

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

Optional Service Card Initial Self Diagnosis

Error Code	Error Message	PROBABLE CAUSE	SOLUTION
211	Speech path loop-back check error	<ul style="list-style-type: none"> • Optional service card malfunction 	<ul style="list-style-type: none"> • See if the corresponding optional service card is installed properly • Pull out and re-insert the corresponding optional service 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) • Replace the corresponding optional service card
212	Echo canceller access error		
214	DSP Boot check error		
215	Framer IC access error	<ul style="list-style-type: none"> • Optional service card malfunction 	<ul style="list-style-type: none"> • See if the corresponding optional service card is installed properly (Turn off the power switch of the PBX before doing so) • Set the status of the optional service card to OUS, then to INS • Replace the corresponding optional service card
220	Flash ROM access error	<ul style="list-style-type: none"> • Detection of accessing error to Flash ROM of optional service card 	<ul style="list-style-type: none"> • See if the corresponding optional service card is installed properly (Turn off the power switch of the PBX before doing so) • Set the status of the optional service card to OUS, then to INS • Replace the corresponding optional service card

221	BUS Controller access error	<ul style="list-style-type: none"> Optional service card malfunction: STACK-S 	<ul style="list-style-type: none"> See if the corresponding optional service card is installed properly Pull out and re-insert the corresponding optional service card Replace the corresponding optional service card
223	FPGA access error	<ul style="list-style-type: none"> Optional service card malfunction: FPGA 	<ul style="list-style-type: none"> Replace the corresponding optional service card

System Start-up and On-line Operation

Error Code	Error Message	PROBABLE CAUSE	SOLUTION
000*	MPR WDT overflow	<ul style="list-style-type: none"> PBX main board malfunction Erroneous processing of PBX software Software error due to external factors 	<ul style="list-style-type: none"> 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) Reprogramme the PBX Exchange the PBX
001	SDRAM bit error		
002	System Restart	<ul style="list-style-type: none"> A system shutdown or reset was performed using Web Maintenance Console The power switch of the PBX was turned off, and then turned on Power failure The PBX was automatically reset due to a system fault or system restoration 	<ul style="list-style-type: none"> This message indicates occurrences of system resets
003*	System start up error	<ul style="list-style-type: none"> PBX main board malfunction Erroneous processing of PBX software Software error due to external factors 	<ul style="list-style-type: none"> 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

004	Common process error (Minor)		<ul style="list-style-type: none"> • This message indicates an automatic recovery from a minor software fault
005*	Common process error (Major)		<ul style="list-style-type: none"> • 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
006*	Common process error (Critical)		<ul style="list-style-type: none"> • This message indicates an automatic recovery via system reset from a major software fault • Exchange the PBX
010*	Incorrect AC shut down	<ul style="list-style-type: none"> • Incorrect AC shut down • Power supply system malfunction (e.g., power failure, power noise, trouble with UPS) • Bad connection or breaking of AC cord • Power supply circuit malfunction 	<ul style="list-style-type: none"> • 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. • 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 PBX when replacing)
011	DC power down	<ul style="list-style-type: none"> • AC power down • Power supply circuit (PSU, back board) malfunction • Detection of over current (short circuit on optional service cards) 	<ul style="list-style-type: none"> • 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 PBX when replacing)
012*	RAM battery low	<ul style="list-style-type: none"> • Battery out • PBX main board malfunction 	<ul style="list-style-type: none"> • Exchange the PBX

014*	FAN Alarm	<ul style="list-style-type: none"> Fan malfunction 	<ul style="list-style-type: none"> See if anything is jammed in the fan Exchange the PBX
016	CS overload	<ul style="list-style-type: none"> Defective cable CS malfunction Optional service card malfunction 	<ul style="list-style-type: none"> Check the cable diameter and length Replace the CS Replace the corresponding optional service card
017	BRI port overload	<ul style="list-style-type: none"> Defective cable Defective ISDN terminal equipment Optional service card malfunction 	<ul style="list-style-type: none"> Check the cable Replace the defective terminal equipment Check the number of connected terminal equipment Replace the corresponding optional service card
020*	CF access error	<ul style="list-style-type: none"> CF Card malfunction Bad connection of CF Card PBX main board malfunction 	<ul style="list-style-type: none"> 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) Reprogram the PBX Confirm that the CF Card is properly installed Replace the CF Card Exchange the PBX
023	System data file version error	<ul style="list-style-type: none"> Old system files on CF Card Defective system files on CF Card 	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> • CF Card malfunction • Bad connection of CF Card • PBX main board malfunction 	<ul style="list-style-type: none"> • 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) • Reprogramme the PBX • Replace the CF Card (Turn off the power switch of the PBX before doing so) • 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	<ul style="list-style-type: none"> • Fan malfunction (Expansion Shelf) 	<ul style="list-style-type: none"> • Turn off the PBX • See if anything is jammed in the fan • Replace the fan of the corresponding shelf (be sure to turn off the PBX when replacing)
043*	Expansion Shelf communication error	<ul style="list-style-type: none"> • Bus Cable is not properly connected between shelves • Optional service card malfunction: STACK-M, STACK-S 	<ul style="list-style-type: none"> • See if the Bus Cable is connected properly • 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	<ul style="list-style-type: none"> • A CS ID number registered as the Master CS ID is also detected 	<ul style="list-style-type: none"> • Register another CS to the same port
045	Expansion Shelf communication recovery	<ul style="list-style-type: none"> • A communication error between shelves was recovered from 	<ul style="list-style-type: none"> • This message indicates when a communication error between shelves was recovered from
046*	CF life is running out	<ul style="list-style-type: none"> • The usage lifetime limit of the CF Card is approaching 	<ul style="list-style-type: none"> • Replace the CF Card (Turn off the power switch of the PBX before doing so)

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

054*	UPS connected	<ul style="list-style-type: none"> The PBX was connected to a UPS 	<ul style="list-style-type: none"> This message indicates when the PBX was connected to a UPS
055	UPS power supply start	<ul style="list-style-type: none"> Due to a loss of power or irregularity with the utility power source, the PBX began drawing power from the UPS 	<ul style="list-style-type: none"> Check the status of the utility power source Check the connection of the UPS to the utility power source
056	UPS power supply end	<ul style="list-style-type: none"> The utility power source was restored to normal operation, and the PBX stopped drawing power from the UPS 	<ul style="list-style-type: none"> This message indicates when the PBX stops drawing power from the UPS
057	UPS battery run out	<ul style="list-style-type: none"> The UPS battery was completely drained while it was supplying power to the PBX 	<ul style="list-style-type: none"> Recharge the UPS battery Replace the UPS
058*	USB overcurrent	<ul style="list-style-type: none"> A device that causes an overcurrent to occur at the USB port has been connected 	<ul style="list-style-type: none"> Remove the device connected to the USB port
059	USB restore succeeded	<ul style="list-style-type: none"> A data restore operation from a USB memory device was successful 	<ul style="list-style-type: none"> This message indicates that a data restore operation was successful
060*	USB restore failed	<ul style="list-style-type: none"> A data restore operation from a USB memory device failed 	<ul style="list-style-type: none"> Check that the backup data stored on the USB memory device is valid
061*	Shelf cabinet mismatch	<ul style="list-style-type: none"> Cabinet information mismatch between Legacy GW shelf installed on Web Maintenance Console and Legacy GW shelf actually connected. Connected Legacy GW shelf is not supported. 	<ul style="list-style-type: none"> Reprogram the PBX Confirm that connected Legacy GW is supported.

062	System Data converted successfully	<ul style="list-style-type: none"> System Data converted successfully by program update. 	<ul style="list-style-type: none"> This message indicates System Data was converted successfully.
063	Failed to convert System Data	<ul style="list-style-type: none"> System Data convert failure during program update 	<ul style="list-style-type: none"> Convert System data with Off-line WEB-Maintenance Console, transfer it to NS1000 and reboot
064	Failed to convert System Data (Out of memory)	<ul style="list-style-type: none"> Failed to convert System Data due to lack of free space in CF Card or USB memory during program update 	<ul style="list-style-type: none"> Please execute program update again after inserting USB memory which has enough free space. Please execute program update again after ensuring sufficient free space on USB memory by deleting unnecessary files.
090	Over Card Limitation	<ul style="list-style-type: none"> Too many optional service cards installed 	<ul style="list-style-type: none"> Reduce the number of optional service cards
091*	PT connection over	<ul style="list-style-type: none"> Too many PTs connected 	<ul style="list-style-type: none"> Reduce the number of PTs
092*	CS connection over	<ul style="list-style-type: none"> Too many CSs connected 	<ul style="list-style-type: none"> Reduce the number of CSs
119*	Duplicate IP segment	<ul style="list-style-type: none"> WAN, LAN and MNT segments are overlapped 	<ul style="list-style-type: none"> Consult your network administrator
120*	MPR VoIP-DSP failure	<ul style="list-style-type: none"> A malfunction occurred in the DSP on the PBX mother board 	<ul style="list-style-type: none"> Ignore if not frequent 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
121	MPR VoIP-DSP boot failure		
122	Virtual card start up error	<ul style="list-style-type: none"> PBX main board malfunction 	<ul style="list-style-type: none"> 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) Reprogramme the PBX Exchange the PBX
123*	Duplicate IP address	<ul style="list-style-type: none"> IP address is identical to another device's on the Network 	<ul style="list-style-type: none"> Consult your network administrator

124	LAN interface start up error	<ul style="list-style-type: none"> • PBX main board LAN device malfunction 	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • Login authentication failure three times in a row 	<ul style="list-style-type: none"> • Login using a correct Login ID and Password after waiting more than 10 minutes
127	Activation Key was expired (SHGW4)	<ul style="list-style-type: none"> • Activation Key has expired 	<ul style="list-style-type: none"> • 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)	<ul style="list-style-type: none"> • SNTP server is not active • Network malfunction 	<ul style="list-style-type: none"> • Consult your network administrator
133*	Acquisition of network information was failed (DHCP client)	<ul style="list-style-type: none"> • DHCP server is not active • Network malfunction 	<ul style="list-style-type: none"> • Consult your network administrator
134	Extension of lease was failed (DHCP client)	<ul style="list-style-type: none"> • DHCP server is not active • Network malfunction 	<ul style="list-style-type: none"> • Consult your network administrator
135	Lease time was expired (DHCP client)	<ul style="list-style-type: none"> • DHCP server is not active • Network malfunction 	<ul style="list-style-type: none"> • Consult your network administrator
136	IP extension or trunk limitation over	<ul style="list-style-type: none"> • IP extension or trunk limitation over 	<ul style="list-style-type: none"> • Reduce the number of IP extension or trunk
137	Activation Key was expired (others)	<ul style="list-style-type: none"> • Activation Key has expired 	<ul style="list-style-type: none"> • Renew Activation Key
138	Two-way Recording or Mobile user limitation over	<ul style="list-style-type: none"> • The limit on the number of two-way recording or mobile extension users was exceeded 	<ul style="list-style-type: none"> • Reduce the number of two-way recording or mobile extension users

139	UM channel limitation over	<ul style="list-style-type: none"> The limit of the number of assignable UM ports was exceeded 	<ul style="list-style-type: none"> Reduce the number of UM ports in use
140	ActivationKey was expired (Pre-installed licence)	<ul style="list-style-type: none"> Activation Key has expired 	<ul style="list-style-type: none"> 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)		
150	FTP server authentication failure	<ul style="list-style-type: none"> Authentication failed when logging in to the FTP server FTP server is not active Network malfunction 	<ul style="list-style-type: none"> Confirm account information (ID, Password) Consult your network administrator
151	SMTP server authentication failure	<ul style="list-style-type: none"> Authentication failed when logging in to the SMTP server SMTP server is not active Network malfunction 	<ul style="list-style-type: none"> Confirm account information (ID, Password) Consult your network administrator
153	FTP client limitation over	<ul style="list-style-type: none"> Too many simultaneous FTP client connections 	<ul style="list-style-type: none"> This message indicates when the number of FTP clients logging in to the PBX exceeds limitations
154*	CA private key/certification error	<ul style="list-style-type: none"> The CA private key or the CA certificate data has been damaged 	<ul style="list-style-type: none"> Exchange the PBX
155*	Server secret key/certification error	<ul style="list-style-type: none"> The server private key or the server certificate data has been damaged 	<ul style="list-style-type: none"> This message indicates when the server private key or the server certificate data has been automatically restored
156	E-Mail send failure	<ul style="list-style-type: none"> Network malfunction 	<ul style="list-style-type: none"> Check the settings in Web Maintenance Consult your network administrator

200*	LPR start up error (ROM NG)	<ul style="list-style-type: none"> Optional service card malfunction 	<ul style="list-style-type: none"> Pull out and re-insert the corresponding optional service 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) Replace the corresponding optional service card 		
201*	LPR start up error (RAM NG)				
202*	LPR start up error (No Program)				
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)	<ul style="list-style-type: none"> Optional service card malfunction 	<ul style="list-style-type: none"> Pull out and re-insert the corresponding optional service 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) Update the software of the corresponding optional service card Replace the back board (be sure to turn off the PBX when replacing) 		
208	Instantaneous Interruption error			<ul style="list-style-type: none"> A combination card malfunction due to an instantaneous interruption has been automatically recovered from 	<ul style="list-style-type: none"> This message indicates when a combination card malfunction that occurred due to an instantaneous interruption has been automatically recovered
224	Expansion VoIP-DSP failure			<ul style="list-style-type: none"> Optional service card malfunction : VoIP-DSP 	<ul style="list-style-type: none"> Ignore if not frequent Confirm that the DSP card is properly installed (Turn off the power switch of the PBX before doing so) Replace the DSP card(Turn off the power switch of the PBX before doing so)
225	Expansion VoIP-DSP boot failure				
226	MOH failure			<ul style="list-style-type: none"> PBX main board malfunction 	<ul style="list-style-type: none"> Exchange the PBX

227	MOH data restore	<ul style="list-style-type: none"> MOH data that was not successfully installed due to power loss, etc. has been automatically restored 	<ul style="list-style-type: none"> This message indicates when MOH data that was not installed successfully was re-installed
230*	Card disconnected	<ul style="list-style-type: none"> Optional service card not installed properly Optional service card malfunction Back board malfunction 	<ul style="list-style-type: none"> See if the corresponding optional service card is installed properly Pull out and re-insert the corresponding optional service 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) Replace the corresponding optional service card Replace the back board (be sure to turn off the PBX when replacing)
231	LPR alive check error	<ul style="list-style-type: none"> Optional service card malfunction Back board malfunction MPR card malfunction 	<ul style="list-style-type: none"> See if the corresponding optional service card is installed properly Pull out and re-insert the corresponding optional service 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) Replace the corresponding optional service card Replace the back board (be sure to turn off the PBX when replacing) Exchange the PBX
232	MPR-LPR communication error		
233	LPR data check error		
234	DPLL clock failure		
235*	CS clock failure	<ul style="list-style-type: none"> Optional service card malfunction 	<ul style="list-style-type: none"> Replace the corresponding optional service card
237	Illegal CS connection	<ul style="list-style-type: none"> Incorrect CS connection 	<ul style="list-style-type: none"> Connect CS correctly
250*	T1/E1 DSP failure	<ul style="list-style-type: none"> Optional service card malfunction 	<ul style="list-style-type: none"> See if the corresponding optional service card is installed properly Replace the corresponding optional service card

252	FPGA failure	<ul style="list-style-type: none"> Optional service card malfunction: FPGA 	<ul style="list-style-type: none"> Replace the corresponding optional service card
260	UM information recorded(Minor)	<ul style="list-style-type: none"> PBX main board malfunction Erroneous processing of PBX software Software error due to external factors 	<ul style="list-style-type: none"> 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) Reprogramme the PBX Exchange the PBX
261*	UM information recorded(Major)		
262	All UM ports exceeded the busy threshold time [hh:mm:ss]	<ul style="list-style-type: none"> All UM ports exceeded the busy threshold time [hh:mm:ss] shows busy continuation time 	<ul style="list-style-type: none"> Recommend an increase of Activation Key for UM
300*	Digital trunk out of Synchronisation	<ul style="list-style-type: none"> Network (digital trunk) malfunction Optional service card malfunction Wrong A/B switch setting Wrong termination switch setting 	<ul style="list-style-type: none"> 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 Ω when using RJ45 connector; 75 Ω 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 Synchronisation		
304*	Frame error		
305*	Data Link failure	<ul style="list-style-type: none"> Data link between the network and PRI/BRI card failed Data link between the network and PBX failed 	<ul style="list-style-type: none"> Check the connection between the network and PRI/BRI card Check the connection between the network and PBX
306	E1 Channel Block failure	<ul style="list-style-type: none"> Network (digital trunk) malfunction Optional service card malfunction: E1 Wrong A/B switch setting: E1 Wrong termination switch setting: E1 	<ul style="list-style-type: none"> 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 Ω when using RJ45 connector; 75 Ω

			<ul style="list-style-type: none"> when using BNC connector • See if the corresponding optional service card is installed properly • Replace the corresponding optional service card
307	LAN/WAN No Carrier	<ul style="list-style-type: none"> • PBX not connected to the LAN/WAN 	<ul style="list-style-type: none"> • Check the connection between the LAN/WAN and PBX
310*	Port Link Failure	<ul style="list-style-type: none"> • Voice Processing System malfunction • Ports defective on optional service card 	<ul style="list-style-type: none"> • Check the Voice Processing System • See if the corresponding optional service card is installed properly • Replace the corresponding optional service card
328	The LoopBack(PRI23) was established by Network	<ul style="list-style-type: none"> • This code means your network provider is diagnosing the PRI line 	<ul style="list-style-type: none"> • Consult your network provider
329	Data Link failure	<ul style="list-style-type: none"> • Data link between the PT and PBX failed 	<ul style="list-style-type: none"> • Check the connection between the PT and PBX
330	Loop current detection error	<ul style="list-style-type: none"> • Detection of LCOT loop current error 	<ul style="list-style-type: none"> • 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
353	IP-PT DSP failure	<ul style="list-style-type: none"> • IP-PT malfunction 	<ul style="list-style-type: none"> • The IP-PT will be rebooted automatically if the error is temporary • Replace the corresponding IP-PT if the IP-PT is not rebooted
360	IP-PT SUB-CPU failure	<ul style="list-style-type: none"> • IP-PT malfunction 	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • DHCP server is not active • Network malfunction 	<ul style="list-style-type: none"> • Consult your network administrator
362	IP-PT Rebooted (cause DHCP server)	<ul style="list-style-type: none"> • DHCP server is not active • Network malfunction • Network configuration has been changed 	<ul style="list-style-type: none"> • Consult your network administrator
363	PPPoE connection was disconnected	<ul style="list-style-type: none"> • Network malfunction 	<ul style="list-style-type: none"> • Consult your network administrator
364	PPPoE authentication failure	<ul style="list-style-type: none"> • Account information (ID, Password) that was entered is wrong • Network malfunction 	<ul style="list-style-type: none"> • Confirm account information (ID, Password) • Consult your network administrator
365	SIP Server connection was disconnected	<ul style="list-style-type: none"> • SIP server is not active • Network malfunction 	<ul style="list-style-type: none"> • Consult your network administrator
366	SIP Server authentication failure	<ul style="list-style-type: none"> • Account information (ID, Password) that was entered is wrong • Network malfunction 	<ul style="list-style-type: none"> • Confirm account information (ID, Password) • Consult your network administrator
367*	DDNS Server connection error	<ul style="list-style-type: none"> • DDNS server is not active • Network malfunction 	<ul style="list-style-type: none"> • Consult your network administrator
368	IP-CS synchronisation failure	<ul style="list-style-type: none"> • The IP-CS is not synchronised with other CSs 	<ul style="list-style-type: none"> • Set an appropriate air synchronisation group • Refer to the Quick Installation Guide of the KX-NCP0158
369	IP-CS Handover error	<ul style="list-style-type: none"> • Master CS2 is not synchronised with Master CS1 	<ul style="list-style-type: none"> • Change the status of Master CS2 to OUS and then back to INS using the WEB-MC • Refer to the Quick Installation Guide of the KX-NCP0158
372	NDSS message over IPGW notification - caused by IPGW Tx resource limitation	<ul style="list-style-type: none"> • Optional service card malfunction 	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • Network malfunction 	<ul style="list-style-type: none"> • Ignore if not frequent • Consult your network administrator
390	Digital signal synchronisation established	<ul style="list-style-type: none"> • Synchronisation of digital line established or restored 	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • Connection with PC Phone/PC Console established or restored 	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • Clock master card has been changed to the one indicated by the sub code 	<ul style="list-style-type: none"> • Check if the proper card is selected as the new clock master card
393	LAN/WAN Carrier detected	<ul style="list-style-type: none"> • PBX connected to the LAN/WAN 	<ul style="list-style-type: none"> • This information is logged when synchronisation of LAN/WAN is established
397	The LoopBack(PRI23) was canceled by Network	<ul style="list-style-type: none"> • This code means your network provider has finished the diagnosis of the PRI line 	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • Connection with PT established or restored 	<ul style="list-style-type: none"> • 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

500	Acquisition of DNS Server Address was failed (DNS Server)	<ul style="list-style-type: none"> Acquisition of DNS Server Address from DNS Server failed 	<ul style="list-style-type: none"> Consult your network administrator
501	No response from DNS Server	<ul style="list-style-type: none"> DNS server is not active Network malfunction 	<ul style="list-style-type: none"> Consult your network administrator
502	No response from STUN Server	<ul style="list-style-type: none"> STUN server is not active Network malfunction 	<ul style="list-style-type: none"> Consult your network administrator
510*	SMDR disconnect	<ul style="list-style-type: none"> RS-232C cable not connected Breaking of RS-232C cable Printer (terminal equipment) malfunction 	<ul style="list-style-type: none"> Check the RS-232C cable Check the terminal equipment
520	CTI link failure	<ul style="list-style-type: none"> RS-232C/LAN cable not connected CTI-Application malfunction 	<ul style="list-style-type: none"> Check the RS-232C/LAN cable Check the CTI-Application
521	CTI Monitor stopped	<ul style="list-style-type: none"> Connections with PC Consoles or CTI-Applications have been disconnected because of high-load. 	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> RS-232C/LAN cable not connected CTI-Application malfunction 	<ul style="list-style-type: none"> Check the RS-232C/LAN cable Check the CTI-Application
526	CT Link disconnected (No response)		
527	CDR retry out		
530*	Multi site connection error	<ul style="list-style-type: none"> A communication error between sites is occurring 	<ul style="list-style-type: none"> Check all cable connections between the sites, and check that hubs, routers, etc. are operating correctly Confirm that the communication transmission speed between sites is sufficient

			<ul style="list-style-type: none"> • Confirm that all other parties' equipment is powered on • Consult your network administrator
531*	Multi site connection recovery	<ul style="list-style-type: none"> • A communication error between sites was recovered from 	<ul style="list-style-type: none"> • This message indicates when a communication error between sites was recovered from
532*	Multi site data sync error	<ul style="list-style-type: none"> • A communication error between sites is occurring 	<ul style="list-style-type: none"> • Check all cable connections between the sites, and check that hubs, routers, etc. are operating correctly • Confirm that all other parties' equipment is powered on • Consult your network administrator
533	Unit start up error	<ul style="list-style-type: none"> • A communication error between sites is occurring when the PBX is starting up 	<ul style="list-style-type: none"> • Confirm that all other parties' equipment is powered on • Consult your network administrator
534	Unit registration denied	<ul style="list-style-type: none"> • Due to software version mismatch between Master unit and Slave unit to be registered, site registration has been failed 	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • Malfunction occurred in Master unit. • Malfunction occurred in the communication path between Master unit and Backup Master unit. 	<ul style="list-style-type: none"> • Check error log in Master unit. • Check all cable connections between the sites, and check that hubs, routers, etc. are operating correctly • Confirm that the communication transmission speed between sites is sufficient • Confirm that all other parties' equipment is powered on • Consult your network administrator
536	Backup Master mode was released	<ul style="list-style-type: none"> • Backup Master mode was released. 	<ul style="list-style-type: none"> • This message shows that the operation mode recovered from Backup Master mode.
537	Change into Isolated mode	<ul style="list-style-type: none"> • Malfunction occurred in Master unit or Backup Master unit. • Malfunction occurred in the communication path 	<ul style="list-style-type: none"> • Check error log of Master unit or Backup Master unit. • Check all cable connections between the sites, and check that hubs, routers, etc. are operating correctly • Confirm that the

		of Slave unit.	<p>communication transmission speed between sites is sufficient</p> <ul style="list-style-type: none"> • Confirm that all other parties' equipment is powered on • Consult your network administrator
538	Isolated mode was released	<ul style="list-style-type: none"> • Isolated mode was released. 	<ul style="list-style-type: none"> • This message shows that the operation mode recovered from Isolated mode.
539	VPN error	<ul style="list-style-type: none"> • A communication error is occurring in VPN. 	<ul style="list-style-type: none"> • Check all cable connections between PBX and the other equipment connected via VPN, and check that hubs, routers, etc. are operating correctly • Confirm that the communication transmission speed between PBX and the other equipment connected via VPN is sufficient • Confirm that all other parties' equipment is powered on • Consult your network administrator
540	Network Security Alarm	<ul style="list-style-type: none"> • Security issue such as DOS attacks occurred. 	<ul style="list-style-type: none"> • Consult your network administrator
541	NAS disconnected	<ul style="list-style-type: none"> • NAS is not active • Network malfunction 	<ul style="list-style-type: none"> • Check all cable connections between the PBX and the NAS, and check that hubs, routers, etc. are operating correctly • Confirm that the communication transmission speed between the PBX and the NAS is sufficient • Confirm that all other equipment is powered on • Consult your network administrator
542	Not enough free space on NAS	<ul style="list-style-type: none"> • Not enough memory space available to save the data • Wrong permission of the NAS 	<ul style="list-style-type: none"> • Remove unnecessary files from the NAS • Check the permission of the NAS