



HP Mobile Fax Error Codes Troubleshooting

Mobile Fax Error Code	Message on UI	Trouble Shooting
SFAPI_CE_001	We are currently experiencing connection issues. Please try again in a few minutes.	The fax line you tried to call did not answer. Mobile Fax attempted to send the fax three times over the past few minutes without success. Please make sure the number is correct and the recipient is ready to receive a fax call.
SFAPI_CE_002	We are currently experiencing connection issues. Please try again in a few minutes.	The line you dialed is currently busy. You can select Retry Fax to retry it now, or attempt your fax again later.
SFAPI_CE_003	Unfortunately, delivery was already completed. You can no longer cancel.	The fax line you tried to call answered but there was an unexpected response. It could be a voice, a non-fax tone, silence, or even a call transfer upon answer. Check that you have the correct number.
SFAPI_CE_004	General error. Try again or contact HP support.	The fax line you tried to call answered but there was an unexpected response. It could be a voice, a non-fax tone, silence, or even a call transfer upon answer. Check that you have the correct number.
SFAPI_CE_005	Unfortunately, the receiving fax machine seems to be incompatible.	The fax line you tried to call did not answer. Mobile Fax attempted to send the fax three times over the past few minutes without success. Please make sure the number is correct and the recipient is ready to receive a fax call.
SFAPI_CE_006	There is a problem with your image.	There might be an issue with the receiving fax machine, but it's more likely that someone picked up their voice phone, heard fax tones, and hung up. Please make sure the number is correct and the recipient is ready to receive a fax call.
SFAPI_CE_007	There is a problem with your image.	This usually means that there was an operator intercept on the call. For example, the number could be invalid or an error condition occurred on the network. Try voice calling the number to listen to the problem.
SFAPI_CE_008	Unfortunately, the receiving fax machine seems to be incompatible.	There might be an issue with the receiving fax machine, but it's more likely that someone picked up their voice phone, heard fax tones, and hung up. Please make sure the number is correct and the recipient is ready to receive a fax call.
SFAPI_CE_009	Unfortunately, the receiving fax machine seems to be incompatible.	There was an error communicating with the receiving side. Please try again in a few minutes.
SFAPI_CE_010	Unfortunately, the receiving fax machine seems to be incompatible.	The fax was canceled because it timed out. Please try again in a few minutes.
SFAPI_CE_011	Unfortunately, the receiving fax machine seems to be incompatible.	You cannot cancel the fax because it was already delivered.
SFAPI_CE_012	Unfortunately, the receiving fax machine seems to be incompatible.	The call was disconnected after the permitted number of tries.
SFAPI_CE_013	Unfortunately, the receiving fax machine seems to be incompatible.	SoftFAX's call was answered, but the two systems can't find a mutually agreed upon speed to send the fax. It is possible that there is a Voice over IP (VoIP) line that is having an issue negotiating the fax. Check with your service provider to ensure that your VoIP line is configured appropriately.

SFAPI_CE_014	Unfortunately, the receiving fax machine seems to be incompatible.	The receiving fax machine cannot receive the resolution of the image sent.
SFAPI_CE_015	Unfortunately, the receiving fax machine seems to be incompatible.	The receiving fax machine cannot receive the size of the image sent.
SFAPI_CE_016	Unfortunately, the receiving fax machine seems to be incompatible.	This error indicates a general incompatibility with the receiving fax machine.
SFAPI_CE_017	Unfortunately, the receiving fax machine seems to be incompatible.	This error indicates a general incompatibility with the receiving fax machine.
SFAPI_CE_018	General error. Try again or contact HP support.	There were insufficient funds to send fax.
SFAPI_CE_019	Unfortunately, the receiving fax machine seems to be incompatible.	This error indicates a general incompatibility with the receiving fax machine.
SFAPI_CE_020	Fax cancelled by user.	This error indicates a general incompatibility with the receiving fax machine.
SFAPI_CE_021	There was no answer after retry. Call the recipient to make sure they are ready to receive a fax.	This indicates a general protocol error with the receiving fax machine .
SFAPI_CE_022	Unfortunately, the receiving fax machine hung up before we could send the entire fax. Would you like to try again?	This indicates a general protocol error with the receiving fax machine .
SFAPI_CE_023	Unfortunately, the receiving fax machine hung up before we could send the entire fax. Would you like to try again?	This indicates a general protocol error with the receiving fax machine .
SFAPI_CE_024	We are currently experiencing connection issues. Please try again in a few minutes.	This indicates a general protocol error with the receiving fax machine .
SFAPI_CE_025	We are currently experiencing connection issues. Please try again in a few minutes.	This indicates a general protocol error with the receiving fax machine .
SFAPI_CE_026	We are currently experiencing connection issues. Please try again in a few minutes.	This indicates a general protocol error with the receiving fax machine .
SFAPI_CE_027	We are currently experiencing connection issues. Please try again in a few minutes.	It appears that the receiving fax machine is incompatible, as SoftFAX received an invalid response after sending the fax.
SFAPI_CE_028	We are currently experiencing connection issues. Please try again in a few minutes.	The fax was manually canceled by the fax sender.
SFAPI_CE_029	We are currently experiencing connection issues. Please try again in a few minutes.	There was no answer in the receiving side. The receiving fax machine may be out of paper. SoftFAX will retry the fax two more times.
SFAPI_CE_030	We are currently experiencing connection issues. Please try again in a few minutes.	SoftFAX sent a page but the receiving machine hung up without confirming it had received the page. If this was a one page fax, it probably printed out but you might need to call the recipient to be sure.
SFAPI_CE_031	Unfortunately, the attached file was deleted in the system before we could fax it! Please try again.	SoftFAX sent a page but the receiving machine hung up without confirming it had received the page. If this was a one page fax, it probably printed out but you might need to call the recipient to be sure.
SFAPI_CE_032	Unfortunately, the receiving fax machine seems to be incompatible.	SoftFax connected to a fax machine and began to send the fax, but the receiving fax machine didn't respond appropriately. Please try again.

SFAPI_CE_033	Unfortunately, the receiving fax machine seems to be incompatible.	SoftFAX's call was answered, but the two systems can't find a mutually agreed upon speed to send the fax. It is possible that there is a Voice over IP (VoIP) line that is having an issue negotiating the fax. Check with your service provider to ensure that your VoIP line is configured appropriately.
SFAPI_CE_034	Unfortunately, the receiving fax machine hung up before we could send the entire fax. Would you like to try again?	SoftFAX's call was answered, but the two systems can't find a mutually agreed upon speed to send the fax. It is possible that there is a Voice over IP (VoIP) line that is having an issue negotiating the fax. Check with your service provider to ensure that your VoIP line is configured appropriately.
SFAPI_CE_035	Unfortunately, the receiving fax machine seems to be incompatible.	This was a general telephony error, please try again in a few minutes.
SFAPI_CE_036	We are currently experiencing connection issues. Please try again in a few minutes.	This was a general telephony error, please try again in a few minutes.
SFAPI_CE_037	Unfortunately, the receiving fax machine seems to be incompatible.	This was a general telephony error, please try again in a few minutes.
SFAPI_CE_038	We are currently experiencing connection issues. Please try again in a few minutes.	This was a general telephony error, please try again in a few minutes.
SFAPI_CE_039	Unfortunately, the receiving fax machine seems to be incompatible.	The file you are trying to fax has been deleted from the system, or is not accessible.
SFAPI_CE_040	Unfortunately, the receiving fax machine seems to be incompatible.	SoftFAX's call was answered, but the two systems can't find a mutually agreed upon speed to send the fax. It is possible that there is a Voice over IP (VoIP) line that is having an issue negotiating the fax. Check with your service provider to ensure that your VoIP line is configured appropriately.
SFAPI_CE_041	Unfortunately, the receiving fax machine hung up before we could send the entire fax. Would you like to try again?	The receiving fax machine failed to respond.
SFAPI_CE_042	Unfortunately, the receiving fax machine seems to be incompatible.	The receiving fax machine hung up before receiving the fax.
SFAPI_CE_043	Unfortunately, the receiving fax machine seems to be incompatible.	There was an error communicating with the receiving fax machine.
SFAPI_CE_044	Fatal Error, we could not complete this Fax.	SoftFAX timed out waiting for initial communication from the receiving fax machine.
SFAPI_DE_001	There was an error creating your fax. Make sure the file does not contain macros, is not password protected, and is a supported file type (PDF, JPG).	SoftFAX timed out waiting for the receiver to be ready.
SFAPI_DE_002	The line you dialed is currently busy. You can tap Retry Fax to retry it now.	SoftFAX timed out waiting for communication from the receiving fax machine. Something answered the fax, but then went silent.
SFAPI_DE_003	The line you dialed is currently busy. You can tap Retry Fax to retry it now.	There was a transmission error between the fax machines after the first page was sent.
SFAPI_DE_004	Something went wrong. Please try again.	SoftFAX received an unexpected command from the receiving fax machine after the page was received.
SFAPI_DE_005	Something went wrong. Please try again.	SoftFAX sent a page but the receiving machine hung up without confirming it had received the page. If this was a one page fax, it probably printed out but you might need to call the recipient to be sure.

SFAPI_DE_006	Something went wrong. Please try again.	SoftFax connected to a fax machine and began to send the fax, but the receiving fax machine didn't respond appropriately. Please try again.
SFAPI_DE_007	There was an error creating your fax. Make sure the file does not contain macros, is not password protected, and is a supported file type (PDF, JPG).	SoftFax connected to a fax machine and began to send the fax, but the receiving fax machine didn't respond appropriately. Please try again.
SFAPI_DE_008	The line you dialed is currently busy. You can tap Retry Fax to retry it now.	There was a problem in converting and merging the files to the output file format. This might happen because the file is corrupt or there might be a part of the file that is inaccessible. Please try sending the file again.
SFAPI_DE_009	The line you dialed is currently busy. You can tap Retry Fax to retry it now.	There was a problem in converting and merging the files to the output file format. This might happen because the file is corrupt or there might be a part of the file that is inaccessible. Please try sending the file again.
SFAPI_DE_010	There was an error creating your fax. Make sure the file does not contain macros, is not password protected, and is a supported file type (PDF, JPG).	The line you dialed is currently busy. You can select Retry Fax to retry sending it now.
SFAPI_DE_011	There was an error creating your fax. Make sure the file does not contain macros, is not password protected, and is a supported file type (PDF, JPG).	The line you dialed is currently busy. You can select Retry Fax to retry sending it now.
SFAPI_FE_001	General error. Try again or contact HP support.	SoftFAX could not access the URL you provided. This might be because the URL requires a login or is password protected.
SFAPI_FE_002	There was a system error.	There was a problem storing the file you provided.
SFAPI_FE_003	There was a system error.	There was a problem in converting and merging the files to the output file format. This might happen because the file is corrupt or there might be a part of the file that is inaccessible. Please try sending the file again.
SFAPI_FE_004	There was a system error.	There was a system error. (3 or 205001) If the error persists, please email support.
SFAPI_GE_001	General error. Try again or contact HP support.	Insufficient funds to send fax. Unfortunately, your stored payment information could not be processed. Please check your payment information and try again.
SFAPI_GE_004	General error. Try again or contact HP support.	Insufficient funds to send fax .
SFAPI_GE_005	General error. Try again or contact HP support.	Insufficient funds to send fax .
SFAPI_GE_006	General error. Try again or contact HP support.	Insufficient funds to send fax .
SFAPI_GE_007	There was a system error.	There was a system error. If the error persists, please email support.
SFAPI_GE_008	General error. Try again or contact HP support.	Insufficient funds to send fax .
SFAPI_GE_009	We are currently experiencing connection issues. Please try again in a few minutes.	There was a problem in converting and merging the files to the output file format. This might happen because the file is corrupt or there might be a part of the file that is inaccessible. Please try sending the file again.

SFAPI_LE_001	We are currently experiencing connection issues. Please try again in a few minutes.	There was a problem in converting and merging the files to the output file format. This might happen because the file is corrupt or there might be a part of the file that is inaccessible. Please try sending the file again.
SFAPI_LE_002	There was no answer after retry. Call the recipient to make sure they are ready to receive a fax.	There was a problem in the final stages of sending your fax. Please try again.
SFAPI_LE_003	We are currently experiencing connection issues. Please try again in a few minutes.	There was a problem in processing your request. Please try again, and contact support if the problem continues.
SFAPI_LE_004	There was no answer after retry. Call the recipient to make sure they are ready to receive a fax.	User requested simulated fatalError.
SFAPI_LE_005	Unfortunately, the receiving fax machine seems to be incompatible.	The fax line you tried to call did not answer. Mobile Fax attempted to send the fax three times over the past few minutes without success. Please make sure the number is correct and the recipient is ready to receive a fax call.
SFAPI_LE_006	The fax number you entered appears to be invalid. Please check it and try again.	The telephone lines are experiencing congestion. Please try your fax again in a few minutes.
SFAPI_LE_007	We are currently experiencing connection issues. Please try again in a few minutes.	The fax line you tried to call did not answer. Mobile Fax attempted to send the fax three times over the past few minutes without success. Please make sure the number is correct and the recipient is ready to receive a fax call.
SFAPI_LE_008	We are currently experiencing connection issues. Please try again in a few minutes.	The receiving fax number came back as an incompatible destination. This usually means that there was an operator intercept on the call. For example, the number could be invalid or an error condition occurred on the network. Try voice calling the number to listen to the problem.
SFAPI_LE_009	There was no answer after retry. Call the recipient to make sure they are ready to receive a fax.	The receiving fax number came back as "phone number not operational". This usually means that there was an operator intercept on the call. For example, the number could be invalid or an error condition occurred on the network. Try voice calling the number to listen to the problem.
SFAPI_LE_010	We are currently experiencing connection issues. Please try again in a few minutes.	SoftFax connected to a fax machine and began to send the fax, but the receiving fax machine didn't respond appropriately. Please try again.
SFAPI_LE_011	The fax number you entered appears to be invalid. Please check it and try again.	There was a telephony error. The fax line you are trying to call is not working. This usually means that there was an operator intercept on the call. For example, the number could be invalid or an error condition occurred on the network. Try voice calling the number to listen to the problem.
SFAPI_LE_012	The telephone network can't find this fax number. Please check that the fax number is correct, or try a different fax number.	The fax line you tried to call did not answer. Mobile Fax attempted to send the fax three times over the past few minutes without success. Please make sure the number is correct and the recipient is ready to receive a fax call.
SFAPI_LE_013	We are currently experiencing connection issues. Please try again in a few minutes.	There was a problem establishing a connection to the receiving fax machine. This usually means that there was an operator intercept on the call. For example, the number could be invalid or an error condition occurred on the network. Try voice calling the number to listen to the problem.

SFAPI_LE_014	We are currently experiencing connection issues. Please try again in a few minutes.	The fax line you tried to call did not answer. Mobile Fax attempted to send the fax three times over the past few minutes without success. Please make sure the number is correct and the recipient is ready to receive a fax call.
SFAPI_LE_015	We are currently experiencing connection issues. Please try again in a few minutes.	Check to make sure your fax recipient ahhas their fax machine plugged in. If their fax machine is plugged in and working properly, please call support.
SFAPI_LE_016	We are currently experiencing connection issues. Please try again in a few minutes.	The fax line you are trying to call is not working. This usually means that there was an operator intercept on the call. For example, the number could be invalid or an error condition occurred on the network. Try voice calling the number to listen to the problem.
SFAPI_LE_017	Your call was rejected or blocked. Please check the number you dialed and try again.	The telephone network can't find this fax number. The routing is not valid. Please check that the fax number is correct and send your fax again.
SFAPI_LE_018	Unfortunately, the receiving fax machine seems to be incompatible.	This was a error from the telephone network provider. Please try again in a few minutes.
SFAPI_LE_019	This fax number might have changed. Please check the appropriate number with the recipient.	This was a error from the telephone network provider. Please try again in a few minutes.
SFAPI_LE_020	We are currently experiencing connection issues. Please try again in a few minutes.	This was a error from the telephone network provider. Please try again in a few minutes.
SFAPI_LE_021	We are currently experiencing connection issues. Please try again in a few minutes.	This was a error from the telephone network provider. Please try again in a few minutes.
SFAPI_LE_022	We are currently experiencing connection issues. Please try again in a few minutes.	Your call was rejected or blocked. Please check the number you dialed and try again.
SFAPI_LE_023	Your call was rejected or blocked. Please check the number you dialed and try again.	This usually means that there was an operator intercept on the call. For example, the number could be invalid or an error condition occurred on the network. Try voice calling the number to listen to the problem.
SFAPI_LE_024	There was no answer after retry. Call the recipient to make sure they are ready to receive a fax.	This fax number might have changed. Please check that the number is correct and try again.
SFAPI_LE_025	A network error occurred. Check your network settings and connection before trying again.	The telephone lines are experiencing congestion. Please try your fax again in a few minutes.
SFAPI_LE_026	The fax number you entered appears to be invalid. Please check it and try again.	This was a error from the telephone network provider. Please try again in a few minutes.
SFAPI_LE_027	Unfortunately, the receiving fax machine seems to be incompatible.	This was a error from the telephone network provider. Please try again in a few minutes.
SFAPI_LE_028	There was no answer after retry. Call the recipient to make sure they are ready to receive a fax.	Your call was rejected or blocked. Please check the number you dialed and try again.
SFAPI_LE_029	Unfortunately, the receiving fax machine seems to be incompatible.	A network error occurred. Check your network settings and connection before trying again.
SFAPI_LE_030	We are currently experiencing connection issues. Please try again in a few minutes.	This is a error from the telephone network provider, please try again in a few minutes.
SFAPI_LE_031	We are currently experiencing connection issues. Please try again in a few minutes.	This was a error from the telephone network provider. Please try again in a few minutes.

SFAPI_LE_032	We are currently experiencing connection issues. Please try again in a few minutes.	The telephone lines are experiencing congestion. Please try your fax again in a few minutes.
SFAPI_LE_033	We are currently experiencing connection issues. Please try again in a few minutes.	This was a error from the telephone network provider. Please try again in a few minutes.
SFAPI_LE_034	We are currently experiencing connection issues. Please try again in a few minutes.	This was a error from the telephone network provider. Please try again in a few minutes.
SFAPI_LE_035	We are currently experiencing connection issues. Please try again in a few minutes.	This was a error from the telephone network provider. Please try again in a few minutes.
SFAPI_LE_036	The fax number you entered appears to be invalid. Please check it and try again.	This was a error from the telephone network provider. Please try again in a few minutes.
SFAPI_LE_037	The fax number you entered appears to be invalid. Please check it and try again.	The fax line you are trying to call is not working. This usually means that there was an operator intercept on the call. For example, the number could be invalid or an error condition occurred on the network. Try voice calling the number to listen to the problem.
SFAPI_LE_038	A network error occurred. Check your network settings and connection before trying again.	The fax line you are trying to call is not working. This usually means that there was an operator intercept on the call. For example, the number could be invalid or an error condition occurred on the network. Try voice calling the number to listen to the problem.
SFAPI_LE_039	We are currently experiencing connection issues. Please try again in a few minutes.	A network error occurred. Check your network settings and connection before trying again.
SFAPI_LE_040	There was no answer after retry. Call the recipient to make sure they are ready to receive a fax.	This was a error from the telephone network provider. Please try again in a few minutes.
SFAPI_LE_041	The fax number you entered appears to be invalid. Please check it and try again.	The fax line you tried to call did not answer. Mobile Fax attempted to send the fax three times over the past few minutes without success. Please make sure the number is correct and the recipient is ready to receive a fax call.
SFAPI_LE_042	The fax number you entered appears to be invalid. Please check it and try again.	The fax line you are trying to call is not working. This usually means that there was an operator intercept on the call. For example, the number could be invalid or an error condition occurred on the network. Try voice calling the number to listen to the problem.
SFAPI_LE_043	We are currently experiencing connection issues. Please try again in a few minutes.	The fax line you are trying to call is not working. This usually means that there was an operator intercept on the call. For example, the number could be invalid or an error condition occurred on the network. Try voice calling the number to listen to the problem.
SFAPI_LE_045	General error. Try again or contact HP support.	This was a error from the telephone network provider. Please try again in a few minutes.
SFAPI_LE_046	We detected a voice so we couldn't send the fax. If you are sure this is also a fax line, please try again.	The fax line you are trying to call was answered with a voice. Check the number or call your recipient to make sure they are prepared to accept a fax call.
SFAPI_LE_047	Unfortunately, the receiving fax machine hung up before we could send the entire fax. Would you like to try again?	There might be an issue with the receiving fax machine, but it's more likely that someone picked up their voice phone, heard fax tones, and hung up. Please make sure the number is correct and the recipient is ready to receive a fax call.

SFAPI_LE_048	Unfortunately, the receiving fax machine hung up before we could send the entire fax. Would you like to try again?	There might be an issue with the receiving fax machine, but it's more likely that someone picked up their voice phone, heard fax tones, and hung up. Please make sure the number is correct and the recipient is ready to receive a fax call.
SFAPI_LE_049	Unfortunately, the receiving fax machine hung up before we could send the entire fax. Would you like to try again?	There might be an issue with the receiving fax machine, but it's more likely that someone picked up their voice phone, heard fax tones, and hung up. Please make sure the number is correct and the recipient is ready to receive a fax call.
SFAPI_LE_050	Unfortunately, the receiving fax machine hung up before we could send the entire fax. Would you like to try again?	There might be an issue with the receiving fax machine, but it's more likely that someone picked up their voice phone, heard fax tones, and hung up. Please make sure the number is correct and the recipient is ready to receive a fax call.
SFAPI_LE_051	Unfortunately, the receiving fax machine hung up before we could send the entire fax. Would you like to try again?	There might be an issue with the receiving fax machine, but it's more likely that someone picked up their voice phone, heard fax tones, and hung up. Please make sure the number is correct and the recipient is ready to receive a fax call.
SFAPI_LE_052	Unfortunately, the receiving fax machine hung up before we could send the entire fax. Would you like to try again?	There might be an issue with the receiving fax machine, but it's more likely that someone picked up their voice phone, heard fax tones, and hung up. Please make sure the number is correct and the recipient is ready to receive a fax call.
SFAPI_LE_053	Unfortunately, the receiving fax machine hung up before we could send the entire fax. Would you like to try again?	There might be an issue with the receiving fax machine, but it's more likely that someone picked up their voice phone, heard fax tones, and hung up. Please make sure the number is correct and the recipient is ready to receive a fax call.
SFAPI_LE_054	Unfortunately, the receiving fax machine hung up before we could send the entire fax. Would you like to try again?	There might be an issue with the receiving fax machine, but it's more likely that someone picked up their voice phone, heard fax tones, and hung up. Please make sure the number is correct and the recipient is ready to receive a fax call.
SFAPI_LE_055	Unfortunately, the receiving fax machine hung up before we could send the entire fax. Would you like to try again?	This fax number might have changed. Please check that the number is correct.
SFAPI_LE_056	Unfortunately, the receiving fax machine hung up before we could send the entire fax. Would you like to try again?	The fax line you are trying to call is not working. This usually means that there was an operator intercept on the call. For example, the number could be invalid or an error condition occurred on the network. Try voice calling the number to listen to the problem.
SFAPI_LE_057	This fax number might have changed. Please check the appropriate number with the recipient.	This service only supports the following file types: PDF, JPG, PNG
SFAPI_LE_058	The fax number you entered appears to be invalid. Please check it and try again.	The fax line you are trying to call is not working. This usually means that there was an "operator intercept" on the call.
SFAPI_SE_001	For your security we closed the idle session, please click to restart the session. Your work is saved in Drafts.	Something went wrong with the SoftFax app. Please restart the application.
SFAPI_SE_002	Oops, something went wrong.	For a better experience break your large fax job into several smaller jobs. Large faxes are prone to fail due to equipment issues.

SFSWS_AE_40x	"Files are not accessible, check your storage settings."	Please reduce the file size and try again.
SFSWS_FE_400	Something is wrong with the file type.	This service only supports files types: PDF, JPG, PNG
SFSWS_GE_40x	History failed to load. Please try again.	Please go to the compose screen to re-attach your file.
SFSWS_HE_40x	Mobile Fax failed to load. Please try again.	Please go to your device's HP Smart app settings and allow access to the camera.
SFSWS_LE_400	Your file must be a total of 50 pages or less.	Please add a printer with a scanner to your HP Smart App or select your preferred fax from Photos or Files.
SFSWS_LE_413	Your file must be a total of 20 mb or less.	Please reduce the number of files you are faxing and try again.
SFSWS_PE_40x	Scanner is not available, please select Photos or Documents to attach your content.	Please add a printer with scanner to your HP Smart App or select from Photos or Files.
SFSWS_SE_400	You can only select one file.	Please break up your fax into smaller files with fewer pages and try to fax those.
SFSWS_SE_40x	"Camera is not available on this device, please select Photos or Files to attach your content."	Please go to the home screen of the HP Smart App and press on the Fax tile to restart your fax session. If you had work in progress it is saved in the Fax History Drafts list and you can recover it.