4.1 Troubleshooting

4.1.1 Installation

| PROBLEM | PROBABLE CAUSE | SOLUTION |
| --- | --- | --- |
| |  | | --- | | Extension does not operate. | | |  | | --- | | Bad extension card. | | |  |  | | --- | --- | | • | Exchange the card for a known working one. | |
|  | |  | | --- | | Bad connection between the Hybrid IP-PBX and telephone. | | |  |  | | --- | --- | | • | Take the telephone and plug it into the same extension port using a short telephone cord. If the telephone works, then the connection between the Hybrid IP-PBX and the telephone must be repaired. | |
|  | |  | | --- | | A telephone with an A-A1 relay is connected. | | |  |  | | --- | --- | | • | Use a 2-wire cord. | | • | Set the A-A1 relay switch of the telephone to the "OUT" or "OFF" position. | |
|  | |  | | --- | | Bad telephone. | | |  |  | | --- | --- | | • | Take the telephone and plug it into another extension port that is working. If the telephone does not work, replace the telephone. | |
|  | |  | | --- | | Wrong type of PSU. | | |  |  | | --- | --- | | • | Replace the PSU with the appropriate type. | |
| |  | | --- | | The Hybrid IP-PBX does not operate properly. | |  | |  |  | | --- | --- | | • | Press the Reset Button (refer to "[4.1.4 Using the Reset Button](http://drlnet.dyndns.org/help/panasonicats/kx-tda/data/93.htm#100200_imim-te105)"). | | • | Turn off the power switch, and then turn it back on. | | • | Turn off the power switch, and then unplug the Hybrid IP-PBX. After 5 minutes, plug the Hybrid IP-PBX back in, and turn the power switch back on. | |
| |  | | --- | | Noise on external paging. | | |  | | --- | | Induced noise on the wire between the Hybrid IP-PBX and the amplifier. | | |  |  | | --- | --- | | • | Use a shielded cable as the connection wire between the Hybrid IP-PBX and amplifier. A short shielded cable is recommended. | |
| |  | | --- | | Distorted external music. | | |  | | --- | | Excessive input level from external music source. | | |  |  | | --- | --- | | • | Decrease the output level of the external music source by using the volume control on the music source. | |
| |  | | --- | | Alternate Calling—Ring/Voice and Live Call Screening (LCS) do not function as set when using a Wireless Phone (KX-T7880/KX-T7885/KX-TD7894/KX-TD7895). | | |  | | --- | | Voice-calling mode and Hands-free mode with LCS are not available with Wireless Phones. | | |  |  | | --- | --- | | • | Switch the calling mode to ring-calling. | | • | Set the LCS mode to "Private". | |
| |  | | --- | | The ALARM indicator on the front of the cabinet turns on red. | | |  | | --- | | A major system error occurs in the Hybrid IP-PBX. | | |  |  | | --- | --- | | • | See the error log using the KX-TDA Maintenance Console (refer to "[4.1.5 Troubleshooting by Error Log](http://drlnet.dyndns.org/help/panasonicats/kx-tda/data/93.htm#100200_imim-te108)"). | |

4.1.2 Connection

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4.1.3 Operation

| PROBLEM | PROBABLE CAUSE | SOLUTION |
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| |  |  | | --- | --- | | • | When using the speakerphone on an APT, nothing is audible. | | |  |  | | --- | --- | | • | The HANDSET/HEADSET selector is set to the "HEADSET" position. | | |  |  | | --- | --- | | • | When the headset is not used, set the HANDSET/HEADSET selector to the "HANDSET" position. | |
| |  |  | | --- | --- | | • | When using the speakerphone/monitor mode with a DPT, nothing is audible. | | |  |  | | --- | --- | | • | The "HEADSET" mode is selected by Personal Programming, "Handset/Headset Selection". | | |  |  | | --- | --- | | • | When the headset is not used, select the "HANDSET" mode by Personal Programming. | |
| |  |  | | --- | --- | | • | The PT does not ring. | | |  |  | | --- | --- | | • | The ringer volume is off. | | |  |  | | --- | --- | | • | Turn on the ringer volume. | |
| |  |  | | --- | --- | | • | During a power failure, extensions connected to ports 1 to 4 of MSLC16/SLC16 and ports 1 to 2 of DHLC8/SLC8 cards do not operate. | | |  |  | | --- | --- | | • | A DPT or APT is connected to the extension port. |  |  |  | | --- | --- | | • | The dialling mode (tone or pulse) is incorrect. | | |  |  | | --- | --- | | • | Disconnect the DPT or APT and connect an SLT. |  |  |  | | --- | --- | | • | Set the Tone/Pulse switch to the other position. | |
| |  |  | | --- | --- | | • | Originating an outside call, call transfer, or conference cannot be performed. | | |  |  | | --- | --- | | • | The corresponding CO button does not exist on the PT. | | |  |  | | --- | --- | | • | Programme the CO button. Refer to "[1.19.2 Flexible Buttons](http://drlnet.dyndns.org/help/panasonicats/kx-tda/data/21.htm#30100200_fgfg-te112)" in the Feature Guide. | |
| |  |  | | --- | --- | | • | Cannot register the PS. | | |  |  | | --- | --- | | • | Wrong Personal Identification Number (PIN) is registered to the PS. | | |  |  | | --- | --- | | • | Register the PIN set to the Hybrid IP-PBX into the PS. | |
|  | |  |  | | --- | --- | | • | CS is not connected properly. | | |  |  | | --- | --- | | • | Make sure that the cable is connected properly with correct pin assignments. Also, make sure that the cable does not make short circuits. | | • | Switch all DIP switches off. | |
| |  |  | | --- | --- | | • | PS becomes out of range. | | |  |  | | --- | --- | | • | CSIF card is not working. | | |  |  | | --- | --- | | • | Install the CSIF card properly. | |
| |  |  | | --- | --- | | • | Cannot make calls using the PS. | | |  |  | | --- | --- | | • | CS is not working. | | |  |  | | --- | --- | | • | Make sure that the cable is connected properly with correct pin assignments. Also, make sure that the cable does not make short circuits. | | • | Switch all DIP switches off. | |
|  | |  |  | | --- | --- | | • | Location of CS is not good. | | |  |  | | --- | --- | | • | Locate the CS properly (refer to "[2.8.5 Site Survey Using the KX-TCA255/KX-TD7590](http://drlnet.dyndns.org/help/panasonicats/kx-tda/data/82.htm#100200_imim-te067)" or "[2.9.5 Site Survey](http://drlnet.dyndns.org/help/panasonicats/kx-tda/data/83.htm#100200_imim-te075)" ). | |
|  | |  |  | | --- | --- | | • | Access system of the PS is not properly set. | | |  |  | | --- | --- | | • | Change the access system setting of the PS to the appropriate system or automatic. | |
| |  |  | | --- | --- | | • | Noise is frequent while using the PS. | | • | Conversations disconnect while using the PS. | | |  |  | | --- | --- | | • | Call handover is not working. | | • | PS is out of CS coverage area. | | |  |  | | --- | --- | | • | Locate the CS properly (refer to "[2.8.5 Site Survey Using the KX-TCA255/KX-TD7590](http://drlnet.dyndns.org/help/panasonicats/kx-tda/data/82.htm#100200_imim-te067)" or "[2.9.5 Site Survey](http://drlnet.dyndns.org/help/panasonicats/kx-tda/data/83.htm#100200_imim-te075)" ). | |
| |  |  | | --- | --- | | • | PS stays out of service when the CS status is changed from Out of Service to In Service. | | |  |  | | --- | --- | | • | It may take about 20 s for CS to start up after the status has been changed to In Service. | | |  |  | | --- | --- | | • | Wait until the CS starts up. | |

4.1.4 Using the Reset Button

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| If the Hybrid IP-PBX does not operate properly, use the Reset Button. Before using the Reset Button, try the system feature again to confirm whether there definitely is a problem or not. |

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| CAUTION | |
|  | In order to avoid possible corruption of data on the SD Memory Card, please ensure that the "SD ACCESS" LED is off before pressing the Reset Button. |

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| **Notes** |
| |  |  | | --- | --- | | • | When the System Initialise Switch is set to "NORMAL", pressing the Reset Button causes the following: | |  | |  |  | | --- | --- | | – | Camp-on is cleared. | | – | Calls on hold are terminated. | | – | Calls on exclusive hold are terminated. | | – | Calls in progress are terminated. | | – | Call park is cleared. | | |  | |  | | --- | | Other data stored in memory, except the above, are not cleared. | | | • | When the Reset Button is pressed with the System Initialise Switch in the "SYSTEM INITIALIZE" position, all data stored in memory are cleared. | |

Operation

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| If the Hybrid IP-PBX does not operate properly: |

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| 1. | Set the System Initialise Switch to the "NORMAL" position. |
| 2. | Press the Reset Button. |
|  | |  | | --- | | imc4030a.gif | |

4.1.5 Troubleshooting by Error Log

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| When a major system error occurs in the Hybrid IP-PBX, the ALARM indicator on the front of the cabinet turns on red, and the system logs the error information. |

Error Log Display Format

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| Below is the display format of the error log. To see the error log using the KX-TDA Maintenance Console, refer to the on-line help of the KX-TDA Maintenance Console. |

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| Example: KX-TDA Maintenance Console |
| imc4035a.gif |

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| Example: Station Message Detail Recording (SMDR) |
| imc4040a.gif |

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| --- |
| Description |
| |  | Item | Description | | --- | --- | --- | | |  | | --- | | 1 | | |  | | --- | | Date | | |  | | --- | | Date of the error detection | | | |  | | --- | | 2 | | |  | | --- | | Time | | |  | | --- | | Time of the error detection | | | |  | | --- | | 3 | | |  | | --- | | Level | | |  | | --- | | Major Alarm (MJ ALM): | | |  | | --- | | Errors that affect the whole system operation, or result in system failure | | | Minor Alarm (MN ALM): | | |  | | --- | | Errors that affect certain part of system operation | | | | |  | | --- | | 4 | | |  | | --- | | Error Code | | |  | | --- | | Three-digit error code | | | |  | | --- | | 5 | | |  | | --- | | Sub Code | | |  | | --- | | Five-digit sub code (1XXYY) | | 1: Cabinet number | | XX: Slot number | | |  | | --- | | KX-TDA100: 00 to 06 (00: MPR slot; 01 to 05: Free slot; 06: Option slot) | | KX-TDA200: 00 to 11 (00: MPR slot; 01 to 10: Free slot; 11: Option slot) | | | YY: Physical port number (01 to 16) | | |  | | --- | | For OPB3 card, sub slot number + port number will be displayed. | | Sub slot 1: 11 to 14 | | Sub slot 2: 21 to 24 | | Sub slot 3: 31 to 34 | | | |  |  | | --- | --- | | Note | | |  | When there is no parameter for slot and physical port number, XX and YY will be displayed as "00". Example: Sub code for MPR card = 10000 | | | | |  | | --- | | 6 | | |  | | --- | | Error Message | | |  | | --- | | Error description | | |

List of Errors and Solutions

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| The tables below list the errors and their solutions. |
| When an error whose error code is indicated with "\*" occurs in the Hybrid IP-PBX, the ALARM indicator on the front of the cabinet turns on red, and the system logs the error information. |
| When the error conditions indicated by the error codes "021", "091", "092", "230", and "510" are recovered, the ALARM indicator will turn off automatically, indicating successful troubleshooting. When other errors are logged, the ALARM indicator will turn off only when the log for major or minor errors is cleared from the KX-TDA Maintenance Console. |
| In other words, the ALARM indicator will turn off under the following conditions: |
| |  |  | | --- | --- | | • | **When the errors "021", "091", "092", "230", and "510" are logged:** when the error conditions are recovered | | • | **When other errors are logged:** when the log for major or minor errors is cleared from the KX-TDA Maintenance Console | |

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| LPR (Optional Service Card with Local Processor) Initial Self Diagnosis |
| | Error Code | Error Message | PROBABLE CAUSE | SOLUTION | | --- | --- | --- | --- | | |  | | --- | | 211 | | |  | | --- | | Speech path loop-back check error | | |  |  | | --- | --- | | • | Optional service card malfunction: DHLC, DLC, SLC, CSIF, LCOT, T1, E1, BRI, PRI, OPB3, E&M, IP-GW, DID | | |  |  | | --- | --- | | • | See if the corresponding optional service card is installed properly | | • | Pull out and re-insert the corresponding optional service card | | • | Press the Reset Button | | • | Replace the corresponding optional service card | | | |  | | --- | | 212 | | |  | | --- | | Echo canceller access error | | |  |  | | --- | --- | | • | Optional service card malfunction: CSIF, ECHO | | | |  | | --- | | 214 | | |  | | --- | | DSP Boot check error | | |  |  | | --- | --- | | • | Optional service card malfunction: T1, E1 | | | |  | | --- | | 215 | | |  | | --- | | Framer IC access error | | |  |  | | --- | --- | | • | Optional service card malfunction: T1, E1, BRI, PRI | | | |  | | --- | | 216 | | |  | | --- | | MSG card DSP error | | |  |  | | --- | --- | | • | Optional service card malfunction: MSG, OPB3 | | | |  | | --- | | 217 | | |  | | --- | | MSG card data error | | |  |  | | --- | --- | | • | Optional service card malfunction: MSG, OPB3 | | • | Erroneous recording of messages | | |  |  | | --- | --- | | • | See if the corresponding optional service card is installed properly | | • | Pull out and re-insert the corresponding optional service card | | • | Press the Reset Button | | • | Re-record the messages | | • | Replace the corresponding optional service card | | |

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| System Start-up and On-line Operation |
| | Error Code | Error Message | PROBABLE CAUSE | SOLUTION | | --- | --- | --- | --- | | |  | | --- | | 000\* | | |  | | --- | | MPR WDT overflow | | |  |  | | --- | --- | | • | MPR card malfunction | | • | Optional service card malfunction: CTI-LINK | | • | Erroneous processing of MPR card software | | • | Software error due to external factors | | |  |  | | --- | --- | | • | Press the Reset Button | | • | Reprogramme the Hybrid IP-PBX | | • | Replace the MPR card (be sure to turn off the Hybrid IP-PBX when replacing) | | | |  | | --- | | 001 | | |  | | --- | | SDRAM bit error | | | |  | | --- | | 002 | | |  | | --- | | System Restart | | |  |  | | --- | --- | | • | Reset Button is pressed | | • | Power failure | | • | MPR card malfunction | | • | Erroneous processing of MPR card software | | • | Software error due to external factors | | |  |  | | --- | --- | | • | Ignore if not frequent | | • | Press the Reset Button | | • | Reprogramme the Hybrid IP-PBX | | • | Replace the MPR card (be sure to turn off the Hybrid IP-PBX when replacing) | | | |  | | --- | | 010\* | | |  | | --- | | AC power down | | |  |  | | --- | --- | | • | Power supply system malfunction (e.g., power failure, power noise, trouble with UPS) | | • | Bad connection or breaking of AC cord | | • | Power supply circuit (PSU, back board) malfunction | | |  |  | | --- | --- | | • | Check the power supply system | | • | See if the AC cord is connected properly | | • | Check the AC cord | | • | Replace the AC cord (be sure to turn off the Hybrid IP-PBX when replacing) | | • | Replace the PSU (be sure to turn off the Hybrid IP-PBX when replacing) | | • | Replace the back board (be sure to turn off the Hybrid IP-PBX when replacing) | | | |  | | --- | | 011\* | | |  | | --- | | DC power down | | |  |  | | --- | --- | | • | AC power down | | • | Power supply circuit (PSU, back board) malfunction | | • | Detection of over current (short circuit on optional service cards) | | |  |  | | --- | --- | | • | Check the power supply system | | • | See if the AC cord is connected properly | | • | Check the AC cord | | • | Replace the AC cord (be sure to turn off the Hybrid IP-PBX when replacing) | | • | Replace the PSU (be sure to turn off the Hybrid IP-PBX when replacing) | | • | Replace the back board (be sure to turn off the Hybrid IP-PBX when replacing) | | • | Remove the optional service cards and restart the Hybrid IP-PBX | | | |  | | --- | | 012\* | | |  | | --- | | MPR RAM battery low | | |  |  | | --- | --- | | • | Battery out | | • | MPR card malfunction | | |  |  | | --- | --- | | • | Replace the MPR card (be sure to turn off the Hybrid IP-PBX when replacing) | | | |  | | --- | | 014\* | | |  | | --- | | FAN Alarm | | |  |  | | --- | --- | | • | PSU-L malfunction | | |  |  | | --- | --- | | • | See if anything is jammed in the fan | | • | Replace the PSU (be sure to turn off the Hybrid IP-PBX when replacing) | | | |  | | --- | | 016 | | |  | | --- | | CS overload | | |  |  | | --- | --- | | • | Defective cable | | • | CS malfunction | | • | Optional service card malfunction: CSIF | | |  |  | | --- | --- | | • | Check the cable diameter and length | | • | Replace the CS | | • | Replace the corresponding optional service card | | | |  | | --- | | 017 | | |  | | --- | | BRI port overload | | |  |  | | --- | --- | | • | Defective cable | | • | Defective ISDN terminal equipment | | • | Optional service card malfunction: BRI | | |  |  | | --- | --- | | • | Check the cable | | • | Replace the defective terminal equipment | | • | Check the number of connected terminal equipment | | • | Replace the corresponding optional service card | | | |  | | --- | | 020\* | | |  | | --- | | SD file access error | | |  |  | | --- | --- | | • | SD Memory Card malfunction | | • | Bad connection of SD Memory Card | | • | MPR card malfunction | | |  |  | | --- | --- | | • | Press the Reset Button | | • | Reprogramme the Hybrid IP-PBX | | • | Replace the SD Memory Card | | • | Replace the MPR card (be sure to turn off the Hybrid IP-PBX when replacing) | | | |  | | --- | | 021\* | | |  | | --- | | SD Memory Card disconnected | | |  |  | | --- | --- | | • | SD Memory Card not installed | | • | Bad connection of SD Memory Card | | • | SD Memory Card malfunction | | • | MPR card malfunction | | | |  | | --- | | 022 | | |  | | --- | | Not enough free space on SD card | | |  |  | | --- | --- | | • | Not enough memory space available to save the system data, or to upload system files from the KX-TDA Maintenance Console | | |  |  | | --- | --- | | • | Delete the files whose file names start with "$" from SD Memory Card | | • | Delete the "Pxxx" files (old programme files of optional service cards) from SD Memory Card. "xxx" indicates the card type (e.g., "PDHLC" for DHLC card) | |  | |  |  | | --- | --- | | Note | | |  | Do not delete the "PMPR" file; it is the programme file of the MPR card. | | | | |  | | --- | | 023 | | |  | | --- | | System data file version error | | |  |  | | --- | --- | | • | Old system files on SD Memory Card | | • | Defective system files on SD Memory Card | | |  |  | | --- | --- | | • | Restore the backup files | | • | Re-install the software | | | |  | | --- | | 024 | | |  | | --- | | System initialization file version error | | | |  | | --- | | 025 | | |  | | --- | | Card initialization file version error | | | |  | | --- | | 026 | | |  | | --- | | LCD file version error | | | |  | | --- | | 027 | | |  | | --- | | System data file checksum error | | | |  | | --- | | 028 | | |  | | --- | | System initialization file checksum error | | | |  | | --- | | 029 | | |  | | --- | | Card initialization file checksum error | | | |  | | --- | | 030 | | |  | | --- | | LCD file checksum error | | | |  | | --- | | 031\* | | |  | | --- | | System data file not found | | |  |  | | --- | --- | | • | SD Memory Card not installed | | • | Bad connection of SD Memory Card | | • | SD Memory Card malfunction | | • | MPR card malfunction | | |  |  | | --- | --- | | • | Press the Reset Button | | • | Reprogramme the Hybrid IP-PBX | | • | Replace the SD Memory Card | | • | Replace the MPR card (be sure to turn off the Hybrid IP-PBX when replacing) | | | |  | | --- | | 032\* | | |  | | --- | | System initialization file not found | | | |  | | --- | | 033\* | | |  | | --- | | Card initialization file not found | | | |  | | --- | | 034\* | | |  | | --- | | LCD file not found | | | |  | | --- | | 035 | | |  | | --- | | System data file access error | | | |  | | --- | | 036\* | | |  | | --- | | System initialization file access error | | | |  | | --- | | 037\* | | |  | | --- | | Card initialization file access error | | | |  | | --- | | 038\* | | |  | | --- | | LCD file access error | | | |  | | --- | | 039\* | | |  | | --- | | SD file access error | | | |  | | --- | | 090 | | |  | | --- | | Over Card Limitation | | |  |  | | --- | --- | | • | Too many optional service cards installed | | |  |  | | --- | --- | | • | Reduce the number of optional service cards | | | |  | | --- | | 091\* | | |  | | --- | | PT connection over | | |  |  | | --- | --- | | • | Too many PTs connected | | |  |  | | --- | --- | | • | Reduce the number of PTs | | | |  | | --- | | 092\* | | |  | | --- | | CS connection over | | |  |  | | --- | --- | | • | Too many CSs connected | | |  |  | | --- | --- | | • | Reduce the number of CSs | | | |  | | --- | | 200 | | |  | | --- | | LPR start up error (ROM NG) | | |  |  | | --- | --- | | • | Optional service card malfunction: DHLC, DLC, CSIF, T1, E1, BRI, PRI, OPB3, CTI-LINK, E&M, IP-GW, DID, SLC8 | | |  |  | | --- | --- | | • | Pull out and re-insert the corresponding optional service card | | • | Press the Reset Button | | • | Replace the corresponding optional service card | | | |  | | --- | | 201\* | | |  | | --- | | LPR start up error (RAM NG) | | | |  | | --- | | 202\* | | |  | | --- | | LPR start up error (No Program) | | |  |  | | --- | --- | | • | Optional service card malfunction: DHLC, DLC, CSIF, T1, E1, BRI, PRI, OPB3, CTI-LINK, E&M, IP-GW, DID, SLC8 | | |  |  | | --- | --- | | • | Pull out and re-insert the corresponding optional service card | | • | Press the Reset Button | | • | Update the software of the corresponding optional service card | | • | Replace the corresponding optional service card | | | |  | | --- | | 203\* | | |  | | --- | | LPR start up error (Version NG) | | | |  | | --- | | 204\* | | |  | | --- | | LPR start up error (Download NG) | | | |  | | --- | | 205\* | | |  | | --- | | LPR start up error (No response) | | | |  | | --- | | 206 | | |  | | --- | | LPR start up error (Card type NG) | | | |  | | --- | | 207 | | |  | | --- | | LPR start up error (Check SUM NG) | | | |  | | --- | | 230\* | | |  | | --- | | Card disconnected | | |  |  | | --- | --- | | • | Optional service card not installed properly | | • | Optional service card malfunction | | • | Back board malfunction | | |  |  | | --- | --- | | • | See if the corresponding optional service card is installed properly | | • | Pull out and re-insert the corresponding optional service card | | • | Press the Reset Button | | • | Replace the corresponding optional service card | | • | Replace the back board (be sure to turn off the Hybrid IP-PBX when replacing) | | | |  | | --- | | 231 | | |  | | --- | | LPR alive check error | | |  |  | | --- | --- | | • | Optional service card malfunction: DHLC, DLC, CSIF, T1, E1, BRI, PRI, OPB3, CTI-LINK, E&M, IP-GW, DID, SLC8 | | • | Back board malfunction | | • | MPR card malfunction | | |  |  | | --- | --- | | • | See if the corresponding optional service card is installed properly | | • | Pull out and re-insert the corresponding optional service card | | • | Press the Reset Button | | • | Replace the corresponding optional service card | | • | Replace the back board (be sure to turn off the Hybrid IP-PBX when replacing) | | • | Replace the MPR card (be sure to turn off the Hybrid IP-PBX when replacing) | | | |  | | --- | | 232 | | |  | | --- | | MPR-LPR communication error | | | |  | | --- | | 233 | | |  | | --- | | LPR data check error | | | |  | | --- | | 234 | | |  | | --- | | DPLL clock failure | | | |  | | --- | | 235\* | | |  | | --- | | CS clock failure | | |  |  | | --- | --- | | • | Optional service card malfunction: CSIF | | |  |  | | --- | --- | | • | Replace the corresponding optional service card | | | |  | | --- | | 250\* | | |  | | --- | | T1/E1 DSP failure | | |  |  | | --- | --- | | • | Optional service card malfunction: T1, E1 | | |  |  | | --- | --- | | • | See if the corresponding optional service card is installed properly | | • | Replace the corresponding optional service card | | | |  | | --- | | 251 | | |  | | --- | | MSG DSP failure | | |  |  | | --- | --- | | • | Optional service card malfunction: MSG | | | |  | | --- | | 300\* | | |  | | --- | | Digital trunk out of synchronization | | |  |  | | --- | --- | | • | Network (digital trunk) malfunction | | • | Optional service card malfunction: PRI, T1, E1 | | • | Wrong A/B switch setting: PRI, T1, E1 | | • | Wrong termination switch setting: PRI30, E1 | | |  |  | | --- | --- | | • | Check the signals from the network | | • | Check the cable | | • | See if the A/B switch is set to A on the corresponding optional service card | | • | See if the termination switch is set properly on the corresponding optional service card: 120 W when using RJ45 connector; 75 W when using BNC connector | | • | See if the corresponding optional service card is installed properly | | • | Replace the corresponding optional service card | | | |  | | --- | | 301\* | | |  | | --- | | Digital trunk RAI reception | | | |  | | --- | | 302\* | | |  | | --- | | Digital trunk AIS reception | | | |  | | --- | | 303\* | | |  | | --- | | Multiframe out of synchronization | | | |  | | --- | | 304\* | | |  | | --- | | Frame error | | | |  | | --- | | 305\* | | |  | | --- | | Data Link failure | | |  |  | | --- | --- | | • | Data link between the CS and CSIF card or DHLC/DLC card failed | | • | Data link between the network and PRI/BRI card failed | | • | Data link between the network and IP-GW card failed | | |  |  | | --- | --- | | • | Check the connection between the CS and CSIF card or DHLC/DLC card | | • | Check the connection between the network and PRI/BRI card | | • | Check the connection between the network and IP-GW card | | | |  | | --- | | 306 | | |  | | --- | | E1 Channel Block failure | | |  |  | | --- | --- | | • | Network (digital trunk) malfunction | | • | Optional service card malfunction: E1 | | • | Wrong A/B switch setting: E1 | | • | Wrong termination switch setting: E1 | | |  |  | | --- | --- | | • | Check the signals from the network | | • | Check the cable | | • | See if the A/B switch is set to A on the corresponding optional service card | | • | See if the termination switch is set properly on the corresponding optional service card: 120 W when using RJ45 connector; 75 W when using BNC connector | | • | See if the corresponding optional service card is installed properly | | • | Replace the corresponding optional service card | | | |  | | --- | | 307 | | |  | | --- | | LAN No Carrier | | |  |  | | --- | --- | | • | IP-GW card not connected to the LAN | | |  |  | | --- | --- | | • | Check the connection between the LAN and IP-GW card | | | |  | | --- | | 308 | | |  | | --- | | IP-GW LAN Loop back Error | | |  |  | | --- | --- | | • | Detection of IP-GW LAN Loop back Test error | | |  |  | | --- | --- | | • | Replace the corresponding optional service card | | • | Collect the log data of IP-GW (refer to the documentation for the IP-GW card) | | | |  | | --- | | 309 | | |  | | --- | | IP-GW Core Data Link Error | | |  |  | | --- | --- | | • | Detection of IP-GW Core data Link error | | |  |  | | --- | --- | | • | Press the Reset Button | | • | Collect the log data of IP-GW (refer to the documentation for the IP-GW card) | | | |  | | --- | | 310\* | | |  | | --- | | Port Link Failure | | |  |  | | --- | --- | | • | Voice Processing System malfunction | | • | Ports defective on optional service card: DHLC, DLC | | |  |  | | --- | --- | | • | Check the Voice Processing System | | • | See if the corresponding optional service card is installed properly | | • | Replace the corresponding optional service card | | | |  | | --- | | 320 | | |  | | --- | | IP-GW H.323 Dummy Call Test Error | | |  |  | | --- | --- | | • | Detection of IP-GW H.323 Dummy Call Test error | | |  |  | | --- | --- | | • | Replace the corresponding optional service card | | • | Collect the log data of IP-GW (refer to the documentation for the IP-GW card) | | | |  | | --- | | 321 | | |  | | --- | | IP-GW Gatekeeper Error | | |  |  | | --- | --- | | • | Detection of Gatekeeper access error | | |  |  | | --- | --- | | • | Check the IP address setting of Gatekeeper | | • | Check whether the Gatekeeper is connected to the network and work properly | | • | Check the route to the Gatekeeper | | | |  | | --- | | 322 | | |  | | --- | | IP-GW Gatekeeper Registration Error | | |  |  | | --- | --- | | • | Gatekeeper Registration is failed | | |  |  | | --- | --- | | • | Check the Gatekeeper setting | | | |  | | --- | | 323 | | |  | | --- | | IP-GW SDRAM Failure | | |  |  | | --- | --- | | • | Detection of IP-GW SDRAM error | | |  |  | | --- | --- | | • | Replace the corresponding optional service card | | | |  | | --- | | 324 | | |  | | --- | | IP-GW DPRAM Failure | | |  |  | | --- | --- | | • | Detection of IP-GW DPRAM error | | |  |  | | --- | --- | | • | Replace the corresponding optional service card | | | |  | | --- | | 325 | | |  | | --- | | IP-GW LAN Chip Failure | | |  |  | | --- | --- | | • | Detection of IP-GW LAN Chip failure | | |  |  | | --- | --- | | • | Replace the corresponding optional service card | | • | Collect the log data of IP-GW (refer to the documentation for the IP-GW card) | | | |  | | --- | | 326 | | |  | | --- | | IP-GW Stop | | |  |  | | --- | --- | | • | IP-GW is stopped from a remote maintenance PC | | |  |  | | --- | --- | | • | This information is logged when IP-GW is stopped from a remote maintenance PC | | | |  | | --- | | 330 | | |  | | --- | | Loop current detection error | | |  |  | | --- | --- | | • | Detection of LCOT loop current error | | |  |  | | --- | --- | | • | Change the corresponding trunk status back to In Service | | • | Enter the feature number to clear Busy Out status | | • | The trunk status is automatically changed back to In Service by system diagnosis performed at a preprogrammed time every day | | | |  | | --- | | 350 | | |  | | --- | | IP-unit SDRAM bit error | | |  |  | | --- | --- | | • | Optional service card malfunction: IP-EXT | | |  |  | | --- | --- | | • | The IP-EXT card will be rebooted automatically if the error is temporary | | • | Replace the corresponding IP-EXT card if the card is not rebooted | | | |  | | --- | | 351 | | |  | | --- | | IP-unit download data check-sum error | | | |  | | --- | | 352 | | |  | | --- | | IP-unit DSP failure | | |  |  | | --- | --- | | • | Optional service card malfunction: IP-EXT | | |  |  | | --- | --- | | • | Replace the corresponding optional service card | | | |  | | --- | | 353 | | |  | | --- | | IP-PT DSP failure | | |  |  | | --- | --- | | • | IP-PT malfunction | | |  |  | | --- | --- | | • | The IP-PT will be rebooted automatically if the error is temporary | | • | Replace the corresponding IP-PT if the IP-PT is not rebooted | | | |  | | --- | | 355 | | |  | | --- | | IP-unit alive check error | | |  |  | | --- | --- | | • | Optional service card malfunction: IP-EXT | | |  |  | | --- | --- | | • | The IP-EXT card will be rebooted automatically if the error is temporary | | • | Replace the corresponding IP-EXT card if the card is not rebooted | | | |  | | --- | | 356 | | |  | | --- | | IP/TEL-unit communication error | | | |  | | --- | | 357 | | |  | | --- | | IP-unit FLASH access error | | |  |  | | --- | --- | | • | Optional service card malfunction: IP-EXT | | |  |  | | --- | --- | | • | Replace the corresponding optional service card | | | |  | | --- | | 358 | | |  | | --- | | IP-unit boot error | | | |  | | --- | | 359 | | |  | | --- | | IP-unit DSP failure (boot diagnosis) | | | |  | | --- | | 360 | | |  | | --- | | IP-PT SUB-CPU failure | | |  |  | | --- | --- | | • | IP-PT malfunction | | |  |  | | --- | --- | | • | The IP-PT will be rebooted automatically if the error is temporary | | • | Replace the corresponding IP-PT if the IP-PT is not rebooted | | | |  | | --- | | 361 | | |  | | --- | | IP-PT DHCP server no response | | |  |  | | --- | --- | | • | DHCP server is not active | | • | Network malfunction | | |  |  | | --- | --- | | • | Consult your network administrator | | | |  | | --- | | 362 | | |  | | --- | | IP-PT Rebooted (cause DHCP server) | | |  |  | | --- | --- | | • | DHCP server is not active | | • | Network malfunction | | • | Network configuration has been changed | | |  |  | | --- | --- | | • | Consult your network administrator | | | |  | | --- | | 370 | | |  | | --- | | IP-GW Rebooted by Maintenance Console | | |  |  | | --- | --- | | • | IP-GW is rebooted from a remote maintenance PC | | |  |  | | --- | --- | | • | This information is logged when IP-GW is rebooted from a remote maintenance PC | | | |  | | --- | | 371 | | |  | | --- | | IP-GW Rebooted | | |  |  | | --- | --- | | • | Optional service card malfunction: IP-GW | | |  |  | | --- | --- | | • | Check whether the software version of the IP-GW card is correct | | • | Replace the corresponding optional service card | | | |  | | --- | | 372 | | |  | | --- | | NDSS message over IPGW notification - caused by IPGW Tx resource limitation | | |  |  | | --- | --- | | • | Optional service card malfunction: IP-GW | | |  |  | | --- | --- | | • | Ignore if not frequent | | • | Change the IP-GW card status to Out of Service, and then back to In Service | | | |  | | --- | | 373 | | |  | | --- | | NDSS message over IPGW notification - caused by IPGW Rx resource limitation | | | |  | | --- | | 374 | | |  | | --- | | NDSS message over IPGW notification - caused by shortage of IPGW resource | | | |  | | --- | | 375 | | |  | | --- | | NDSS message over IPGW notification - caused by Network side | | |  |  | | --- | --- | | • | Network malfunction | | |  |  | | --- | --- | | • | Ignore if not frequent | | • | Consult your network administrator | | | |  | | --- | | 390 | | |  | | --- | | Digital signal synchronization established | | |  |  | | --- | --- | | • | Synchronisation of digital line established or restored | | |  |  | | --- | --- | | • | This information is logged when synchronisation of digital line is established, and does not indicate an error condition that needs to be solved | | | |  | | --- | | 391 | | |  | | --- | | Data Link established | | |  |  | | --- | --- | | • | Connection with PC Phone/PC Console or Voice Processing System (DPT Integration) established or restored | | |  |  | | --- | --- | | • | This information is logged when connection with PC Phone/PC Console or Voice Processing System (DPT Integration) is established, and does not indicate an error condition that needs to be solved. However, if this is logged frequently (with "305 Data Link failure"), check the connection as it may not be done properly. | | | |  | | --- | | 392 | | |  | | --- | | Clock master card selected | | |  |  | | --- | --- | | • | Clock master card has been changed to the one indicated by the sub code | | |  |  | | --- | --- | | • | Check if the proper card is selected as the new clock master card | | | |  | | --- | | 393 | | |  | | --- | | LAN Carrier detected | | |  |  | | --- | --- | | • | IP-GW card connected to the LAN | | |  |  | | --- | --- | | • | This information is logged when synchronisation of LAN is established | | | |  | | --- | | 394 | | |  | | --- | | IP-GW Core Data Link established | | |  |  | | --- | --- | | • | IP-GW Core Data Link established | | |  |  | | --- | --- | | • | This information is logged when IP-GW Core Data Link is recovered | | | |  | | --- | | 395 | | |  | | --- | | IP-GW Gatekeeper Error Cleared | | |  |  | | --- | --- | | • | Connection to the Gatekeeper is recovered | | |  |  | | --- | --- | | • | This information is logged when connection to the Gatekeeper is recovered | | | |  | | --- | | 396 | | |  | | --- | | IP-GW Run | | |  |  | | --- | --- | | • | IP-GW is started from a remote maintenance PC | | |  |  | | --- | --- | | • | This information is logged when IP-GW is started from a remote maintenance PC | | | |  | | --- | | 510\* | | |  | | --- | | SMDR disconnect | | |  |  | | --- | --- | | • | RS-232C cable not connected | | • | Breaking of RS-232C cable | | • | Printer (terminal equipment) malfunction | | |  |  | | --- | --- | | • | Check the RS-232C cable | | • | Check the terminal equipment | | |

