

Technical Service Bulletin



Product: Ascom IP DECT Systems

Purpose: To answer frequently asked questions on IP DECT Systems.

Date: 1/31/2008

Ascom IPDECT Technical FAQ

DECT Handset displays “No System”

1. Check to make sure that the handset is in a coverage area.
2. Check to make sure that the handset is registered with the system

DECT Handset displays “No Access”

1. Check to make sure the handset is registered with the system
2. Cycle power of the PT
3. Verify battery has sufficient charge.
4. Verify you have coverage -70dbm or better
5. Program another number in the PT to see if it follows the PT or extension
6. What is the status of active base stations in the area

Voice Quality is bad

1. Check to make sure the ToS in the IGWP is 0xB8. If an IPBS are being used, make sure the ToS in each IPBS is set to 0xB8.
2. Check if QoS is working in both directions. Voice traffic should be prioritized on the LAN.
3. Connect to other phones (wired, analogue or external) to determine if it is the other end that may cause bad quality.
4. Do a site survey and check for areas with under coverage.
5. Do a network performance test to ensure the wired LAN/backbone has adequate capacity.
6. Use a spectrum analyzer and look for interference. (ie. Cellular telephone repeaters broadcasting noise in the 1920 – 1930 Mhz range)

9d24

Q. How do you find the software version used on the 9d24?

A. *#46#

Q. How do you find the IPEI Address assigned to a 9d24?

A. *#46#

Q. How do you put the 9d24 into Site Survey Mode?

A. *#77# and select “Show info Display”

Q. How do you show a list of base stations that the 9d24 can see?

A. *#77# and select “List RFPs” and then select All and then press “Scan”

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Office M

Q. How do you find the IPEI Address assigned to an Office M?

A. Go in menu to "Call Time", Activate DCA by entering the following sequence → * ←← * ←, choose Dev services

Q. How do you put the Office M into DCA services?

A. Go in menu to "Call Time", Activate DCA by entering the following sequence → * ←← * ←, choose Dev services, choose Link Info

Office T

Q. How do you find the IPEI Address assigned to an Office T?

A. Select Information - TotalCalls and press <Yes>
TotDuration appears. Press → * ←← * ←.

Q. How do you put the Office T into DCA services?

A. Select Information - TotalCalls and press <Yes>
TotDuration appears. Press → * ←← * ←.

Q. What is the default PIN for the Office M & T?

A. 0000