

# Fix 488 SIP Error for Fax T.38 ReINVITE Rejected by Webex Calling

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## Introduction

This document describes the solution for an issue observed in Webex Calling where a 488 "Not Acceptable Here" is received by registered Fax devices.

## Prerequisites

### Requirements

Admin access in Control Hub.

### Components Used

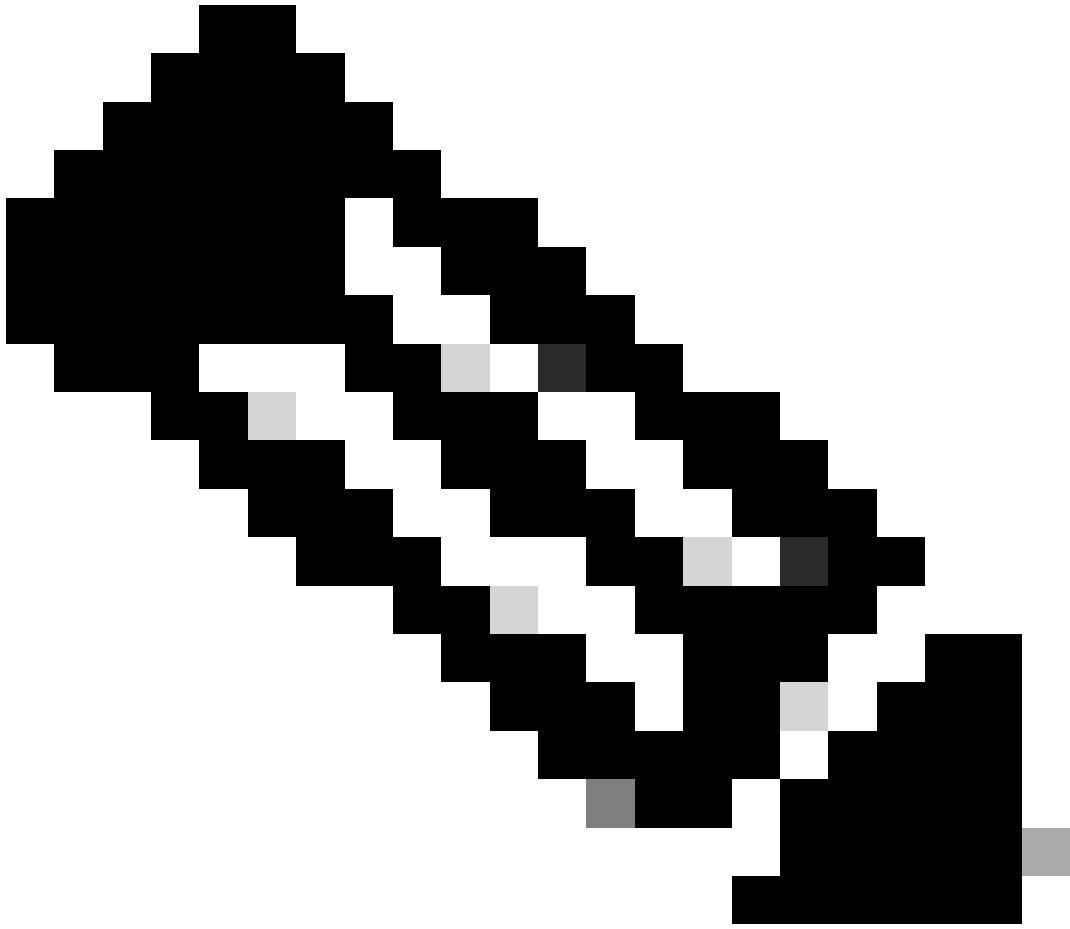
The information in this document is based on these software and hardware versions:

- Webex Calling
- Control Hub

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, ensure that you understand the potential impact of any command.

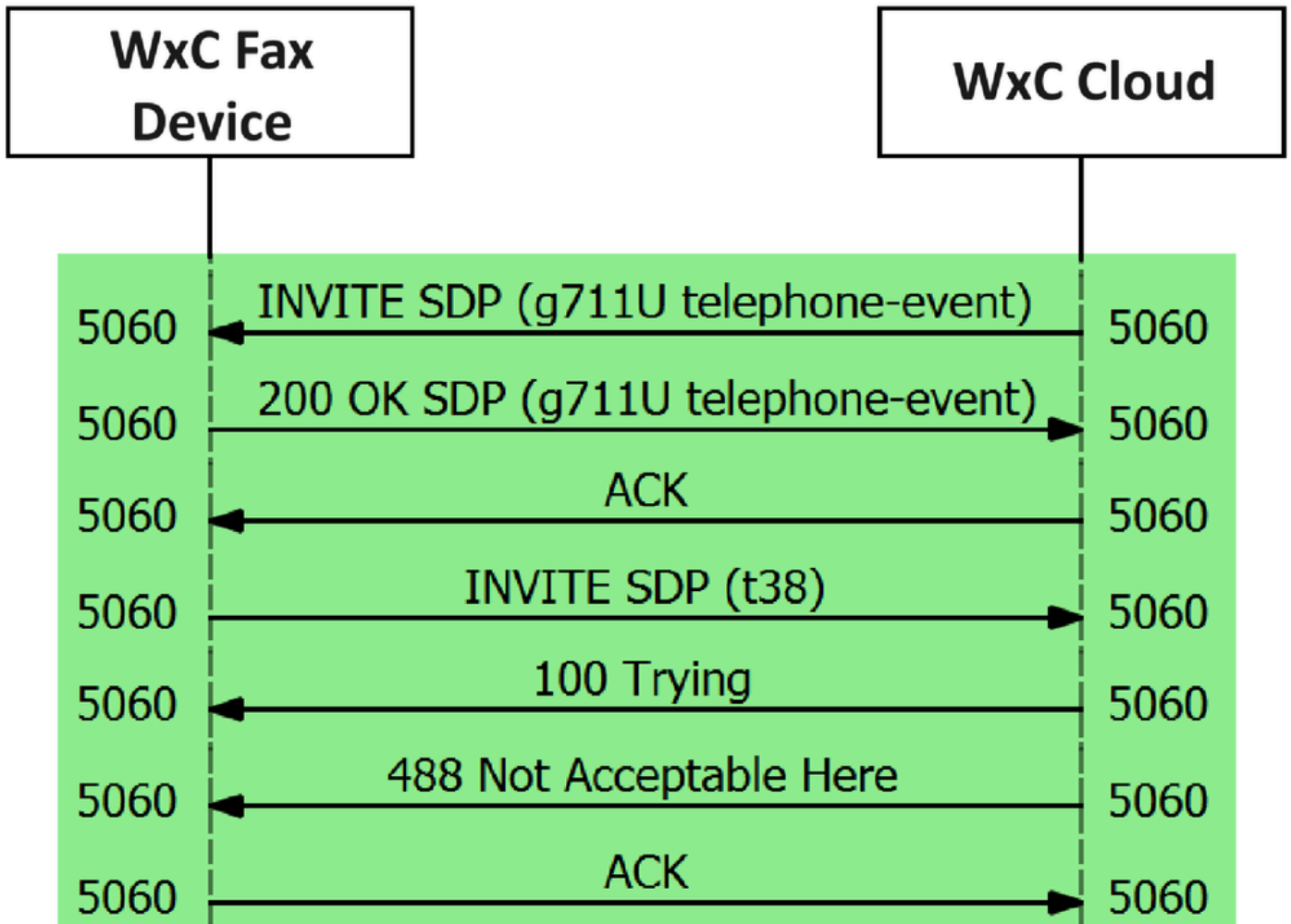
## Problem

Fax calls do not work because the T.38 protocol is not being negotiated between the Fax device and the Webex Cloud. In this scenario, there is a 488 "Not Acceptable Here" generated by Webex Calling in response to the Re-Invite for the Switchover to negotiate the T.38 mode.



**Note:** This document assumes that T.38 mode is already configured in Control Hub on the device.

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*Call Message Flow*

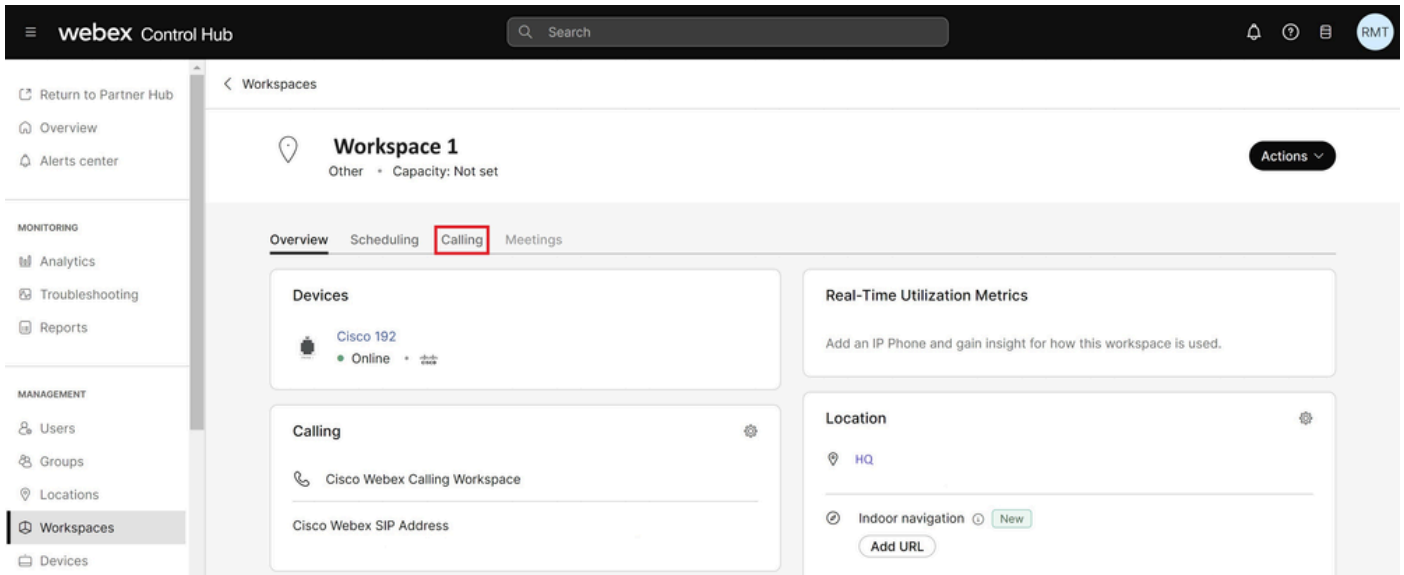
## Solution

**Step 1.** In [Control Hub](#) go to **Management**.

**Step 2.** Select the **Workspace** tab or the **User** tab. This depends upon which of those options you have assigned the Fax device to.

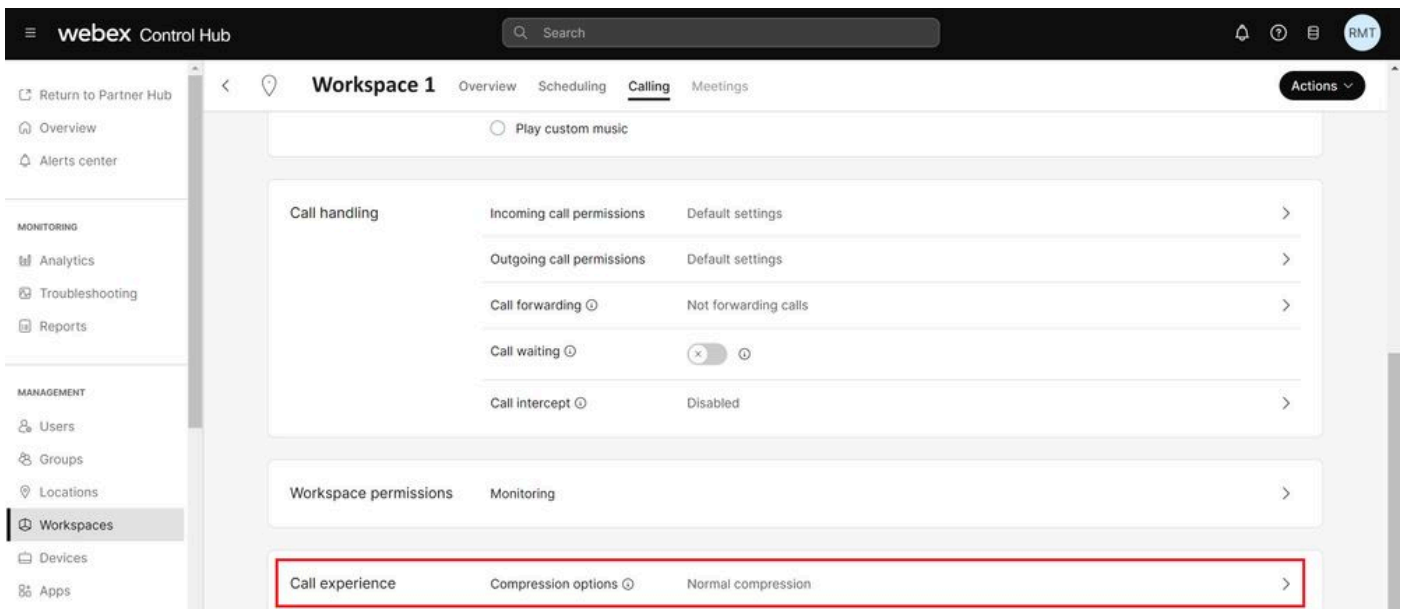
**Step 3.** Choose the **Workspace** or **User** that has assigned the Fax device.

**Step 4.** Select the **Calling** tab.



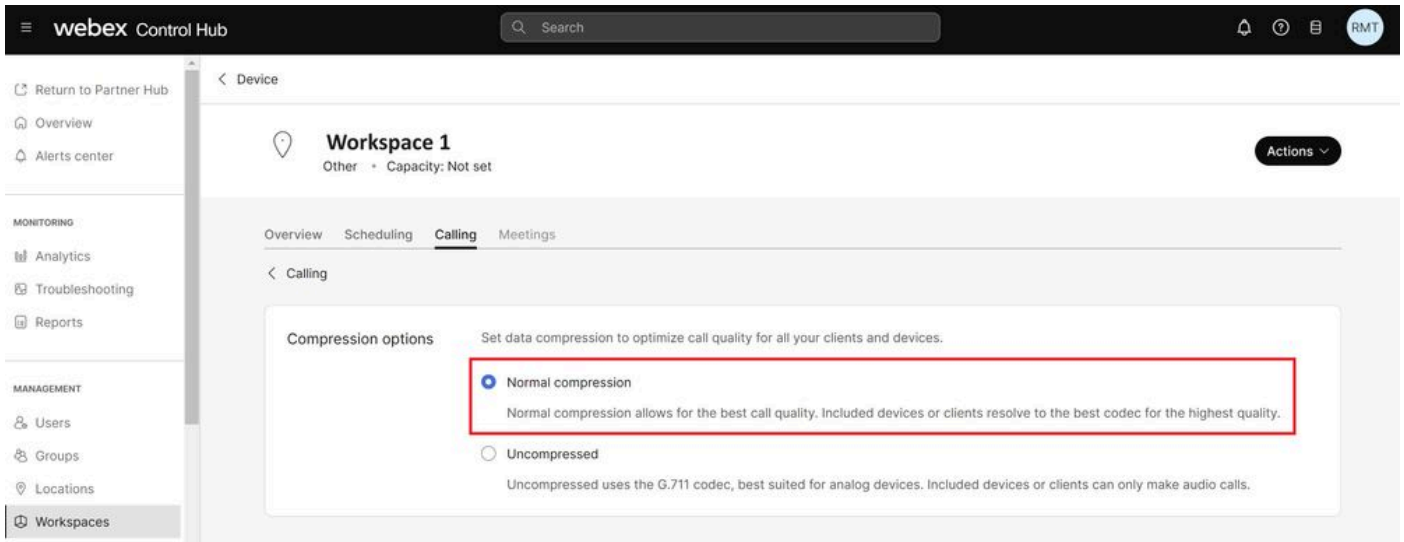
Select the Calling Tab

**Step 5.** Scroll down and select **Call Experience**.



Call Experience Option

**Step 6.** In the **Compression options**, select **Normal compression**.



*Normal Compression Setting*

**Step 7.** Restart the Fax device and the Fax machine to ensure that changes are being updated in the configuration files for the Fax device registered to the Webex Cloud.

## Related Information

- [Improve Fax Transmission with your ATA](#)