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Troubleshooting – Panasonic IP-PT Error Messages

Introduction

Panasonic IP-PT's will display one of four error messages when experiencing connectivity issues while communicating with the PABX. These error codes and brief troubleshooting information is outlined below. If problems persist, call Sedcom on 02 6283 1444 for more assistance.

Error Messages

- **CHECK A NETWORK CABLE** – Handset is receiving power but is unable to send/receive data over the LAN port. If using a power pack, check that network cable is connected to the *LAN* port (and not the *PC* port). If not using a power pack, replace network cable and/or try using an alternate data point.

CHECK A NETWORK CABLE

- **DHCP SERVER NOT FOUND** – Handset is setup to obtain its IP address information from a DHCP server and has not received a valid offer. Check with your network administrator that the DHCP server is running and still has IP addresses available.

DHCP SERVER NOT FOUND
OK [ENTER]

- **POOR LAN CONNECTION** – Handset has valid IP address information but is unable to contact the configured PBX. Check that PABX is on and connected to the network. If using a remote extension, check that internet service is connected and working at both offices.

POOR LAN CONNECTION
OK [ENTER]

- **UNREGISTERED TO SERVER** – Handset is able to communicate with the configured PABX but the handset is not registered. This error can only be investigated properly by calling your PABX installer (Sedcom Communications).

UNREGISTERED TO SERVER
OK [ENTER]