CimFAX Fax Error Codes and Solutions

Error codes	Definitions	Causes	Solutions
Unexpected DCN received	Disconnect (DCN) – This command indicates the initiation of phase E (call release). This command requires no response.	Signal misjudgement, line quality poor or there's interference on the line	If this error happens frequently, please contact your line service provider to check the line; if this happens when sending fax to a certain number, it could be poor quality at the recipient's end.
DIS not received	Digital Identification Signal (DIS) – Characterizes the standard ITU-T capabilities of the called terminal.	Fax response not received, i.e., the remote machine did not send DIS signal when the remote machine user pressed "Start" key to receive fax.	If this happens frequently, please contact technical support; if this happens to a certain number, it might be a malfunction of the rem ote machine.
Sent DCS 3 times without response	Digital Command Signal (DCS) – The digital set-up command responding to the standard capabilities identified by the DIS signal.	When sending a fax, CimFAX fax server will send DCS and Training command at the reception of DIS, the remote machine will respond with CFR (Confirmation To Receive); fax sending task will be ended after three times DCS if CFR is not received.	If this happens frequently, please contact technical support; if this happens to a certain number, it might be a malfunction of the rem ote machine.
Sent post-page signal 3 times without response	Partial Page Signal(PPS)-This command indicates the end of a partial page or a complete page of facsimile information and also indicates to return to the beginning of phase B or C upon receipt of MCF.	When partial of a page or a complete page was sent, the remote machine shall respond MCF. If MCF is not received, CimFAX will hang up after three times of PPS.	If this happens frequently, please contact technical support; if this happens to a certain number, it might be a malfunction of the rem ote machine.
Error reading TIFF file		Local TIFF file broken	1. Exit CimFAX client. Go to CimFAX directory on your computer and find "FaxFiles" and "Fax.fdb" folders. Rename them. After that, run CimFAX client again. All the faxes received will be downloaded to your computer again. Or 2. uninstall CimFAX client and then reinstall it. 3. Go to fax history to delete old faxes to release storage space.
Call aborted by user/		Fax cancelled by user during the status of waiting or sending.	Resend the fax if necessary.
Send EOP failed/Wait for MCF timeout	Message Confirmation (MCF) – To indicate that a complete message has been satisfactorily received and that additional messages may follow	The remote machine didn't respond. (MCF)	If this happens frequently, please contact technical support; if this happens to a certain numbers, it might be a malfunction of the rem ote machine.

Sending fax timeout		Call not picked up by remote machine or reception signal not received.	Check whether fax number format is correct (for instance, add 1 before fax number in the US), or check with remote machine user to have reception signal sent (for example, press "Start" on fax machine)
BUSY		The fax line to which you were sending a fax was busy.	Try again when the line is no longer busy.
Busy before dialing finished		Fax number was wrong	Check fax number with remote machine user a nd try again later.
Fax answer tone not detected		Call not picked up by remote machine or reception signal not received.	Check whether fax number format is correct (for instance, add 1 before fax number in the US), or check with remote machine user to have reception signal sent (for example, press "Start" on fax machine), or whether the f ax line is plugged into the LINE port of the Cim FAX.
Unspecified error		Unspecified error	Restart fax server or try again later.
NO DIALTONE		Telephone line problem or fax server dead.	Plug the line into the LINE port. Test whether the line is working with a corded telephone.
Fax cancelled		User cancelled or CimFAX auto cancelled after max dial attempts.	Click to resend fax if necessary.
Send EOP failed/Wait for MCF timeout	End Of Procedure (EOP) – To indicate the end of a complete page of facsimile information and to further indicate that no further documents are forthcoming and to proceed to phase E, upon receipt of a confirmation.	The remote machine didn't respond. (MCF)	If this happens frequently, please contact technical support; if this happens to a certain number, it might be a malfunction of the rem ote machine.
BLACKLISTED		According to telecommunication standards in some countries, a call cannot be made to a number in more than three consecutive times within 3 minutes. If violates it, the caller's number will be blacklisted.	Please redial 3 minutes later or dial the contact's other phone number.
DELAYED		According to telecommunication standards in some certain countries, a call cannot be made to a number in more than three consecutive times within 3 minutes. If violates it, the call will be delayed.	Please redial 3 minutes later or dial the contact's other phone number.