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HANDSETS DISPLAYING "FLASH CONFIG ERROR"

Notification Date:	4/04/08	**Originator:**	Jason Malone
Effective Date:	4/04/08	**Approvers:**	Wayne McAllister Mark Hamilton
Systems Affected:	Software Versions = All		
	Hardware Version = NetLink i640, e340, h340 handsets		
Status:	Approved		
Access Level:	General	**Revision:**	B

Problem: Handsets displaying "Flash Config Error"

Description:

There are times in the operation of the software when changes are made to the phone's internal configuration. These changes aren't written out to the configuration right away; instead, they are buffered and written out at a convenient time when the phone is not busy with other tasks. When the phone is powered off via the power key, the software makes sure the configuration changes are written out completely before allowing power to be removed. If the battery is removed without powering the phone off, it is possible for the phone to be in the middle of a configuration write when it loses power, and the write does not complete. This handset then displays the "Flash Config Error" because there is now incomplete information written out to the configuration of the handset.

Resolution:

It is possible that this error can be cleared and the handset will continue to operate as normal. This can be done by restoring the factory defaults. When the phone displays this error, power off the phone. Power on the phone in Admin mode by holding down the RED end call button while powering on the phone. Release the GREEN power button, then the RED end call button and it will then be in the Admin mode. The only choice will be to Restore Defaults. Enter 0 and then select YES to restore defaults. After that is complete when the phone powers up again, the Error should be cleared. All of the configuration information has been cleared, so it will have to be re-entered for the phone to work on your system again.

If restoring the defaults does not clear this error, please contact your service provider for a replacement handset.