TelQuest International
973-808-4588

# List of Errors and Solutions

The tables below list the errors and their solutions.
When an error whose error code is indicated with "*" occurs in the PBX, the ALARM indicator on the front of the shelf turns on red, and the system logs the error information.

When the error conditions indicated by the error codes “043”, "053", "058", "091", "092", “230”, "510", "530"and "539" 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 Maintenance Console.

In other words, the ALARM indicator will turn off under the following conditions:

- **When the errors "043”,"053", "058", "091", "092", ”230”,"510" ,"530"and "539" 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 Maintenance Console

## System Start-up and On-line Operation

| Error Code | Error Message | PROBABLE CAUSE | SOLUTION |
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| 000* | MPR WDT overflow | • PBX main board malfunction<br>• Erroneous processing of PBX software<br>• Software error due to external factors | • Perform a system reset of the PBX through Web Maintenance Console (If the system reset cannot be performed, turn off the power switch, and then turn it on)<br>• Reprogramme the PBX<br>• Exchange the PBX |
| 001 | SDRAM bit error | | |
| 002 | System Restart | • A system shutdown or reset was performed using Web Maintenance Console<br>• The power switch of the PBX was turned off, and then turned on<br>• Power failure<br>• The PBX was automatically reset due to a system fault or system restoration | • This message indicates occurrences of system resets |
| 003* | System start up error | • PBX main board malfunction<br>• Erroneous processing of PBX software<br>• Software error due to external factors | • Perform a system reset of the PBX through Web Maintenance Console (If the system reset cannot be performed, turn off the power switch, and then turn it on)<br>• Exchange the PBX |

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| 004 | Common process error (Minor) | | • This message indicates an automatic recovery from a minor software fault |
| 005* | Common process error (Major) | | • Perform a system reset of the PBX through Web Maintenance Console (If the system reset cannot be performed, turn off the power switch, and then turn it on)<br>• Exchange the PBX |
| 006* | Common process error (Critical) | | • This message indicates an automatic recovery via system reset from a major software fault<br>• Exchange the PBX |
| 010* | Incorrect AC shut down | • Incorrect AC shut down<br>• Power supply system malfunction (e.g., power failure, power noise, trouble with UPS)<br>• Bad connection or breaking of AC cord<br>• Power supply circuit malfunction | • In order to turn off the PBX's power, a system shutdown using Web Maintenance Console must first be performed. For details, refer to "5.5 System Control—System Shutdown" in the PC Programming Manual.<br>• Check the power supply system<br>• See if the AC cord is connected properly<br>• Check the AC cord<br>• Replace the AC cord (be sure to turn off the PBX when replacing) |
| 011 | DC power down | • AC power down<br>• Power supply circuit (PSU, back board) malfunction<br>• Detection of over current (short circuit on optional service cards) | • Check the power supply system<br>• See if the AC cord is connected properly<br>• Check the AC cord<br>• Replace the AC cord (be sure to turn off the PBX when replacing) |
| 012* | RAM battery low | • Battery out<br>• PBX main board malfunction | • Exchange the PBX |

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| 014* | FAN Alarm | • Fan malfunction | • See if anything is jammed in the fan<br>• Exchange the PBX |
| 016 | CS overload | • Defective cable<br>• CS malfunction<br>• Optional service card malfunction | • Check the cable diameter and length<br>• Replace the CS<br>• Replace the corresponding optional service card |
| 017 | BRI port overload | • Defective cable<br>• Defective ISDN terminal equipment<br>• Optional service card malfunction | • Check the cable<br>• Replace the defective terminal equipment<br>• Check the number of connected terminal equipment<br>• Replace the corresponding optional service card |
| 020* | CF access error | • CF Card malfunction<br>• Bad connection of CF Card<br>• PBX main board malfunction | • Perform a system reset of the PBX through Web Maintenance Console (If the system reset cannot be performed, turn off the power switch, and then turn it on)<br>• Reprogram the PBX<br>• Confirm that the CF Card is properly installed<br>• Replace the CF Card<br>• Exchange the PBX |
| 023 | System data file version error | • Old system files on CF Card<br>• Defective system files on CF Card | • Restore the backup files<br>• 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 | | |

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| 031* | System data file not found | • CF Card malfunction<br>• Bad connection of CF Card<br>• PBX main board malfunction | • Perform a system reset of the PBX through Web Maintenance Console (If the system reset cannot be performed, turn off the power switch, and then turn it on)<br>• Reprogramme the PBX<br>• Replace the CF Card (Turn off the power switch of the PBX before doing so)<br>• Exchange the PBX |
| 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* | File access error | | |
| 042* | Shelf FAN Alarm | • Fan malfunction (Expansion Shelf) | • Turn off the PBX<br>• See if anything is jammed in the fan<br>• Replace the fan of the corresponding shelf (be sure to turn off the PBX when replacing) |
| 043* | Expansion Shelf communication error | • Bus Cable is not properly connected between shelves<br>• Optional service card malfunction: STACK-M, STACK-S | • See if the Bus Cable is connected properly<br>• Replace the corresponding optional service card (be sure to turn off the PBX when replacing a STACK-M/STACK-S card) |
| 044 | Master CS ID duplicated | • A CS ID number registered as the Master CS ID is also detected | • Register another CS to the same port |
| 045 | Expansion Shelf communication recovery | • A communication error between shelves was recovered from | • This message indicates when a communication error between shelves was recovered from |
| 046* | CF life is running out | • The usage lifetime limit of the CF Card is approaching | • Replace the CF Card (Turn off the power switch of the PBX before doing so) |

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| 047 | Program update failure | • A Program Update failed | • Confirm that the Program Update file is valid |
| 048 | Program Recovery | • Due to an error in the operation of the Program Update, the previous program version was restored | |
| 049* | Expansion VOIP DSP link error | • A communication error is occurring between the PBX's mother board and a DSP card | • Perform a system reset of the PBX through Web Maintenance Console (If the system reset cannot be performed, turn off the power switch, and then turn it on)<br>• Confirm that the DSP card is properly installed (Turn off the power switch of the PBX before doing so)<br>• Replace the DSP card (Turn off the power switch of the PBX before doing so)<br>• Exchange the PBX |
| 050* | L2SW error | • PBX main board malfunction | • Exchange the PBX |
| 051 | Network MSW was not transmitted. (Counter for retransmission was exceeded.) | • Network Message Waiting notifications were unsuccessfully re-transmitted the maximum number of times | • See if the corresponding optional service card is installed properly<br>• Replace the corresponding optional service card<br>• Check the network connections<br>• Confirm that none of the PBXs in the network are in OUS or FAULT status, or turned off |
| 052 | Network MSW was not transmitted. (Buffer for retransmission was exceeded.) | • The buffer of Network Message Waiting notifications to be retransmitted is full, so new notifications can not be added | • Fix the source of Network Message Waiting transmission errors, to reduce the number of re-transmissions<br>• Contact your dealer for information on finding the source of transmission errors |
| 053* | UPS disconnected | • The connection between the PBX and the UPS was broken | • Check the USB cable connecting the PBX to the UPS<br>• Confirm that the UPS is functioning normally |

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| 054* | UPS connected | • The PBX was connected to a UPS | • This message indicates when the PBX was connected to a UPS |
| 055 | UPS power supply start | • Due to a loss of power or irregularity with the utility power source, the PBX began drawing power from the UPS | • Check the status of the utility power source<br>• Check the connection of the UPS to the utility power source |
| 056 | UPS power supply end | • The utility power source was restored to normal operation, and the PBX stopped drawing power from the UPS | • This message indicates when the PBX stops drawing power from the UPS |
| 057 | UPS battery run out | • The UPS battery was completely drained while it was supplying power to the PBX | • Recharge the UPS battery<br>• Replace the UPS |
| 058* | USB overcurrent | • A device that causes an overcurrent to occur at the USB port has been connected | • Remove the device connected to the USB port |
| 059 | USB restore succeeded | • A data restore operation from a USB memory device was successful | • This message indicates that a data restore operation was successful |
| 060* | USB restore failed | • A data restore operation from a USB memory device failed | • Check that the backup data stored on the USB memory device is valid |
| 061* | Shelf cabinet mismatch | • Cabinet information mismatch between Legacy GW shelf installed on Web Maintenance Console and Legacy GW shelf actually connected.<br>• Connected Legacy GW shelf is not supported. | • Reprogram the PBX<br>• Confirm that connected Legacy GW is supported. |

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| 062 | System Data converted successfully | • System Data converted successfully by program update. | • This message indicates System Data was converted successfully. |
| 063 | Failed to convert System Data | • System Data convert failure during program update | • Convert System data with Off-line WEB-Maintenance Console, transfer it to the PBX and reboot |
| 064 | Failed to convert System Data (Out of memory) | • Failed to convert System Data due to lack of free space in CF Card or USB memory during program update | • Please execute program update again after inserting USB memory which has enough free space.<br>• Please execute program update again after ensuring sufficient free space on USB memory by deleting unnecessary files. |
| 065* | SD card access error | • SD card malfunction<br>• Bad connection of SD card<br>• PBX main board malfunction | • Perform a system reset of the PBX through Web Maintenance Console (If the system reset cannot be performed, turn off the power switch, and then turn it on)<br>• Reprogram the PBX<br>• Confirm that the SD card is properly installed<br>• Replace the SD card<br>• Exchange the PBX |
| 066* | SD card disconnected | • SD card not installed<br>• Bad connection of SD card<br>• SD card malfunction<br>• PBX main board malfunction | |
| 067 | Not enough free space on SD card | • Not enough memory space available to save the data | • Remove unnecessary files from the SD card |
| 068* | MPR Flash ROM access error | • MPR Flash ROM malfunction<br>• Bad connection of MPR Flash ROM<br>• PBX main board malfunction | • Perform a system reset of the PBX through Web Maintenance Console (If the system reset cannot be performed, turn off the power switch, and then turn it on)<br>• Reprogram the PBX<br>• Exchange the PBX |
| 069 | Not enough free space on MPR Flash ROM | • Not enough memory space available to save the data | • Remove unnecessary files from the MPR Flash ROM |
| 070 | Shelf cabinet limitation over | • Shelf cabinet limitation over | • Renew Activation Key (Expansion Capacity) |

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| 071 | TCP Trace is stopped | • USB memory disconnected during TCP Trace.<br>• TCP Trace is stopped due to lack of free space in USB memory. | • Perform a system reset of the PBX through Web Maintenance Console (If the system reset cannot be performed, turn off the power switch, and then turn it on)<br>• Confirm that USB memory is properly inserted.<br>• Please execute TCP Trace again after inserting USB memory which has enough free space.<br>• Please execute TCP Trace again after ensuring sufficient free space on USB<br>• memory by deleting unnecessary files. |
| 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 |
| 119* | Duplicate IP segment | • WAN, LAN and MNT segments are overlapped | • Consult your network administrator |
| 120* | MPR VoIP-DSP failure | • A malfunction occurred in the DSP on the PBX mother board | • Ignore if not frequent<br>• Perform a system reset of the PBX through Web Maintenance Console (If the system reset cannot be performed, turn off the power switch, and then turn it on)<br>• Exchange the PBX |
| 121 | MPR VoIP-DSP boot failure | | |
| 122 | Virtual card start up error | • PBX main board malfunction | • Perform a system reset of the PBX through Web Maintenance Console (If the system reset cannot be performed, turn off the power switch, and then turn it on)<br>• Reprogramme the PBX<br>• Exchange the PBX |
| 123* | Duplicate IP address | • IP address is identical to another device's on the Network | • Consult your network administrator |

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| 124 | LAN interface start up error | • PBX main board LAN device malfunction | • Perform a system reset of the PBX through Web Maintenance Console (If the system reset cannot be performed, turn off the power switch, and then turn it on)Exchange the PBX |
| 125 | Login authentication failure | • Login authentication failure three times in a row | • Login using a correct Login ID and Password after waiting more than 10 minutes |
| 127 | Activation Key was expired (SHGW4) | • Activation Key has expired | • Renew Activation Key |
| 128 | Activation Key was expired (IPPT8) | | |
| 129 | Activation Key was expired (SPE16) | | |
| 130 | Activation Key was expired (IPPTS8) | | |
| 131 | Activation Key was expired (UCAV2) | | |
| 132 | Collection of date and time was failed (SNTP client) | • SNTP server is not active<br>• Network malfunction | • Consult your network administrator |
| 133* | Acquisition of network information was failed (DHCP client) | • DHCP server is not active<br>• Network malfunction | • Consult your network administrator |
| 134 | Extension of lease was failed (DHCP client) | • DHCP server is not active<br>• Network malfunction | • Consult your network administrator |
| 135 | Lease time was expired (DHCP client) | • DHCP server is not active<br>• Network malfunction | • Consult your network administrator |
| 136 | IP extension or trunk limitation over | • IP extension or trunk limitation over | • Reduce the number of IP extension or trunk |
| 137 | Activation Key was expired (others) | • Activation Key has expired | • Renew Activation Key |
| 138 | Two-way Recording or Mobile user limitation over | • The limit on the number of two-way recording or mobile extension users was exceeded | • Reduce the number of two-way recording or mobile extension users |

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| 139 | UM channel limitation over | • The limit of the number of assignable UM ports was exceeded | • Reduce the number of UM ports in use |
| 140 | ActivationKey was expired (Pre-installed licence) | • Activation Key has expired | • Renew Activation Key |
| 141 | ActivationKey was expired (IP extension) | | |
| 142 | ActivationKey was expired (Network) | | |
| 143 | ActivationKey was expired (UM) | | |
| 144 | ActivationKey was expired (Main Unit Function) | | |
| 145 | ActivationKey was expired (Service) | | |
| 146 | ActivationKey was expired (IP-CS channel expansion) | | |
| 150 | FTP server authentication failure | • Authentication failed when logging in to the FTP server<br>• FTP server is not active<br>• Network malfunction | • Confirm account information (ID, Password)<br>• Consult your network administrator |
| 151 | SMTP server authentication failure | • Authentication failed when logging in to the SMTP server<br>• SMTP server is not active<br>• Network malfunction | • Confirm account information (ID, Password)<br>• Consult your network administrator |
| 153 | FTP client limitation over | • Too many simultaneous FTP client connections | • This message indicates when the number of FTP clients logging in to the PBX exceeds limitations |
| 154* | CA private key/certification error | • The CA private key or the CA certificate data has been damaged | • Exchange the PBX |
| 155* | Server secret key/certification error | • The server private key or the server certificate data has been damaged | • This message indicates when the server private key or the server certificate data has been automatically restored |

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| 156 | E-Mail send failure | • Network malfunction | • Check the settings in Web Maintenance<br>• Consult your network administrator |
| 171 | ActivationKey was expired (Poltys C.Bridge) | • Activation Key has expired | • Renew Activation Key |
| 172 | ActivationKey was expired (Poltys CA RCS-Start) | | |
| 173 | ActivationKey was expired (Poltys CA RCS-Extend) | | |
| 174 | ActivationKey was expired (PSDN Option-1) | | |
| 175 | ActivationKey was expired (PSDN Option-2) | | |
| 176 | ActivationKey was expired (Poltys CC Series) | | |
| 200* | LPR start up error (ROM NG) | • Optional service card malfunction | • Pull out and re-insert the corresponding optional service card<br>• Perform a system reset of the PBX through Web Maintenance Console (If the system reset cannot be performed, turn off the power switch, and then turn it on)<br>• Replace the corresponding optional service card |
| 201* | LPR start up error (RAM NG) | | |
| 202* | LPR start up error (No Program) | • Optional service card malfunction | • Pull out and re-insert the corresponding optional service card<br>• Perform a system reset of the PBX through Web Maintenance Console (If the system reset cannot be performed, turn off the power switch, and then turn it on)<br>• Update the software of the corresponding optional service card<br>• Replace the back board (be sure to turn off the PBX when replacing) |
| 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) | | |

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| 208 | Instantaneous Interruption error | • A combination card malfunction due to an instantaneous interruption has been automatically recovered from | • This message indicates when a combination card malfunction that occurred due to an instantaneous interruption has been automatically recovered |
| 224 | Expansion VoIP-DSP failure | • Optional service card malfunction : VoIP-DSP | • Ignore if not frequent<br>• Confirm that the DSP card is properly installed (Turn off the power switch of the PBX before doing so)<br>• Replace the DSP card(Turn off the power switch of the PBX before doing so) |
| 225 | Expansion VoIP-DSP boot failure | • Optional service card malfunction : VoIP-DSP | |
| 226 | MOH failure | • PBX main board malfunction | • Exchange the PBX |
| 227 | MOH data restore | • MOH data that was not successfully installed due to power loss, etc. has been automatically restored | • This message indicates when MOH data that was not installed successfully was re-installed |
| 230* | Card disconnected | • Optional service card not installed properly<br>• Optional service card malfunction<br>• Back board malfunction | • See if the corresponding optional service card is installed properly<br>• Pull out and re-insert the corresponding optional service card<br>• Perform a system reset of the PBX through Web Maintenance Console (If the system reset cannot be performed, turn off the power switch, and then turn it on)<br>• Replace the corresponding optional service card<br>• Replace the back board (be sure to turn off the PBX when replacing) |
| 231 | LPR alive check error | • Optional service card malfunction<br>• Back board malfunction<br>• MPR card malfunction | • See if the corresponding optional service card is installed properly<br>• Pull out and re-insert the corresponding optional service card<br>• Perform a system reset of the |
| 232 | MPR-LPR communication error | | |

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| 233 | LPR data check error | | PBX through Web Maintenance Console (If the system reset cannot be performed, turn off the power switch, and then turn it on)<br>• Replace the corresponding optional service card<br>• Replace the back board (be sure to turn off the PBX when replacing)<br>• Exchange the PBX |
| 234 | DPLL clock failure | | |
| 235* | CS clock failure | • Optional service card malfunction | • Replace the corresponding optional service card |
| 237 | Illegal CS connection | • Incorrect CS connection | • Connect CS correctly |
| 250* | T1/E1 DSP failure | • Optional service card malfunction | • See if the corresponding optional service card is installed properly<br>• Replace the corresponding optional service card |
| 252 | FPGA failure | • Optional service card malfunction: FPGA | • Replace the corresponding optional service card |
| 260 | UM information recorded(Minor) | • PBX main board malfunction<br>• Erroneous processing of PBX software<br>• Software error due to external factors | • Perform a system reset of the PBX through Web Maintenance Console (If the system reset cannot be performed, turn off the power switch, and then turn it on)<br>• Reprogramme the PBX<br>• Exchange the PBX |
| 261* | UM information recorded(Major) | | |
| 262 | All UM ports exceeded the busy threshold time [hh:mm:ss] | • All UM ports exceeded the busy threshold time<br>• [hh:mm:ss] shows busy continuation time | • Recommend an increase of Activation Key for UM |
| 300* | Digital trunk out of Synchronisation | • Network (digital trunk) malfunction<br>• Optional service card malfunction<br>• Wrong A/B switch setting<br>• Wrong termination switch setting | • Check the signals from the network<br>• Check the cable<br>• See if the A/B switch is set to A on the corresponding optional service card<br>• See if the termination switch is set properly on the corresponding optional service card: 120 Ω when using RJ45 connector; 75 Ω |
| 301* | Digital trunk RAI Reception | | |
| 302* | Digital trunk AIS Reception | | |
| 303* | Multiframe out of Synchronisation | | |

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| 304* | Frame error | | when using BNC connector<br>• See if the corresponding optional service card is installed properly<br>• Replace the corresponding optional service card |
| 305* | Data Link failure | • Data link between the network and PRI/BRI card failed<br>• Data link between the network and PBX failed | • Check the connection between the network and PRI/BRI card<br>• Check the connection between the network and PBX |
| 306 | E1 Channel Block failure | • Network (digital trunk) malfunction<br>• Optional service card malfunction: E1<br>• Wrong A/B switch setting: E1<br>• Wrong termination switch setting: E1 | • Check the signals from the network<br>• Check the cable<br>• See if the A/B switch is set to A on the corresponding optional service card<br>• See if the termination switch is set properly on the corresponding optional service card: 120 Ω when using RJ45 connector; 75 Ω when using BNC connector<br>• See if the corresponding optional service card is installed properly<br>• Replace the corresponding optional service card |
| 307 | LAN/WAN No Carrier | • PBX not connected to the LAN/WAN | • Check the connection between the LAN/WAN and PBX |
| 310* | Port Link Failure | • Voice Processing System malfunction<br>• Ports defective on optional service card | • Check the Voice Processing System<br>• See if the corresponding optional service card is installed properly<br>• Replace the corresponding optional service card |
| 328 | The LoopBack(PRI23) was established by Network | • This code means your network provider is diagnosing the PRI line | • Consult your network provider |
| 329 | Data Link failure | • Data link between the PT and PBX failed | • Check the connection between the PT and PBX |

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| 330 | Loop current detection error | • Detection of LCOT loop current error | • Change the corresponding trunk status back to In Service<br>• Enter the feature number to clear Busy Out status<br>• The trunk status is automatically changed back to In Service by system diagnosis performed at a preprogrammed time every day |
| 353 | IP-PT DSP failure | • IP-PT malfunction | • The IP-PT will be rebooted automatically if the error is temporary<br>• Replace the corresponding IP-PT if the IP-PT is not rebooted |
| 360 | IP-PT SUB-CPU failure | • IP-PT malfunction | • The IP-PT will be rebooted automatically if the error is temporary<br>• Replace the corresponding IP-PT if the IP-PT is not rebooted |
| 361 | IP-PT DHCP server no response | • DHCP server is not active<br>• Network malfunction | • Consult your network administrator |
| 362 | IP-PT Rebooted (cause DHCP server) | • DHCP server is not active<br>• Network malfunction<br>• Network configuration has been changed | • Consult your network administrator |
| 363 | PPPoE connection was disconnected | • Network malfunction | • Consult your network administrator |
| 364 | PPPoE authentication failure | • Account information (ID, Password) that was entered is wrong<br>• Network malfunction | • Confirm account information (ID, Password)<br>• Consult your network administrator |
| 365 | SIP Server connection was disconnected | • SIP server is not active<br>• Network malfunction | • Consult your network administrator |
| 366 | SIP Server authentication failure | • Account information (ID, Password) that was entered is wrong<br>• Network malfunction | • Confirm account information (ID, Password)<br>• Consult your network administrator |

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| 367* | DDNS Server connection error | • DDNS server is not active<br>• Network malfunction | • Consult your network administrator |
| 368 | IP-CS synchronisation failure | • The IP-CS is not synchronised with other CSs | • Set an appropriate air synchronisation group<br>• Refer to the Quick Installation Guide of the KX-NCP0158 |
| 369 | IP-CS Handover error | • Master CS2 is not synchronised with Master CS1 | • Change the status of Master CS2 to OUS and then back to INS using the WEB-MC<br>• Refer to the Quick Installation Guide of the KX-NCP0158 |
| 372 | NDSS message over IPGW notification - caused by IPGW Tx resource limitation | • Optional service card malfunction | • Ignore if not frequent<br>• 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<br>• Consult your network administrator |
| 379 | IP-CS alive check error (Sync Master CS1) | • IP-CS malfunction (Sync Master CS1)<br>• Network malfunction | • Check the network connections<br>• Refer to the manual of the KX-NS0154. |
| 380 | IP-CS alive check error (Sync Master CS2, Sync Slave) | • IP-CS malfunction (Sync Master CS2, Sync Slave)<br>• Network malfunction | • Check the network connections<br>• Refer to the manual of the KX-NS0154. |
| 381 | IP-CS LAN Synchronization Group limitation over | • Wrong LAN Synchronization Group setting | • Set an appropriate LAN Synchronization Group<br>• Refer to the manual of the KX-NS0154 |
| 382 | IP-CS LAN connection check error | • Network malfunction | • Check the network connections<br>• Refer to the manual of the KX-NS0154. |

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| 383 | IP-CS IGMP Querier not found | • Network malfunction | • Check the network connections<br>• Refer to the manual of the KX-NS0154 |
| 390 | Digital signal synchronisation 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 established or restored | • This information is logged when connection with PC Phone/PC Console 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/WAN Carrier detected | • PBX connected to the LAN/WAN | • This information is logged when synchronisation of LAN/WAN is established |
| 397 | The LoopBack(PRI23) was canceled by Network | • This code means your network provider has finished the diagnosis of the PRI line | • This code means your network provider has finished the diagnosis of the PRI line、and does not indicate an error condition that needs to be solved |
| 398 | Data Link established | • Connection with PT established or restored | • This information is logged when connection with PT is established, and does not indicate an error condition that needs to be solved. However, if this is logged frequently (with "329 Data Link failure"), check the connection as it may not be done properly |

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| 500 | Acquisition of DNS Server Address was failed (DNS Server) | • Acquisition of DNS Server Address from DNS Server failed | • Consult your network administrator |
| 501 | No response from DNS Server | • DNS server is not active<br>• Network malfunction | • Consult your network administrator |
| 502 | No response from STUN Server | • STUN server is not active<br>• Network malfunction | • Consult your network administrator |
| 510* | SMDR disconnect | • RS-232C cable not connected<br>• Breaking of RS-232C cable<br>• Printer (terminal equipment) malfunction | • Check the RS-232C cable<br>• Check the terminal equipment |
| 520 | CTI link failure | • RS-232C/LAN cable not connected<br>• CTI-Application malfunction | • Check the RS-232C/LAN cable<br>• Check the CTI-Application |
| 521 | CTI Monitor stopped | • Connections with PC Consoles or CTI-Applications have been disconnected because of high-load. | • Try connecting to the PBX later |
| 522 | PC Console disconnected | | |
| 523 | First Party CTI disconnected | | |
| 524 | CT Link disconnected (No memory) | | |
| 525 | CT Link no response | • RS-232C/LAN cable not connected<br>• CTI-Application malfunction | • Check the RS-232C/LAN cable<br>• Check the CTI-Application |
| 526 | CT Link disconnected (No response) | | |
| 527 | CDR retry out | | |
| 528 | Multi site start up error (SD card not installed) | • SD card is not installed when the Multi site connection is starting up | • Confirm that the SD card is properly installed<br>• Replace the SD card |
| 529 | Multi site alive check retry | • Communication status between sites is unstable | • Check all cable connections between the sites, and check that hubs, routers, etc. are operating correctly<br>• Confirm that the communication transmission speed between sites is sufficient<br>• Confirm that all other parties' equipment is powered on<br>• Consult your network administrator |

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| 530* | Multi site connection error | • A communication error between sites is occurring | • Check all cable connections between the sites, and check that hubs, routers, etc. are operating correctly<br>• Confirm that the communication transmission speed between sites is sufficient<br>• Confirm that all other parties' equipment is powered on<br>• Consult your network administrator |
| 531* | Multi site connection recovery | • A communication error between sites was recovered from | • This message indicates when a communication error between sites was recovered from |
| 532* | Multi site data sync error | • A communication error between sites is occurring | • Check all cable connections between the sites, and check that hubs, routers, etc. are operating correctly<br>• Confirm that all other parties' equipment is powered on<br>• Consult your network administrator |
| 533 | Unit start up error | • A communication error between sites is occurring when the PBX is starting up | |
| 534 | Unit registration denied | • Due to software version mismatch between Master unit and Slave unit to be registered, site registration has been failed | • Upgrade the software of either Master unit or Slave unit, and make both software version same. (In case of Slave unit, please login the Slave unit directly and upgrade the software) |
| 535 | Change into Backup Master mode | • Malfunction occurred in Master unit.<br>• Malfunction occurred in the communication path between Master unit and Backup Master unit. | • Check error log in Master unit.<br>• Check all cable connections between the sites, and check that hubs, routers, etc. are operating correctly<br>• Confirm that the communication transmission speed between sites is sufficient<br>• Confirm that all other parties' equipment is powered on<br>• Consult your network administrator |
| 536 | Backup Master mode was released | • Backup Master mode was released. | • This message shows that the operation mode recovered from Backup Master mode. |

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| 537 | Change into Isolated mode | • Malfunction occurred in Master unit or Backup Master unit.<br>• Malfunction occurred in the communication path of Slave unit. | • Check error log of Master unit or Backup Master unit.<br>• Check all cable connections between the sites, and check that hubs, routers, etc. are operating correctly<br>• Confirm that the communication transmission speed between sites is sufficient<br>• Confirm that all other parties' equipment is powered on<br>• Consult your network administrator |
| 538 | Isolated mode was released | • Isolated mode was released. | • This message shows that the operation mode recovered from Isolated mode. |
| 539 | VPN error | • A communication error is occurring in VPN. | • Check all cable connections between PBX and the other equipment connected via VPN, and check that hubs, routers, etc. are operating correctly<br>• Confirm that the communication transmission speed between PBX and the other equipment connected via VPN is sufficient<br>• Confirm that all other parties' equipment is powered on<br>• Consult your network administrator |
| 540 | Network Security Alarm | • Security issue such as DOS attacks occurred. | • Consult your network administrator |
| 541 | NAS disconnected | • NAS is not active<br>• Network malfunction | • Check all cable connections between the PBX and the NAS, and check that hubs, routers, etc. are operating correctly<br>• Confirm that the communication transmission speed between the PBX and the NAS is sufficient<br>• Confirm that all other equipment is powered on<br>• Consult your network administrator |
| 542 | Not enough free space on NAS | • Not enough memory space available to save the data<br>• Wrong permission of the NAS | • Remove unnecessary files from the NAS<br>• Check the permission of the NAS |

**Optional Service Card Initial Self Diagnosis**

| Error Code | Error Message | PROBABLE CAUSE | SOLUTION |
|---|---|---|---|
| 211 | Speech path loop-back check error | • Optional service card malfunction | • See if the corresponding optional service card is installed properly<br>• Pull out and re-insert the corresponding optional service card<br>• Perform a system reset of the PBX through Web Maintenance Console (If the system reset cannot be performed, turn off the power switch, and then turn it on)<br>• Replace the corresponding optional service card |
| 212 | Echo canceller access error | | |
| 214 | DSP Boot check error | | |
| 215 | Framer IC access error | • Optional service card malfunction | • See if the corresponding optional service card is installed properly (Turn off the power switch of the PBX before doing so)<br>• Set the status of the optional service card to OUS, then to INS<br>• Replace the corresponding optional service card |
| 220 | Flash ROM access error | • Detection of accessing error to Flash ROM of optional service card | • See if the corresponding optional service card is installed properly (Turn off the power switch of the PBX before doing so)<br>• Set the status of the optional service card to OUS, then to INS<br>• Replace the corresponding optional service card |
| 221 | BUS Controller access error | • Optional service card malfunction: STACK-S | • See if the corresponding optional service card is installed properly<br>• Pull out and re-insert the corresponding optional service card<br>• Replace the corresponding optional service card |
| 223 | FPGA access error | • Optional service card malfunction: FPGA | • Replace the corresponding optional service card |