CONNECT

Select 'CONNECT' to initiate panel login to a matrix. The panel login process has three phases. In phase 1 the panel checks the network and attempts to reach the address of the login server. In phase 2 the panel verifies the user ID and user password. In phase 3 the panel completes the connection process.

Panel Conn	ecting...				
▼ ▲	▼ ▲	▼ ▲	▼ ▲	▼ ▲	▼ ▲
IP SETUP	USER ID	PASSWORD			
▼ ▲	▼ ▲	▼ ▲	▼ ▲	▼ ▲	▼ ▲

Figure 3-9: Rack Mount Panel IP Connection

▼ ▲	▼ ▲	▼ ▲
▼ ▲	▼ ▲	▼ ▲
Panel Conn	ecting...	
▼ ▲	▼ ▲	▼ ▲
LOCAL MENU	USER ID	PASSWORD
▼ ▲	▼ ▲	▼ ▲

Figure 3-10: Desktop Panel IP Connecting

During the phase 1 of the panel connect process only progress messages will be displayed without status codes.

If an error occurs then an error message will be displayed. The initial status messages are listed in Table 3-1 below.

Status Messages	Meaning
Network not connected	LAN cable not inserted. If DHCP mode selected, a DHCP server was not found
IVC Server not found	The login server is inaccessible or not running
Login USER xyz denied	The login server could not find an online IVC to log the panel into

Table 3-1: Initial Status Messages

Once the initial phase of the panel connect has completed the second phase will be initiated during which the panel will identify itself to the host matrix. During this phase status messages will be displayed with status codes and sub-codes. The primary status codes are given in Table 3-2.

Status Code	Meaning
Err 1:0 Check User ID	The name or password supplied were invalid
Err 4:0 Media busy	The system is busy and will try again shortly
Info 3:0 Connecting...	OK, connecting to the IVC
Info 5:0 Reconnecting	OK (the call is being made again with new codec settings)
Err 8:0 Connection lost	The IVC connection was lost

Table 3-2: Panel Connect Status Codes and Meanings

The IVC-32 card was reachable, but some other error has occurred indicating a more detailed networking or configuration issue. The error code starts with 6 and a more detailed reason as below.

Code	Message Text	Meaning
Err 6:0	Local call cleared	
Err 6:1	Call rejected locally	
Err 6:2	Locally declined	
Err 6:3	Remote cleared call	IVC-32 has cleared the call
Err 6:4	Remote refused call	IVC-32 has refused to accept the call from the panel
Err 6:5	Remote ans. timeout	The IVC-32 has not replied to the call within the timeout period
Err 6:6	Remote stopped	IVC-32 card has stopped responding
Err 6:7	Transport cleared	
Err 6:8	Transport connection	
Err 6:9	Gatekeeper cleared	

Code	Message Text	Meaning
Err 6:10	Cannot find user	The user name specified by the panel is not known to the target system
Err 6:11	Not enough bandwidth	The network did not have enough bandwidth available for a connection
Err 6:12	No common capabilities	
Err 6:13	Call was forwarded	
Err 6:14	Bad password	The panel name or the password is incorrect
Err 6:15	Local end busy	Network congested
Err 6:16	Local end busy	Network congested
Err 6:17	Remote end busy	Network congested or IVC-32 busy
Err 6:18	Remote end busy	Network congested or IVC-32 busy
Err 6:19	Remote party unavail.	Target IVC-32 could not be contacted
Err 6:20	Remote disconnected OK	The IVC-32 has terminated the connection
Err 6:21	Remote offline	The IVC-32 could not be reached
Err 6:22	Remote may retry	IVC-32 may retry the connect.
Err 6:23	Remote unmapped	
Err 6:24	Call duration exceeded	
Err 6:25	Invalid conference ID	
Err 6:26	Connection timed out	Network load cased disconnect

Table 3-3: Panel Connect Sub-Codes

If an error is reported the appropriate corrective action should be taken. In many cases the error will be caused by an invalid user ID or password being used. If the error indicates a network problem such as insufficient bandwidth the user should contact the network administrator to resolve the problem.