

# Fax Error Codes

Although it is often difficult to narrow down exactly why a fax fails, our goal is to provide you with as much information as is available to determine why your fax did not go through. Here is a list of our error reason codes:

- 1000 = fax pending
- 4000 = fax failed
- 5000 = fax resource issue
- 5100 = fax request blocked
- 5200 = fax document render issue - permanent fail
- 6000 = fax connect failed
- 6100 = fax number busy
- 6200 = fax machine not answering
- 6300 = fax detection failed
- 6400 = fax pickup failed
- 6500 = fax detection failed
- 6600 = fax detection timeout
- 6800 = fax negotiation failed
- 7000 = fax training failed
- 8000 = fax transmit failed
- 9000 = fax failed

Most often the errors reside in the 6000 block, usually as a result of being unable to connect successfully with the remote fax machine or service. This can be because of a busy or unavailable line, poor line quality, a bad connection, an old fax machine, etc.