WestFax

WestFax fax result codes, causes and best actions.

Result Code	Possible Causes	Best Action
Document Conversion Errors [DocumentConversionError]	Unsupported document type or corrupted document, password protected documents or some other document malformation. The document did not convert correctly to a faxable Tiff.	Examine document for any malformation. *Troubleshooting tip:* Use the WestFax Print Driver to load the document and see if it converts in the document list window. If a document does not convert, please contact WestFax support at ent-support@westfax.com.
Connection Interrupts [ConnectionInterupt]	Jobs that fail because the receiving party disconnects, poor line quality or other unknown issue.	Retry job. If job will not complete after repeated attempts, please contact WestFax support at ent-support@westfax.com.
Operator Intercept [OperatorIntercept]	This is the standard three tone disconnect notice. This result can happen if the line is disconnected and can also occur for other reasons such as a temporary (terminating) carrier outage.	Re-queue job and if it fails repeatedly provide our support team with the number dialed, originating number and job id to WestFax support at ent-support@westfax.com.
BadNumber / InvalidNumber [BadNumber,InvalidNumber]	Number contains invalid data. This can also occur if the faxed number is one we intentionally block. We will not call special service area codes such as 211, 311, 900 numbers and other restricted numbers.	Verify the number is accurate and correct it if needed. Resend fax job. If issue persists, please contact WestFax support at ent-support@westfax.com

Busy [Busy]	Receiving fax is busy. All retries have been attempted.	Re-attempt the fax job. If line is persistently busy contact receiving party and determine if fax is still valid.
No Answer [NoAnswer]	Fax is not answering. Fax machine may be offline and not answering or the receiving fax machine is not correctly configured.	Contact the receiving party to determine if fax issues are present. Try calling from external phone to detect fax tones manually. If tones are heard, please contact WestFax support at ent-support@westfax.com.
No Fax Device [NoFaxDevice]	A fax device was not detected.	Confirm the correct fax number and contact receiver to verify the fax is operational.
Cancelled [Cancelled]	The fax job was cancelled. A fax usually requires manual intervention to cancel or in rare cases a fax was cancelled due to other error conditions.	If a fax was not intentionally cancelled the fax can be re-sent. If this error is received, please contact WestFax support at ent-support@westfax.com.