

# Troubleshooting for error messages

(KX-UT1xx series)

No.14-005

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Ver.1.0

Panasonic Corporation

## Abstract about this document

This document describe about information of troubleshooting for error messages.

## Revision history

Date	Version	Revision
January 11 , 2012	Ver. 1.0	Initial Release

# LCD error message (90001)

LCD error message	Failure factor	Cause	Setting item		Countermeasure/ Check the setting
			WEB Setting	Parameter	
90001	Regist- ration error	PHONE_NUMBER_n = No setting SIP_URI_n = No setting	Phone Number、 SIP URI	PHONE_NUMBER_n、 SIP_URI_n	Set Phone Number or SIP URI
		LINE_ENABLE_n = "N" (※1) (※2)	-	LINE_ENABLE_n	LINE_ENABLE_n="Y" ※1: Default : "Y" ※2: Apply only to UT
		PROFILE_ENABLE_n = "N" (※1) (※2)	-	PROFILE_ENABLE_n	PROFILE_ENABLE_n="Y" ※1: Default : "Y" ※2: Apply only to UT
		REGISTRAR/PROXY server = No setting or Incorrect setting	Registrar Server Address Proxy Server Address	SIP_RGSTR_ADDR_n、 SIP_PRXY_ADDR_n	Check setting • "REGISTRAR server" • "PROXY server"
		Server FQDN could not DNS name Resolution  • DNS server = No setting or Incorrect setting • DNS server error	DNS1, DNS2	USER_DNS1_ADDR、 USER_DNS2_ADDR	• Check Network condition • Check setting to the server
		SIP Authentication error • SIP Authentication ID = No setting or Incorrect setting  • SIP Authentication Pass = No setting or Incorrect setting	Authentication ID、 Authentication Password	SIP_AUTHID_n、 SIP_PASS_n	Check setting
		SIP server down or temporary disallow access to the server	-	-	Contact to your provider

- LCD error message (E10,E1,E11)
- LCD error message (10001, 11001-11006)

LCD error message		Failure factor	Detail	Countermeasure
No message		malfunction	Data error	Repair or Replace unit
Error message	E10			
	E1			
	E11			
	10001		MAC address error	
	11001		SDRAM data error (message 11003~11006 : UT only)	
	11002			
	11003			
	11004			
	11005			
	11006			