



A guide for error codes that may appear on ParentREACH Delivery Reports

Error *Possible Reason*

BADF	Bad File. The file submitted was not within the following acceptable specs (8 kHz, 8 Bit, Mono).
BDEX	Bad extension.
BLOC	A block has been placed on the recipients number.
BOUT	Within blackout period.
BUSY	The number was busy at the time voiceREACH attempted to deliver.
DDCC	Disconnect during call connection.
ERR	Generic, non-descript error.
INVD	The number was determined to be invalid.
NOAN	No answer was received.
NOEX	Extension not specified in address.
NOFX	Fax tone received.
NSVC	No service to country.
PRTL	The entire message was not played. The recipient or the recipient's voice mail disconnected.
TFDD	Too few dial digits.
TMDD	Too many dial digits.
UNCC	Unknown country code.
ABND	(Hotkey feature) The recipient abandoned the call or hung up.
NANS	(Hotkey feature) No answer detected at the transfer number within the allotted 65 second time period.
TRANS	(Hotkey feature) The call was successfully transferred to the transfer number.
ERR	(Hotkey feature) No transfer ports available
BUSY	(Hotkey feature) Transfer number rang busy
TRNC	(Hotkey feature) Call transferred, call center initiated disconnect
TRAN	(Hotkey feature) Call transferred, recipient initiated disconnect
PVOC	Possible voice has been detected