

Technical Service Bulletin

ascom
Ascom® Wireless Solutions Inc.

Product: Mobility Server v2.5
Purpose: How to handle phones when locked in “busy” state.
Date: 9/26/2005

Phones locked in “Busy” State

General

It has been identified that at times the Mobility v2.5 may think that a handset is still being used when in fact the handset is idle. Generally when a handset is “busy” that means that the handset is in use. If you browse the cordless handsets in the Mobility Server, you will see that it is normal for a phone to be labeled “busy” while in use.

Problem

The problem arises when the Mobility Server thinks the phone is “busy” when in fact the phone is not in use. Since the Mobility Server thinks the phone is busy, it will not allow the idle handset to make or receive any phone calls.

Solution/Prevention

Call Ascom Technical Service Department and request to load “mal_agent_int.beam” file onto the affected Mobility Server v2.5 system.

Additional Information

If you have any questions about this bulletin, please contact Ascom Technical Services at 1-877-71ASC0M (1-877-712-7266) option 3.