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The following table lists the different call / SMS result codes that may be returned by the Azure Multi-Factor API and the corresponding descriptions. **Note: These codes are not displayed in the Netop Remote Control GUI; they display in the logs and you can use them for troubleshooting purposes.** These Azure Multi-Factor API codes only describe the result of the phone call / SMS and not whether authentication was successful or failed. Â A call / SMS result value will always be returned regardless of whether a call / SMS is made or not and whether the Multi-Factor Authentication succeeds or fails.Â These codes are mainly useful for troubleshooting issues with the SDK integration and would not be used for programmatic logic following an authentication request.	

1	PIN Entered
2	No PIN Entered
3	# Not Pressed After Entry
4	No Phone Input - Timed Out
5	PIN Expired and Not Changed
6	Used Cache
7	Bypassed Auth
8	Used Cache
9	Used Cache
10	Call Disconnected
11	Call Timed Out
12	Invalid Phone Input
13	Got Voicemail
14	User is Blocked
15	Status Pending
16	Voiceprint Succeeded
17	Voiceprint Enrolled
18	Voiceprint Expired and Not Changed
19	Text Message Authenticated
20	Text Message Sent
21	Mobile App Authenticated

22	OATH Code Pending
23	OATH Code Verified
24	Fallback OATH Code Verified
25	Fallback Security Questions Answered
100	Invalid Phone Number
101	Call Already In Progress
102	Phone Unreachable
103	International Calls Not Allowed
104	IN Mode Not Allowed
105	Account Locked
106	Invalid Message
107	Invalid Phone Number Format
108	User Hung Up the Phone
109	Insufficient Balance
110	Phone Extensions Not Allowed
111	Invalid Extension
112	Fraud Code Entered
113	Rollover Not Allowed
114	Return PIN Mode Not Allowed
115	Event Confirmation Not Allowed
116	Invalid Event Parameter
117	Unable to Place Call
118	Voiceprint Failed
119	Voiceprint Mode Not Allowed
120	Text Message Could Not Be Sent
121	No Text Message Reply Received
122	Text Message OTP Incorrect
123	Text Message OTP + PIN Incorrect
124	Text Message Mode Not Allowed
125	Localization Not Allowed
126	User Licenses Exceeded
127	Text Message User Licenses Exceeded
128	Voiceprint User Licenses Exceeded
129	Mobile App Denied
130	Mobile App Invalid PIN
131	Mobile App PIN Not Changed
132	Fraud Reported
133	Mobile App No Response
134	Mobile App Mode Not Allowed
135	Mobile App All Devices Blocked
136	Mobile App Notification Failed
137	Mobile App Invalid Result
138	OATH Code Incorrect
139	Duplicate OATH Code
140	OATH Code Out of Date
141	OATH Token Mode Not Allowed
142	OATH Code Result Timeout

Â If other error codes are displayed, contact the [Netop support team](#).

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 Online URL:

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