Technical Bulletin CS-09-10

6020 Handset Error Message Descriptions

POLYCOM

Problem

6020 handset error message descriptions

System Affected

LTB100 (SpectraLink 6020)

Description

Error messages on the 6020 handsets require additional information for customer interpretation and troubleshooting.

Resolution

Below is a list of possible error messages that may display on the 6020 handset and the associated description and necessary action by the system administrator to resolve the error state.

Message	Description	Action
(battery icon), Battery Low, beep (audio)	Low battery.	In call: the battery icon displays and a soft beep will be heard when the user is on the handset and the battery charge is low. User has 15-30 minutes of battery life left. The Battery Pack can be changed while the call is still in progress. Do not press the END key. Quickly remove the discharged Battery Pack and replace with a charged Battery Pack, power on the handset and press the START key to resume the call in progress. Not in call: The battery icon displays whenever the Battery Pack charge is low. The message Low Battery and a loud beep indicate a critically low battery charge when user is not on the handset. The handset will not work until the Battery Pack is charged.
Battery Failure	The Battery Pack is not functioning.	Replace the Battery Pack with a new or confirmed SpectraLink Battery Pack. Any non-SpectraLink Battery Packs will not work.
Battery Failed	Battery Pack is damaged or incompatible with handset.	Replace the Battery Pack with a new or confirmed SpectraLink Battery Pack. Any non-SpectraLink Battery Packs will not work.

Effective Date: 12/2/09

Charging …	The handset is charging in the Desktop Charger.	No action needed.
Charge Complete	The handset is now fully charged	No action needed.
Charger Error	The handset has detected a problem with the charging circuitry.	Allow the charger and battery to cool. If the problem persists, try a new or confirmed battery. If the problem still persists, contact technical support and report the error.
DO NOT POWER OFF	The handset is in a critical section of the software update.	None. Do not remove the Battery Pack or attempt to power off the handset while this is displayed. Doing so may require the handset to be returned to Polycom to be recovered.
Fatal Error Err Code ####	The handset has detected a fault from which it cannot recover.	Record the error code so it can be reported. Turn the handset off then on again. If error persists, try registering a different handset to this telephone port. If error still persists, contact Polycom technical support and report the error.
Internal Err. # #	The handset has detected a fault from which it cannot recover.	Record the error code so it can be reported. Turn the handset off then on again. If error persists, try registering a different handset to this telephone port. If error still persists, contact Polycom technical support and report the error.
Net Busy	Handset cannot obtain sufficient resources to support a call.	Try the call again later.
No Net Found	This indicates that the handset cannot find any base stations and has no additional information to display as to why. Possible problems are enumerated below. No radio link. Out of range.	Verify that the base station is connected to the system and powered on. Try getting closer to a base station. Check to see if other handsets are working within the same range of a base station. If so, contact Polycom technical support and report the error.
No PBX	No communication with host telephone system.	Displays before the system has synchronized ports with the host telephone system. Should disappear when the ports are correctly wired and programmed. Make sure the proper PBX switch type has been configured on the SpectraLink 6x00 MCU.
Restarting…	The handset is in the process of rebooting. There will be a 20 second delay in an attempt to let potential system errors clear.	None.
Service Unavailable. Restarting…	An error has caused the handset to lose the call. It is now making its best effort to restart and return to standby mode.	The handset is attempting to register with the PBX and resume normal operation.
Waiting	Handset has attempted some operation several times and failed and is now waiting for a period of time before attempting that operation again.	None. The handset is waiting for a specified period of time before attempting that operation again.

System Unavailable	Handset out of range of base station or system inoperative	Move back into coverage area or wait for system
System Busy	Insufficient bandwidth available on base station	Wait for available bandwidth or move within range of a base station with available bandwidth
Unregistered	Handset is not registered with infrastructure	Register handset
Flash config error or Bad Config	Configuration data is corrupt	Perform restore defaults on handset and reenter configuration data.