

Error Codes

Value	Description	Comments
-1	Pre-processing	The system has received your message and is preparing a fax.
-2	Ready	The fax has been prepared and is awaiting its turn in the outbound queue.
-3	Sending (or pending retry)	The fax is in the process of being sent or awaiting its next attempt.
-22	Out of credit, awaiting top up	The fax is being held until credit becomes available in the account. To release the fax, login to your InterFAX account, click Purchase -> Prepaid Cards, select your required prepaid package, and proceed to checkout. This status is temporary; after 24 hours it will change to 205000.
0	OK (Fax successfully sent)	Your fax has been sent successfully. Note that this confirmation is provided by the receiving fax machine, indicating it confirms that it has received all pages successfully.
3072	Telephony error	See *
3080	Telephony error	See *
3211	Fax machine incompatibility	See **
3220	Fax machine incompatibility	See **
3223	An unexpected disconnect command was sent	
3224	The remote fax machine failed to respond	
3225	Fax machine incompatibility	See **
3230	A disconnect message was received while attempting to negotiate transmission	
3231	Fax machine incompatibility	See **
3233	Fax machine incompatibility	See **

1 Please contact our customer service team on 1300 667 355 if you have any additional enquiries or email interfax@faxem.com.au

Value	Description	Comments
3264	Fax machine incompatibility	See **
3267	Fax machine incompatibility	See **
3268	Transmission error (after page break)	
3269	Fax machine incompatibility**	
3300	Telephony error	See *
3510	Telephony error	See *
3830	Telephony error	See *
3912	Phone number not operational	No answer tone detected. The program is unable to classify incoming signals (i.e., there was no busy condition, no ring, no audio energy was detected).
3931	Busy	The receiving line is in use.
3932	Phone number not operational	Fast busy. The receiving line might be out of order or disconnected.
3933	Busy	Unassigned number or telephony error.
3935	No answer (might be out of paper)	
3936	Human voice answer	
3937	Ring busy	A ringing condition was detected followed by a busy signal.
3938	Phone number not operational	
6001	Phone number not operational	Unassigned Number?
6003	Telephony error	See *
6004	Telephony error	See *
6016	Telephony error	See *
6017	Busy	The receiving line is in use.
6018	No answer (Might be out of paper)	

2 Please contact our customer service team on 1300 667 355 if you have any additional enquiries or email interfax@faxem.com.au

Value	Description	Comments
6019	Telephony error	See *
6021	Call rejected	
6022	Number changed	
6027	Phone number not operational	Invalid number format?
6028	Phone number not operational	Unassigned number
6029	Call rejected	
6031	Telephony error	See *
6034	Telephony error	See *
6038	Telephony error	See *
6041	Telephony error	See *
6042	Telephony error	See *
6043	Telephony error	See *
6044	Telephony error	See *
6047	Telephony error	See *
6050	Telephony error	See *
6054	Telephony error	See *
6057	Telephony error	See *
6058	Telephony error	See *
6063	Telephony error	See *
6065	Telephony error	See *
6069	Telephony error	See *
6079	Telephony error	See *
6088	Incompatible destination	

3 Please contact our customer service team on 1300 667 355 if you have any additional enquiries or email interfax@faxem.com.au

Value	Description	Comments
6095	Incompatible destination	
6097	Incompatible destination	
6099	Incompatible destination	
6100	Incompatible destination	
6102	Telephony error	See *
6111	Telephony error	See *
6127	Telephony error	See *
7004	Telephony error	See *
7012	Telephony error	See *
7013	Telephony error	See *
8021	No answer	Might be out of paper
8025	Busy	The receiving line is in use.
204000	Rendering error	The system could not turn your documents into a fax. Make sure your documents contain no macros, that they are not password-protected, and that they are in our list of supported file types.
204001	Rendering error	The system could not turn your documents into a fax. Make sure your documents contain no macros, that they are not password-protected, and that they are in our list of supported file types.
205000	Quota exceeded (Prepaid card depleted)	You need to purchase more faxing credits to send additional faxes. Login to your InterFAX account, click Purchase -> Prepaid Cards, select your required prepaid package, and proceed to checkout.
205001	Internal System error (FindRoute)	Something unexpected has happened. Please contact support.
206001	Internal System Error (LocalSender)	Something unexpected has happened. Please contact support.

4 Please contact our customer service team on 1300 667 355 if you have any additional enquiries or email interfax@faxem.com.au



* **"Telephony Error"** can have a variety of meanings and sources, which are mostly related to the setup of a call. A failure on "telephony error" does not necessarily mean that your fax will never be successfully transmitted. InterFAX records your initial error message and will attempt to route your fax through different servers on different phone lines, which may make subsequent attempts successful.

** **"Fax Machine Incompatibility"** means that the communication between InterFAX and the recipient did not succeed even though the call was answered by a fax machine. It is possible that some pages or partial pages did go through successfully. Please check for the 'Pages' indicator in the confirmation message that was sent to you.

5 Please contact our customer service team on 1300 667 355 if you have any additional enquiries or email interfax@faxem.com.au

fast - easy - results