

Concord Error Messages

Enhanced Descriptions

Busy

"Busy" indicates that the called number (phone line) is already in use or engaged.

Exceeded ECM Retransmit

"Exceeded ECM Retransmit" indicates the call was answered by a fax device and connected using ECM or Error Correction Mode. The failed attempt required an excessive amount of data to be retransmitted to the receiving device prior to confirming acknowledgment of successful transmission completion. The call was aborted to allow a retry or new attempt to get a better connection.

Fast Busy

"Fast Busy" indicates that there was no available path to the receiving fax number. This normally indicates that the destination is currently not reachable. This may be caused by an outage, severe weather conditions, circuit overloads, or other conditions. In many cases, "Fast Busy" conditions are temporary. Please confirm the validity of the fax number by calling from a handset device. If the recipient answers with a fax tone, but a fax fails when sending through Concord, contact customer service for further assistance.

General Error

"General Error" indicates that another uncommon error not listed has occurred, resulting in the failure to transmit the fax. Please retry the fax job. If you receive the same error, please contact Concord Premium Support for further assistance.

Invalid Attachment

"Invalid Attachment" indicates the attachment is not one of the file types listed below, the document should be converted into a supported format.

- TIF/TIFF (Tagged Image File Format) G3/G4 Black & White only.
- TXT (Plain Text)
- RTF (Rich Text Format)
- DOC, DOCX (Microsoft Windows - Word 97-2019 and Office 365)
- XLS, XLSX (Microsoft Windows - Excel 97-2019 and Office 365)
- PPT, PPTX Windows PowerPoint 97-2019 & Office 365
- PDF (Adobe Portable Document Format) - (v1.0-v1.7)
- VSD (Microsoft Visio Windows - Visio 2000-2016)
- JPG/JPEG (Joint Photographic Experts Group - Strongly discouraged / Not Advisable.
- GIF (Graphics Interchange Format) - Strongly discouraged / Not Advisable.
- PNG (Portable Network Graphic) - Strongly discouraged / Not Advisable.

Invalid Fax Number

"Invalid Fax Number" indicates a problem with the destination fax number. You must address the fax request with the full fax number, including area code (including Country Code for international fax) Please correct the fax number and try again.

Job Cancelled

"Job Cancelled" indicates that the job or recipient number was cancelled or the set time for delivery expired.

Negotiation Failed

"Negotiation Failed" indicates the call was answered by a fax device but during the initial training phase of the call, communication between the fax transmitter and the receiving fax device failed or the two devices could not agree on the parameters to be used for the call. This often indicates a

phone line quality issue and may occur at the beginning of the fax transmission, or during the fax transmission between pages on a multi-page fax.

No Answer

"No Answer" indicates that the line was not picked up (answered) by a fax machine or person before timing out. The timeout is sufficient to ensure at a minimum of 58 standard rings, which is actually a duration of 55 seconds.

No Attachment

"No Attachment" Indicates that there was no document attached to the fax request. You must attach the document you wish to fax in an accepted format, such as .DOC or .PDF. Please see <https://concord.net/cloud-fax/cloud-fax-faq/> for a comprehensive list of acceptable file types.

Not a Fax Machine

"Not a fax machine" indicates that a fax device has failed to answer the call. Specifically, fax tones or the fax signal from a remote machine has not been detected. This may happen for a number of reasons, including but not limited to, a wrong number, a machine not configured to automatically answer, or a device that has stopped answering because it is out of paper or has a paper jam.

Sit-Tone / Operator Msg

"Sit-Tone / Operator Msg" indicates that the call was intercepted by the special situation information tones followed by an operator message, examples include "The number you have dialed is disconnected or is no longer in service. Please check the listing and try your call again.", "The number you have dialed has been changed...the new number is...XXX-XXX-XXXX", "All circuits are currently busy, please try your call again later". "Operator Msg" indicates the same issue however the special situation information tones were not detected.

Transmission Failed

"Transmission Failed" indicates the receiving fax machine has answered and connected but the fax was not able to be fully and successfully transmitted. This can be caused by line quality issues, fax device issues, the sharing of phone line with other devices such as credit card processing terminals. Temporary conditions such as severe weather conditions in the destination area can also cause transmissions failures.

Unauthorized Sending Address

"Unauthorized Sending Address" indicates that the email address from which an email-to-fax request was sent is not registered with Concord. The origin email address must be added as a valid sender via the Concord Web Portal. Please login to the Concord Web Portal to add the email address. If you are unable to do so or need instruction with this process, please contact Premium Support for assistance.

Voice Answer

"Voice Answer" indicates that either a person or voicemail message answered the call.