KX-HDV800 Troubleshooting Guide

Your customer has chosen the NSv Connect solution and has received their hardware. This guide is to help troubleshoot the most common issues that arise with the KX-HDV800.

The KX-HDV800 is a simple to use conference phone and can support up to 2 separate lines/seats.

Common Questions

Q. How do I change the extension name displayed on the phone?
A. In the NSv Connect Portal, in the customers' account, choose **Phone > Devices**. Choose the desired devices' **[Edit]** button. Now select the **Device Lines** tab. Expand the desired **Line**. From here you can edit the **Name** field. The default name is "Line 1". You are limited to 12 characters.


Q. How do I use the phonebook to find a contact from the NSv Connect Portal?
A. The KX-HDV800 maintains its own internal phonebook and cannot receive contacts from NSv Connect. You can maintain contacts in the Panasonic Conference App that can be installed on an Apple iOS or Android device. Please see the KX-HDV800 Operators Guide for more details.

Troubleshooting

As with any electronic product, issues can arise. Let's go over some common issues that are easy to resolve.
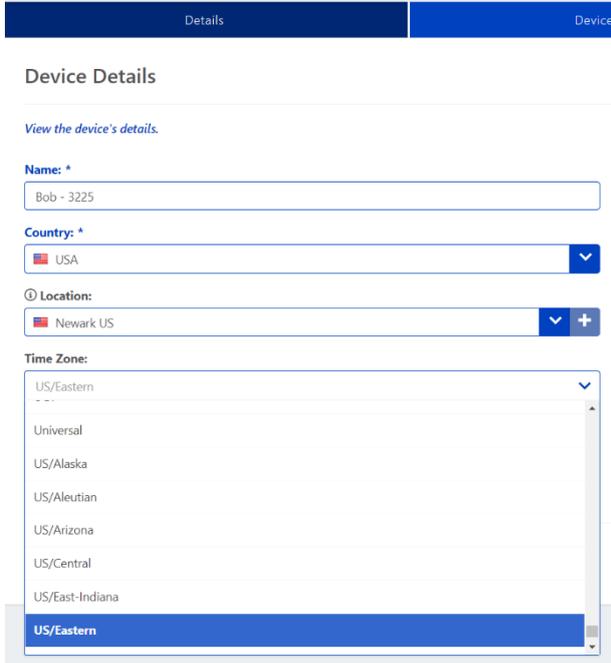
Q. The time on the display is wrong.
A. In the NSv Connect Portal, navigate to the customers' account and choose the **Device**. On the **Details** tab is the setting for the **Time Zone**. Choose the appropriate setting and click on **[Save >]**. The device will re-provision showing the correct time.

Q. How do I perform a factory reset?
A. With the phone powered up, press the **[Menu]** button and using the **[Arrow]** navigation buttons to find the **System Settings** menu. Press "**#136**" and choose **Yes** using the **[Arrow]** navigation keys to choose **Yes**. Then press the **[OK]** softkey to accept. The unit will reboot to factory defaults. Because of NSv Connects' operations, the MAC address is entered into the system automatically. Upon reboot, if there is an internet connection, the unit should register to the account. Note that any local information added, such as a local phonebook, will be lost. If the unit does not register, contact the support team.

Q. USER is showing on the display.
A. The unit has been factory reset or is new and has no connection to the NSv Connect service. Please check your internet connection and retry.

Q. All calls fail. There is a delay with no activity and then a fast-busy signal.
A. This could have a few different causes.
   1. The most likely cause is due to a poor connection to the NSv Connect service. Please check your internet connection and retry.

2. Line 1 may not be configured on the NSv Connect Portal. Navigate to the device and choose the **Device Lines** tab. Verify that Line 1 shows **Active**.
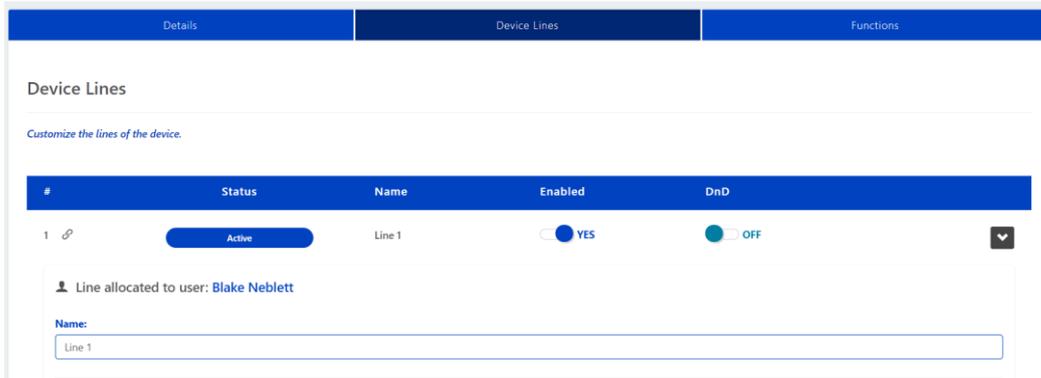
If any of the above is incorrect, and you cannot change it, please contact the support team by entering a ticket, calling 888-770-0971, or sending an email to: support@nsvconnect.com. Ensure you reference the correct customer account, user and device in question.