

Application Note Communication Errors

Product: ExpressNet® and ExpressNet III® Payphone Management System Software

This application note describes the symptoms, causes, and solutions for the communication errors that can occur between the computer and the phones.

To view the details of a particular error, click on the error code shown below.

ERROR CODES

1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20
21	22	23	24	25	26	27	28	29	30	31	32	33	34	35	36	37	38	39	40
41	42	43	44	45	46	47	48	49	50	51	52	53	54	55	56	57	58	59	60
61	62	63	64	65	66	67	68	69	70	71	72	73	74	75	76	77	78	79	80
81	82	83	84	85	86	87	88	89	90	91	92	93	94					99	

Error Code	Description	Cause/Solution
1	No Site Record In Database The phone that called in to the computer was not found in the site database of the payphone management system.	See Cause/Solution Items 1 , 2 , 3 , 4 , 5
2	Build Rate Parameter Failed The computer was unable to build the option parameters and call rating information that needs to be downloaded to the phone.	See Cause/Solution Items 6 , 7 , 8
3	Database Timed Out	See

	A request for polling information failed due to a sluggish database.	Cause/Solution Items 9, 10
4	Time-Out on Carrier Detect The computer timed out trying to establish communication with the phone.	See Cause/Solution Items 11, 12, 13, 14,15, 17, 18
5	Busy Signal Detected The modem detected a busy signal when dialing the phone.	See Cause/Solution Items 17, 21, 22
6	No Carrier Signal Detected The computer failed to establish communication with the phone.	See Cause/Solution Items 16, 17, 18
7	Carrier Detected but No Connection Established Carrier was detected but no CONNECT message was received from the modem.	See Cause/Solution Items 16, 17, 18
8	Sync Character Not Detected The computer established a connection with the phone, but an invalid status string or no status string was sent to the phone.	See Cause/Solution Items 13, 14, 16, 18,19
9	Status String Received by the Phone is Not Complete The phone received a partial status string from the computer.	See Cause/Solution Items 16, 17, 18
10	Status String Checksum is Bad The checksum of the status string received from the computer was incorrect.	See Cause/Solution Items 16, 17, 18
11	Phone Number Mismatch An attempt was made to contact a phone that was programmed with a different ANI number than the default ANI that the computer dialed.	See Cause/Solution Items 1, 20, 23
12	Phone Type Mismatch The phone type assigned on the site record does not match the phone being contacted.	See Cause/Solution Items 24, 25
13	Security Code Command Time-Out	See

	The computer sent the security code to the phone but did not receive a response back from the phone.	Cause/Solution Items 16 , 17 , 18 , 26
14	Security Code Failed The security code stored in the phone does not match the security code stored in the computer's database.	See Cause/Solution Items 16 , 17 , 18 , 27,28
15	A "Clear Flags" Code was Sent, but Timed-Out The computer attempted to clear the flags in the phone, but no acknowledgment was received from the phone.	See Cause/Solution Items 16 , 17 , 18 , 26
16	The "Clear Flags" Command Failed The computer attempted to clear the flags in the phone, but the phone failed to perform the action.	See Cause/Solution Items 16 , 17
17	Failed Software Version Memory Read The computer attempted to obtain the phone's software version but no response was received from the phone.	See Cause/Solution Items 16 , 17 , 18 , 26
18	Failed Extended Software Version The computer attempted to obtain the phone's software version during a software download attempt, but no response was received from the phone.	See Cause/Solution Items 16 , 17 , 18 , 26
19	Escrow Relay Check Failure The computer sent a command to the phone to check the escrow relay, but no response was received back from the phone.	See Cause/Solution Items 16 , 17 , 18 , 26
20	Full Download Failure, Time-Out The computer timed-out waiting for the phone to respond to a block of parameter information during a full parameter download.	See Cause/Solution Items 16 , 17 , 18 , 26
21	Full Download Failure During a full download, the computer sent the phone a block of parameter information, and the phone responded with a failure to perform this	See Cause/Solution Items 16 , 17

	action.	
22	<p>Full Download Verify, Time-Out A time-out occurred while the computer was waiting for the phone to respond to a full parameter download verification.</p>	<p>See Cause/Solution Items 16, 17, 18, 26</p>
23	<p>Full Download Failure, Verify N/A</p>	<p>Cause/Solution (N/A)</p>
24	<p>Full Download Flag Reset Time-Out N/A</p>	<p>See Cause/Solution Items 16, 17, 18, 26</p>
25	<p>Full Download Time-Out The computer sent a command to the phone to verify a full parameter download, and the phone responded with a verify failure.</p>	<p>See Cause/Solution Items 16, 17</p>
26	<p>Full Download Flag Reset Failed The computer sent a command to the phone to reset the RAM error flag after a full download, and the phone responded with a failure.</p> <p>This error also occurs on Credit Express phones if the computer issues a command requesting a block of data for the display messages, and the phone responds with a failure.</p>	<p>See Cause/Solution Items 16, 17</p>
27	<p>Partial Download Time-Out The computer timed-out waiting for the phone to set the new checksum value in the phone during a partial download.</p>	<p>See Cause/Solution Items 16, 17, 18, 26</p>
28	<p>Partial Download Failure The computer timed-out waiting for the phone to respond to a command to block parameter information that is sent during a partial parameter download.</p>	<p>See Cause/Solution Items 16, 17, 18, 26</p>
29	<p>Partial Download Time-Out The computer timed-out waiting for the phone to set the new checksum value in the phone during a</p>	<p>See Cause/Solution Items 16, 17, 18, 26</p>

	partial download.	
30	<p>Partial Download Failure</p> <p>The computer sent a code to the phone to verify a partial parameter download, and the phone responded with a verify failure.</p>	<p>See Cause/Solution Items 16, 17</p>
31	<p>Partial Download Verify Time-Out</p> <p>The computer timed-out waiting for the phone to respond to a partial parameter download verification.</p>	<p>See Cause/Solution Items 16, 17, 18, 26</p>
32	<p>Partial Download Verify Failure</p> <p>A command was sent to the phone to verify the partial parameter download, and the phone responded with a verify failure.</p>	<p>See Cause/Solution Items 16, 17</p>
33	<p>Failed Clear Coin Flag Command</p> <p>The computer sent a command to the phone to reset the E\$ flag. Either a time-out occurred waiting for a response from the phone or the phone responded with a failure to perform this action.</p>	<p>See Cause/Solution Items 16, 17, 18, 26</p>
34	<p>Reset Cash Box Volume Failure</p> <p>The computer sent a command to the phone to reset the cash box amount. This command is for older CA/CD phones, and does not apply to DA/DD phones. Either a time-out occurred waiting for a response from the phone or the phone responded with a failure to perform this action.</p>	<p>See Cause/Solution Items 16, 17, 18, 26</p>
35	<p>Phone and File Checksums Differ</p> <p>This message indicates that the parameter checksum in the phone differs from the checksum that is in the computer.</p>	<p>See Cause/Solution Items 17, 29</p>
36	<p>Incompatible Firmware</p> <p>The firmware operating in the phone is incompatible with a Protel® phone.</p>	<p>See Cause/Solution Items 30</p>
37	<p>Get CDR Counts Time-Out</p> <p>The computer timed-out waiting for the phone to respond to a request for the audit and billing CDR</p>	<p>See Cause/Solution Items 16, 17, 18, 26</p>

	counts.	
38	Billing CDR Count Error The billing CDR counts or the pointer sent from the phone is invalid.	See Cause/Solution Items 16 , 17 , 31
39	Audit CDR Count Error The audit CDR counts or the pointer sent from the phone is invalid.	See Cause/Solution Items 16 , 17 , 32
40	Get Billing CDR Record Failure The computer timed-out waiting for the phone to respond to a request for the billing CDR records.	See Cause/Solution Items 16 , 17 , 18 , 26
41	Temp Billing Record Save Failure If the billing counts or pointer is invalid or the checksum for the billing records is bad, the data is not saved to the database, but is placed in a temporary file. This error occurs if that file cannot be opened, written to, or closed.	See Cause/Solution Items 33 , 34
42	Checksum Error in Billing Record If the checksum for the billing records is invalid, the data is not saved to the database, but is placed in a temporary file. This error results if that file cannot be opened.	See Cause/Solution Items 33 , 34
43	Billing CDR not Saved to File An error occurred adding a billing CDR record to the database.	See Cause/Solution Items 33 , 34 , 35
44	Error Opening Billing CDR File An error occurred opening the billing CDR file.	See Cause/Solution Items 33 , 34 , 35
45	Bad Billing CDR Saved to File If the billing counts or the pointer IS bad, this error indicates that the data was saved to the "bad billing data" file.	See Cause/Solution Items 16 , 17 , 18 , 26
46	Failed to Clear Billing Records An attempt was made to clear the billing records in	See Cause/Solution Items

	the phone, but no acknowledgment was received from the phone.	16 , 17 , 18 , 26
47	<p>Failed to Clear Billing Flags</p> <p>The computer timed-out waiting for the phone to respond a command to clear the billing flags.</p>	<p>See Cause/Solution Items 16, 17, 18, 26</p>
48	<p>Get Audit CDR Record Failure</p> <p>The computer timed-out waiting for the phone to respond to a request for the audit CDR records.</p>	<p>See Cause/Solution Items 16, 17, 18, 26</p>
49	<p>Temp Audit Record Save Failed</p> <p>If the audit record checksum is bad, the data is not saved to the database, but is placed in a temporary file. This error occurs if that file cannot be opened, written to, or closed.</p>	<p>See Cause/Solution Items 33, 34</p>
50	<p>Checksum Error in Audit Record</p> <p>If the audit counts or the pointer is bad, this error indicates that the data was saved to the "bad audit data" file.</p>	<p>See Cause/Solution Items 16, 17, 32</p>
51	<p>Audit CDR not Saved to File</p> <p>An error occurred adding an audit CDR record to the database.</p>	<p>See Cause/Solution Items 33, 34, 35</p>
52	<p>Error Opening Audit CDR File</p> <p>An error occurred opening the audit CDR database.</p>	<p>See Cause/Solution Items 33, 34, 35</p>
53	<p>Failed to Clear Audit Records</p> <p>An attempt was made to clear the audit CDR records in the phone, but no acknowledgment was received from the phone.</p> <p>Note: This error occurs when downloading new software to a DD type phone that has a CD type firmware chip installed. The error results because of the difference in the way that records are stored in different types of phones. Repolling the phone results in the error being cleared and the records being stored normally (no data loss).</p>	<p>See Cause/Solution Items 16, 17, 18, 26</p>

54	<p>Failed to Clear Audit Flags</p> <p>A time-out occurred waiting for the phone to respond to a command to clear the audit flag.</p>	<p>See Cause/Solution Items 16, 17, 18, 26</p>
55	<p>No EEPROM Blocks Found</p> <p>An attempt was made to update the downloadable device in the phone, but there are no blocks to download to.</p>	<p>See Cause/Solution Items 36, 37</p>
56	<p>Error Opening Software File</p> <p>An error occurred attempting to open the download software file.</p>	<p>See Cause/Solution Items 34, 38, 39</p>
57	<p>Unlock EEPROM Command Time-Out</p> <p>A time-out occurred waiting for the phone to respond to the command to unlock the download chip.</p>	<p>See Cause/Solution Items 16, 17, 18, 26,37</p>
58	<p>Unlock EEPROM Command Failure</p> <p>A command was sent to the phone to unlock the download chip and the phone responded with a failure to perform this function.</p>	<p>See Cause/Solution Items 16, 17</p>
59	<p>Disable EEPROM Command Time-Out</p> <p>A time-out occurred waiting for the phone to respond to the command to disable the download chip.</p>	<p>See Cause/Solution Items 16, 17, 18, 26,37</p>
60	<p>Disable EEPROM Command Failure</p> <p>A command was sent to the phone to disable the download chip and the phone responded with a failure to perform this function.</p>	<p>See Cause/Solution Items 16, 17, 37</p>
61	<p>Failure to Save Coin Record</p> <p>An error occurred adding a coin record to the database.</p>	<p>See Cause/Solution Items 33, 34, 35</p>
62	<p>Software File Not Found</p> <p>N/A</p>	<p>Cause/Solution (N/A)</p>
63	<p>Software File Download Time-Out</p> <p>A time-out occurred waiting for the phone to respond to a block of data during a software</p>	<p>See Cause/Solution Items 16, 17, 18, 26,37, 39</p>

	download.	
64	Verify Software Failure The command used to verify the download chip checksum failed.	See Cause/Solution Items 16 , 17 , 26 , 37
65	Software Download Command Failure The phone failed to accept a block of data during a software download.	See Cause/Solution Items 16 , 17 , 26 , 37 , 39
66	Check Call Accounting Errors Failure This error results if a time-out occurs while the computer is waiting for the phone to respond to a command to reset a "RAM error" flag. If a RAM error occurs, the flag is cleared and call accounting is reset.	See Cause/Solution Items 16 , 17 , 18 , 26
67	Get Call Accounting Failure The computer timed-out waiting for the phone to respond to a request for the call accounting records to be transferred to the computer.	See Cause/Solution Items 16 , 17 , 18 , 26
68	Failed to Save Call Accounting This error is a result of a failure to open, add a record to, or update the call accounting database.	See Cause/Solution Items 33 , 34 , 35
69	Reset Call Accounting Time-Out The computer timed-out waiting for the phone to respond to a command to reset the call accounting.	See Cause/Solution Items 16 , 17 , 18 , 26
70	Failed to Save New Call Accounting This error is a result of a failure to open or add a new record to the call accounting database.	See Cause/Solution Items 33 , 34 , 35
71	Failed to Save New Call Accounting The computer issued a command to the phone to reset call accounting, and the command failed.	See Cause/Solution Items 16 , 17
72	Reset Clock Failure, Time-Out The computer timed-out waiting for the phone to respond to a command to reset the clock in the phone.	See Cause/Solution Items 16 , 17 , 18 , 26

73	<p>Reset Clock Failure The command to reset the clock in the phone failed.</p>	<p>See Cause/Solution Items 16, 17</p>
74	<p>Software File Not Assigned N/A</p>	<p>See Cause/Solution Items (N/A)</p>
75	<p>Full Download Complete, CA/DA Time-Out A full download was completed on a CA/DA phone, but the call was terminated to avoid a watch dog time-out.</p>	<p>See Cause/Solution Items 40</p>
76	<p>Full Download Incomplete, CA/DA Time-Out A full download was not completed on a CA/DA phone, but the call was terminated to avoid a watch dog time-out.</p>	<p>See Cause/Solution Items 41</p>
77	<p>Failed to Save Speed Dials A failure occurred attempting to save the BC speed dial information. This error can be caused by a failure to open or close the "Sites" database. It can also be caused by a failure to read or add a site record to the database.</p>	<p>See Cause/Solution Items 4, 5, 16, 17, 18, 33, 34, 35</p>
78	<p>Database Read Failure A failure occurred attempting to open or read from the 7000 options database.</p>	<p>See Cause/Solution Items 4, 34</p>
79	<p>Database Write Failure A failure occurred attempting to open or write to the 7000 options database.</p>	<p>See Cause/Solution Items 4, 34</p>
80	<p>Communication Fails A time-out occurred waiting for the phone to respond to a request for the 7000 options information or a request for 7000 options resulted in a failure.</p>	<p>See Cause/Solution Items 16, 17, 18</p>

81	Not a Valid Command A request for 7000 options information resulted in a failure.	See Cause/Solution Items 16 , 17 , 18
82	TX Fails CRC A request for 7000 options information resulted in a transmission checksum failure.	See Cause/Solution Items 16 , 17 , 18
83	RX Fails CRC A request for 7000 options information resulted in a receive checksum failure.	See Cause/Solution Items 16 , 17 , 18
84	Serial Number Identification Circuit Fail The 7000 options information provided by the phone was corrupted. The data indicated no options existed or an invalid number was returned.	See Cause/Solution Items 16 , 17 , 18 , 43 , 44
85	Firmware Verify Time-out A time-out occurred waiting for the phone to respond to a request for the firmware type.	See Cause/Solution Items 16 , 17 , 18
86	Not a Valid Response The payphone management system has repeatedly received an improper response to the current command being issued.	See Cause/Solution Items 16 , 17 , 18
87	Failed Updating Rates The payphone management system was unable to update the phone with DD expanded rates. This message indicates that an unlikely condition has occurred during the rates download.	Cause/Solution Call Tech Support
88	default.cdl File not Found The file labeled defaultcd.fil, which contains the default CD rates, is not in the sites directory.	See Cause/Solution Items 38 , 39
89	default.cdl File Version Fails The file labeled defaultcd.fil, which contains the default CD rates, has the wrong version number.	See Cause/Solution Items 45
90	default.cdl File Fails Read The file labeled defaultcd.fil, which contains the	See Cause/Solution Items

	default CD rating information fails to be read.	34 , 35
91	Failed To Clear Billing CDR Error An attempt was made to clear the billing CDR error flags in the phone, but no acknowledgment was received from the phone.	See Cause/Solution Items 16, 17, 18
92	Clear Call Accounting RAM Error Flag An attempt was made to clear the call accounting CDR RAM error flag in the phone, but no acknowledgment was received from the phone.	See Cause/Solution Items 38, 39
93	Required DD Rates Do Not Exist A costing record was assigned to the site with DD rates disabled. As a result, the phone does not have the capability to download expanded rates.	See Cause/Solution Items 46, 47, 48, 49, 50, 51
94	CA/CD Phone Needs Updating A CA or CD phone called into the payphone management system (computer), and the version of the payphone management system software no longer supports those phone types. This error warns the user that the phone should be updated with DA or DD type firmware.	See Cause/Solution Items 52, 53, 54, 55
99	Call Stopped Manually The call was stopped manually by a phone user.	Cause/Solution (N/A)

CAUSE & SOLUTIONS ITEMS

CAUSE 1

A line number change was initiated at the phone's keypad instead of the computer running the payphone management system (wrong phone number in phone).

Solution

- A. Initialize the phone using the correct phone number.
 - B. In the computer, change the field labeled "New Phone Number" in the site record (Screen 2.1) used by the phone.
-

CAUSE 2

The site record was accidentally deleted from the database.

Solution

- A. Re-add the site record to the payphone management system database (Screen 2.1.L).
-

CAUSE 3

The site record was never added to the database.

Solution

- A. Add the site record to the payphone management system database (Screen 2.1.L).
-

CAUSE 4

The site database has become corrupt or lost.

Solution

- A. Run the "File Rebuild" utility in the payphone management system (Screen 2.7.1)
- B. Contact Technical Support.

CAUSE 5

The payphone management system failed to open the site database.

Solution

- A. Reboot the computer and try polling the phone again.
- B. Run the "File Rebuild" utility in the payphone management system (Screen 2.7.1), and then try repolling the phone.
- C. Contact Technical Support.

CAUSE 6

The costing record or options & registers record assigned to the phone does not exist.

Solution

- A. Recreate and assign the Costing Record and/or Options & Registers Record to the payphone management system.
- B. Assign a new record to the site.

CAUSE 7

The costing record or options & registers record assigned to the phone has become corrupt or the record was lost.

Solution

- A. Run the "call costing records" file rebuild utility and/or the "options & registers" file rebuild utility in the payphone management system (Screen 2.7.1)

- B. Assign a new record to the site.
 - C. Contact Technical Support.
-

CAUSE 8

The costing record or options & registers record assigned to the phone can not be opened.

Solution

- A. Run the Call Costing Records "File Rebuild" utility and/or the Options & Registers "File Rebuild" utility in the payphone management system (Screen 2.7.1)
 - B. Contact Technical Support.
-

CAUSE 9

The payphone management system database is too large.

Solution

- A. Run the Purge/Rebuild utility in the payphone management system (Screen 2.7.3)
-

CAUSE 10

Network services are slow. (Applies to ExpressNet III® Software Only!).

Solution

- A. If the system is running on a local area network (LAN), verify that the network is not overloaded.

CAUSE 11

The phone did not answer a call from the payphone management system.

Solution

- A. Check to make sure that the site's phone number matches the phone number that the computer is dialing.
- B. Make sure that the dialing pattern that is set up in the field labeled "Phone Setup" of the site record, is set correctly.
- C. Replace the phone.

CAUSE 12

The computer modem was called by a voice line.

Solution

- A. Ignore.

CAUSE 13

The computer modem was called by a device other than a Protel® phone.

Solution

- A. Ignore.

CAUSE 14

The computer made a call to a line that is not connected to a Protel® phone.

Solution

- A. Check the telephone number that the computer dialed out to make sure that it is a valid number.
- B. Make sure that the dialing pattern that is set up in the field labeled "Phone Setup" of the site record, is set correctly.
- C. Retry communication with the phone.

CAUSE 15

Someone picked up the phone's handset during a time that the computer was calling the phone.

Solution

- A. Check the telephone number that the computer dialed, and then retry communication.

CAUSE 16

Noisy phone line.

Solution

- A. Check the line at the phone and at the computer.
- B. Retry communication.

CAUSE 17

Payphone is not operating correctly.

Solution

- A. Troubleshoot the problem and replace

the failing part (most likely the chassis assembly).

CAUSE 18

The computer is not operating properly.

Solution

- A. Reset the modem by turning it off and rebooting the computer. If problem continues, replace modem.
 - B. Retry communication
-

CAUSE 19

The communication speed between the phone and the computer's modem may be incorrect.

Solution

- A. Check the site record (Screen 2.1) and the options & registers record (Screen 2.3) used by the phone to make sure that the modem communication speeds match.
-

CAUSE 20

A new chassis assembly was installed at the phone site and the chassis was not initialized.

Solution

- A. Service tech should visit the phone site and initialize the phone.
- B. The service tech should use the *#3 reporting command to cause the phone

to call in to the computer.

CAUSE 21

The phone is in use by a customer.

Solution

- A. Ignore, retry later.
-

CAUSE 22

The phone is attempting to call the computer.

Solution

- A. Ignore, retry later.
-

CAUSE 23

The "ANI Changed - New Phone Number" field in the site record (Screen 2.1) is programmed with the wrong phone number.

Solution

- A. Reprogram this field with the correct phone number.
-

CAUSE 24

The phone site was not configured correctly.

Solution

- A. Verify that the firmware version "type" specified in the site record (Screen 2.1)

matches the type of firmware that is installed in the phone.

CAUSE 25

The new chassis assembly installed in the phone is a different type than the one removed.

Solution

- A. Update the payphone management system and make sure that the firmware version "type" specified in the site record (Screen 2.1) matches the type of firmware that is installed in the phone.
-

CAUSE 26

The communication session between the computer and the phone was disconnected.

Solution

- A. Check the phone lines and retry communication. If the problem continues, check for a faulty modem, bad modem string, or bad phone.
-

CAUSE 27

The site record used by the phone was deleted from the site database in the computer and then readded. The phone was not reinitialized, and the result is that the security code in the phone does not match the security code in the computer.

Solution

- A. Service tech should use the *#3 reporting command to cause the phone to call in to the computer.
-

CAUSE 28

The security code in the phone was changed and no longer matches the security code specified in the payphone management system.

Solution

- A. Match the security codes and then have the service tech use the *#3 reporting command to cause the phone to call in to the computer.
-

CAUSE 29

The costing record or options & registers record was edited in the computer, and the polling options (Screen 2.5.3.1) were not set up to download this information to the phone.

Solution

- A. Enable the option labeled "Download Parameters" in the polling list used by the phone.
-

CAUSE 30

The firmware installed in the phone is either bad, very old, or is non-Protel.

Solution

- A. Replace the firmware chip in the phone.

CAUSE 31

The memory in the phone was corrupted and destroyed some of the Billing CDR data that was stored in the phone.

Solution

- A. Reinitialize the phone, and then check to see if the problem is corrected. If the problem still exists, replace the phone.

CAUSE 32

The memory in the phone was corrupted and destroyed some of the Audit CDR data that was stored in the phone.

Solution

- A. Reinitialize the phone, and then check to see if the problem is corrected. If the problem still exists, replace the phone.

CAUSE 33

The hard disk is full.

Solution

- A. Delete unnecessary files to free up hard disk space, or replace with a higher capacity drive.

CAUSE 34

The configuration of the payphone management system

is incorrect.

Solution

- A. Ensure that the computer's configuration files (autoexec.bat, and config.sys files) are set up with the correct parameters as specified by Protel®.

CAUSE 35

The database file has become corrupt.

Solution

- A. Install a downloadable firmware chip in the phone (if phone supports this chip).
- B. Replace the phone with a phone that has a downloadable firmware chip installed.

CAUSE 36

The phone is not equipped with a downloadable firmware chip.

Solution

- A. Install a downloadable firmware chip in the phone (if phone supports this chip).
 - B. Replace the phone with a phone that has a downloadable firmware chip installed.
 - C. To eliminate the error, turn off the option labeled "Download Software if Change" in the polling list used by the phone or remove the file specified in the field labeled "Download File" in the site record used by the phone.
-

CAUSE 37

The downloadable firmware chip is not operating properly.

Solution

- A. Install a new downloadable firmware chip in the phone.
 - B. Replace the phone with a new phone that has a downloadable firmware chip installed.
-

CAUSE 38

The file was deleted or it never existed.

Solution

- A. Copy the file back on the computer and reassign it to the site record for the phone.
-

CAUSE 39

The file is not valid or the file is corrupt.

Solution

- A. Replace the file with a valid file.
-

CAUSE 40

A full download was completed on a phone that has DA type firmware installed, but the call was terminated to avoid a watch dog time-out from occurring.

Solution

- A. Repoll the phone. A phone operating with DA type firmware will time-out if it is on-line too long.

It may not be possible to download parameters to the phone or upload full call accounting/audit CDR data without exceeding the watch dog time-out limit of the phone. Therefore, after a full parameter download, the call is terminated to avoid having to download the CDR twice.

CAUSE 41

A full download was not completed on a phone that has DA type firmware installed, and the call was terminated to avoid a watch dog time-out from occurring. This was done since communication could have failed after the download parameters were sent.

Solution

- A. Repoll the phone. A phone operating with DA type firmware will time-out if it is on-line too long.

It may not be possible to download parameters to the phone or upload full call accounting/audit CDR data without exceeding the watch dog time-out limit of the phone. Therefore, after a full parameter download, the call is terminated to avoid having to download the CDR twice.

CAUSE 42

The hardware installed in the phone has an invalid serial

number ID.

Solution

- A. The 7000 option board installed in the phone should be replaced.
-

CAUSE 43

The memory in the phone is corrupt.

Solution

- A. Reinitialize the phone. If the problem still exists, replace the phone.
-

CAUSE 44

The phone has bad serial number identification hardware.

Solution

- A. Replace the phone.
-

CAUSE 45

An older version of the "defaultd.fil" file is installed.

Solution

- A. Replace the existing file with the correct version.
-

CAUSE 46

DD rates were accidently disabled in the call costing

record used by the phone.

Solution

- A. Enable the DD expanded rates function in the costing record used by the phone.
-

CAUSE 47

The call costing record used by the phone was created without DD expanded rates.

Solution

- A. Create a new record that includes DD expanded rates.
-

CAUSE 48

The wrong costing record was assigned to the site.

Solution

- A. Assign the proper costing record to the site.
-

CAUSE 49

A "DD expanded" rates chip was removed from the phone and replaced with a standard "DD" chip.

Solution

- A. Replace the DD chip with a "DD expanded" rates chip.
-

CAUSE 50

The phone has a normal DD type EPROM installed and the phone reverted from using expanded rates to using the EPROM in the phone.

Solution

- A. Replace the EPROM chip with a DD expanded rates EPROM chip and then reupload.
- B. Replace the chassis assembly.

CAUSE 51

A "DD" program was downloaded to a phone that had a "DD expanded" rates chip installed.

Solution

- A. Download "DD expanded" rates to the phone.

CAUSE 52

The phone has never been downloaded with DD type firmware.

Solution

- A. Put a DD chip in the phone or download the phone with DD firmware.

CAUSE 53

The chassis assembly in the phone was replaced with a chassis that did not have DA/DD firmware installed.

Solution

- A. Put a DD chip in the phone or download the phone with DD firmware.
-

CAUSE 54

The site has never been updated with DD firmware.

Solution

- A. Put a DD chip in the phone or download the phone with DD firmware.
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CAUSE 55

The phone reverted to using the EPROM and the EPROM contains CD firmware.

Solution

- A. Replace the download chip in the phone.
B. Replace the phone.
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