

Quintum Tenor AXM800 FAQs

The following FAQs answer most of the common key questions about the Quintum Tenor AXM800.

Q. When the Tenor Configuration Manager started it asked me if I wanted to upgrade my firmware and I clicked OK. Now I cannot complete calls?

- A. The Configuration Manager Setup Wizard checks the Quintum tftp site for the latest firmware, however only version P104_12_10 is allowed on the calling network. Go to www.quintum.com to obtain firmware version P104_12_10 and instructions on downgrading.

Q. When I attempt to configure the SIP server on the configuration manager it only allows me to enter an IP address, not a domain name (FQDN).

- A. Earlier versions of firmware/configuration manager software did not support entering a SIP proxy via domain name. Verify that you are using firmware version P104_12_10 and Tenor Configuration Manager version CM103.07.02 or higher.

Q. I am experiencing one-way audio on all calls.

- A. Make sure your firewall is not blocking packets. Also if you have tried to change the configuration on your device recently, use the **Configuration Guide** to put the working configuration back on the device.

Q. How do I restore the Tenor AXM800 to default values?

A In the Tenor Configuration Manager go to Action-->Set Factory

Q. When I attempt to make a call using the Tenor AXM800, I hear a fast busy tone.

- A. Try the following:
- i. Verify that a valid account is configured for the port.
 - ii. Verify that account is not expired or out of funds.
 - iii. Verify that the gateway has an internet connection by pinging it.

Q. When I call into an FXO port the phone connected to the FXS port rings.

- A. Disable the Pass Through Calls feature on the Multi Path Configuration screen of the Tenor Configuration Manager.

Q. I make configuration changes on the Tenor Configuration Manager, but they don't seem to be taking effect?

A. Be sure to click the submit button (the red star on blue background on the menu bar) after clicking Confirm/OK so that changes take effect.

Q. I am experiencing one-way audio on all calls.

A. Make sure your firewall is not blocking packets. Also if you have tried to change the configuration on your device recently, use the **Installation Guide** to put the working configuration back on the device.

Q. When I startup the Configuration Manager it does not discover any gateways?

A.

- Verify that a network cable is connected to the LAN port of the Tenor
- Verify that your PC is connected to the same subnet as the Tenor

Q. I do not hear a dial tone when I pick up the connected phone.

A.

- Verify that the Tenor is connected to the IP network by doing a ping test.
- Verify that an account and PIN is configured on the device.

- Restore to defaults (Action-->Set Factory) and repeat the configuration described in the configuration document.