

Fax	Voice	Email	Canc	FPDA/W SDA/XO A	ACP Result	STAT gamma code	Explanation	current report mnemonic	Report Legend
x	x					0	The entire payload document or message was delivered to the recipient.	SENT	Successful and complete delivery.
x	x				NA	1901	ISDN Q850 Cause code 28: Invalid number format (address incomplete)	DEDF	Invalid or incorrectly formatted phone number.
x	x				NA	1902	ISDN Q850 Cause code 1: Unallocated (unassigned) number. Cause code 4: called party could not be reached due to reasons that are of a long term nature. Send special information tone.	Answ DEDU	Phone number unallocated, disconnected or not in service.
x	x				NA	1903	ISDN Q850 Cause code 22 and 23: Number changed or Redirection to a new destination.	DEDC	Phone number changed.
x	x				NA	1904	ISDN Q850 Cause code 21: Call Rejected	DEDR	Call rejected.
	x				FaxAnswer (702)	2001	Fax tones were detected on the line.	FAXM	A fax machine was detected.
x	x				NA	2002	The call did not go through. A special information tone (SIT) was detected on the line.	Answ BUSY	Connect error. Call did not go through. SIT detected.
x	x				NA	2003	Job Type Not Supported File supplied for the job is not compatible. I.e. TIFF document was used for voice or WAV for fax.	ERR	Bad file type. Document incompatible with service type.
x	x				NA	2004	Invalid data in the file - corrupt file, bad or unsupported file format of the payload WAV or TIFF file.	BADF	Bad file content. The document format not compliant.

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x	x				NA	2006	Bad phone number This error number will be returned in case the broadcast number is bad and also when the transfer number is bad. 1) Call initiation failed because the broadcast/transfer number is bad. Note - This will be seen only on very older LGCs. The new DEDx (19xx) codes replace INVD (2006).	INVD	This number is invalid.
x	x					2008	Disconnect During First Stage ACP, i.e. the call got disconnected while the answerer type (Human, Machine, Fax) was being detected.	Answ DDCC	Remote end disconnected while detecting answerer type.
	x				Human (706)	2009	Disconnect during silence detection during barge-in. The live recipient hung up.	Live DDCC	Remote disconnect during silence detection.
	x				Machine (707)	2009	Disconnect during silence detection - answering machine hangs up.	Answ DDCC	Remote disconnect during silence detection.

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x	x					2010	<p>Disconnect during prompt playback. 1. User's profile 'Voice Delivery Method' is SILENCE.</p> <p>2. Call is initiated.</p> <p>3. Recipient is detected as Human or Machine.</p> <p>4. LGC plays the "Please hold" prompt.</p> <p>5. Recipient disconnects while the LGC is playing the prompt.</p> <p>Can also happen when call disconnects during other system prompts like "Sorry I dialed your number in error" or the fax opt out prompt.</p>	Live DDCC	Recipient disconnected call before message delivery.
x	x					2011	<p>Disconnect During Second Stage ACP. Call got disconnected during Human/Machine/Fax detection after dialing a PBX extension.</p>	DDCC	Remote end disconnected while connecting to extension.

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	x				NA (as call progress analysis is not done in force_play.)	2013	Call disconnected while waiting for force_play timer to expire. 1. User's profile 'Voice Delivery Method' is FORCE PLAY. 2. Call is initiated without Call progress analysis. 3. LGC induces a delay before playing the payload message. 4. Recipient disconnects the call during the forced delay process.	Live DDCC	Recipient disconnected call before message delivery.
	x					3030	Partial Callback Offered. A callback/PIN message played, but the call got disconnected.	ERR	Partial callback message delivered.
	x					3035	Callback Offered. A callback/PIN message was played in full.	ERR	Complete callback message delivered.
x						3201	Fax transmission error occurred after the fax connection was established.	ERR	Fax transmission failure.
x	x					3202	The entire payload message/document was not played to the recipient due to remote disconnect or interrupt. The reasons for that condition include remote disconnect, CCO OptOut, and HKT. For fax it also includes the T.30 DCN command sent by the remote fax machine.	Live PRTL	Voice: The entire message was not played. Fax: The entire document was not delivered.

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x						3220	Fax connection could not be established. Likely cause: a data modem answered the call, not a Group3 fax machine. A valid T.30 DIS signal was not received.	NOFX	Not a G3 fax machine.
	x				ACPTimeout (711)	3224	Call progress analysis timed out. i.e., Human/Machine/Fax determination	NOAN	Call progress analysis timed out.
	x				Human (706)	3224	Silence detection timed out. Voice reach user sets 'voice delivery method' as "silence" in profile. We detected human and waited for 2 seconds of silence before playing the message. Silence detection timed out which means that there was no required silence period on the line. Also can happen in the barge-in delivery mode.	Live NOAN	Message could not be delivered due to silence detection timeout. Could mean partial delivery in case of barge-in.
	x				Machine (707)	3224	Silence Detection Timed Out. When answering machine is detected, there must be a certain period of silence before the payload message could start. The silence detection can time out when answering machine message is too long, when there is "hold music", or when call is answered in noisy environments. Also can happen in the barge-in delivery mode.	Answ NOAN	Message could not be delivered due to silence detection timeout. Could mean partial delivery in case of barge-in.

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x						3224	Fax connection negotiation or fax communication protocol timed out.	NOFX	Call progress analysis timed out.
x						3233	Required fax capabilities are not supported by the remote fax machine	NOFN	Fax machine does not support required transmission capabilities.
x						3242	Fax protocol error - no page receipt confirmation received.	PAGC	Page not confirmed by remote fax machine.
x	x					3280	The callflow script used for this job failed at runtime. This could be related to unexpected DTMF input by the recipient. Any occurrences of this error must be reported through proper support channels and corrected.	Live SERR	Call flow runtime error.
x	x					3290	The recipient opted out during the call.	OOUT	Recipient opted out.

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x	x				NA	3910	Phone circuit/service outage. Could not place call on selected line due to outage.	ERR	Carrier circuit down.
x	x					3931	Remote number busy or temporary connection failure that must be retried.	BUSY	Remote number busy.
x	x					3932	Network busy. Call failed because the PSTN reported congestion or other temporary outage.	Answ ICPT	PSTN congestion detected.
x	x					3933	No ringback tones detected after dialing the number. The call did not go through.	ERR	No rings detected. Call did not go through.
x						3934	Voice response detected.	VOIC	Voice answer detected.
x	x					3935	Timed out waiting for remote answer.	NOAN	Rings, timeout waiting for answer.
x						3936	Ringback tones followed by possibly voice answer.	VOIC	Possible voice answer.
		x				5000	Delivery agent canceled this item as part of an Operator initiated CANCEL request.	ERR	Operator cancel
			x			5102	unknown country number	UNCC	
			x			5103	too many dial digits	TMDD	
			x			5104	too few dial digits "to" field is null or empty	TFDD	
			x			5109	no such list		
			x			5114	no service to country	NSVC	

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			x			5119	unrecognized address type, no addr_type specified, invalid address type	CANC	
			x			5120	missing or invalid dial digits	CANC	
		x				5125	CANCEL of recipient item due to invalid syntax	ERR	No such user
			x			5125	no such user	CANC	
			x			5126	user has no mailbox	CANC	
			x			5127	invalid cablegram address	CANC	
			x			5129	invalid mailbox address format	CANC	
			x			5130	invalid internet email address	CANC	
			x			5131	invalid doc_list document number	CANC	
			x			5140	invalid character in extension	CANC	
			x			5141	more than 1 extension specified	CANC	
			x			5142	extension parentheses mismatch	CANC	
			x			5143	invalid dial script character	CANC	
			x			5144	Extension not specified	CANC	
			x			5145	Nested delivery parameter specified	CANC	
			x			5146	Delivery parameter brackets mismatch	CANC	
			x			5147	Misplaced delivery parameters	CANC	
			x			5149	Invalid City Code per GDCD database	CANC	
			x			5165	contact info missing	CANC	
			x			5170	Extension is not supported for this delivery type	EXNS	Extension is not supported for this delivery type
			x			6500	Recipient is blocked	BLOC	
			x			6501	Known bad number	BADN	



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			x			6503	Recipient is blocked due to membership in a do not call list	DNCL	
			x			6504	Recipient is blocked for persistent failure: Mailbox Not Found	BMNF	
			x			6505	Recipient is blocked due to membership in a do not email list	DNEL	
			x			6506	Recipient transfer number blocked	BXFR	
x						6600	An inbound fax was not delivered to the user because the partial fax suppression feature is in effect.	PRTF	Partially Received Fax. Did not receive an expected end of transmission communication.
		x				7005	Character set conversion error while preparing to send a message.	ERR	Charset conversion
		x				7006	Could not locate a Dynamic Content Section document (edmta/MR only)	ERR	Dynamic Content missing
		x				7007	Document charset and XIP insert charset mismatch is causing a conversion error.	ERR	XIP charset conversion error
				x		8901	Queued Document delivery expired prior to retrieval	ERR	
				x		8902	Queued Document delivery expired after retrieval, prior to release	ERR	
				x		8903	Queued Document delivery cancelled prior to retrieval	CANC	
				x		8904	Queued Document delivery cancelled after retrieval, prior to release	CANC	

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		x				9003	All of the email message data was transmitted but no SMTP protocol acknowledgement (ACK) was received by the remote Mail Transfer Agent (MTA).	ERR	No SMTP data ACK
		x				9006	No attempt to contact a mail server (MX host) for this recipient was successful. The connection attempt limit was reached.	ERR	Exceeded TCP connection attempt limit
		x				9007	A transient error occurred while attempting to locate a mail (MX) host via DNS for the email address domain.	ERR	DNS lookup of remote MX host failed
		x				9009	The job lifetime expired while the email retry algorithm was still active and attempting deliveries.	ERR	Job lifetime expiration.
		x				9010	This customer is configured to use TLS secure tunnel protocol for data transmission, however the mail (MX) host responding doesn't support TLS at all.	ERR	TLS secure protocol not supported
		x				9011	The remote mail (MX) host contacted for TLS secure data transmission failed to negotiate TLS properly.	ERR	TLS secure protocol negotiation failure
				x		9205	Couldn't resolve proxy	NPRX	CURL error 205
				x		9206	Couldn't resolve host	NHST	CURL error 206
				x		9207	Couldn't connect to remote	NCON	CURL error 207
				x		9209	Remote access denied	RACD	CURL error 209
				x		9217	Couldn't set 'TYPE' (FTP protocol only)	CANC	CURL error 217

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				x		9225	Upload error	EUPL	CURL error 225
				x		9228	Operation timeout	OPTO	CURL error 228
				x		9230	PORT command failed	EPRT	CURL error 230
				x		9255	Send (push) error	ESND	CURL error 255
				x		9263	Message too big	MBIG	CURL error 263
				x		9267	Login Authentication failed	EAUT	CURL error 267
				x		9270	Remote Disk full	RDKF	CURL error 270
				x		9273	Remote Disk full	FNAM	CURL error 273
				x		9279	SSH protocol error	CANC	CURL error 279
		x				9421	SMTP reply code 421 (or disconnect) occurred; The remote is unavailable for SMTP or disconnected before protocol could begin.	ERR	Service not available
		x				9450	SMTP reply code 450; The mailbox for this recipient is BUSY or unavailable.	ERR	Mailbox busy or unavailable
		x				9451	SMTP reply code 451; Transient error; An error in processing at the remote MX host end.	ERR	Remote processing error.
		x				9452	SMTP reply code 452; Transient error; Insufficient system storage at the remote MX mail host end.	ERR	Remote storage error
		x				9550	SMTP reply code 550; Permanent error; "No such user mailbox"	ERR	No such user
		x				9551	SMTP reply code 551; Permanent error; User not local	ERR	User not local
		x				9552	SMTP reply code 552; Permanent error; Mailbox full	ERR	Exceeded storage allocation

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		x				9553	SMTP reply code 553; Permanent error; Mailbox name not allowed by remote system.	ERR	Unsupported mailbox name
		x				9554	SMTP reply code 554; Permanent error; Transaction failed at remote (MX host) end.	ERR	Transaction failed.
		x				94xx	SMTP reply code 4xx; Some undocumented TRANSIENT error. (Remote MTA is using an error code that is not supported by the SMTP specification)	ERR	Transient protocol error
		x				95xx	SMTP reply code 5xx; Some undocumented PERMANENT error. (Remote MTA is using an error code that is not supported by the SMTP specification)	ERR	Permanent protocol error