Internet (via the local network) and up to two (2) fax machines
- Users can opt to connect an additional device, such as an MFP or PC, to the FaxLync device
- The FaxLync device is a dual-port ATA, which has been modified to operate in a store-and-forward mode, providing much higher reliability and call completion quality than a traditional ATA device
- Store-and-forward mode eliminates reliability problems caused by jitter and packet loss common with T.38 and G.711 calls and traditional ATAs

Benefits

- Replaces the need for conventional phone lines
- Increases capacity (never busy)
- Maintains an electronic record of each document sent and received
- Simple Plug-and-Play setup
- Use HTTPS for fully secure communication (no firewall or network configuration required)
- FaxLync numbers are capable of receiving multiple faxes simultaneously

DEVICE INSTALLATION

FaxLync devices are manufactured and shipped via a Concord-approved, 3rd-party supplier. Please note that devices obtained from other sources are incompatible for use with Concord Fax Online, and are not supported.

For information re: ordering a FaxLync device, please contact sales@concordfax.com.

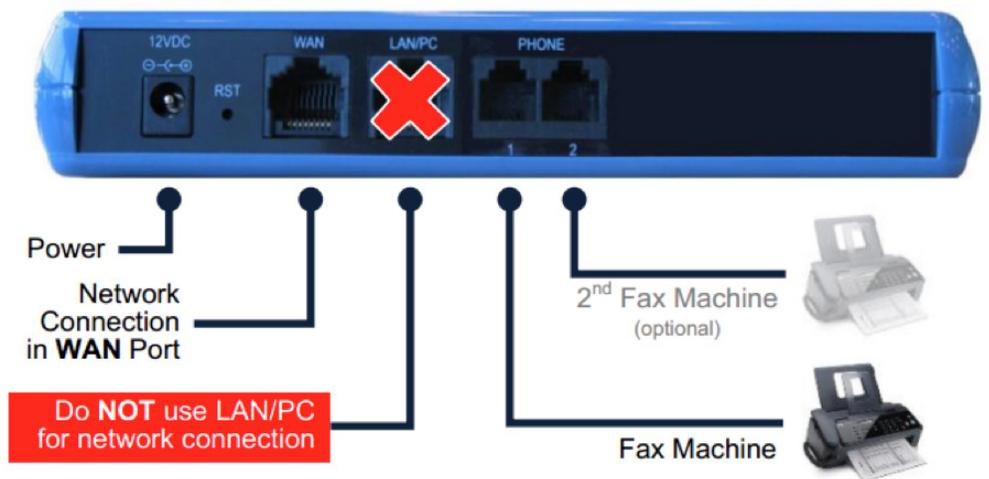
Upon receipt of your FaxLync device, make sure that you have all of the following components:

- FaxLync Device and 12V power adapter
- Ethernet cable and working internet connection
- Fax machine, or MFP (multi-function printer)
- Standard, RJ-11 phone cable/connector (the line that you would use to connect your fax machine to a POTS line).

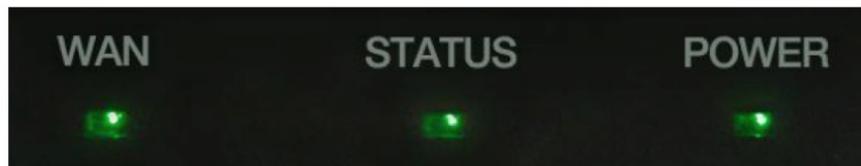
Your FaxLync device is shipped, pre-assigned with a fax number/account associated with your Fax Online account.

1. Connect the phone line from your fax machine or MFP to the port marked, "Phone 1", on the back of your FaxLync device. There are two (2) phone ports on the back of your FaxLync device. Your fax service provider specifically assigns each fax number to one of these corresponding ports (*see photo, below*).

2. Connect an Ethernet/network cable to the port marked, “WAN”, on the back of your FaxLync device. Do not use the port marked, “LAN/PC” to connect your FaxLync device to the internet.



4. A series of status LED lights are located on the front of the FaxLync device. After the device is plugged in to a power source, a green, **Power** LED will light as soon as it is powered up.



5. When the initialization process completes (~60 seconds), the **Status LED** will change from red to green. When the **Power**, **Status**, and **WAN** lights all turn to solid green, the physical installation of the FaxLync device is complete. Congratulations! You are now ready to send and receive faxes from your FaxLync-enabled fax machine, or MFP.

SENDING A FAX

When sending a fax from your FaxLync-enabled fax machine, or MFP, your call does not transmit over telephone lines. The fax call is passed on to the FaxLync device connected to your fax device. FaxLync then connects to Concord Fax Web Services Platform via HTTPS (using port 443). The fax job is then queued for delivery on the Concord fax delivery platform. In the event the initial delivery attempt fails, Concord will reattempt delivery up to 4 times, every 5 minutes, until the fax is delivered successfully or the maximum retry limit has been reached.

Upon confirmation of delivery, or failure, a notification will be sent to the FaxLync device reflecting the final delivery status. This notification will print from the fax machine, or MFP, on which the original fax job was sent.

The reports printed from your fax machine/MFP only reflect the *initial* call made to the local FaxLync device ATA, not the final delivery status. Therefore, it is important to use the FaxLync notifications for confirmation of delivery.

To Send a Fax via FaxLync

1. Prepare your document, and load the fax into your fax machine as you would normally.
2. You will **not need** to first dial to get an outside line! (if you had to do so previously): the fax machine will first call the FaxLync device before routing to the Concord platform via your internet connection.

3. For Domestic Calls (US/Canada)

- a. Dial the fax number of the intended recipient. For ALL domestic (U.S./Canada) faxes you will to include the entire number, including the country code (“+1” in the US/Canada), regardless of whether or not it is a local call. For international (outside U.S./Canada) faxes you will need to dial 011 and the destination Country Code. Concord always recognizes the first received digit(s) as the Country Code, therefore ***faxes sent without a “1+ Area Code” (for domestic calls) or will fail to reach your intended destination!***

4. For International Calls

- a. For international (outside U.S./Canada) faxes, we recommend that you preface the fax number with the North American international access code, “011” and the destination Country Code. Concord will recognize the first received digit(s) as the country code, regardless, and you are able to place an international call without including the “011” international access code. You will also always need to include the Country Code, City Code, and Local Number.

5. Press the “send” button on your fax machine.

6. Allow a few minutes for the fax job to be processed and delivered.

7. Check your fax machine for the “Success” notification printed from the FaxLync device.



When testing the outbound component (“sending”), the test recipient should not be the sending device. Do not send to yourself! If you do not have access to a secondary device, please contact your service provider to arrange testing assistance for sending and receiving.



Remember to disable your fax machine/MFP’s notifications. Notifications will be sent by Concord, and notifications provided by your local device will not accurately reflect delivery and receipt times.

RECEIVING A FAX

From the end user's perspective, received faxes will continue to print on the fax machine, just as they always have.

Your Concord FaxLync (ATA) device connects your stand-alone fax machine, or MFP, to Concord's cloud-based fax platform using your internet connection. While inbound faxes will continue to print at your fax machine or MFP, receiving faxes via FaxLync differs from traditional analog fax reception in a number of ways.

The inbound fax is not directly received by the FaxLync ATA, or your fax machine, itself. The fax is first received by Concord's fax platform at one of our redundant data centers. Once the fax has been successfully transmitted, Concord servers will save the fax image electronically and post this for retrieval by your FaxLync device.

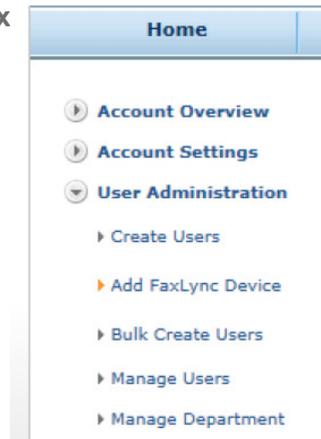
The FaxLync device will poll Concord servers, every sixty (60) seconds, looking for new faxes. When it sees that a new fax job has arrived, your FaxLync device will retrieve the fax image via your internet connection. Once that transfer is completed, the FaxLync device will then call your fax machine or MFP and transmit the image for printing.

Because Concord fax platform is handling all of the inbound calls, your fax number should never ring busy. Since the fax calls are not being made directly to the FaxLync device, note that there will be a slight interval between the time the sender receives a confirmation of delivery and the time that the image actually prints on your FaxLync device.

FAXLYNC CONFIGURATION WITHIN THE CONCORD CUSTOMER

Your Concord FaxLync should arrive to you pre-configured and ready to use. FaxLync settings can also be managed through the Concord Customer Portal (AAC). To confirm or manage your FaxLync settings, please follow these simple steps. At the time of this writing, the 2014 version of the Concord Customer Portal does not support FaxLync management. You will need to login to <https://accounts.concordfax.com> to access the supported version of the customer portal.

1. Log in to the Concord Customer Portal (<https://accounts.concordfax.com>). Note – you will need to be an authorized administrator in order to add and manage FaxLync devices.
2. From the toolbar in the Customer Portal, select “**User Administration**” and then “**Add Fax**



3. Click on “**Add FaxLync Device**” to access this screen:

FaxLync Device Information

Serial Number:

Select and configure the phone ports on the FaxLync ATA Device that are to be activated

Activate Phone Port 1

Area Code Inventory
-- Select --

Fax Number

CSID

Activate Phone Port 2

Area Code Inventory
-- Select --

Fax Number

CSID

Contact Information

First Name:

Last Name:

Email Address:

Address 1:

Address 2:

City:

State: -- Select State --

Zip:

Country: USA

Voice Phone:

Fax Phone:

Department:

Custom Field1:

Custom Field2:

Custom Field3:

Custom Field4:

The serial number of the ATA device (usually starting with a “D0”, or “DT”) must first be added in the “**Serial Number**” field. Click, “**Verify**” to confirm that the device is correctly provisioned to be used with Concord’s Fax Online service. Contact Concord Premium Support if you are not able to verify the device is authorized.

Each FaxLync (ATA) device has two (2) ports, and can be used with two (2) external fax machines or MFPs.

4. Select the port you wish to activate (“**Activate Phone Port 1**”, or “**Activate Phone Port 2**”).
5. Select the “**Area Code Inventory**” group you wish to work with, and then select the “**Fax Number**” you wish to use from the drop-down list provided.
6. Complete the **Contact Information**, and click “**Add Device**”.
7. If your ATA device has been used previously with a Concord, or non-Concord fax number, please contact Premium Support to perform a factory reset on the device, allowing it to be used with a new Concord User account and fax number.

If you are unable to verify the Serial Number of your device, contact Concord Premium Support.

CHECKING THE FAXLYNC FIRMWARE

1. Connect a laptop to the LAN port of the unit and then go to the unit's web interface at (**http://192.168.2.1**)
2. Login with User: admin / Password: admin
3. To check the firmware version you would need to go to **Advanced / MP20X Firmware Upgrade**. The current version should be **2.6.4_p041_build_9**
4. If the build version on your unit is not the version listed, enter this URL in the box after "Check every 24 hours at URL, **http://faxlync.concordfax.com/storage/firmware/MP20x.rmt**
5. Click **Apply**
6. Click **Force Upgrade**. After the applying the upgrade, the FaxLync device will reboot.
7. Then go to **Advanced / Restore Defaults**, and answer **Yes** to the question, "do you want to make these changes?"*

****Note: this takes 2 to 5 minutes to update with Concord servers.***

MANUALLY RESETTING THE FAXLYNC DEVICE

Should your device become unresponsive, Concord support may advise you to reset your FaxLync device. In order to do this, you will need access to the FaxLync device, the power adaptor, and have a paper-clip (or something similar), in order to access the reset button on the back of the FaxLync device.

1. Unplug the power cable from the FaxLync device.
2. Press and hold the reset button by inserting a paper-clip into the small hole labeled **Reset** on the back of the device
3. While continuing to hold the **Reset** button, plug the power adaptor back into the FaxLync device.
4. Continue to hold the **Reset** button for a full fifteen (15) seconds while the FaxLync device reboots
5. Check the FaxLync Account Management list to confirm the FaxLync is listed with the appropriate DID

CONTACTING CONCORD TECHNOLOGIES

- PremiumSupport@concordfax.com
- Support Hours: 6:00 am to 5:00 pm (Pacific), Monday through Friday.
- +1 (206) 441-3346
- +1 (800) 792-0329 – Toll Free within the United States

Please Visit our support page for additional user guides, FAQs, and instructional videos.

About Concord

Concord is the premier provider of integrated fax solutions for business. Its advanced network architecture provides near unlimited capacity, unmatched reliability and advanced security features. Concord Fax supports a comprehensive range of service offerings, including versatile Web Services that facilitate integration with any corporate software application.

Concord customers enjoy all the benefits of feature-rich fax communications without the cost, effort, and maintenance issues associated with conventional fax systems and alternative fax technologies. This is achieved by platform-independent integration of fax and email, which in turn adds value to existing IT infrastructure and maximizes return on IT investments. Our network architecture is flexible enough to accommodate internal corporate policies (features such as specific fax cover pages or file formats) or to ensure compliance with internal and external industry requirements. Concord's secure fax delivery system is fully compliant with the Gramm-Leach Bliley Act (GLB).

Leadership Through Technology

Since its inception in 1996, Concord has lead the industry with innovative solutions that push the edge of what is possible. Today, Concord is spearheading the industry with its fully redundant, SIP/T38 enabled network. Based on a pair of fully redundant data centers located in Seattle, WA and Chicago, IL, Concord provides full fax functionality even in the case of regional catastrophic events. Concord's revolutionary data center failover technology provides real-time failover for both inbound and outbound communications. The former, a product of significant capital investment, represents a technological breakthrough in the industry by enabling the rerouting of fax traffic in the blink of an eye. This results in exceptional business continuity and reliability. ◆

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