

Common Fax Errors, their meanings and how to fix it:

Error Message	Meaning	Solution
Phone number not operational	<i>The fax number is invalid</i>	Contact your recipient and collect the correct fax number.
The call dropped prematurely	<i>The call dropped due to a non-fax transmission error. It is likely that the receiver hung up.</i> <i>The destination is a voice number or not set up to receive faxes.</i>	Try again later.
Busy	<i>The destination fax number is busy processing another fax.</i>	Try again later. If possible, try at a less busy time.
No answer from the fax machine	<i>It means that the receiving fax machine may not be available, or the connection between the two machines has failed.</i> <i>In some cases, our fax machine may not have received a signal from the other fax machine, hence the “no answer” error. Other times, the receiving fax machine may fail to notify us when a message has been sent.</i>	In most cases, the error message comes from dialing the wrong number. Thus, you must always double check to see that the number you are faxing is the right one.
Congestion	<i>It means the line is not clear due to some static or the receiving fax machine is busy or congested with other faxes.</i>	Try again later. If possible, try at a less busy time.
No response after sending a page	<i>The remote fax machine did not acknowledge that it received a page of the fax. Depending on the remote</i>	Retry. Contact destination to ensure delivery

	<i>machine's behavior, it may still have printed the page and any preceding pages.</i>	
Received no response to DCS or TCF	<p><i>The remote fax machine responded with a disconnect message after a page was sent successfully. Depending on the remote machine's behavior, it may have still printed the sent page and any preceding pages.</i></p> <p><i>This is mainly due to poor network conditions.</i></p>	<p>Retry.</p> <p>If network conditions persist, contact Support so we can contact our carrier partner for additional insight.</p>
No answer	<i>The Receiving Machine May Be Out Of Paper</i>	Contact recipient and try again later.
No Fax tone detected	<i>This is a voice number and not hooked up with a fax machine</i>	Contact destination and get the correct fax number