

# Service Bulletin



Product: IP-DECT

Purpose: To communicate the possibility of uploading wrong configuration files to an IGWP and IPBS

Date: 9/3/2008

## POSSIBILITY TO UPLOAD IPBS CONFIGURATION TO IGWP AND VICE VERSA

### Background

It has been found that it is possible to upload an IPBS configuration file to an IGWP and vice versa. There is no check done when a configuration file is being uploaded to an IPBS or IGWP. This will not result in any corruption of the hardware but the unit will not function as intended.

### Affected equipment

Ascom IGWP and Ascom IPBS

### Solution

- If it is possible to connect to the unit via the web browser, upload a correct configuration file on the unit and restart.
- If it isn't possible to connect to the unit via the web browser, make a HW reset and start installation from the beginning.

Instructions for the hardware reset can be found in the "Installation and Operation Manual for the IP-DECT base station TD92372GB in chapter 7.15 – Reset using the Reset Button."

Instructions for the hardware reset can be found in the "Installation and Operation Manual for the VoIP Gateway" TD92326GB in chapter 3.2 – Generate the Default Configuration."

### Additional Information

For additional information, please contact the Ascom Technical Support team at 877-71ASC0M, Option 3, Option 1. Normal business hours are 8:00 AM to 5:00 PM EST.