


Type:	Confidentiality:	Author:	RSU:	Doc #	Rev#
Technical Update	External	Ron Garrett	 Ascom US Inc.	TL-000051	1
Purpose:		Date:	Product Group(s):		
Software Update		3/22/2011	D62 SW 3.2.15, 3.2.25		

d62 Software Application Cases

The purpose of this bulletin is to clarify applications cases for two versions of d62 software in use in the U.S. market.

The current global release of d62 SW is 3.2.22 and the release prior was 3.0.9. Release 3.0.9 was not placed in use in the United States because of unique requirements for our market, some of which were addressed in a U.S. specific release, 3.0.15, which has been shipped until now.

The most current global release is 3.2.22. But we did not release 3.2.22 because we wanted IEC 60601-1-8 standard alert tones for use with Cardiomax. A release specifically for our market that allows selection of beep formats, including the IEC type, has been created, release hf3.2.25.

This new U.S. specific release, 3.2.25 will soon be shipped to all sites, but note that it will be shipped with the legacy tones as default so as to avoid confusing our installed base customers. We will manage getting the new version PDM software to the sites that will use the new alert tones with Cardiomax.

Because 3.2.25 contains software fixes and enhancement that were made in intermediate versions not released in the United States, it seemed prudent to bring that information into a single bulletin.

Combined Updates from SW Version 3.0.9

1. Corrections

Problem (NCR 15562): Restart when receiving incorrect IM

Background - Restart when receiving IM with Option without display layer.

Solution - The handset now correctly handles the situation when an invalid IM option is encountered i.e. no restart.

Problem: Calls drop when "Encryption required" parameter is set

Background - The handset may drop calls when the encryption required flag is set in combination with SMS and external handover fallback.

Solution - This is now fixed.

Problem - IP-BS compatibility: No Access after restart master base station

Background - Handsets indicate No Access for 5-6 minutes after restart of IP-BS Master.

Solution - This is now fixed.

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Problem: Core base down link problem

Background - Sometimes speech quality is bad when connected to base stations of the type "CORE".

Solution - This is now fixed.

Problem: (NCR 15752): CNIP does not work in Hot Fix 3.1.0 for d62

Background - This fault is only found in software 3.1.0 when used in MD110 and MX-ONE systems. It is the same fault in both TSW and TSE using integrated DECT. If you make an internal call from a user with a name (NIINI) you only see the number of the caller in ringing state, and not the name as it was before. It is also a problem to see A- and B-name when you forward your call to the DECT-set. The handset dials #23# but hangs up too quickly for the PBX to accept the dial string. This is only valid for software version 3.0.5.

Solution - This is now fixed.

Problem: Call failure for large PTT groups

Background - Calls may fail when a call to large PTT groups is sent.

Solution - This is now fixed

Problem: Remote delete of a Call Setup message shall disconnect the ongoing Call Setup session.

Background - The message deletion function does not work as intended. A message deletion sent to a handset will fail.

Solution - This is now fixed and the message is deleted and the ongoing Call Setup session is disconnected.

Problem (CR15833): Priority 1 trigs repetition instead of urgency status.

Background - It is not possible to control the urgency of a message when the priority is set to 1. Priority 1 will override the urgency setting from the system and always set urgency to high.

Solution - Priority 1 trigs repetition instead of urgency status. The urgency setting in the message will now always control the urgency handling in the handset.

Problem: Slow dialing of PTT groups

Background - When initiating a PTT call from a handset, the handset goes off-hook and waits for digits via the Call Setup message. These digits are then sent by post-dial. The problem is that post-dial causes systems using SIP to add a delay to be sure no more digits are coming. Pre-dial however is transmitted instantly.

Solution - The handset is now using pre-dial instead of post-dial to speed up the dialling.

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Problem: NCR 15751, Wrong behavior for auto answer for Bluetooth headset

Background - When a Bluetooth headset is connected the auto answer function will connect the call to the telephone speaker instead of the Bluetooth headset.

Solution - This is now fixed.

Problem: Rare problems with spontaneous (TRAP) restarts

Solution - A rare restart problem has been solved.

Problem: Idle display name may disappear

Background - During rare circumstances the idle display name may disappear.

Solution - This is now fixed.

Problem: Number of soft key characters

Background - The number of soft key characters may not always be 6. This is the case if special characters like "ö" are used.

Solution - This is now fixed.

Problem: User ID in winPDM/CPDM not always cleared

Background - When the last system is removed from the winPDM / CPDM the User ID (number) is not always cleared.

Solution - This is now fixed.

Problem: Numbers dialed from "call services" ends up in the call list

Background - When dialing a number from "call services" the number ends up in the call list. This is the wrong function.

Solution - This is now fixed. Numbers called from the "Call services" is no longer put in the call list.

Problem: Bluetooth headsets names can only use English alphabet

Background - It is not possible to enter names for Bluetooth headset using other than English alphabet characters. For example å,ä and ö is not possible in the name.

Solution - This is now fixed.

Problem: Sound incorrectly directed to normal speaker when Bluetooth headset is used

Background - When a Bluetooth headset is connected and the call is answered with either the loudspeaker soft key or when using the parameter "answer in loudspeaker" is enable will cause the sound to be directed to the normal speaker instead of the loudspeaker.

Solution - This is now fixed. The sound will be connected to the loudspeaker.

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Problem: NCR 15992 Multifunction button and key lock

Background - Customer uses d62 Messenger with a call setup when pressing the multifunction button. With software 2.8.22 this works even when keypad is locked, when changing to 3.0.9 this function is no longer available (d62 asking to unlock keypad).

Solution - It is now possible to make a phone call with the multifunction button also when key lock is active.

Problem: NCR 15355: Microphone is off during first call after a call that was initiated by a Call Setup Message.

Solution - This is now fixed

Problem: Data send prefix problem when using other characters than numbers

Background - Data send prefix may be lost when using other characters than numbers.

Solution - Prefix now allows data other than numbers only.

Problem: NCR15652 Shared phone numbers are listed in call list

Background - When using the shared phone function the number called is listed in call list. That should not be the case.

Solution - Shared phone numbers not added in the call list.

Problem: NCR15148 Message alert tone too low

Background - Customers complain that the d62 indication volume for message alerts is too low causing them to miss the message alert.

Solution - Bug fixed that caused IM messages to be played on volume 4 regardless of general volume in the handset (standard messages did not have this bug i.e. followed general volume). Max message volume increased.

Problem: Side tone adjustment done via PDM is lost after handset power off

Background - The handset will lose an adjusted side tone setting after power off.

Solution - This is now fixed.

Problem: Wrong default value for Push-To-Talk parameter Answer mode

Background - The default value for the Push-to-Talk answer mode parameter is wrong.

Solution - This is now fixed. The default value for Push-To-Talk parameter Answer mode is now "Manual" instead of "Automatic".

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Problem: Time stamp for message acceptance sometimes wrong

Background - The time stamp for acceptance is not always set correctly.

The problem can be reproduced as follows:

- Send an SMS with manual acknowledgement.
 - Press On-hook to close the message
 - Open the message from the message list
 - Close the message again using on-hook
 - Reopen and acknowledge the message
- > The time stamp is now wrong (in this case '00:00 1970-01-01')

Solution - This is now fixed.

Problem: Message absence failure

Background - If function "Clear lists in charger" is "On" and "In charger action" is set to "Message absent" and you quickly put the handset in and pull out from a charger the message absence deactivation may sometimes never be sent.

Solution - This is now fixed.

Problem (NCR 15756): Wrong ring signal after blind transfer of external call

Background - The handset continues to ring internal ring signal after blind transfer of external call instead of changing over to the external ring signal.

Solution - This is now fixed.

Problem (NCR 15983): Absent status in charger not always correct

Background - Absent in charger not updated if handset is turned off while moving from/to charger.

Solution - This is now fixed.

Problem: Rapid transmission of messages may cause failure

Background - If a sending application transmits different messages during the same second (having the same time stamp) to a handset. In this case only the first message will be displayed.

Solution - Messages with same time stamp are no longer lost

Problem: Redirect and Message absence menu setting causes confusion and malfunction

Background - The functions Redirect and Message absence are not intuitive for the end customer and may cause undesired redirection of calls and messages.

Solution - The functions Redirect and Message absence in the In charger have been removed from the user menu. They are now only accessible from PDM.

Problem: NCR 15550, Translation tool problem

Background - The translation tool does not always show the right text.

Solution - This is now fixed.

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Problem: NCR 16671, Wrong system information (PARK) in the Admin Menu

Background - The last two digits in the PARK information found in the Admin Menu was wrong.

Solution - This is now fixed.


Problem: NCR 16597: Restart when receiving a couple of IM updates close to each other

Background - Sometimes when receiving a couple of IM updates close to each other handset restarted (type Raised exception 0x3d).

Solution - This is now fixed.

2. New Functionality / Enhancements

- Improved performance in reflective environment d62
- The performance in reflective environment has been improved.
- Improved DECT stability/performance
- The DECT stability/performance has been improved resulting in better connection stability and roaming and handover performance.
- Improved performance of WinPDM/CPDM parameter synchronization
- The parameter synchronization performance has been significantly improved together with the handset GUI response during parameter synchronization.
- New feature to check if synchronization of parameters / phonebook is ongoing
- It is now possible to check in the Central Management view in the Admin View if parameter / phonebook synchronization is ongoing.
- Changed support for Bluetooth headsets
New Bluetooth headsets have been added and phased out removed from the supported list.
 - Nokia BH-804
 - Nokia BH-904
 - Plantronics Explorer 390
 - Plantronics Voyager 835
 - Plantronics Voyager PRO
 - Plantronics Discovery 925
 - Jabra BT530
 - SonyEricsson HBH-GV435
 - SonyEricsson HBH-PV740
 - Peltor M2RX7-WS4
- Improved Menu text for Polish, Slovak language

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Change Request: CR 15646 'Accept' and 'Decline' possibility when receiving a PTT call during a call.
Background - The requested change is to allow the user to choose whether to take the PTT call or not when occupied in another call.
Solution - Show a pop-up with 'Accept' and 'Decline' when receiving a PTT call during a call.

Change Request: Configurable vibrator behavior for incoming message during call
Background - It shall be possible to configure if vibrator should always be enabled, for urgent messages only, or never be enabled when receiving a message during call.
Solution - A new PDM parameter Settings/Sound and Alerts/Vibrator for message during call has been added. Default = Vibrate on urgent message

Change Request: Shortcut to loudspeaker phone call
Background - The short cut function - Phone Call with loudspeaker – was missing as option.
Solution - This option has now been added.

Change Request: Configurable missed calls popup
Background - Parallel ringing may cause missed calls popups in some system configurations. In busy systems it can be annoying to always have the missed call popup. The Missed calls popup should be possible to switch off in those cases.
Solution - PDM parameter added that can turn off missed calls popup.
Settings\Answering\Show missed calls popup (yes - default/no)

Change Request: Priority handling of phone calls relative messages
Background - There is a need to be able to prioritize phone calls relative messages on the screen.
Solution - PDM parameter to prioritize calls added (Settings\Messaging\Call priority). The priority for calls and messages are compared.

Change Request: Priority handling of call setup relative ongoing call
Background - When receiving an call setup message with answer mode auto during ongoing call, the ongoing call is no longer always disconnected but dependent on the priority of the ongoing call. Only if the call setup message priority is higher than the ongoing call priority, the ongoing call is automatically disconnected.
Solution - PDM parameter to prioritize calls added (Settings\Messaging\Call priority). The priority for calls and call setup are compared.

Change Request: The hardware information in the Admin / Device info menu has been extended.
Background - Hardware capabilities shall be described in the Device info menu.
Solution - The following information element have been added: Bluetooth: Yes/No

Change Request: Possibility to see selected frequency band in the Admin menu
Background - Previously, “Not initiated” was indicated in the Device info menu even though US, China, EU frequency band was set.
Solution - Frequency band information found under Admin menu\Device info\Hardware information now indicates used frequency band in a correct way.

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Change Request: Disable switch off function

Background - A possibility to remove the switch off option is needed to fulfill NEN 2575 (Dutch market requirement for fire alarm application) and GS (Geprüfte Sicherheit) requirements.

Solution - An option to prevent switch off is added in PDM (Customization\Phone restrictions\). This setting prevents the user from switching off the handset

Change Request: Call number in text when pressing off-hook button

Background - The function to call number in a message by pressing the off-hook button has been requested.

Solution - When viewing a message (not Interactive Message or Call Setup) and pressing the off-hook key, a number in the text will be called. If several numbers exist, a list with the numbers is opened. If no number exists handset goes off-hook.

Change Request: Interactive Message Intensity supported

Background - Possibility to control the intensity of an Interactive Message via the Interactive Message itself. This could for example be used to change the message indication volume depending on dayshift or nightshift.

Solution -

- "None" (no sound, no vib, no led)
- "Silent" (no sound)
- "Low" 70 dB (+/- 4 dB) at 10cm
- "Medium" 80 dB (+/- 4 dB) at 10cm
- "High" 90 dB (+/- 4 dB) at 10cm
- "Max" (handset maximum volume, to be used with special care)
- "Normal" (according to handset parameter settings / profile)

Available via XGate/AMS with updated block data base.

Change Request: System profiles and remote mode change

Background - System profile is a set of parameters that can be set remotely in order to achieve certain behaviour in the handset, e.g. absence, alarm settings etc.

Example: A user that moves between different areas of a building with different needs for handset configuration (alarm on, alarm off etc.) depending on location want the settings to change automatically so he/she doesn't need to interact with the handset every time he/she moves in and out of the area. This also reduces the risk of user forgetting to do the change. The system profiles are controlled remotely via the Unite service "property request".

Solution - The system profiles can be built up individually by those four sub groups of functionality:

- Message absence
- Soft keys
- Alarm settings
- Name of profile in idle display

It is possible to have both System profiles and User Profiles (profiles accessible via handset GUI) activated at the same time. If conflict occurs the setting of the system profile wins.

System profiles configuration done via winPDM/IMS2 – System profiles. This requires the latest versions of winPDM and IMS2. See the compatibility information chapter.

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Change Request: Procedure call

Background - When configuring the functions Call services, In Call menu, Contacts, or a shortcut/service to the Phone call function; the data added in these functions is static. This is a limitation for some applications. The user sometimes should be able to input additional digits.

Solution - When entering the data for the function to be used, it is possible to add a variable/character U that allows the user to enter additional digits before calling the number/sending the data to a system.

Change Request: Vibrator alert extended for messages

Background - We have received feedback that the vibrator is not properly recognized when receiving a message and that it runs for too short time.

Solution - The vibrator now runs four times instead of two when receiving messages.

Change Request: Adjustable microphone gain

Background - The default microphone gain setting is not always optimal for all customers it may be too high or too low.

Solution - A setting for the microphone gain has been added. The setting can be changed with the PDM. It only affects "normal mode" i.e. not headset or loudspeaker mode.

Change Request: Improved message priority and queue handling

Background - The current priority and queue handling is not sophisticated enough and may lead to that messages with the same priority are never seen by the user.

Solution - Improved message queue handling (possibility to configure that messages with same priority shall be shown on display directly etc.)

Change Request: Call with headset button

Background - The feature to initiate a call with the headset button has previously not been available in this generation handsets.

Solution - A new setting has been introduced to enable this function in d62 and d81. The feature is also available with Bluetooth headsets. Via the PDM it is possible to configure wired and/or Bluetooth headset button to call:

- Last called number
- Predefined number
- Hook off.

/Connections/Bluetooth headset/Call with headset button

/Connections/Headset/Call with headset button

Change Request: Possibility to select 1900 - 1920 MHz as a fixed frequency band

Solution - 1900 - 1920 MHz option has been added to the Frequency band menu.

Change Request: New separate setting for message indication volume added

Background - Separate setting for message volume and ring volume requested.

Solution - Separate message volume parameter added in Device Manager (Settings\Sound and Alerts\Message volume). Possible values are Silent, Volume 1-8 or Follow ring volume (default).

Change Request: Survey function enhancements for Location

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Background - More options requested for beep and LED indication of detected position.

Solution - Device Manager parameter "DECT location indication" removed and replaced by "Indicate location with beep" and "Indicate location with LED" including more options. DECT location now default on when having a DECT location license

Default value for DECT location is changed from "off" to "on". This means that if the handset has a DECT location license the DECT location function will be active. If you do not want DECT location to be active you need to actively turn it off via the Device Manager.

Change Request: End a call, or turn on the loudspeaker when placed in a charger

Solution - The handset can be configured to end a call, or turn on the loudspeaker when it is placed in a charger during a call.

Change Request - Enhanced messaging beeps

Solution - The possibility to select alternative peep patterns and beep frequencies has been introduced. As an alternative to the standard beeps it is now also possible to choose either a high pitch version of the standard beeps or alternative beep patterns corresponding to IEC60601-1-8. Note that the beep patterns do not conform completely to IEC60601-1-8 due to the different beep frequency used.

The alternative beep patters are selected either with a parameter in the PDM or in the handset menu.

In the PDM the setting can be found under "Settings" / "Sound and Alerts". The pattern is selected under "Message alert"

- "Beep" is the standard beep
- "Beep high" is the high frequency beeps
- "Beep enhanced" is the medical beeps.

Make sure the right software package have been installed in the PDM and that the right template file has been selected.

4. Known limitations

Device Manager Sync Error: This is a SW upgrade issue. Device Manager parameter "DECT location indication" is removed. If this parameter is used in a template or number device manager, synchronization will fail (sync error). Delete number from winPDM/IMS2, update def-file/template and resave to resolve.

System Name Empty: This is a software downgrade issue. A system name set or edited with version 3.2.X disappears if the handset is downgraded to 3.0.X (name will be blank). The name will be visible again after upgrade to 3.2.X.

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5. Compatibility

Compatibility with handset revisions:

- This software is backwards compatible with all revisions of the d62 handsets.

Compatibility with winPDM/IMS2

- d62 Protector must use def file pdm_d62_p25.26_d93.01 (SW3.0.9) or newer. If not, setting Alarm parameters will result in sync error. Delete number from winPDM/IMS2, update def-file and resave to resolve.
- Not possible to upgrade d62 Protector SW 2.X.X templates
- WinPDM <3.5.2 (no parameter handling or license support)
- WinPDM <3.7.1 (no configuration of system profiles)
- IMS2 <2.50 (no parameter handling or license support)
- IMS2 <2.72 (no configuration of system profiles)

Compatibility with UPAC

- License handling not supported by UPAC 2.01. pkg file named "backwards compatible" must be used.

Compatibility with CR3/DC4

- DC4/CR3 >= 1.3.11 is required

Upgrade concerns with d62 if upgrading from SW 2.X.X Talker, Messenger, Protector

- Upgrade requires new version of winPDM/IMS2, def-file (pkg), Templates and DC4/CR3 see compatibility information.
- Message inbox and Call list will be cleared.
- Need to delete saved number from winPDM/IMS2 and resave after upgrade. All settings are stored in handset so no settings will be lost.
- Service "Edit alarm data" will be changed to "Phone call". "Edit alarm data" needs to be reprogrammed as short cut.
- Alarm parameters will change names and structure when upgrading. Functionality remains.
- New templates needs to be created
- Templates needs to be upgraded
- Device Manager parameter "DECT location indication" removed. If this parameter is used in a template or number synchronization will fail (sync error). Delete number from winPDM/IMS2, update def-file/template and resave to resolve.

Upgrade concerns with d62 if upgrading from SW 3.0.X Talker, Messenger, Protector

Device Manager parameter "DECT location indication" removed. If this parameter is used in a template or number synchronization will fail (sync error). Delete number from winPDM/IMS2, update def-file/template and resave to resolve.

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Downgrade concerns d62 (from 3.2.X to 3.0.X) Talker, Messenger, Protector

System name will be empty. Rename needed via winPDM or IMS2.

Downgrade concerns d62 (from 3.2.X to 2.X.X) Talker, Messenger, Protector

Downgrade will be prevented (aborted) if the new generation license has been added.

Changes made to Alarm parameters will have no effect if handset is downgraded.

Upgrade concerns with d62 if upgrading from SW 2.X.X

	Talker	Messenger	Protector
Upgrade requires new version of winPDM/IMS2, def-file (pkg), Templates and DC4/CR3 see compatibility information.	X	X	X
Message inbox and Call list will be cleared.	X	X	X
Need to delete saved number from winPDM/IMS2 and resave after upgrade. All settings are stored in handset so no settings will be lost.			X
Service "Edit alarm data" will be changed to "Phone call". "Edit alarm data" needs to be reprogrammed as short cut.			X
Alarm parameters will change names and structure when upgrading. Functionality remains.			X
New templates needs to be created			X
Templates needs to be upgraded	X	X	
Device Manager parameter "DECT location indication" removed. If this parameter is used in a template or number synchronization will fail (sync error). Delete number from winPDM/IMS2, update def-file/template and resave to resolve.		X	X

Upgrade concerns with d62 if upgrading from SW 3.0.X

	Talker	Messenger	Protector
Device Manager parameter "DECT location indication" removed. If this parameter is used in a template or number synchronization will fail (sync error). Delete number from winPDM/IMS2, update def-file/template and resave to resolve.		X	X

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Downgrade concerns d62 (from 3.2.X to 3.0.X)

	Talker	Messenger	Protector
System name will be empty. Rename needed via winPDM or IMS2.	X	X	X

Downgrade concerns d62 (from 3.2.X to 2.X.X)

	Talker	Messenger	Protector
Downgrade will be prevented (aborted) if the new generation license has been added.	X	X	X
Changes made to Alarm parameters will have no effect if handset is downgraded.			X