Troubleshooting for error messages

(KX-UT670)

No.24-005

March 21 , 2012

Ver.1.0

Panasonic Corporation

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Abstract about this document

This document describe about information of troubleshooting for error messages.

Revision history

Date	Version	Revision
March 21 , 2012	Ver. 1.0	Initial Release

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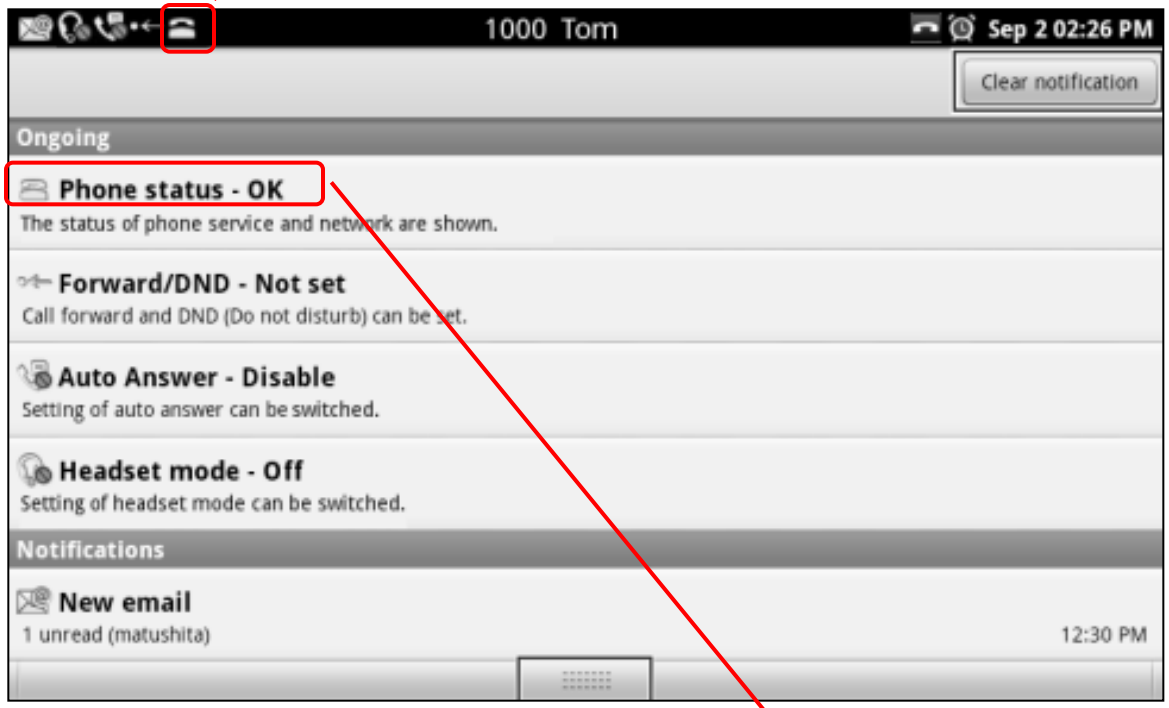
LCD error message

The icon changes as follows

/	Displays the status of the calling service and the network. If multiple lines are configured on your unit, the "connection error" icon is displayed if there is a connection error on any of the lines. : Connected without problems : Connection error



“ Phone status – NG” is displayed if connection error occurred.

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LCD error message

LCD error message	Failure factor	Cause	Setting item		Countermeasure/ Check the setting
			WEB Setting	Parameter	
Icon **Message** Phone Status NG	Connection 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_ENABLEn = "N" (※1) (※2)	–	PROFILE_ENABLEn	PROFILE_ENABLEn="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

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・LCD error message（19010-19060)

LCD error message	Failure factor	Detail	Countermeasure
19010 19011 19012	Firmware update failure	Can’t receive firmware	Confirm description of configuration-file or data of server. - Firmware version - Filename - URL
19013 19015 19020 19021 19025		Can’t open firmware	Confirm firmware stored in server or SD card
19014 19016 19017 19022 19024 19026 19027 19030 19031 19032 19033 19034 19035 19036	Hardware error	MemoryError(FlashROM/DRAM)	Repair or Replace unit
19060		PowerIC Error	

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