How to check your phone status

This document describes how to check whether there is a certificate problem on your phone or whether the problem of your phone has been solved.

1. Access the web site

   Enter the following URL in the web browser.

   https://confirmation.e-connecting.net/dlconf/confirm

Note
- The following OS and browser are recommended:
  - Windows 7/10
  - Internet Explorer11/Edge/Firefox/Chrome

- The following message is displayed when more than 10 users access the site simultaneously.

- The time to search depends on the number of items and network environment.

   The followings is the approximate time to search.

   1000 items: About 30 seconds,   5000 items: About a few minutes

Trademarks
- Internet Explorer, Edge, and Windows are either registered trademarks or trademarks
  of Microsoft Corporation in the United States and/or other countries.
- Firefox is a registered trademark of the Mozilla Foundation.
- Google Chrome is a registered trademark of Google Inc.

2. Search your phone status

2.1 Search by serial number

2.1.1 Search by serial number – Manual

Check the radio button to select "Search by serial number – Manual".

Model: Select the model of your phone from the pull-down menu.

Serial number: Enter the serial number of your phone. (max. 10 items)

Type the alphabetical characters in uppercase.

Chick the "Execute" button after entering the serial numbers.

2.1.2 Search by serial number – List file

Check the radio button to select "Search by serial number – List file".

Model: Select the model of your phone from the pull-down menu.

File Name: After clicking "Browse…", select the text file that serial numbers are written.

Chick the "Execute" button after selecting the text file.

(Example of the list)

```
7HBTDXXXXX1
7HBTDXXXXX2
7HBTDXXXXX3
```

Type the alphabetical characters in uppercase.

Use the text file with the format of character code UTF8 and linefeed code CR/LF.

Note
・ The following message is displayed when entered the invalid characters in serial number.
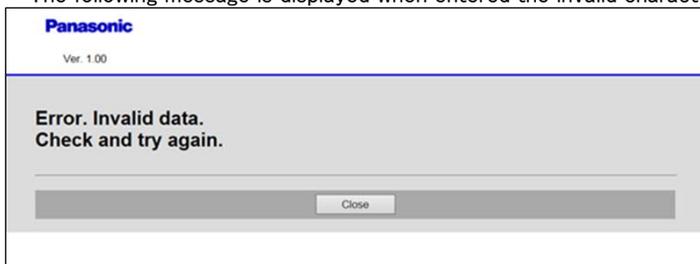
・ The number of serial numbers that can be searched at once depends on network environment.

The following message is displayed when all serial numbers in the text file cannot be searched.

(We suppose that up to 3000 serial numbers can be searched regardless of network environment.)

2.2 Search by MAC address

2.2.1 Search by MAC address – Manual

Check the radio button to select "Search by MAC address – Manual".

MAC address: Enter the MAC address of your phone. (max. 10 items)

Type the alphabetical characters in uppercase.

Chick the "Execute" button after entering the MAC addresses.

2.2.2 Search by MAC address – list file

Check the radio button to select "Search by MAC address – list file".

File Name: After clicking "Browse…", select the text file that MAC addresses are written.

Chick the "Execute" button after selecting the text file.

(Example of the list)

```
BCCXXXXXXX0
BCCXXXXXXX1
BCCXXXXXXX2
```
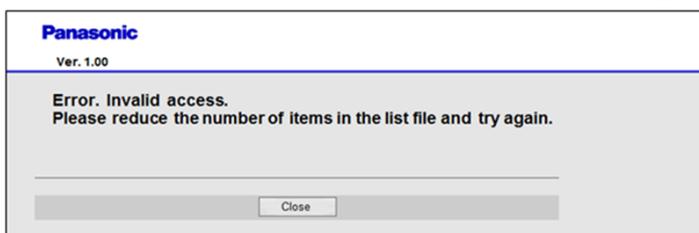
Type the alphabetical characters in uppercase.

Use the text file with the format of character code UTF8 and linefeed code CR/LF.

Note

・Only the text file can be uploaded. The following message is displayed when the file is invalid.
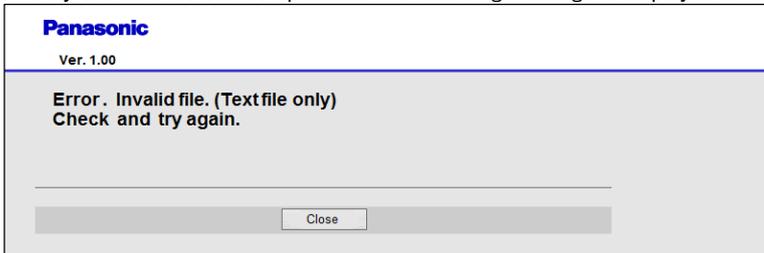
・The number of MAC addresses that can be searched at once depends on network environment.

The following message is displayed when all MAC addresses in the text file cannot be searched.

(We suppose that up to 3000 MAC addresses can be searched regardless of network environment.)

3. Check the result of your phone status

When searched by one serial number or one MAC address manually, the following result is displayed.

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Result:

```
SERIAL NUMBER    MODEL NUMBER    STATUS       DOWNLOAD DATE(yyyy/mm/dd)
7HBTD003230      KX-HDV130NE     COMPLETED    2018/01/22

Description of STATUS
  NONE      : It is not necessary to download the file.
  NO_ACCESS : It has not downloaded the file yet.
  ERROR     : Input error. Please check the serial number or MAC address and try again.
  COMPLETED : The download of the file was completed with the COMPLETED DATE.
```
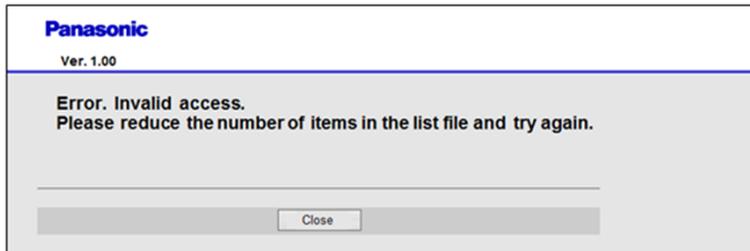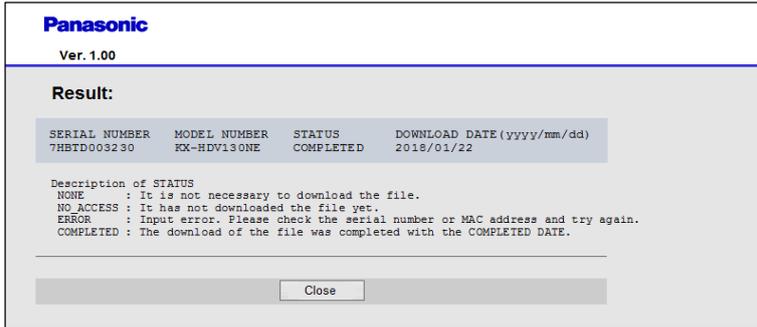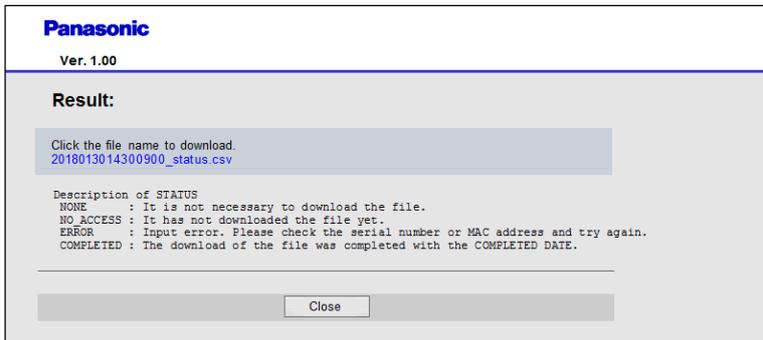
[Close]

When searched by the list file or by several serial numbers/MAC addresses manually,

the following result is displayed.

Panasonic

Ver. 1.00

Result:

```
Click the file name to download.
2018013014300900_status.csv

Description of STATUS
  NONE      : It is not necessary to download the file.
  NO_ACCESS : It has not downloaded the file yet.
  ERROR     : Input error. Please check the serial number or MAC address and try again.
  COMPLETED : The download of the file was completed with the COMPLETED DATE.
```

[Close]

Click the file name to download. Save and open the CSV file to check the phone status.

（Example of CSV file）

```
7HBTD003228,,NONE,
7HBTD003229,KX-HDV430XB,NO_ACCESS,
7HBTD003230,KX-HDV430XB,COMPLETE,2018/01/22 14:02:48
7HBTD00323000,,ERROR,
```

Description of STATUS

・NONE: It is not necessary to download the certification file.

The phone with this serial number or MAC address is not target for the problem.

・NO_ACCESS: It has not downloaded the certification file yet.

The phone with this serial number or MAC address has the problem,

and the problem has not been solved yet.

・ERROR: This serial number or MAC address is wrong. Enter the correct one and try again.

・COMPLETED: The download of the certification file was completed at the COMPLETED DATE.

Note

The result "NO_ACCESS" might be displayed even though the certification file was downloaded,

as the memory of the results are updated once a day at a few minutes later of 00:00:00 GMT

（Greenwich Mean Time）.