Troubleshooting Guide

CIMFAX FAX SERVER

CimFAX®
Fax system in one box

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1. Server not found on Windows(/Failed to connect to device on Mac/Phone)

1. **Check the Lights on the Front Panel of the CimFAX Box**

When setting up the CimFAX for the first time, typically only four lights—**READY**, **POWER**, **LAN**, and **LINE**—should be lit on the front panel. The READY light shall stay solid about 1minute after the server initiates.

If it keeps flickering, power the server off, wait for 10–30 minutes, and power it on.

If all the lights on the front panel are lit, the unit is broken and needs repair.

If none of these lights are on, try another 1A power adapter to power on the unit.

2. Ensure Proper Connection Between CimFAX and Your Computer

Connect both the CimFAX and your computer directly to the same router without any network switches or additional routers in between, or put them both on the switch.

If the connection fails, plug off the power cable from the CimFAX server and plug it back in to restart it, then press the **RST button** on the rear panel of the server (just once, no need to hold it down), then click the **...** button and select **Find local** /on Mac, click **Add a device** and then **Find**. Click the information that pops up to log in/connect.

3. Test with a Different Ethernet Cable or Router Port

Try using a different Ethernet cable to connect the CimFAX to your router, or connect the CimFAX to another port on the router. Sometimes, a router port may be faulty.

4. Reboot the CimFAX Server

Power off the CimFAX server, then power it back on to reboot the system.

5. Adjust Firewall Settings

On a Mac computer: temporarily turn off the firewall. After the CimFAX app detects the server, you can re-enable the firewall.

On a Windows computer: allow CimFAX through your firewall.

- Go to **Firewall Settings** > Click **Allow an app through the firewall**.
  Check if **CFXFinder** and **FaxBox** (CimFAX apps) are on the list. If not:
  - Click **Change settings** > **Allow another app** > **Browse**.
  - Navigate to: **Local Disk (C:) > Program Files (x86) > Cimsun Tech > CimFAX**.
  - Select **CFXFinder** and **FaxBox**, then click **Open** > **Add** > **OK**.

6. Use the CimFAX FaxGo App on Your Phone

Download the **CimFAX FaxGo** app from **Google Play** or the **App Store**. Connect your phone to the same Wi-Fi network as the CimFAX. Create a local account and log in. Then click **Add a device** and then **Find** to see if the app can detect the server.

7. Locate CimFAX's IP Address via Your Router

- **On Windows**:
  - Open the **Network and Sharing Center** from the search bar.
  - Click **Ethernet** or **Wi-Fi** > **Details**.
  - Find the **Default Gateway** (an IP address). Enter this IP address in your web browser.
  - Log in using your router's username and password (which can be found on the bottom of the router or by searching online for your router's default credentials).
  - Once logged in, locate the CimFAX's IP address in the **Devices** or **Connections** list.
  - Use this IP address in the **Server** field on the CimFAX login screen to connect.

- On Mac:
    - Go to **System Settings** > **Network** > **Wi-Fi** > **Details** (or **Advanced**).
    - Under **TCP/IP**, note the **Router** IP address. Enter this in your web browser.
    - Log in using your router's username and password (which can be found on the bottom of the router or by searching online for your router's default credentials).
    - Once logged in, locate the CimFAX's IP address in the **Devices** or **Connections** list.
    - Open the CimFAX app, click **Add a Device** > **Assign**, and enter the CimFAX's IP address in the **Device ID/IP Address** field. Use **admin** for both the **Device Account** and **Device Password** fields to connect.

8. Contact Technical Support

If you are still unable to log in or add the device, please email the above details along with your computer's operating system to our technical support team at us@cimfax.com. We will respond as soon as possible. Due to varying email security policies, please check your spam folder if you do not receive a reply.

2. Fax to email failed

1. Log in as Admin and Check Internet Status

- Log in as **admin**.
- Click **Server** (or **Device** on a Mac/Phone) > **Network Settings**.
- Verify that the internet status shows as **Connected**.

2. Verify User Account Permissions

- Go to **Server** (or **Device** on a Mac/Phone) > **User Accounts**.
- Ensure that the permissions for **Fax Forward to Email** and **Distribute** are enabled (checked).

3. Configure Fax Forward to Email Settings

- In the **User Accounts** interface, fill in the required information under **Fax Forward to Email Options**:
  - **Fax Forward to Email**: Select **Always**.
  - **Email to Receive**: Enter the email address(es) where you want inbound faxes to be forwarded. To forward faxes to multiple emails, separate the addresses with semicolons (;).
  - **SMTP Setting**: Select **Private**.
  - **SMTP Server**:
    - For **Outlook**: Enter smtp.office365.com:587#TLS.
    - For **Gmail**: Enter smtp.gmail.com:587#TLS.
    - For other email providers, contact your email support for the correct SMTP server address.
  - **SMTP Account**: Enter your full email address.
  - **SMTP Password**: Enter your email password.

        - If using **Gmail** or **Outlook**, you may need to create an **App Password** for CimFAX. Copy and paste the app password here.
    - **Email for sending**: your full email address.

      Please put in the same email address in SMTP account and Email for sending while the Email to receive could be a different one.

Instructions for Creating an App Password:

- **For Gmail**:
    1. Go to your **Google Account Settings**.
    2. Navigate to **Security** > Enable **Two-step verification** >Type **App Passwords** in the Search bar.
    3. Type CimFAX> Generate a new app password and use it for the SMTP password field in CimFAX.
- **For Outlook**:
    1. Go to your **Microsoft Account Settings**.
    2. Navigate to **Security** > **App Passwords**.
    3. Generate a new app password and use it for the SMTP password field in CimFAX.

4. Verify CimFAX Server Software Version

Ensure your CimFAX server software version is **5058 or above**. If it is not, download the latest update package from the **Download Center** and follow the steps in **Instruction 9** below to update the software.

5. Contact Technical Support for Further Assistance

If you are still unable to receive faxes in your email, please email the following to our technical support team at us@cimfax.com:

- Screenshots of:

- **User Accounts** settings
- **Network Settings**
- **Fax to Email Settings**
- **Server Log**

Our team will assist you in resolving the issue.

3. How to set up remote access

1. Log in to CimFAX as Admin and Check Internet Status

- Log in to the CimFAX as **admin**.
- Click **Server** (or **Device** on Mac/Phone) > **Network Settings**.
- Ensure the internet status shows as **Connected**.

2. Adjust Network Settings if Needed

If the internet status is not connected, update the following settings to match those of your computer (your computer must be connected to the internet in this case):

- **Subnet Mask**
- **Default Gateway**
- **DNS**

3. Access Your Router's Configuration Page

- Log in to your router and navigate to the **Settings/Configuration/Advanced** page.

4. Set Up Port Forwarding

- Locate the **Port Forwarding** settings and add a new forwarding rule with the following details:
  - **Service Name**: CimFAX
  - **Internal IP Address**: The CimFAX's IP address (found in **Server** > **Network Settings** or **Device** > **Network Settings** on Mac).
  - **Internal Port**: 3001–3008
  - **External Port**: 3001–3008
  - **Protocol**: TCP

If your router does not allow adding a range of ports (3001–3008), add each port individually:

- Rule 1: Internal & External Port: 3001
- Rule 2: Internal & External Port: 3002
- ...
- Rule 8: Internal & External Port: 3008

5. Find Your Router's WAN Address

- Go to your router's **Internet Connections** page to find its **WAN address**. Alternatively, search for "What is my IP address" on Google or another search engine to find your public IP address. Note this address down.

6. Enable Remote Access Permissions

- Click **Server** (or **Device** on Mac/Phone) > **User Accounts**.
- Enable the **Remote Access** permission for the user who needs this feature. (Note: The **admin** account is not allowed to remote access. Please add another user if you have only admin.)

7. Access CimFAX Remotely

When connected to a different Wi-Fi network:

- **On a Windows Computer**:
  - Open the CimFAX program.
  - Enter the IP address noted in **Step 5** in the **Server** field.
  - Log in using the remote username and password.
- **On a Mac Computer and iOS and Android phones**:
  - Log in to the CimFAX app.
  - Click **Add a Device** > **Assign**.
  - Enter the IP address noted in **Step 5** in the **Device ID/IP Address** field.

- Enter the remote username in **Device Account** and the remote user password in **Device Password**.
- Click **Connect**.

4. How to update the server

1. Download the Server Update Package

- Go to the **Download Center** page and download the server update package.

2. Unzip the Package

- Unzip the downloaded file. You will see an **.img file**.
  Important: Do not attempt to burn, unzip, or open this file.

3. Log into CimFAX on Windows

- Log in to CimFAX as the **admin user.**
- Navigate to **Server** > **System Upgrade**.

4. Log into CimFAX on Mac/Phone

- Connect to the CimFAX device with admin account.
- Navigate to **Device** > **Update firmware**.

5. Select the Update File and Start the Upgrade

- Click **Browse** and select the **.img file** you downloaded.
- Click **Start Upgrade**.
- Allow the server a few minutes to complete the update process.

5. Can't send fax

1. For the Error "No Dial Tone"

- Ensure the fax line is plugged into the **LINE** port, not the **PHONE** port.
- Verify that your fax line is functioning properly.
- Check if a telephone or fax machine is connected to the CimFAX and is currently on a call or receiving a fax. If so, wait until the call ends or the fax is received, then try re-sending the fax.

2. For Errors "FaxCore No Respond" and "Fax Answer Tone Not Detected"

- Confirm that the fax number is correct and entered accurately.
- Do not include any punctuation or spaces in the fax number (e.g., enter **8002005252** instead of **800-200-5252**).

3. For the Error "Waiting"

- Check whether the app is disconnected to the server (Connection status can be found on the lower right corner of the CimFAX app on Windows. On Mac/ phones, it can be found in the section of **Device**). If yes, power the server off and on to regain connection. A one-hit on the RST (reset) button on the back of the CimFAX server can also be helpful to regain connection.
- Go to **Server** > **Fax options** in the CimFAX on Windows (**Device** > **Fax settings** on Mac/phones to check whether the permission of **Send fax** is granted to the user
- Go to **Server** > **Fax options** on Windows (**Device** > **Fax settings** on Mac/phones to check whether the option of **Disable sending through this line** is check on. If yes, check it off.
- Go to **Help** > **Server information** in the CimFAX on Windows (**Device**> **Version and status** on Mac/phones) to check whether **Line status** is disconnected. If yes, plug it off and on to regain connection, and/or plug it off and into a telephone to test whether the line is working fine.

4. Check Recipient's Fax Machine

- Contact the recipient to ensure their fax machine's memory is not full.

5. Verify Fax Number Format

- If the fax numbers saved in your contacts or entered in the **To** field already include an area code (e.g., **7312005202**), do not enter the local area code again in the **Fax Options** under the **Server** menu.

6. Adjust Fax Settings

- Go to **Server** > **Fax Options** on Windows(**Device> Fax settings** on Mac/phones) and select a lower sending speed but not lower than 9600 bps. Retry sending the failed faxes.
- If the issue persists, enable **Send Fax with ECM Enabled** in the same menu and retry sending.

7. Use the "Listen in Fax Sending" Feature

- Click **Listen in Fax Sending** from the **Options** drop-down menu (click **Device** > **Device Voice log** and the red button in it to start recording **on Mac/phones**)
- Retry sending the fax. Once completed, on a Windows computer, locate the **.wav file** in the **Voice Log** folder within the CimFAX file location while on a Mac, click the red button to end recording and then save it.
- Send this file to our support team for further assistance.

6. Can't receive fax

1. Verify Fax Line Connection

- Ensure the fax line is plugged into the **LINE** port, not the **PHONE** port.

2. Check for Additional Devices

- If another device (e.g., a telephone or fax machine) is connected to the CimFAX, configure it to pick up **after** the CimFAX.

3. Test the Fax Line

- Plug the fax line into a telephone or traditional fax machine (if available) to confirm it is active. Test both making out and receiving calls.

4. Confirm Fax Service with Your Phone Provider

- Contact your phone company to ensure fax service is enabled on your line.

5. Check Connection between the CimFAX app and the CimFAX Server

- On Windows: connection status is found at the lower right corner of the CimFAX main window.
- On Mac: connection status is found next to the device name at the upper left corner of the app
- On mobile phones: connection status is found next to the device name at top in the middle of the app

6. Other Receiving Issues

- Faxes received cut off: go to **Fax options** by clicking **Server**> **Fax options** (**Device** > **Fax settings** on Mac), turn on **ECM for receiving** and/ or **lower speed for receiving**
- Faxes received incomplete: go to **Advanced Variables** by clicking **Server** > **Advanced variables** (or **Device** > **Advanced variables** on Mac), to add the following:
- [FAXOPTIONS]
- EnableClass1 0V1 7=1
- FaxPhaseCIgnoreBreak=30
-
- Click **Apply.**

7. Use the "Start Listen In" Feature

- Open your browser
- Go to www.faxzero.com. This is an online fax service with which you can send 3 free faxes a day. Fill in the required fields to send a fax to your CimFAX. Go to your email to confirm sending.
- Or call someone else to send you a fax from outside.
- Open the CimFAX.
- Click Start Listen In from the **Server** drop-down menu. (click **Device** > **Device Voice log** and the red button in it to start recording on Mac/phones).
- Once the sending attempt is completed on the other end, on a Windows computer, locate the **.wav file** in the **Voice Log** folder within the CimFAX file location while on a Mac, click the red button to end recording and then save it. Leave this window open
- Click **Help** > **Server information** (**Device**> **Version and Status** on a Mac or phone). Watch the Line status. When the cal comes, it will turn to ring> pick up> receive> idle.
- When it goes back to idle, close the Listen in window (/Device voice log window).

- On Windows: go to **CimFAX file location** (OS(C)>Program files x86> Cimsun> CimFAX). You can also get there by right clicking the CimFAX shortcut on your computer desktop. Find **Voicelog** folder and email the wav file in it to support team for further assistance
- On Mac, save the file when you close the **Device voice log** window and send it to our support team for further assistance.

7. How to reset the CimFAX

Important Note:

Do not reset the CimFAX unless you are unable to log in or have forgotten the admin password. If necessary, follow the steps below to reset it:

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1. Check Your Computer's IP Address

- **On Windows:**
  Go to **Network and Sharing Center** > Click **Ethernet** or **Wi-Fi** > **Details**.
- **On Mac:**
  Go to **Network** > Click **Wi-Fi** > **Advanced**.

2. Adjust Your Computer's IP Address if Needed

If your computer's IP address is not in the **192.168.1.x** range, add the IP address **192.168.1.120** to your computer.

- **On Windows:**
  1. Go to **Network and Sharing Center** > Click **Ethernet** or **Wi-Fi** > **Properties**.
  2. Double-click **Internet Protocol Version 4 (TCP/IPv4)**.
  3. Select **Use the following IP address** and **Use the following DNS server address**.
  4. Enter the same information from the **Details** in Step 1.
  5. Click **Advanced** > Add the IP address **192.168.1.120** and the subnet mask (same as entered earlier).
  6. Click **Add** > **OK**.
- **On Mac:**
  1. Go to **Network** > Click the **+** button at the bottom left of the window.

2. Fill in the **Interface** and **Service Name** (e.g., CimFAX) > Click **Create**.
3. Enter the IP address **192.168.1.120**, along with the subnet mask and router details (from Step 1).
4. Click **Apply**.

3. Reset the CimFAX Server

1. Power off the server, then power it back on.
2. After hearing a **long beep**, use a paperclip to press and hold the **RST button** on the back panel until you hear another **long beep**.
   Important: Do not release the button until you hear the second beep.
3. Wait for the **READY light** on the front panel to turn off or start flashing.
4. When the **READY light** becomes steady, the server has been successfully reset to factory settings.

4. Factory Default Settings

- **IP Address**: 192.168.1.2
- **Subnet Mask**: 255.255.0.0
- **Admin Password**: "admin"

5. Log into CimFAX

- **On Windows**:
  1. **Server**: 192.168.1.2
  2. **Username:** admin **Password**: admin
- **On Mac**:
  1. Right click on the device information and choose **Delete**.
  2. Click **Add a device**
  3. Click **Assign**.
  4. **Device ID/IP address**: 192.168.1.2
  5. **Device account**: admin **Device password**: admin
  6. Click **Connect.**

6. Update Admin Account

- On Windows:
    1. Click **Server** > **User Account** to change password to a new one.
    2. Click **Apply** after the change. Then **File** > **Switch** user to log out.
- On Mac:
    1. Click **Device** > **User accounts**.
    2. Change password to a new one.
    3. Click **Apply**.
    4. Right click on the device info and **Delete** again.

7. Reboot the Server

- Power off the server, then power it back on to complete the reboot.

8. Log back into the CimFAX

- Once the READY light on the front panel of the CimFAX unit is steady,
- On Windows:
    1. Click **...** > **Find local** on the login screen.
    2. Click on the server information that pops up.
    3. **Username:** admin **Password**: the new password
    4. Click **Log in**.
- On Mac:
    1. Click **Add a Device**.
    2. Click on the device info that comes up in the **Find**.
    3. **Device account:** admin **Device Password**: the new password
    4. Click **Connect**.

8. How to delete faxes on the server

1. Log in as admin user and add Advanced Variables

- Click **Server** > **Advanced Variables** (or **Devices** > **Advanced Variables** on a Mac/phone).
- Add the following settings:

[PERMISSION]

DeleteFaxHistoryByUser=0

DeleteFaxHistoryByAdmin=1

DeletePublicFaxOnServer=1

Note: 0 means **No**, and 1 means **Yes**.

2. Apply the Changes

- Click **Apply** to save the settings.

3. Access Fax History

- Go to **Server** > **Fax History** (or **Devices** > **Fax History** on a Mac/phone).

4. Select Faxes to Delete

- Choose the desired **date range** and filter by **sent/received** faxes.
- Select the faxes you want to delete.
- To select all, **on a Windows**, select the first one in the list, press **SHIFT** on your keyboard and hold while scrolling down to the bottom and select the last one; **on a Mac**, select the first one in the list, press **SHIFT** and **CONTROL** on your keyboard and hold while scrolling down to the bottom and select the last one.

5. Delete Faxes Permanently

- Click **Delete Permanently** to remove the selected faxes.

6. Delete Faxes from Public Inbox

- You can also go to the **Public Inbox** to select and delete faxes.
  Note: *Deleting faxes from the Public Inbox will only remove them from the client. All faxes are saved a copy on the server and have to be deleted by the* ***steps 1–5****.*

9. Lost connection to server intermittently?

1. Use another Ethernet cable to connect CimFAX and your router.

2. Connect CimFAX to another LAN port of your router.

3. Add a router/switch and connect CimFAX to it.

4. Check whether there's an IP conflict on your network. Here are the steps:

On Windows:

- Power off the CimFAX server.
- Open **Command Prompt** on your computer.
- Ping IP address of your CimFAX. For example, if your CimFAX's IP address is 192.168.1.2. Enter: ping 192.168.1.2 then press Enter.
- If there are replies, power on the CimFAX server. Log in.
- Go to **Server**>**Network settings** to change CimFAX IP address that's available on your network (usually just change the last part. For example, changing it from 192.168.1.2 to 192.168.1.100). Note it down.
- Click **Apply**. It'll show Disconnected to the server.
- Click **File**> **Switch user**.
- Type the new IP address of the CimFAX you noted down in the field of **Server**
- Click **Log in**.

On Mac:

- Power off the CimFAX server.
- Open **Terminal** on your computer.

- Ping IP address of your CimFAX. For example, if your CimFAX's IP address is 192.168.1.2. Enter: ping 192.168.1.2 then press Enter.
- If there are replies, power on the CimFAX server. Log in.
- Go to **Device**>**Network settings** to change CimFAX IP address that's available on your network. (usually just change the last part. For example, changing it from 192.168.1.2 to 192.168.1.100). Note it down.
- Click **Apply**. It'll show Disconnected.
- Right click the Device name> **Delete**.
- Click **Add** > **Assign**. Type the new IP address of the CimFAX you noted down in the field of **Device IP address**.
- Type in **Device account and password** which are admin by default.
- Click **Connect**.

10. Can’t import contacts

1. Create and Populate the Excel File

Open Microsoft Excel and create a new spreadsheet.

Add the following column headers:

- Name
- Company
- Fax Number

Enter your contact information under the respective columns.

2. Save the File

On Windows:

- Save the file as .xls format.
- Name the file without spaces or punctuation (e.g., Contacts_Windows.xls).

On Mac:

- Save the file as .csv format.
- Name the file without spaces or punctuation (e.g., Contacts_Mac.csv).
  Tip: Use underscores (e.g., Contacts_Data) for readability if needed.

3. Import Contacts into CimFAX

Open the CimFAX app.

On Windows:

- Navigate to **Options** → **Contacts** → **Import**.

on Mac:

- Navigate to **Contacts** → **Import**.

Select your saved file (.xls or .csv).

Map columns to fields: Assign each column to the correct contact field (e.g., map the "Name" column to the "Display Name" field in CimFAX).

Confirm and complete the import.

Note: Ensure the file is closed in Excel before importing to avoid errors.

11. Server beeps every 3 seconds?

Issue 1. No Line Signal Detected

1. Check physical connections:

- Ensure both ends of the phone line are securely plugged into the server and wall jack.
- Unplug and reconnect the line to rule out loose connections.

2. Test the line:

- Plug the phone line directly into a standard telephone or fax machine.
- Attempt to make an outgoing call.

If the call fails: The issue is likely with the phone line or connector. Contact your phone service provider.

Issue 2: Beeping Due to Conflicting Devices on the Line

1. Check for connected devices:

- Ensure no other fax machines, phones, or devices are sharing the same phone line.

2. Adjust settings in CimFAX:

On Windows:

- Go to **Server** > **Fax Options**.
- Check on **Disable warning beep for this line** to silence the alert when another device is in use.

On Mac/phones:

- Go to Device > Fax Settings.
- Check on **Disable warning beep for this line** to silence the alert when another device is in use.

12. How to auto save fax to SMB shared folder?

Step 1: Create and Configure the Shared Folder

1. Create a new folder on your computer.

2. Right-click the folder, select **Properties** → **Sharing** → **Advanced Sharing**.

3. Check **Share this folder**.

4. Under **Permissions**:
   - Add **Everyone** permission.
   - Grant **Full Control**, **Read**, and **Change** permissions.
   - Click **OK** to save.

Step 2: Copy the Network Path

1. Right-click the folder, go to **Properties** → **Sharing**.
2. Copy the Network Path (e.g., \\ServerName\SharedFolder).

Step 3: Configure CimFAX Automatic Export

1. Open CimFAX and go to **Options** → **Automatic Export**.
2. Check the box for **Save as general file format**.
3. Paste the copied network path into the file path field.

Example: \\ServerName\SharedFolder\admin

Step 5: Apply Settings

1. Click Apply to save changes.
2. Test the setup by sending a fax to ensure files export correctly to the shared folder.

Tips:

- Ensure the shared folder has write permissions for all users.
- Double-check the network path for typos (e.g., slashes, folder names).
- Restart the CimFAX if the settings don't take effect immediately.

13. Cannot convert document to fax?

1. Verify CimFAX Printer Installation on Windows

- Go to **Settings** > **Bluetooth & devices** > **Printers & Scanners**.
- Check if **CimFAX Printer** is listed.
- If not installed, download and install it from the CimFAX website.
- If it is installed, try to uninstall it and reinstall. Or contact our tech support for a different version of the installation package.

2. Print to CimFAX Printer on Windows

- Open your document (PDF, Word, etc.).
- Click File > Print (or press Ctrl + P).
- Select CimFAX Printer from the printer list.
- Click Print.
- If the fax viewer window doesn't come up after you click Print, click File > Print (or press Ctrl + P) again, Adjust Orientation and/or Print in Grayscale, and/or select Advanced, adjust Paper Size and/or Print Quality. Print it again.
- Type Services in the Search bar at the lower left corner of your computer
- Scroll down to Print Spooler. Right click it and select Properties >General >Startup type > Automatic and Recovery > **Subsequent failures** > **Restart the service > Apply.** Then Try to print again.

3. On Mac/Phones

- Save your document as PDF/Image file (JPG/PNG) if working with images.
- Open CimFAX and go to the Send Fax interface.
- Drag and drop / select the saved file (PDF/JPG/PNG) into the CimFAX window.

Notes:

- **Windows**: Ensure the CimFAX printer is set as the default printer if issues arise.
- **Mac**: For non-PDF/image files, convert them first using Preview or a dedicated app.

14. Scan issues (on Windows)

1. Document scanned shows black

Click **Options**>**Scan settings**> **Default** and **Apply**. Try to scan again.

2. Selected Scanner but nothing shows up

Go to your scanner website, download remote scanner driver.