Troubleshooting Flowchart

(KX-UDS/UDT series)

No.44-008

December 20, 2012

Ver.1.00

Panasonic Corporation

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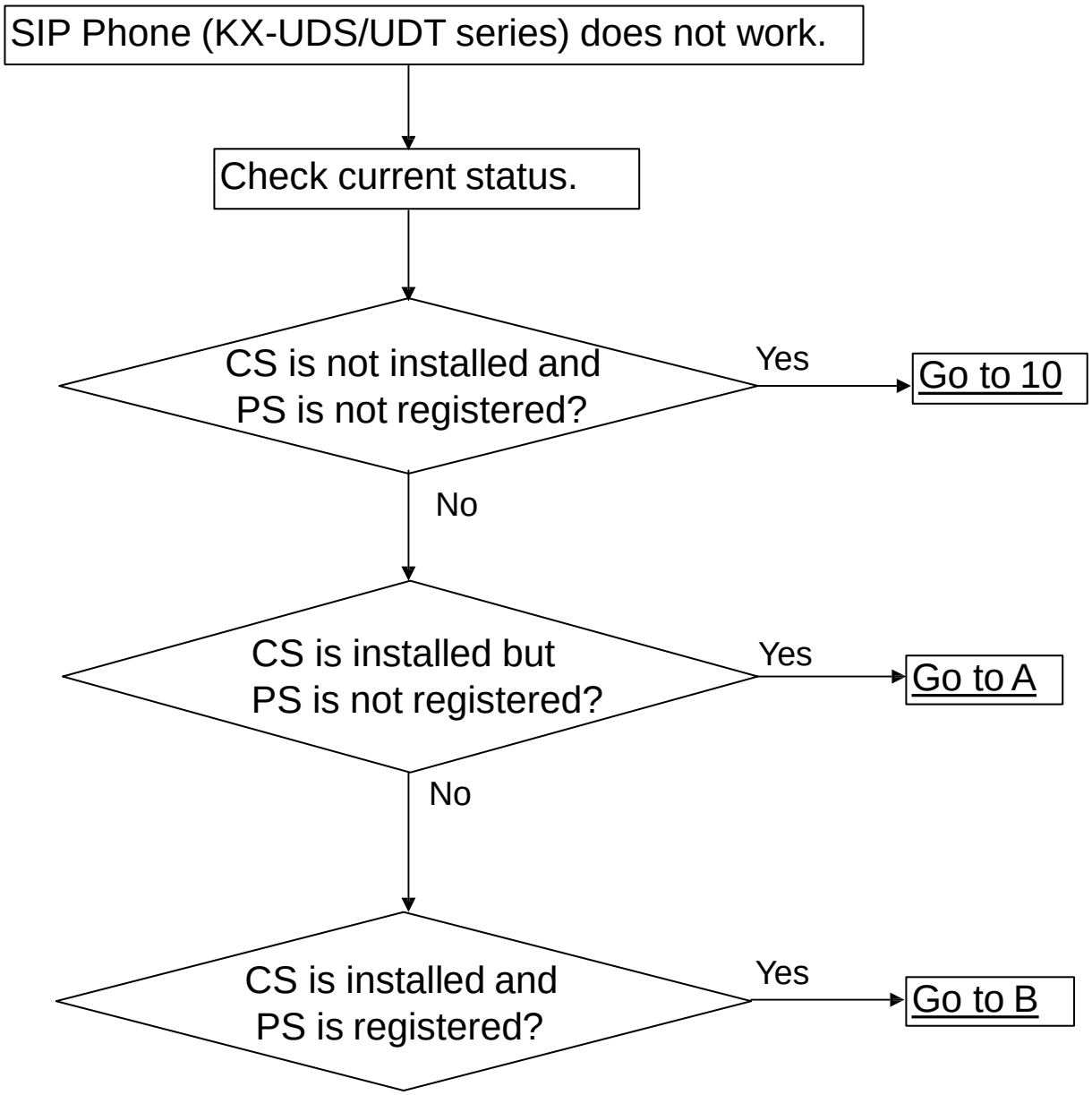
1.Abstract about this document

This document describes Troubleshooting Flowchart.

2.Revision history

Date	Version	Revision	Firmware version
Dec 20,2012	ver 1.00	Initial Release	All versions


SIP Phone (KX-UDS/UDT series) does not work.
Check current status.
CS is not installed and PS is not registered?
Yes
Go to 10
No
CS is installed but PS is not registered?
Yes
Go to A
No
CS is installed and PS is registered?
Yes
Go to B

A :CS is installed but PS is not registered.
(How to register PS)

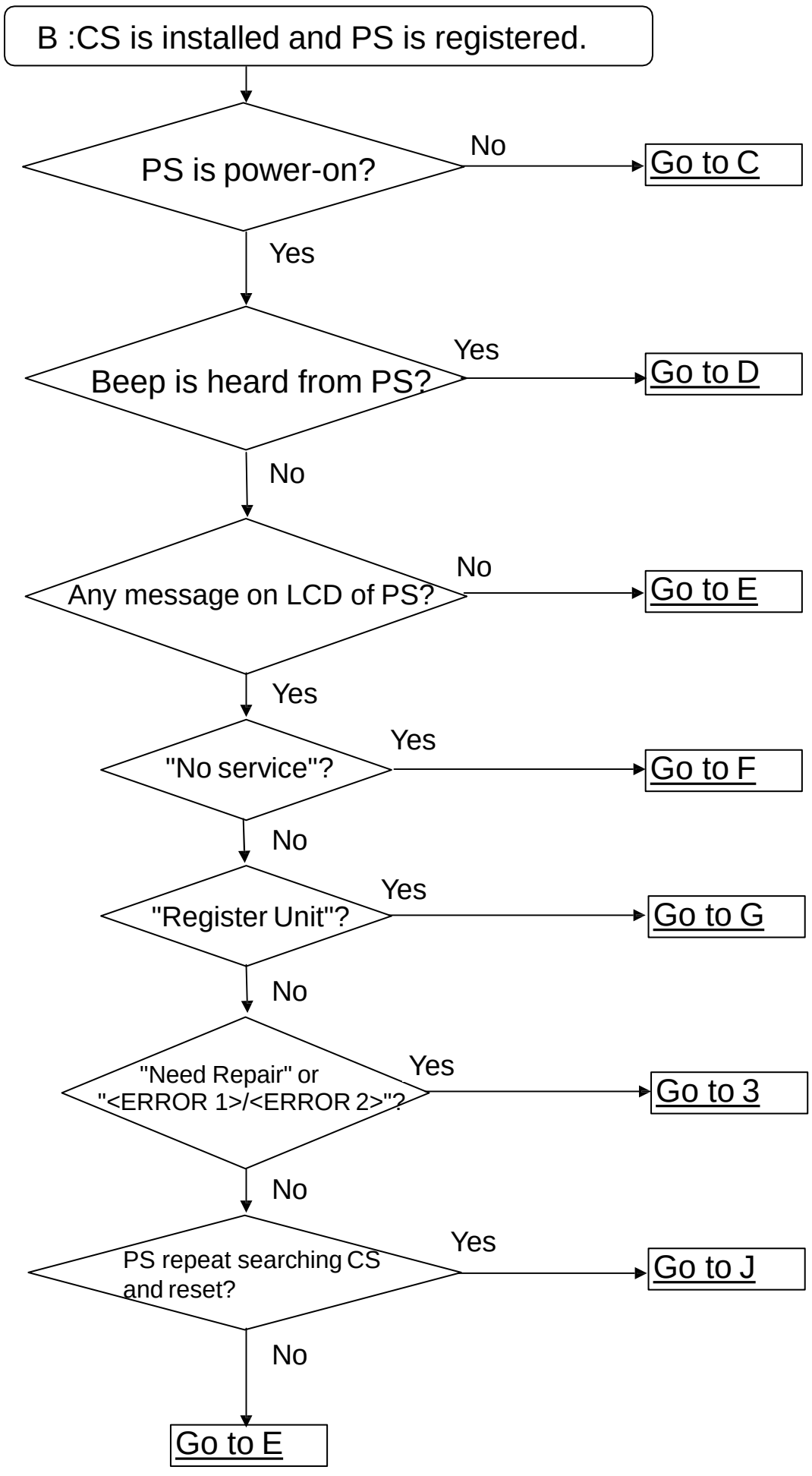
Do you want to register PS with CS web and PS?

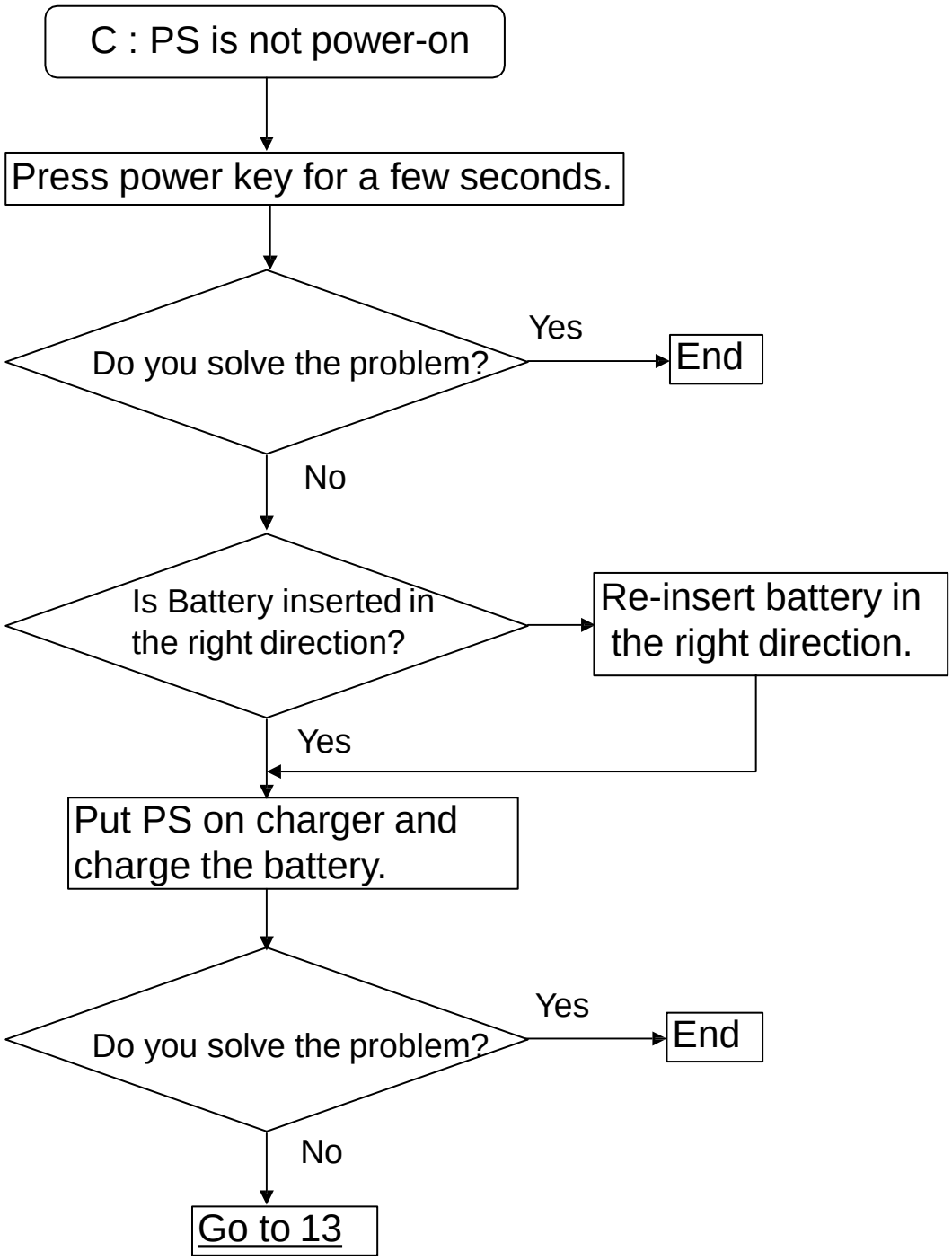
Yes → Go to N

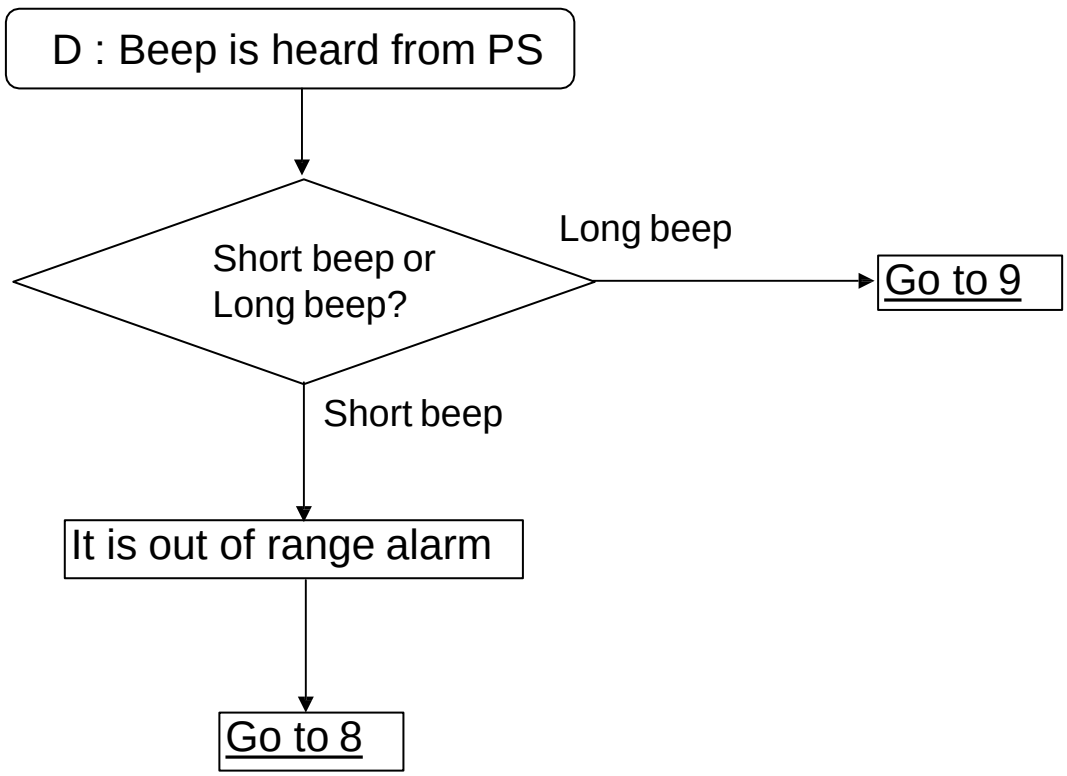
No

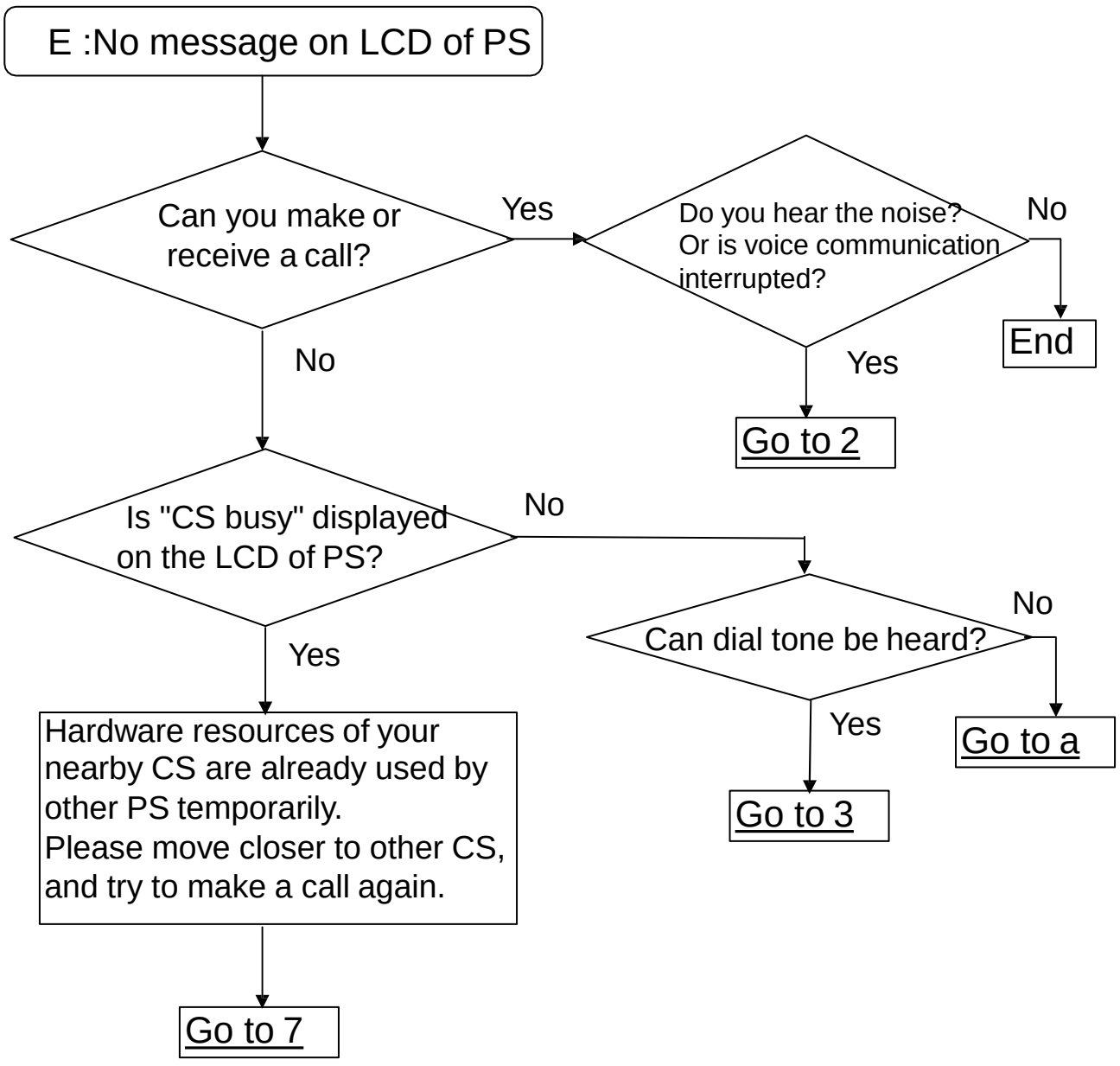
Register PS by provisioning with IPEI.

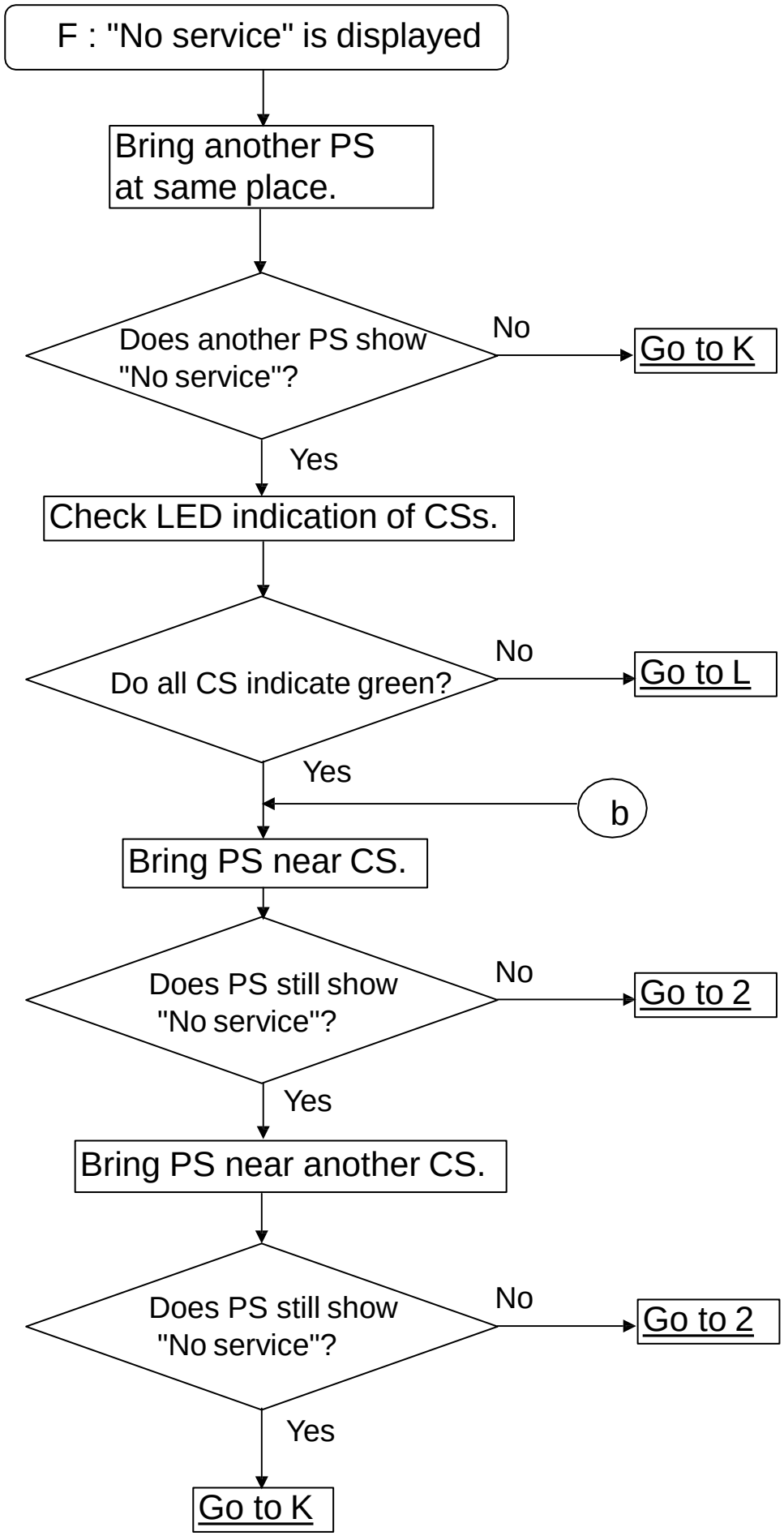
Refer to page 6 of technical information No.41-007.


B :CS is installed and PS is registered.
PS is power-on?
No
Go to C
Yes
Beep is heard from PS?
Yes
Go to D
No
Any message on LCD of PS?
No
Go to E
Yes
"No service"?
Yes
Go to F
No
"Register Unit"?
Yes
Go to G
No
"Need Repair" or
"<ERROR 1>/<ERROR 2>"?
Yes
Go to 3
No
PS repeat searching CS
and reset?
Yes
Go to J
No
Go to E


C : PS is not power-on
Press power key for a few seconds.
Do you solve the problem?
Yes
End
No
Is Battery inserted in the right direction?
Re-insert battery in the right direction.
Yes
Put PS on charger and charge the battery.
Do you solve the problem?
Yes
End
No
Go to 13


D : Beep is heard from PS
Short beep or
Long beep?
Long beep
Go to 9
Short beep
It is out of range alarm
Go to 8


E :No message on LCD of PS
Can you make or receive a call?
Yes
Do you hear the noise? Or is voice communication interrupted?
No
End
Yes
Go to 2
No
Is "CS busy" displayed on the LCD of PS?
No
Can dial tone be heard?
No
Yes
Go to a
Yes
Go to 3
Hardware resources of your nearby CS are already used by other PS temporarily.
Please move closer to other CS, and try to make a call again.
Go to 7


F : "No service" is displayed
Bring another PS at same place.
Does another PS show "No service"?
No
Go to K
Yes
Check LED indication of CSs.
Do all CS indicate green?
No
Go to L
Yes
b
Bring PS near CS.
Does PS still show "No service"?
No
Go to 2
Yes
Bring PS near another CS.
Does PS still show "No service"?
No
Go to 2
Yes
Go to K

G: "Register Unit" is displayed.

↓

Registration data may be deleted from PS.
(Refer to technical information No.41-008)
Once PS is deleted, CS must be set as PS registration mode.
Then start PS registration.
(Refer to technical information No.41-007)

J: PS repeat searching CS and reset

Firmware is being updated.
Please wait around 15minutes after you put PS on charger in coverage area.

K : PS shows "No service". Another PS is OK.

Check "Select base" setting of PS.
Operate PS according to the procedure bellow at first.

Menu->Setting Handset->System Option

Does PS shows "Enter Password"?

Yes

Go to M: Cancel system lock

No

Please check "select Base" according to the procedure below;

System Option->Select Base->Select "Auto".

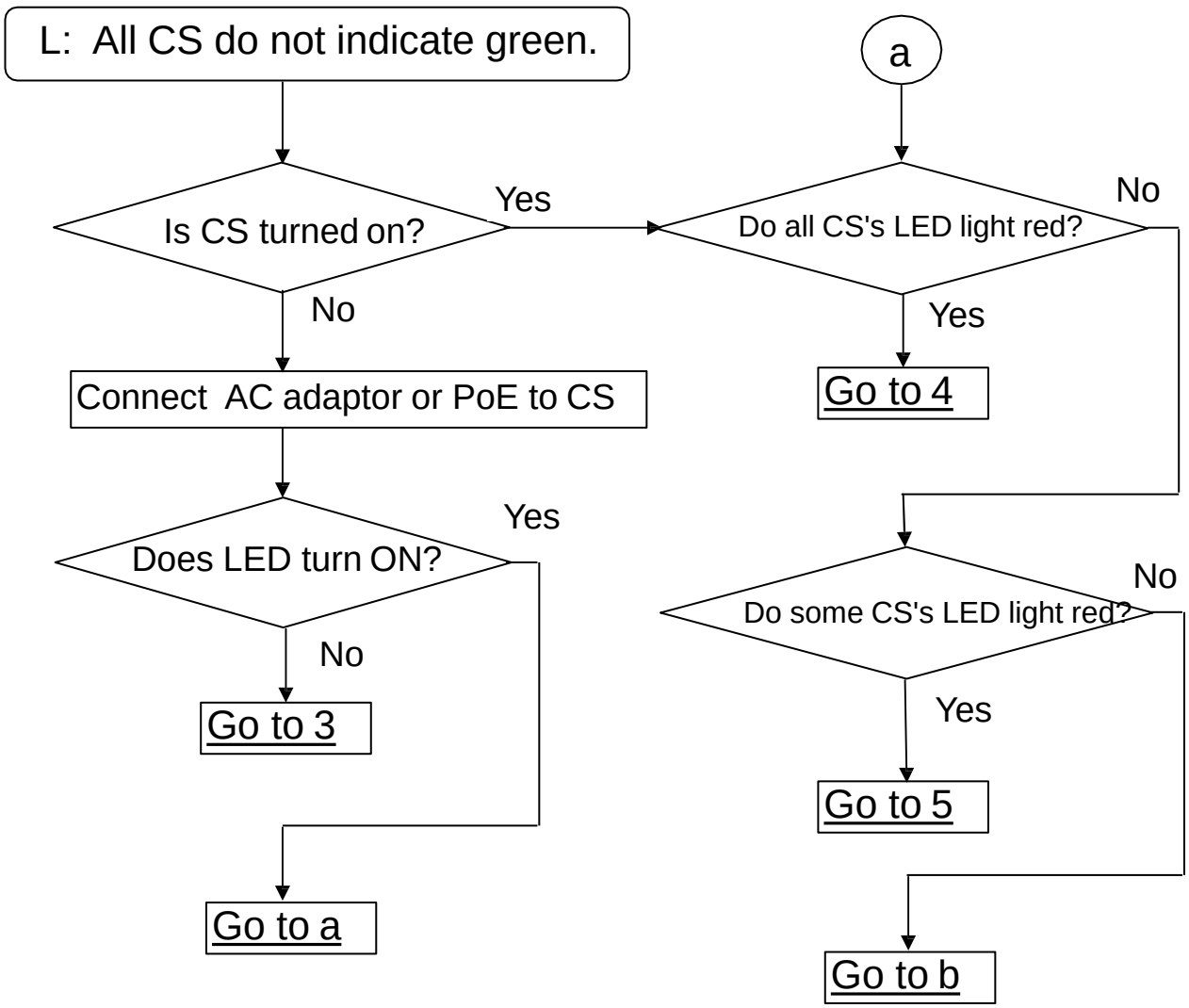
Does PS still show "No service"?

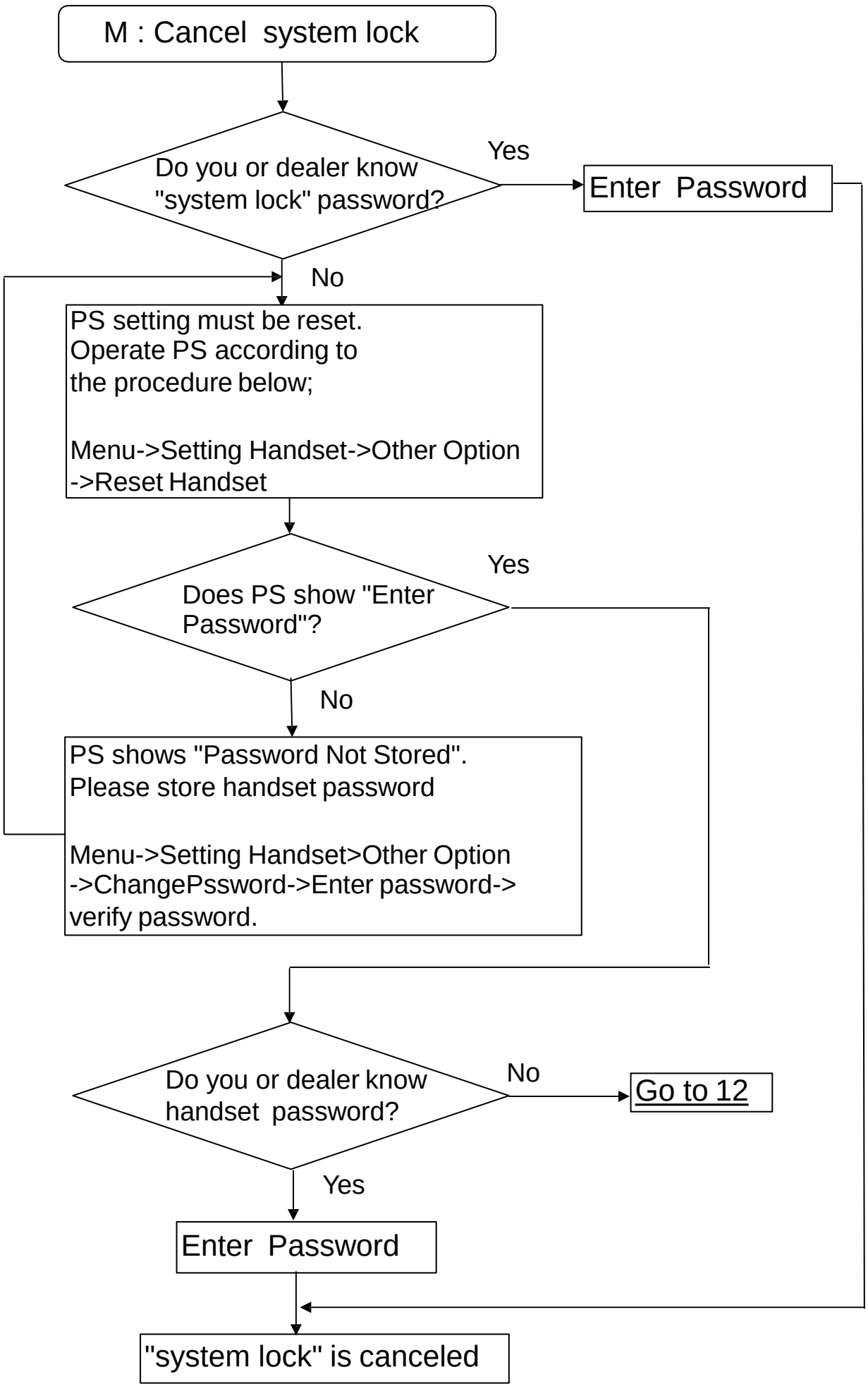
Yes

End

No

Go to 1


L: All CS do not indicate green.
Is CS turned on?
Yes
No
Connect AC adaptor or PoE to CS
Does LED turn ON?
Yes
No
Go to 3
Go to a
a
Do all CS's LED light red?
No
Yes
Go to 4
Do some CS's LED light red?
No
Yes
Go to 5
Go to b


M : Cancel system lock
Do you or dealer know "system lock" password?
Yes
Enter Password
No
PS setting must be reset. Operate PS according to the procedure below;
Menu->Setting Handset->Other Option ->Reset Handset
Does PS show "Enter Password"?
Yes
No
PS shows "Password Not Stored". Please store handset password
Menu->Setting Handset>Other Option ->ChangePssword->Enter password-> verify password.
Do you or dealer know handset password?
No
Go to 12
Yes
Enter Password
"system lock" is canceled

N : How to register PS with CS web

Set CS as registration mode in CS web.
(Refer to technical information No.41-007)

Operate PS near CS according to the procedure below;
Menu->Setting Handset->System Option

Does PS shows "Enter Password"?

Yes

Go to M: Cancel system lock

No

Operate PS according to the procedure below;
System Option->Register H/S -> Base2~4 -> OK

Can PS be registered?

Yes

End

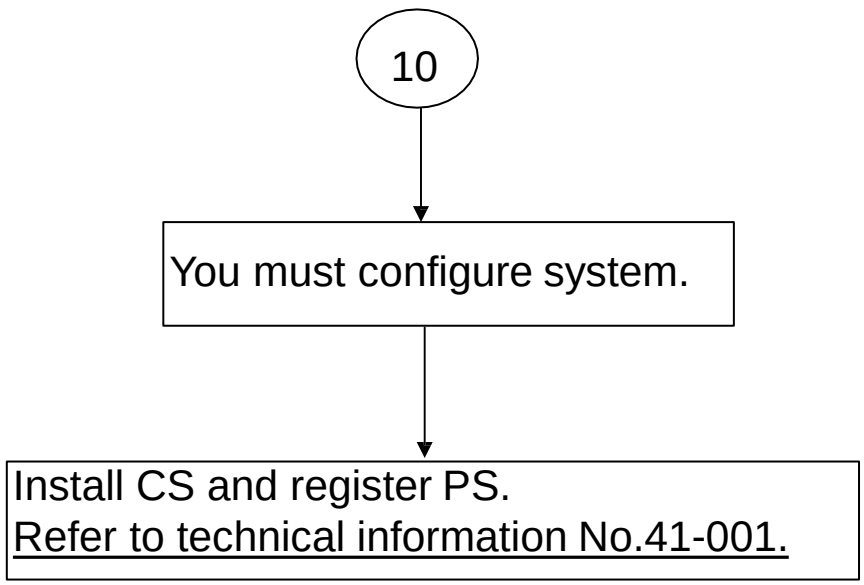
No

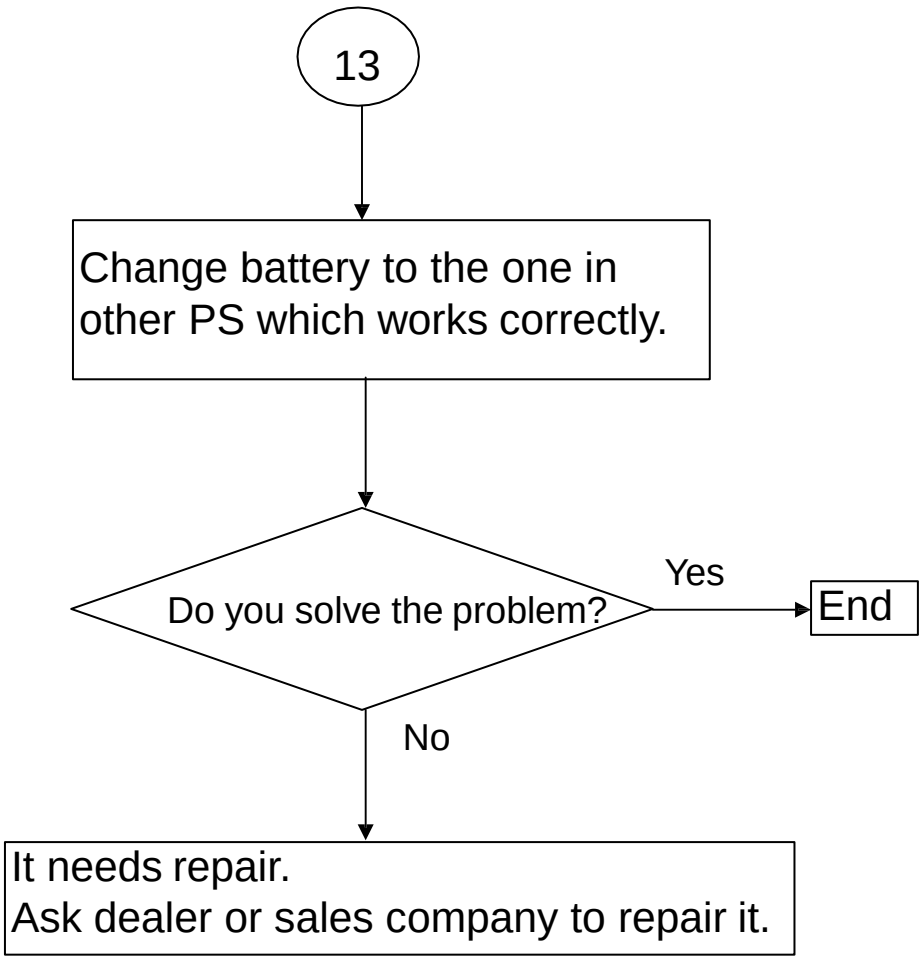
Was PS deleted the registration before?

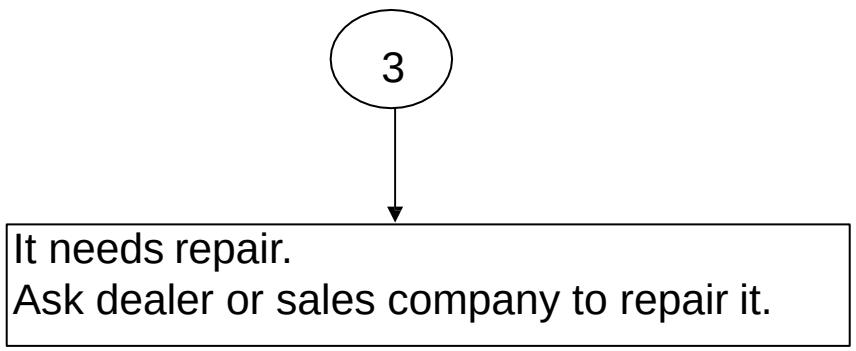
Go to 11

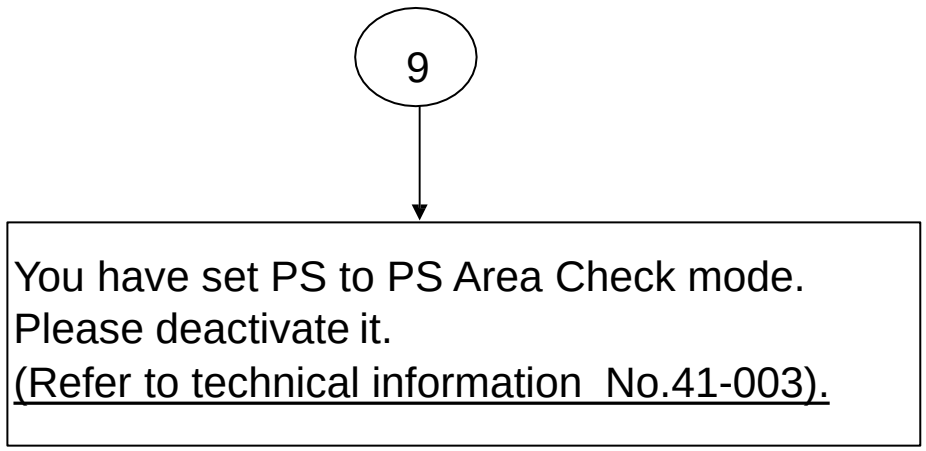
Yes

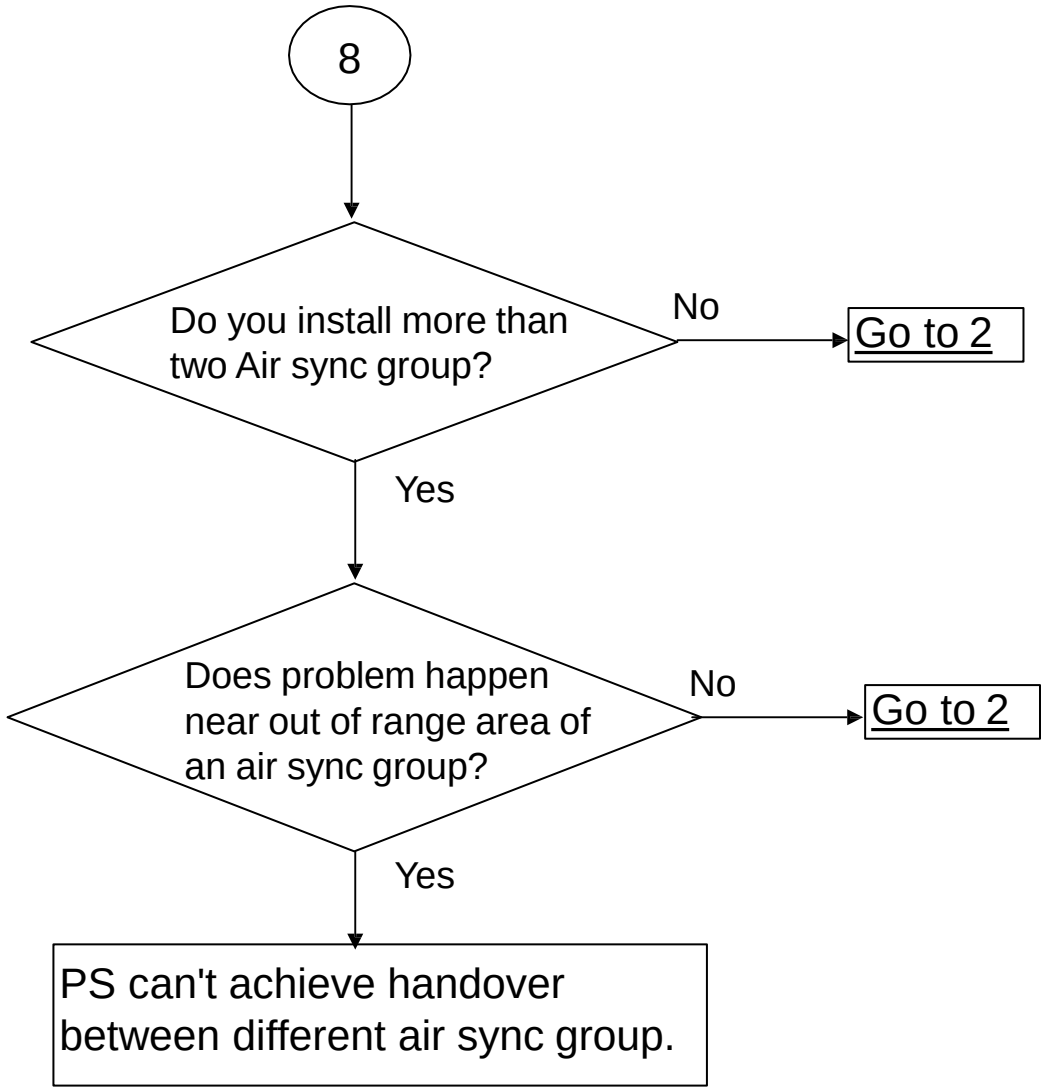
PS must be deleted by CS Web also.
Confirm CS Web.

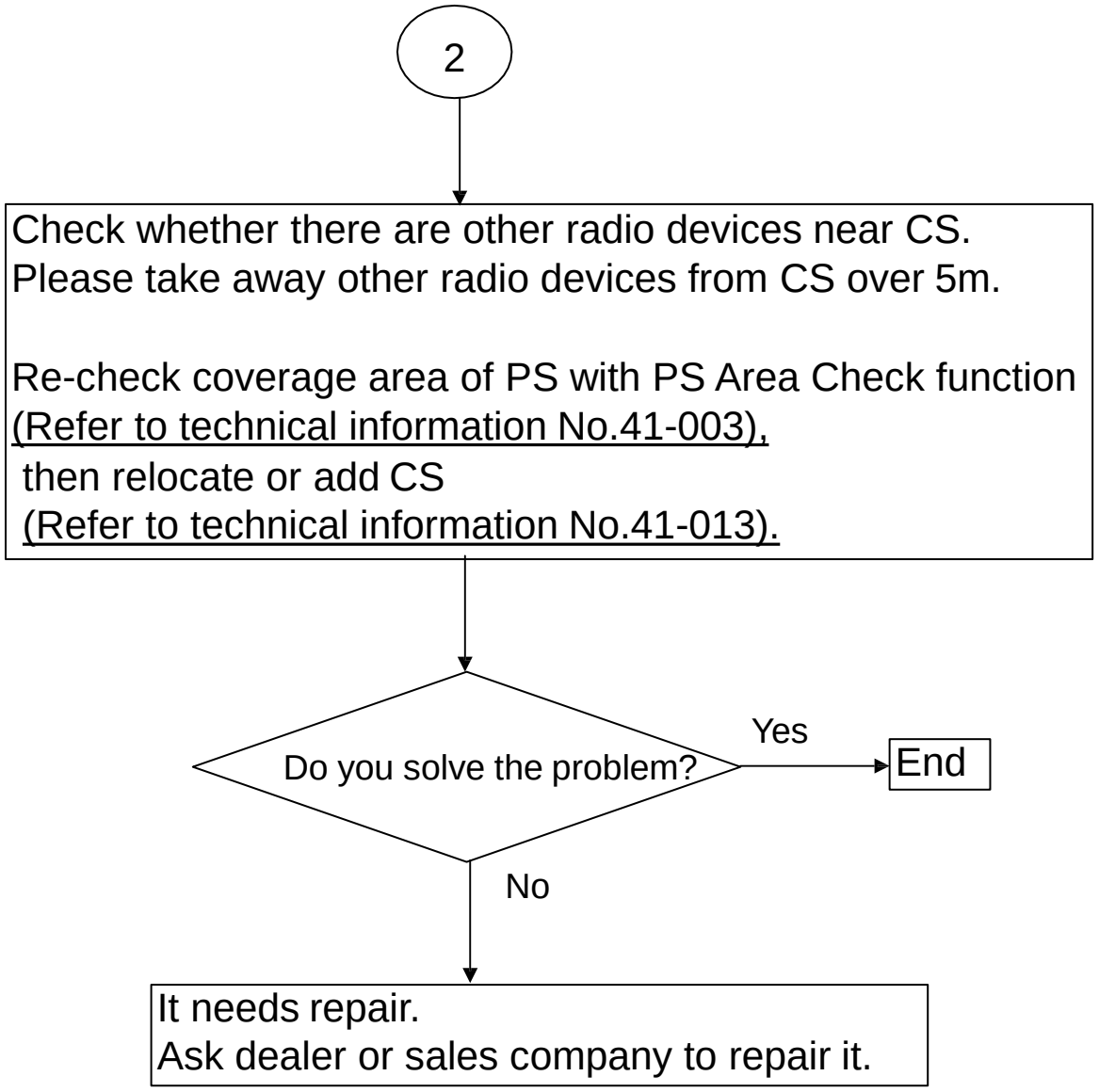

10
You must configure system.
Install CS and register PS.
Refer to technical information No.41-001.

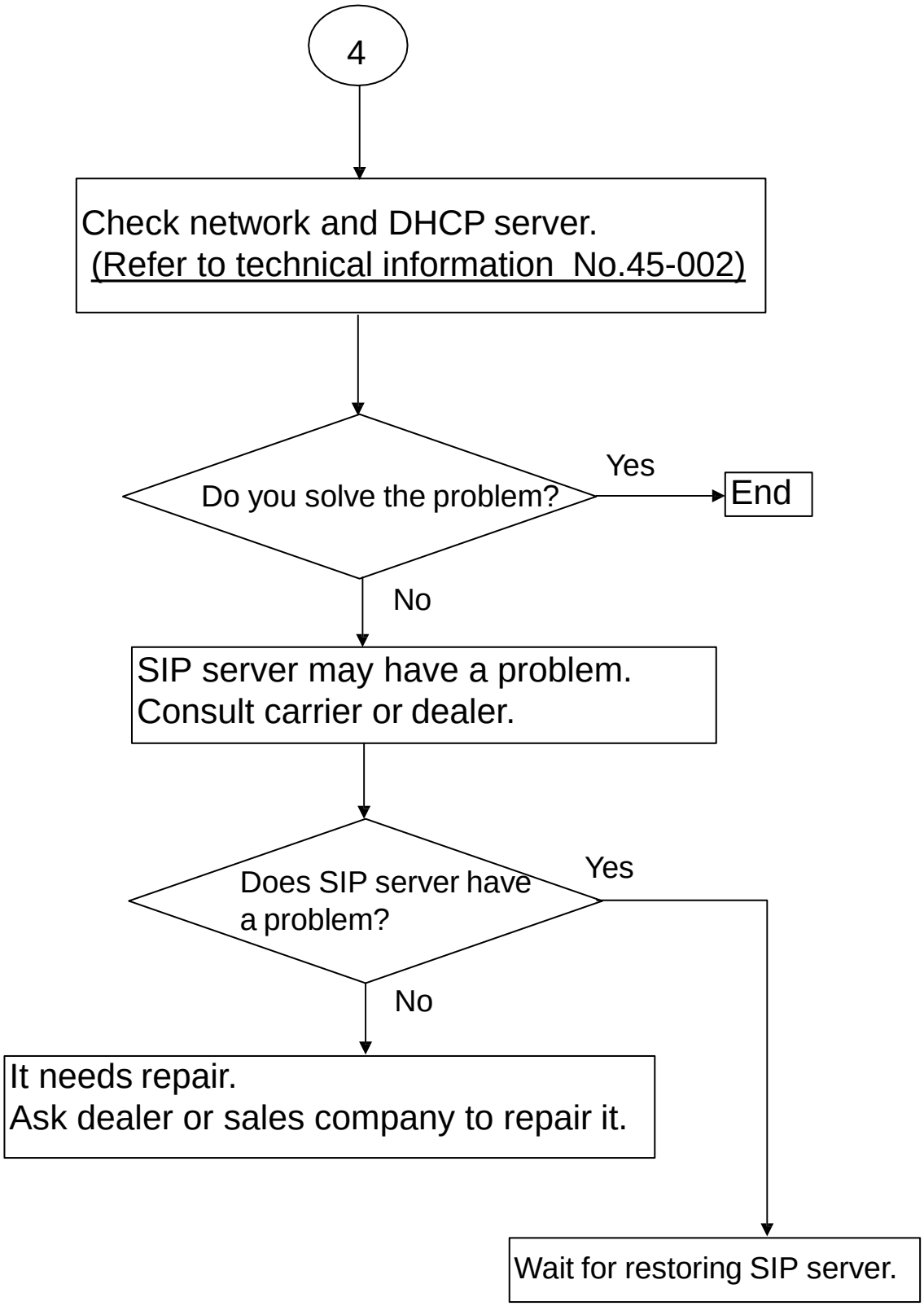

13
Change battery to the one in other PS which works correctly.
Do you solve the problem?
Yes
End
No
It needs repair.
Ask dealer or sales company to repair it.

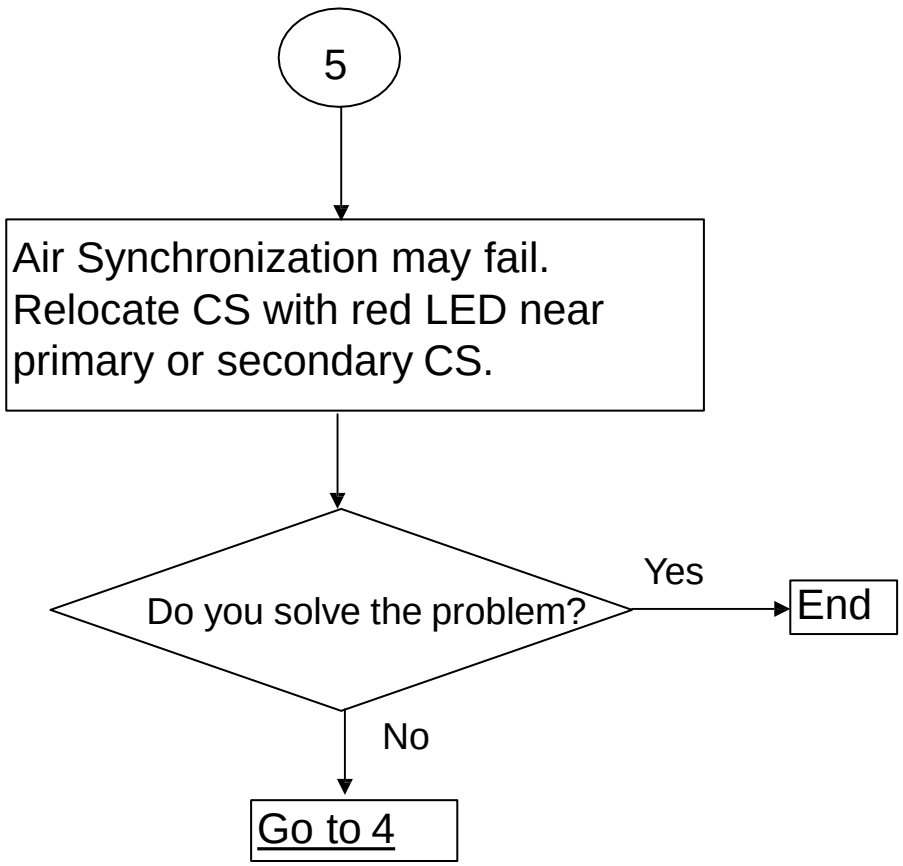

3
It needs repair.
Ask dealer or sales company to repair it.

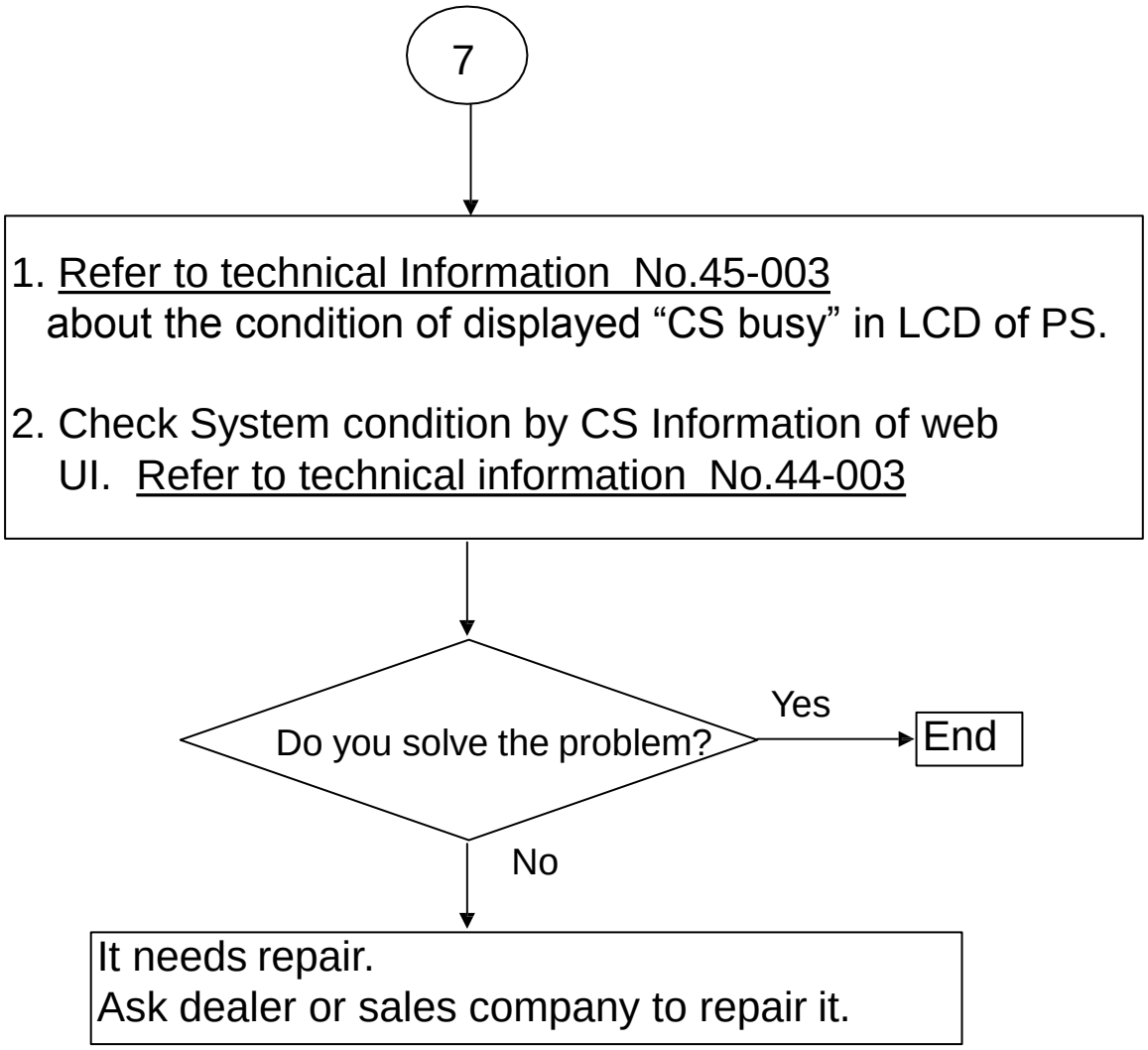

9
You have set PS to PS Area Check mode.
Please deactivate it.
(Refer to technical information No.41-003).

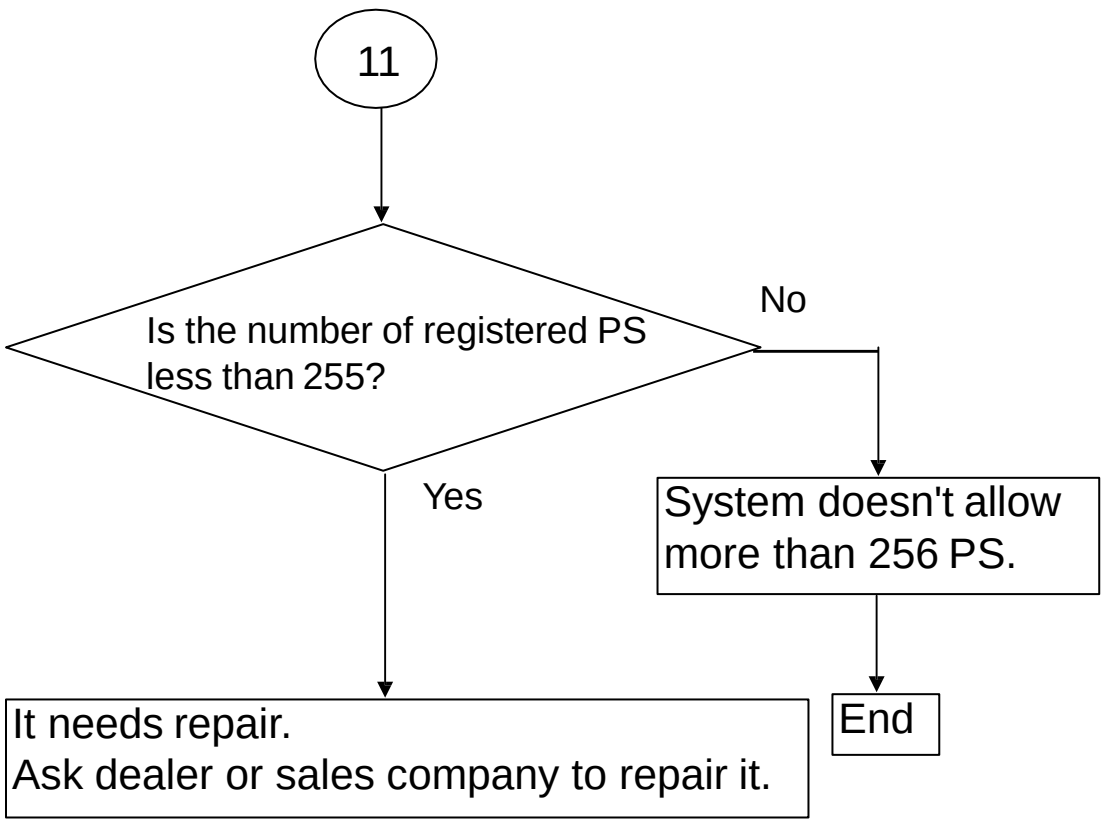

8
Do you install more than two Air sync group?
No
Go to 2
Yes
Does problem happen near out of range area of an air sync group?
No
Go to 2
Yes
PS can't achieve handover between different air sync group.

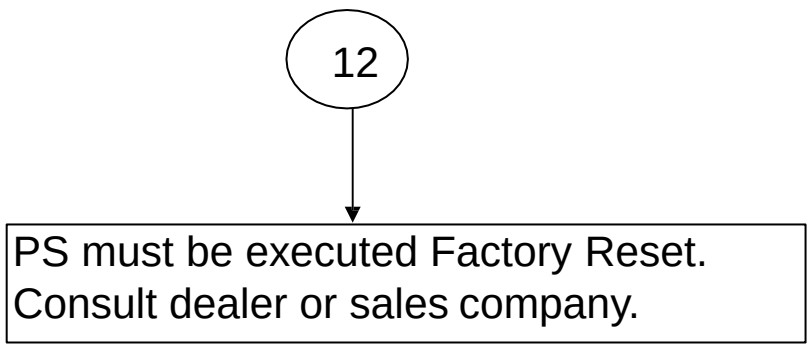

2
Check whether there are other radio devices near CS.
Please take away other radio devices from CS over 5m.
Re-check coverage area of PS with PS Area Check function
(Refer to technical information No.41-003),
then relocate or add CS
(Refer to technical information No.41-013).
Do you solve the problem?
Yes
End
No
It needs repair.
Ask dealer or sales company to repair it.

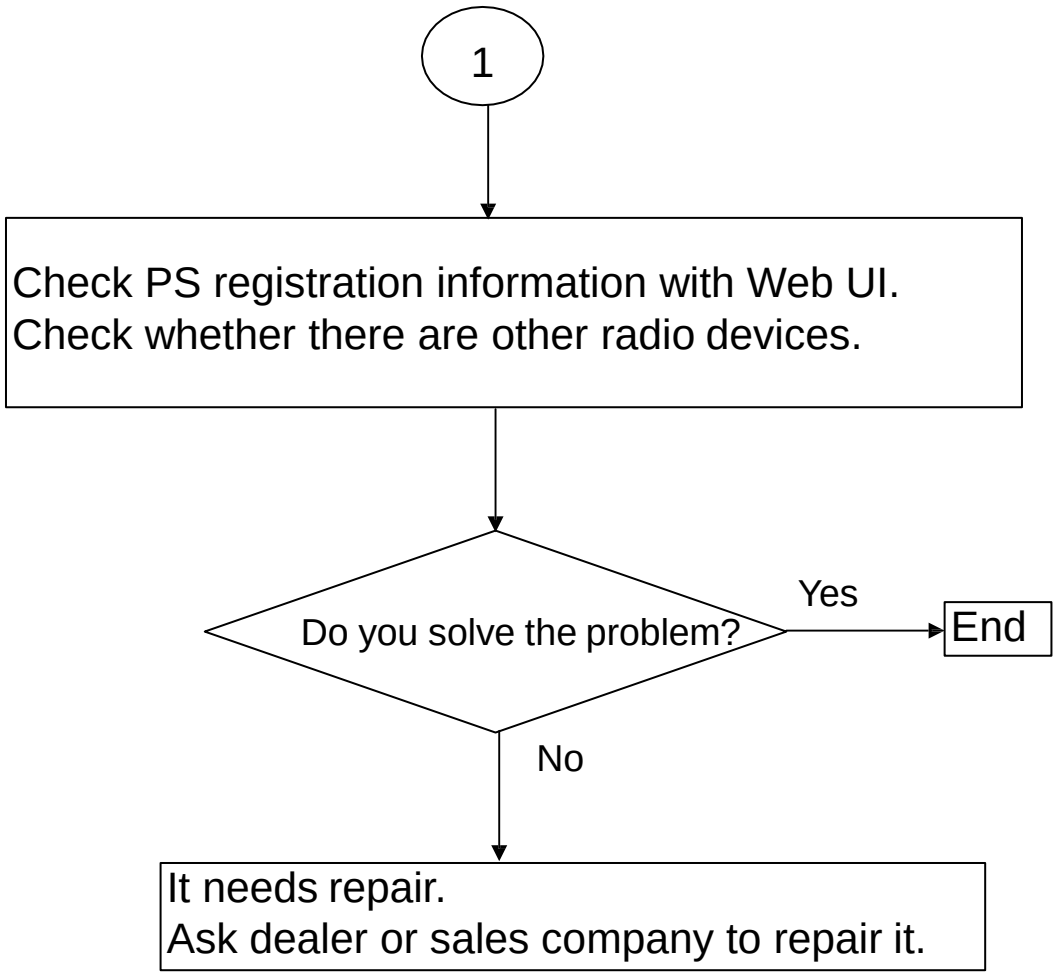

4
Check network and DHCP server.
(Refer to technical information No.45-002)
Do you solve the problem?
Yes
End
No
SIP server may have a problem.
Consult carrier or dealer.
Does SIP server have a problem?
Yes
No
It needs repair.
Ask dealer or sales company to repair it.
Wait for restoring SIP server.


5
Air Synchronization may fail.
Relocate CS with red LED near
primary or secondary CS.
Do you solve the problem?
Yes
End
No
Go to 4


7
1. Refer to technical Information No.45-003
about the condition of displayed “CS busy” in LCD of PS.
2. Check System condition by CS Information of web
UI. Refer to technical information No.44-003
Do you solve the problem?
Yes
End
No
It needs repair.
Ask dealer or sales company to repair it.


11
Is the number of registered PS less than 255?
No
Yes
System doesn't allow more than 256 PS.
End
It needs repair.
Ask dealer or sales company to repair it.


12
PS must be executed Factory Reset.
Consult dealer or sales company.


1
Check PS registration information with Web UI.
Check whether there are other radio devices.
Do you solve the problem?
Yes
End
No
It needs repair.
Ask dealer or sales company to repair it.