

Service Alert Bulletin



Product: d62

Purpose: Address power cycling requirements

Date: 1/21/2010

D62 Hunt Group Errors

Background

An investigation was initiated to determine why Ascom d62 handsets, when associated with a hunt group, would show an online status in the IPBS/IPBL when units were powered off. The investigation revealed that not powering down the unit correctly could create a longer hold time for callers in a hunt group queue. The investigation was concluded that the d62 handset must be power cycled off prior to removing the battery to prevent errors.

Affected Equipment

Ascom d62 handsets.

Solution

Users must use the power key to power on/off handsets. Extracting the battery as a means to power down the handset will create a false online status in the IPBS/IPBL.

Additional Information

If you have any questions about this bulletin, please contact Ascom Technical Services at 1-877 71ASCOM (1-877-712-7266) option 3.