

Installation and Operation Manual

Portable Device Manager (PDM), Windows version

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1 Introduction

The Portable Device Manager (PDM) provides a generic application for managing all portable devices, charging racks and desktop chargers on one or more sites.

The PDM makes it possible to edit parameters, update software in the devices and upload files. It can save parameters and software for individual sites in a database.

This document is intended as a guide for installation, maintenance and troubleshooting purposes and is relevant for:

- Installation and parameter setup.
- Device administration and PDM daily use.

1.1 Abbreviations and Glossary

Contacts	The name of the phonebook in a handset.
CSV file	Comma Separated Value: A file with data, where values in each row are separated by a delimiter, which can be a comma, a semicolon or a tab.
DECT Location	Location solution based on DECT technology.
Device	Can be a DECT or VoWiFi handset, an alarm transmitter, a pager, a Location device or a charger developed to work together with the PDM.
EAP	Extensible Authentication Protocol
GUI	Graphical User Interface.
JRE	Sun Java Runtime Environment.
Language file	Language file for portable devices or PDM.
License information file	A file containing license keys for devices. The file can be exported from the License Web and imported to WinPDM.
License key	The unique license key for a specific device with a specific functionality.
Messenger	Product license for Messaging solutions for handset.
Number	Settings for the complete set of parameters of a single device, tied to a specific identity.
Parameter definition file	Defines the parameters for a portable device model, for example a handset, alarm transmitter etc.
PDM	Portable Device Manager. An application, running on a PC, for management of portable devices, charging racks, etc.
Package file	A file including different types of files, such as software files, parameter definition files or template files.
Portable	Used synonymously with portable device
Portable device	Cordless handset, alarm transmitters/transceivers etc.
Product information file	A file containing information needed for licensing and upgrade of a device. The file can be exported from WinPDM and imported to the License web.
RS232	Industry standard serial communication protocol.
Site	Contains information of devices and Numbers.

Software file	A file including software for devices.
Talker	Ascom name for handsets primarily used for pure telephony.
USB	Universal Serial Bus: A serial bus standard to interface devices, for example connect computer peripherals such as mice, keyboards, scanners etc.
WiFi	WiFi stands for Wireless Fidelity and is a term developed by the Wi-Fi Alliance® to describe wireless local area network (WLAN) products that are based on the Institute of Electrical and Electronics Engineers' (IEEE) 802.11 standards. Today, most people use WiFi as a reference to wireless connectivity.
VoIP	Voice over Internet Protocol
VoWiFi	Voice over Wireless Fidelity: a wireless version of VoIP and refers to IEEE 802.11a, 802.11b or 802.11g network.

1.2 How to Use this Document

For a basic description on how to work with the PDM, see [1.5 PDM description](#) on page 5.

1.2.1 Installation and Configuration

These tasks are intended for installation and configuration.

In order to simplify, for example an installation on a site, use the following steps.

- 1 Install the PDM on your computer, see [2.1 Software Installation](#) on page 6.
- 2 Open and configure the PDM, see [2.2 Software Configuration](#) on page 6.
- 3 Create a template with settings common for all devices of a certain device type at the site, see [3.8.1 Create a Parameter Template](#) on page 30.

During system setup it is likely that the personnel doing the installation and configuration continues with the Administration tasks below to make the system fully functioning.

1.2.2 Administration

These tasks are intended for administration. This is the recommended order.

- 1 Create new Numbers, see [3.6.1 Create New Numbers](#) on page 18, and run the template on the Number(s), see [3.6.5 Run a Template to set Parameter Values](#) on page 23.
- 2 Make individual settings for each Number. See [3.6.4 Edit Parameters](#) on page 22.
- 3 If applicable, switch on the devices.
- 4 Connect the devices, one after the other, and associate them with the Numbers, see [3.6.6 Associate a Number with a Device](#) on page 23. Different devices have different ways of connecting.

Note: The very first time a device is connected to the USB port, the *Found New Hardware* wizard displays (not for all computers). Do the following: Select "No, not this time" and click "Next" (twice).

More tasks are described in this document, such as how to import different types of files.

1.3 Technical Solution

The PDM software is installed on a PC running Windows XP® Professional or Windows Vista® Business, see [1.4 Requirements](#). The device is then connected to the PC running the PDM software, either via the USB port or the COM port (depends on device model). The device must be set up to handle this connection according to the instructions in the user manual for the device.

Note: Only one device at a time can be connected to PDM Windows Version. A charger can hold one or more devices though.

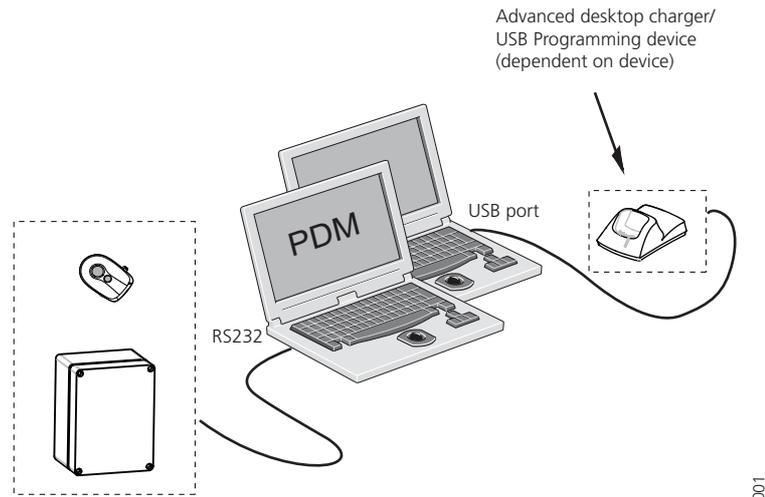


Figure 1. Connection to the PDM depends on device type.

Parameters can be edited for a single device and then sent to the device, but if many devices are to be updated with new parameter settings it is also possible to create a parameter template and run the template on each Number.

Parameters can be uploaded from a connected device, edited and sent to the device again. If the PDM shall store parameter settings in the site database or not, is selectable.

Devices can be upgraded with new software. A text and a status bar indicates that the connected device is being updated with the new software.

1.4 Requirements

- Computer
 - PC with Windows XP® Professional, Service Pack 2 (SP2) or Windows Vista® Business.
 - Sun Java Runtime Environment (JRE) version 6 or higher.
 - Acrobat Reader 4.0 or higher.
 - Connection to device is dependent on device type, see respective device manual: RS232 Serial port, or USB port. USB 1.1 required, USB 2.0 supported.

1.5 PDM description

1.5.1 PDM terminology

This section gives a brief description of the basic terminology in PDM.

- Device; can be a charger, a location device, or a portable device that can be connected to PDM.
- Number; the complete settings for a single device. Also chargers have a Number.
- Template; general settings for a specific device type. A template can be applied to several Numbers of the same device type.
- License; licensed functionality for a device.
- Tabs; in the PDM there are four different views, or tabs. In these tabs, the information for devices, Numbers, templates and licenses are shown.
- Parameter definition file; a file including all possible settings for a certain device type. Templates are created from parameter definition files.
- Software; is the software used in devices. The device software can be updated via PDM.
- Version; parameter definition files and device software are indicated by versions.
- Package file; a file that can contain other files, such as parameter definition files, software files and template files.
- Importing; different types of files can be imported.
- Associate; before being able to synchronize parameters between PDM and devices, it is necessary to associate a Number with the device. Association includes all parameters. If it exists on that device type, it also includes Contacts.
- Assign; it is possible to assign a Number to a device that has not yet been assigned a Number in the Device Manager. Assign includes only the parameters defining the Number.

1.5.2 PDM usage

This section gives a short description to give a basic understanding on how to use the PDM with devices.

- Import a parameter definition file of the corresponding device type to PDM.
- Create a template from the parameter definition file.
- Add a device to PDM.
- Create a new Number for the corresponding device type.
- Associate the Number with the device.

See chapters [3 Operation](#) on page 9 and [4 Administration](#) on page 47, for a detailed description.

2 Installation and Configuration

2.1 Software Installation

This section describes the installation procedure when installing from a CD.

Note: Do not connect the hardware to the computer before installation.

- 1 Close all running programs.
- 2 Insert the PDM installation CD.
- 3 Follow the instructions given by the setup program.

If the setup program does not start automatically, it is possible to do one of the following:

- Right-click on the CD-drive in a file browser and select "Install".
- Double-click on the SETUP.EXE file on the CD in a file browser.

2.2 Software Configuration

This chapter includes settings for:

- Initial startup
- Optional COM port settings
- Site setup
- Definition files
- Language

2.2.1 Initial startup

In the *Start* menu, select All Programs > Ascom WinPDM > Ascom WinPDM.

Note: Windows Firewall may alert you of "MwpCSI", "PMServer", "UspCSI", "CuspCSI" and "CuspSerialCSI".

The first time PDM is started, the *Create site* dialogue appears. See [3.5.1 Create a New Site](#) on page 16.

2.2.2 Optional COM port settings

If only the USB connection will be used, the settings in this section are not needed. These settings need to be done only if a COM port will be used.

- 1 In the *Options* menu, select "Preferences".
- 2 Select the COM port to be used for connecting devices to the PC and click "OK".

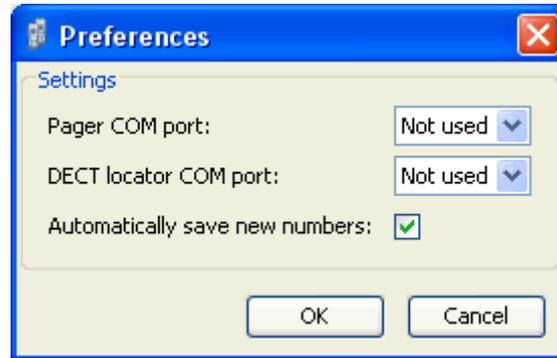


Figure 2. The Preferences dialogue.

2.2.3 Site setup

- 1 In the *File* menu, select "Site management".

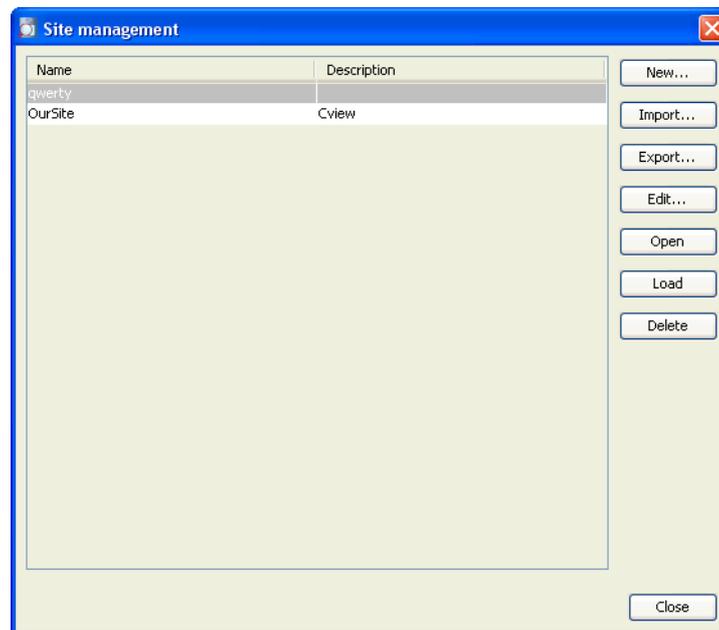


Figure 3. The Site management dialogue.

- 2 Click "New".

- 3 In the *Create site* dialogue, enter a site name and a site description (optional) in their respective fields and click "OK".

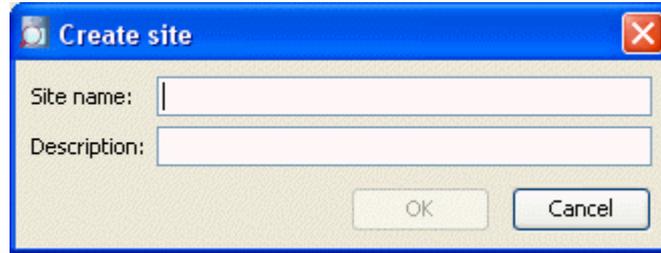


Figure 4. The Create Site dialogue.

Note: One site needs to be present for the PDM to be able to run.

- 4 Click "Close".

2.2.4 Definition files

Before starting to use templates in PDM, definition files need to be imported.

How to import parameter definition files is described in [3.10.2 Import a Package File](#) on page 38 and [3.10.3 Import Parameter Definition files](#) on page 39.

For general information about file handling, see [3.10 File management](#) on page 38.

2.2.5 Language settings for PDM

Note: For adding a new language to a device, see [3.10.5 Import Language files for Devices](#) on page 41 and [3.10.7 Upload a Language to Devices](#) on page 43.

It is possible to select the language to be used in the menus in PDM by importing a language file with the file extension *.xml.

The default language file (.xml) is copied to your installation directory at installation: C:\Program Files\Ascom\WinPDM\Client\default-translations.xml.

This file can be copied and edited to create a new language and can then be imported from the *Select language* dialogue, see [figure 5](#).

- 1 In the *Options* menu, select "Select language".



Figure 5. The Select language dialogue

- 2 Click the "Import..." button. In the *Import files* window, find and select the language file (.xml) to be imported and click "Open".
- 3 In the *Available languages:* drop-down list, select which language to use.
- 4 Click "OK".

3 Operation

3.1 The PDM GUI

3.1.1 PDM Window

The PDM window consists of three areas: Menu, Toolbar and Work Area. The Toolbar has four tabs: Devices, Numbers, Templates and Licenses. When one of these tabs is selected the available device types are shown in the left hand pane of the work area. The right hand pane shows the devices, Numbers or templates that have already been configured.



Figure 6. PDM Window Area.

Search Field

In the upper part of the Work area there are search fields where different search criteria can be selected depending on which tab that is displayed. The search field is colour coded green or red depending on if there are possible matches to the search criteria or not.

Sort the List

By default the lists are sorted by the first column. To sort the list by any other column, click the column heading. To reverse the sort order, click the column heading again. The sort order is indicated by an up or down arrow in the column heading. Secondary sorting order can be done by pressing "Ctrl" and clicking the column heading.

Filter the List

By default the list in each tab shows all available Devices, Numbers or Templates. It is possible to filter the list by selecting a device type in left pane.

3.1.2 Colour coding

General colour coding

- If the version number is shown in red, PDM has found no parameter definition files supporting that device type.
- If the version number is shown in dark red, the parameter definition file is compatible, but does not have exactly the same version as the device.

Colour coding for parameter and template editing

In the parameter and template editing windows, the following colour coding is used:

Colour	Context	Description
Black	General	Normal
Dark blue	For templates and parameter editing	Parameter has been edited during the current session
Purple	For templates	The parameter is included in the template (checked)
Red	For templates and parameter editing	Value not valid
Turquoise	For templates and parameter editing	The value differs from the default value

3.1.3 Tabs

Devices Tab

The view shows all devices configured at the site in a detailed list. The following information can be displayed (see also [figure 7](#) on page 11):

- *Device ID* – the unique identifier of the device.
- *Device type* – the device model.
- *Software version* – the version of the software in the device.
- *Parameter version* – the version of the parameters in the Number
- *Upgrade status*¹ – might show one of the following symbols:
 -  – new software upgrade is in progress.
It is also possible to see a progress bar when the device is being upgraded.
 -  – software upgrade Pending, Request sent, or Accepted (a green arrow).
 -  – software upgrade Scheduled or Retrying.
 -  – the last upgrade Failed or Aborted (a red broken arrow).
- *Online* – shows if the device is connected to the PC running PDM. The  symbol indicates a connected device.
- *Latest number* - shows the latest known Number for a device.

1. See also [Software Upgrade Fails](#) on page 50.

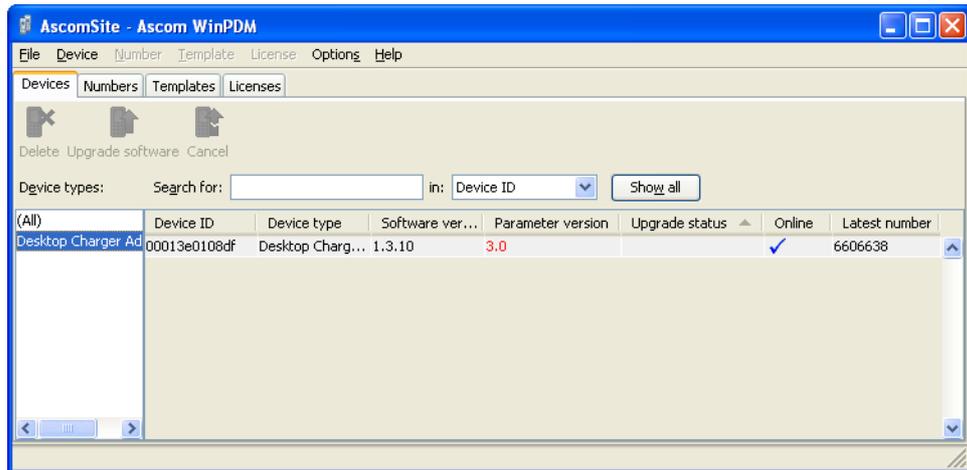


Figure 7. The Devices tab showing a list of devices in a system.

Numbers Tab

The view shows all Numbers configured at the site in a detailed list. The following information can be displayed:

- *Number* – the unique identifier of the Number. The identifier is unique for that device type.
- *Device type* – the device model the Number is intended for.
- *Parameter version* – shows the version of the parameters in the Number.
- *Device ID* – the unique identifier of the device that the Number is associated to.
- *Online* – shows if the device the Number is uploaded to is connected to the PC running PDM. The ✓ symbol indicates a connected device.
- *Status* – shows the parameter synchronization status. A Number can also be queued for synchronization. Several different indications are used, for example Synchronizing, Sync queued, Save queued, Synchronized, etc. When the Number is offline, the database status is shown; Synchronized or Not synched.
- *Saved* – shows if the Number's parameters have been stored in the database. The ✓ symbol indicates that the parameters have been stored.
- *Last run template* - indicates which template that was last run for that Number.

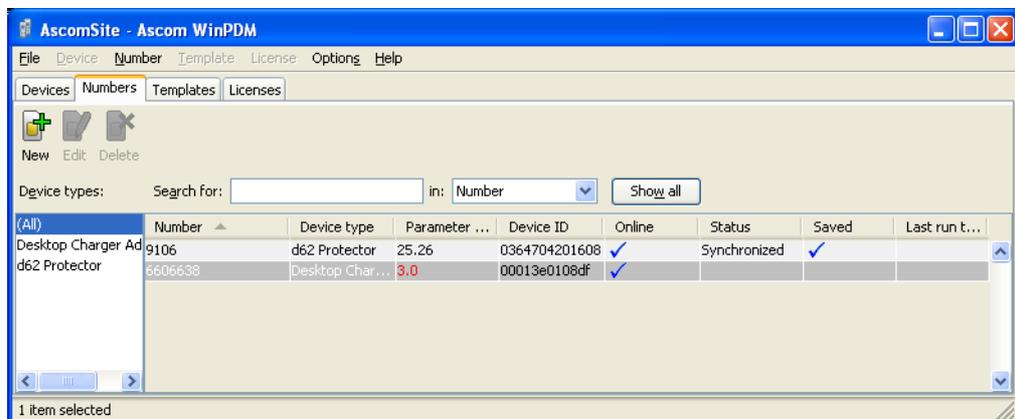


Figure 8. The Numbers tab showing a list of Numbers in a system.

Templates Tab

The view shows all templates configured at the site in a detailed list. The following information can be displayed:

- *Name* – the name of the template.
- *Device type* – the portable device model.
- *Parameter version* – shows the parameter version.

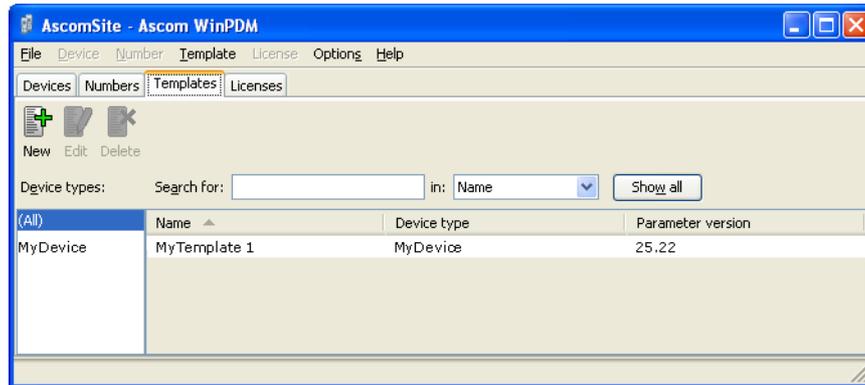


Figure 9. The Templates tab showing a list of templates in a system.

Licenses Tab

The view shows all devices configured at the site in a detailed list. The following columns are displayed:

- *Device ID* – the unique identifier of the device
- *Device type* – the device model
- *Online* – shows if the device is connected to the Device Manager. The ✓ symbol indicates that the device is online
- *Serial number* – the number identifying the device hardware
- *Number* – the unique identifier of the Number. The identifier is unique for that device type.
- *Software version* – shows the version of the software in the device
- *Status* – shows the license synchronization status.

Examples of status that can be shown are.

"Sending" means that WinPDM is sending license information to the device.

"Server failure" means that there is some kind of error with the communication between WinPDM and the license server.

"Needs update" - An attempt to move a license from one handset to another has been made, but the latest license does not exist in the handset.

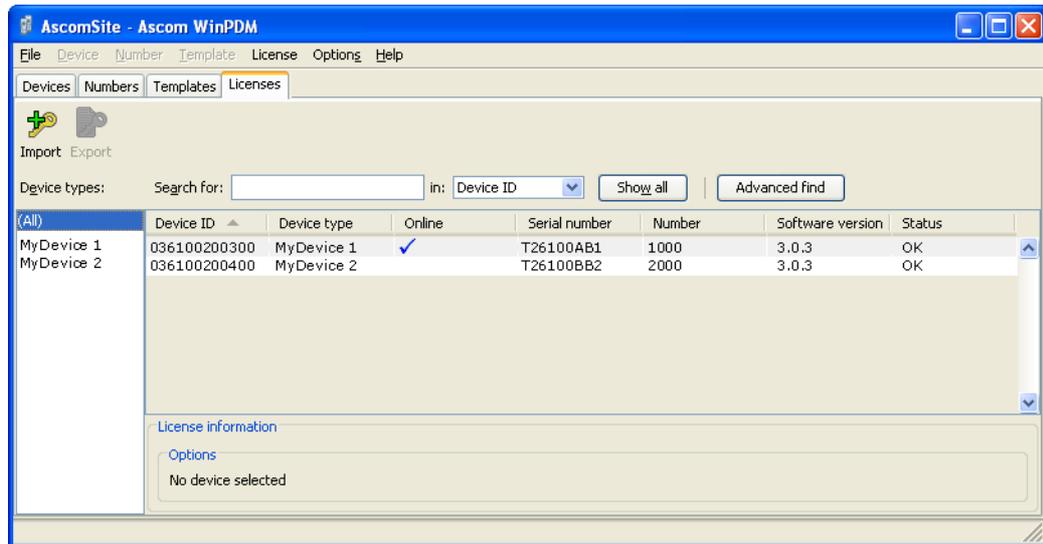


Figure 10. The Licenses tab showing a list of devices.

3.2 The Device Wizard

When a device without a number is connected to the PDM, the *Device Wizard* window appears.



Figure 11. Device Wizard

In the Device Wizard, there are four choices:

- Associate with Number, see also [3.6.6 Associate a Number with a Device](#) on page 23.
- Run template, see also [3.6.5 Run a Template to set Parameter Values](#) on page 23.
- Edit parameters, see also [3.6.4 Edit Parameters](#) on page 22.
- Do nothing

3.3 The New Number Wizard

When a new device with a not saved Number is connected, the *New Number Wizard* window appears.

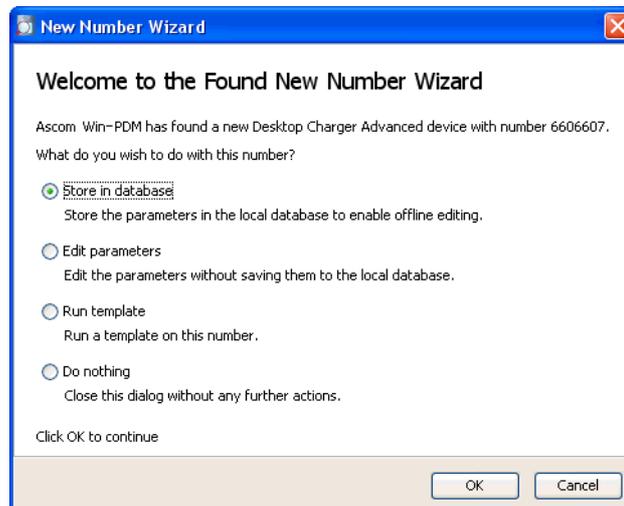


Figure 12. The New Number Wizard

In the New Number Wizard, there are four choices:

- Store in database
- Edit parameters, see also [3.6.4 Edit Parameters](#) on page 22.
- Run template, see also [3.6.5 Run a Template to set Parameter Values](#) on page 23.
- Do nothing

3.4 Open the PDM

- 1 In the *Start* menu, select All Programs > Ascom WinPDM > Ascom WinPDM.
- 2 The view of the last used *Site* opens. To open another site, see [3.5.2 Open a Site](#) on page 16.

3.5 Site Management

By creating a Site for each customer installation, devices, software and licenses can be managed for that site. The settings are saved in a database.

Note: There is a subtle but important difference between loading and opening a site. When a site is opened, the *Site management* dialogue closes and it is possible to start working with the devices in the site; when a site is loaded, the *Site management* dialogue stays open, making it possible to continue with site management tasks, such as creating and deleting sites.

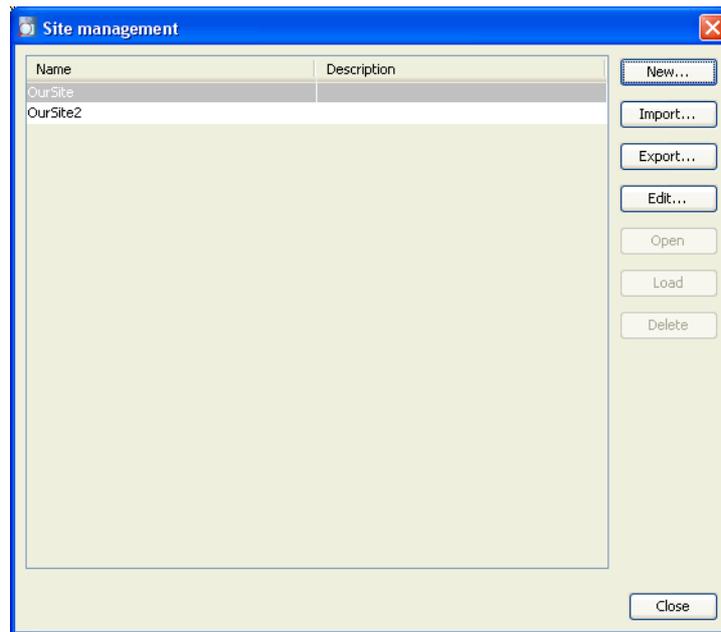


Figure 13. Site Management window.

3.5.1 Create a New Site

- 1 In the File menu, select "Site management".
- 2 Click "New...".
- 3 Enter a name for the site and a description (optional) and click "OK".
- 4 Click "Close".

3.5.2 Open a Site

- 1 In the *File* menu, select "Site management".
- 2 Select the site to be opened and click "Open".

3.5.3 Load a Site

- 1 In the *File* menu, select "Site management".
- 2 Select the site to be loaded.
- 3 Click "Load". The view in the main window changes to the newly opened site.
- 4 Click "Close".

3.5.4 Delete a Site

- 1 In the *File* menu, select "Site management".
- 2 Make sure that the site to be deleted is not currently active. If it is active, load another site (see [3.5.3 Load a Site](#)).
If there is only one site remaining, it cannot be deleted.
- 3 Select the site to be deleted and click "Delete".
- 4 In the Delete Site dialogue, click "Yes".
- 5 Click "Close".

3.5.5 Import a Site

When importing a site, numbers with parameters and devices are imported. Templates, software and definition files are not imported.

- 1 In the *File* menu, select "Site Management".
- 2 Click "Import...".
- 3 Find and select the Site file (.ste) to be imported. Click "Open".

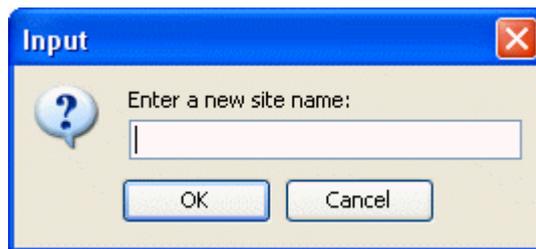


Figure 14. Input dialogue.

- 4 In the *Input* dialogue, enter a name for the site and click "OK".
- 5 Click "Close"

3.5.6 Export a Site

- 1 In the *File* menu, select "Site Management".
- 2 Select the site to be exported and click "Export...".
- 3 Enter a file name of the site (.ste) and where to save the file. Click "Save".
- 4 Click "Close"

3.6 Numbers

3.6.1 Create New Numbers

- 1 Select the "Numbers" tab.
- 2 In the *Number* menu, select "New...". Alternatively, right-click in the *Numbers* list and select "New...".
- 3 In the *Device type* drop-down list, select device type.
- 4 In the *Parameter version* drop-down list, select the parameter version.
- 5 In the *Template* drop-down list, select which template to run on the Number. This is optional and therefore "None" can be selected.
- 6 In the *Prefix* field, enter the Number's prefix (if needed).
- 7 Select one of the following options:
 - To create a single Number, select the *Single* option and enter the call number. Click "OK".
 - To create a range of Numbers, select the *Range* option. Enter the start call number, end call number, and click "OK".

Note: The maximum range that can be added at a time is 100 Numbers.

3.6.2 Save a Number to database

The Number of an online device can be saved to the database.

- 1 Select the *Numbers* tab.
- 2 Select the Number.
- 3 In the *Number* menu, select *Save*, or right-click the Number and select *Save*.

3.6.3 Manage Certificate for a WLAN Device

Note: This functions is applicable for WLAN handsets only. In addition, the handset must be online in PDM.

Certificate(s) is used for authorizing a WLAN handset to access a WLAN system using Extensible Authentication Protocol (EAP).

There are two types of certificates: Root certificate and client certificate.

The WLAN handset using the root certificate to control if the WLAN system is trusted. If the system is trusted, the handset send its client certificate to show that it is authorized to access and logon the system.

The root certificate contains a public key and can be downloaded to the handset via Device Manager in the IMS2 or via WinPDM. The client certificate contains both a public key and a private key and can only be downloaded to the handset via the WinPDM.

The following must be done to be able to use certificates:

- Import certificates to handset, see [Edit Certificate](#).
- Select which client certificate to use by setting a EAP client certificate parameter, see the Configuration Manual for the WLAN handset.

Edit Certificate

- 1 Select the "Numbers" tab.
- 2 In the *Number* menu, select "Edit certificates". Alternatively, right-click in the *Numbers* list and select "Edit certificates".

A *Edit certificates* window opens, see [figure 15](#).



Figure 15. *Edit Root Certificate tab*



Figure 16. *Edit Client certificate tab.*

The following information is displayed:

- The number of the device
- The device type
- The parameter version
- The online status of the device
- Imported certificates (if any)

- 3 Root certificate and client certificate can be edited. If needed, click the “Root” tab or the “Client” tab for switching to the corresponding certificate view.
- 4 Click the corresponding “Edit” button to edit the certificate.
- 5 Locate the certificate file and click “Open”.
- 6 If the certificate is passport protected, an *Enter Password* dialogue appears. Enter the password and then click “OK”.

A *Confirm Certificate* windows appears, see [figure 17](#) on page 20. The following information is displayed:

- The algorithm of the certificate
- The validity status of the certificate
- The validity period of the certificate
- The issuer of the certificate
- The authorized users of certificate (issued to).

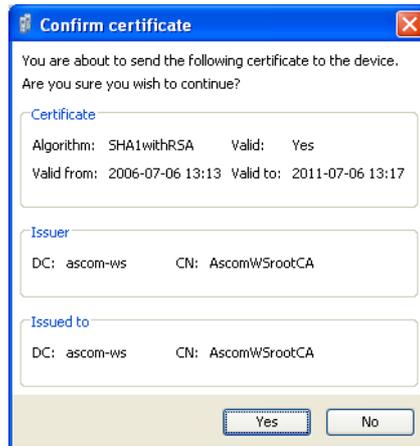


Figure 17. Confirm Certificate Window

7 Import the certificate to the device by clicking "Yes".

If needed, repeat step 3 - 6 for editing additional certificates.

Additional settings are required for selecting which certificate the handset shall use. See *Configuration Manual, Ascom i62 VoWifi Handset, TD 92675GB*.

View Certificate Details

- 1 Select the "Numbers" tab.
- 2 In the *Number* menu, select "Edit certificates". Alternatively, right-click in the *Numbers* list and select "Edit certificates".
- 3 If needed, click the "Root" tab or the "Client" tab for switching to the corresponding certificate view.
- 4 Select the certificate to view by clicking the corresponding "Details" button.

A *Certificate details* windows appears, see [figure 18](#). The following information is displayed:

- The algorithm of the certificate
- The validity status of the certificate
- The validity period of the certificate
- The issuer of the certificate
- The authorized users of certificate (issued to)

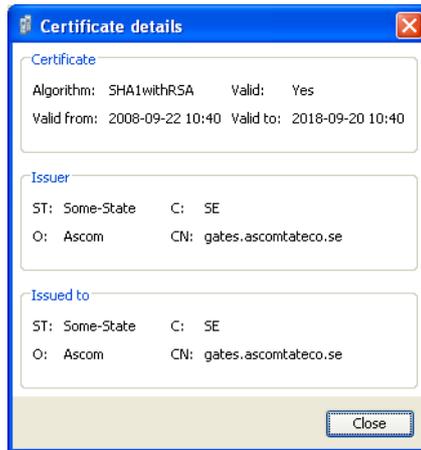


Figure 18. Certificate Details Window

Remove Certificate

- 1 Select the "Numbers" tab.
- 2 In the *Number* menu, select "Edit certificates". Alternatively, right-click in the *Numbers* list and select "Edit certificates".
- 3 If needed, click the "Root" tab or the "Client" tab for switching to the corresponding certificate view.
- 4 Select the certificate to remove by clicking the corresponding "Remove" button.
- 5 A *Remove certificate* window appears. Click "Yes" to remove the selected certificate.

The certificates are now removed to the handset. Additional settings are required for selecting which certificate the handset shall use (if any). See *Configuration Manual, Ascom i62 VoWifi Handset, TD 92675GB*.

3.6.4 Edit Parameters

The *Edit Parameters dialog* shows the set of parameters for the Device/Number. The parameters are organized in a tree structure in the left pane, with the parameters in the current node in the right pane. Clicking the  icon will give a short description of selected parameter.

Note: If *Edit parameters* was selected in the *Device Wizard* window (see [figure 11](#) on page 14) or in the *New Number Wizard* window (see [figure 12](#) on page 14), continue from step 4.

- 1 Select the "Numbers" tab.
- 2 Select the Number.
- 3 In the *Number* menu, select "Edit". Alternatively, right-click and choose "Edit", or double-click the Number.
- 4 In the left pane, select the parameters.
- 5 In the *Value* column, make your changes
When a parameter has been edited, the node in the left pane changes to a blue colour.
- 6 Click "OK" to save your changes. Click "Cancel" to undo all parameter changes..

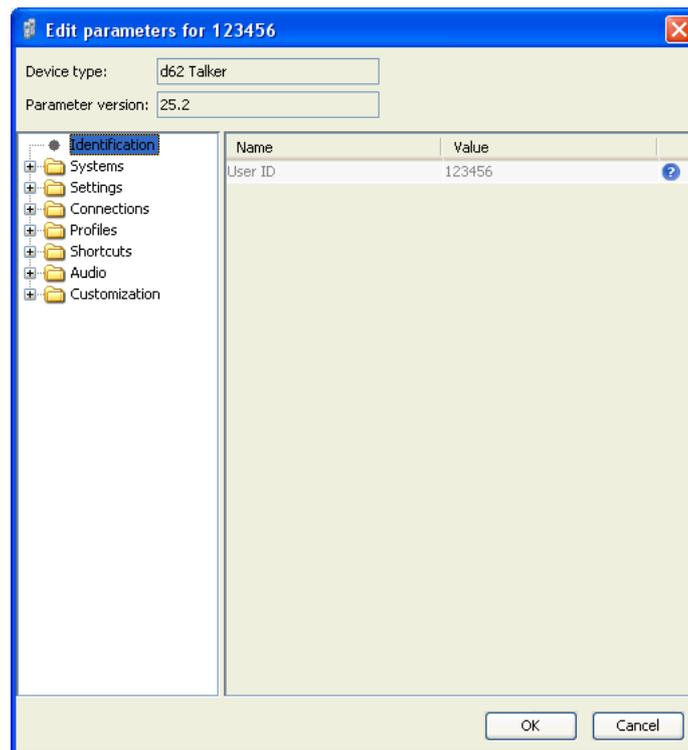


Figure 19. Editing parameters in the PDM GUI.

Note: When you save the parameters, they are automatically sent to the device if it is connected.

3.6.5 Run a Template to set Parameter Values

If a template has been created for a device type, it can be used to set the parameter values for a range of devices, or a single device.

Note: If *Run template* was selected in the *Device Wizard* window (see [figure 11](#) on page 14) or in the *New Number Wizard* window (see [figure 12](#) on page 14), continue from step 4.

- 1 Select the "Numbers" tab.
- 2 Select the Number or Numbers you wish to run the template on.
- 3 In the *Number* menu, select "Run template...". Alternatively, right-click the Number in the *Number* list and select "Run template..." from the menu that appears.

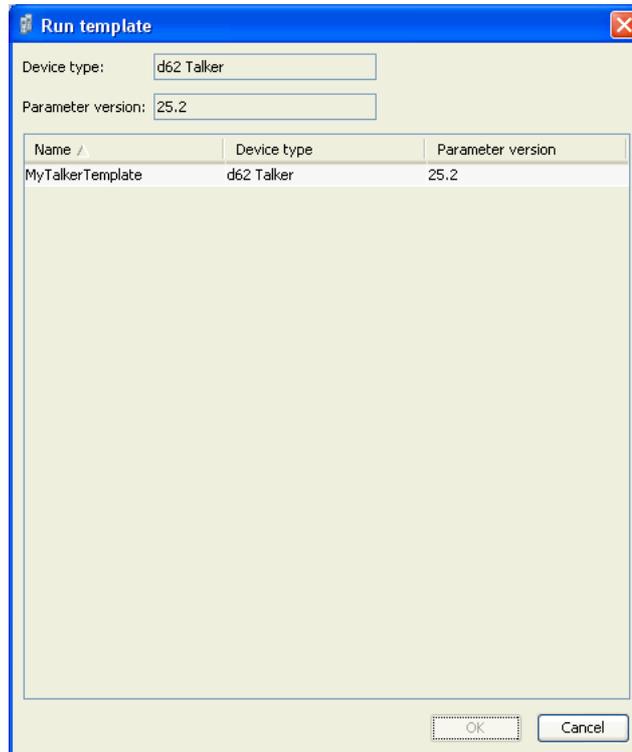


Figure 20. Selected template to run on one or several Numbers.

- 4 Select a template from the *Template* list and click "OK".

3.6.6 Associate a Number with a Device

Before being able to synchronize parameters between PDM and devices, it is necessary to associate a Number with a device. It is possible to enter several Device IDs in advance and to associate them with a Number at a later moment.

See also [3.7.6 Assign a Number](#) on page 28

Note: If *Associate with number* was selected in the *Device Wizard* window (see [figure 11](#) on page 14), continue from step 3.

- 1 Select the "Numbers" tab.
- 2 In the *Number* menu, select "Associate with device...".

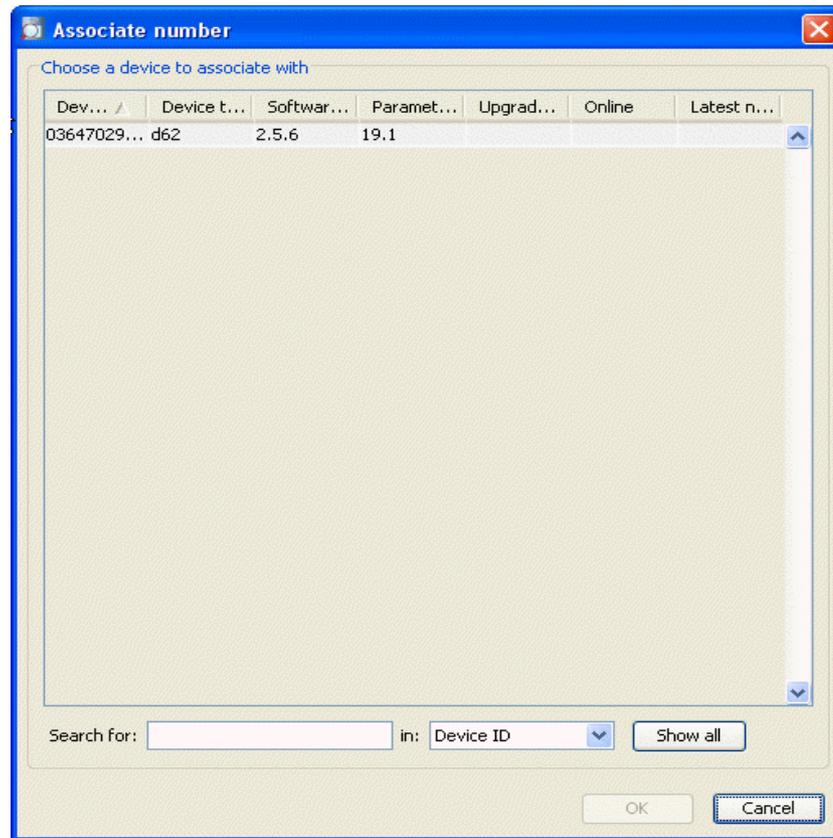


Figure 21. Associate number dialogue.

- 3 Select the device you want to associate with in the list and click "OK".

If the selected device is online, it will immediately be updated with the selected Number. If the selected device is not online, it will be updated the next time it is online.

It is possible to associate several Numbers with several devices simultaneously.

3.6.7 Delete a Number in the Site Database

- 1 Select the "Numbers" tab.
- 2 Select the Number you want to delete.
- 3 In the *Number* menu, select "Delete". Alternatively, right-click the Number in the *Number* list and select "Delete" from the menu that appears.
- 4 In the *Delete Numbers* dialogue, click "Yes".

Note: If an online device is deleted it will stay in the list as online but not saved.

3.6.8 Rename a Number

- 1 Select the "Numbers" tab.
- 2 Select the Number you want to rename.
- 3 In the *Number* menu, select "Rename...". Alternatively, right-click the Number in the *Number* list and select "Rename..." from the menu that appears.
- 4 In the *Rename number* dialogue, enter a new prefix (optional) and a new Number and click "OK".

3.6.9 Copy a Number

- 1 Select the "Numbers" tab.
- 2 Select the Number you want to copy.
- 3 In the *Number* menu, select "Copy...". Alternatively, right-click the Number in the *Number* list and select "Copy..." from the menu that appears.
- 4 In the *Copy number* dialogue, enter a new prefix (optional) and a new Number and click "OK".

3.6.10 Import Contacts

Note: This feature is not available in all versions of PDM. In addition, the number for the handset must be saved, see [3.6.2 Save a Number to database](#) on page 18.

Import Contacts From File

A file containing contacts can be imported to PDM and synchronized with a handset. This feature enables transfer of contacts from older handsets.

The format of the file is a TAB or semicolon separated text file with two values per row; name and number, each value consisting of up to 24 characters or digits.

- 1 In PDM, select the Numbers tab.
- 2 Select a number.
- 3 In the *Number* menu, select "Import contacts" > "From file". Alternatively, right-click the Number in the *Number* list and select "Import contacts"> "From file" from the menu that appears.
- 4 Find and select a file containing contacts (.txt or .csv). Click "Open".

The contacts in the imported file are synchronized with the handset.

Import Contacts From Number

This feature enables transfer of contacts from one handset to another handset which numbers that have been saved in the PDM.

- 1 In PDM, select the Numbers tab.
- 2 Select a number.
- 3 In the *Number* menu, select "Import contacts" > "From number". Alternatively, right-click the Number in the *Number* list and select "Import contacts"> "From number" from the menu that appears.
- 4 Select a number.
- 5 Click "OK".

The contacts are now imported to the handset.

3.7 Devices

A device can be a DECT or VoWiFi handset, an alarm transmitter or a pager developed to work together with the PDM. See the user manual for respective device.

All work with devices is performed from the "Devices" view.

- Devices can be added to a site by connecting the device to the PC.
- It is possible to transfer the information for a Number from one device to a new device.
- Devices can be reset to factory settings.
- Devices can be updated with new software.

3.7.1 Add Devices to a Site

Before connecting a device to the PDM, make sure the connection is set up according to the instructions in the device's *Configuration Manual*. If such a manual does not exist the instructions can be found in the device's *User Manual*, or in some case the *Installation Guide*.

If a range of new devices are to be added to a site, the easiest way is to:

- 1 Create a template with all common parameter settings for the site. See [3.8.1 Create a Parameter Template](#) on page 30.
- 2 Add a range of Numbers and run the template. See [3.6.1 Create New Numbers](#) on page 18 and [3.6.5 Run a Template to set Parameter Values](#) on page 23.
- 3 Edit the parameters and change individual settings. See [3.6.4 Edit Parameters](#) on page 22.
- 4 Connect the physical devices, one after the other, and associate them with the Numbers in the site database. See [3.6.6 Associate a Number with a Device](#) on page 23.

A single device can be added in the same way.

Note: It is not possible to change model of a device already added to the site. Instead, a new device of the desired model must be added to the site.

3.7.2 Synchronize a Device

When a device is connected, it is synchronized with the associated Number in the PDM.

When a device is being synchronized, parameters that have been changed in the device are uploaded to the PDM, and parameters that have been changed in the PDM are sent to the device. If a parameter has been changed in both the device and the PDM, the setting made in the PDM will take precedence.

- 1 Select the "Numbers" tab.
- 2 Connect a device to the computer running the PDM. If the Number is saved, and it has a parameter definition, the device is automatically synchronized.

3.7.3 Delete a Device in the Site Database

- 1 Select the "Devices" tab.
- 2 Select the device you want to delete.
- 3 In the *Device* menu, select "Delete", or right-click the device and select "Delete".
- 4 In the *Delete Device* dialogue, click "Yes".

Note: You cannot delete a device that is online.

3.7.4 Replace a Device

If a device shall be replaced with a new device, it is possible to transfer its associated Number to a new device. The new device must be of the same model as the old one.

- 1 If the device to be replaced is still working, make sure that it is synchronized.
- 2 Connect the new device to the PDM.
- 3 Associate the new device to the Number associated to the old device according to the instructions in [3.6.6 Associate a Number with a Device](#) on page 23. The Number will no longer be associated to the old device.

3.7.5 Create new Device

It is possible to enter several new Device IDs in advance into PDM for later association.

In order to simplify input when handling many devices, it is possible to use a bar code reader. The bar code reader should send a carriage return after each item, but it is not necessary. If carriage return is not sent, it is necessary to click "Create" after each read item.

- 1 Select the "Devices" tab.
- 2 In the *Device* menu, select "Add device".



Figure 22. The Create devices dialogue.

- 3 Select device type and parameter version.
- 4 Enter a Device ID for the device, manually or by using a bar code reader.
- 5 The "Continuous registration" checkbox can be used to select whether the "Create devices" dialogue shall close after clicking "Create" or if it shall still be open.
- 6 Click "Create".
- 7 Repeat 4 to 6 if more devices are to be created, otherwise click "Close".

3.7.6 Assign a Number

It is possible to assign a Number to a device that has not yet been assigned a Number in PDM. This feature can be used if parameters have been changed on the device prior to connection to PDM.

Assign shall not be done on a device that already has a Number.

See also [3.6.6 Associate a Number with a Device](#) on page 23

- 1 Select the "Devices" tab.
- 2 Select the device you want to assign a Number for.

- 3 In the *Devices* menu, select "Assign number".
- 4 In the *Assign Number to device* dialogue, enter a new prefix (optional) and a new Number. Click "OK".



Figure 23. The *Assign number to device* dialogue.

3.7.7 Factory Reset

Factory reset means that the device parameters will be set to factory default settings. The Number in the database that is associated with the device will not be affected.

Note: The device must be online.

- 1 Select the "Devices" tab.
- 2 Select device(s) to be reset.
- 3 In the *Device* menu, click "Factory reset". Alternatively, right-click the device and select "Factory reset".
- 4 Click "Yes".

3.7.8 Device Properties

To get a summary of the properties of a device:

- 1 Select the "Devices" tab.
- 2 Select device.
- 3 In the *Device* menu, click "Properties". Alternatively, right-click the device and select "Properties".

The following information is displayed (depending on PDM version):

- Device ID
- Device type
- Parameter version
- Software version
- Last known number
- Online status
- File upload information

3.8 Templates

Templates are a collection of user defined parameter values. These templates can be used to create common settings to be used on several devices of a certain device type.

Note: Templates created in one site are also selectable in the other sites used in PDM.

3.8.1 Create a Parameter Template

- 1 Select the "Templates" tab.
- 2 In the *Template* menu, select "New".

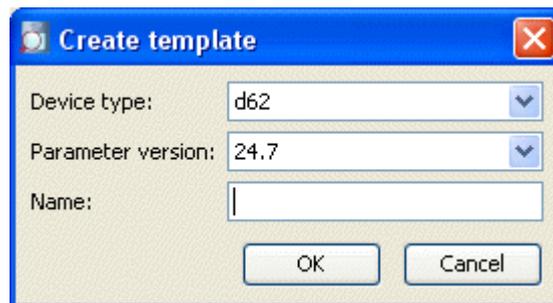


Figure 24. Create Template dialogue

- 3 Select device type and parameter version, enter a name for the template, and click "OK". The view switches to the *Edit Template* parameter view.

Note: If you cannot find your device type and/or parameter version in the list, PDM needs to be updated with new parameter definition files, see [3.10.3 Import Parameter Definition files](#) on page 39.

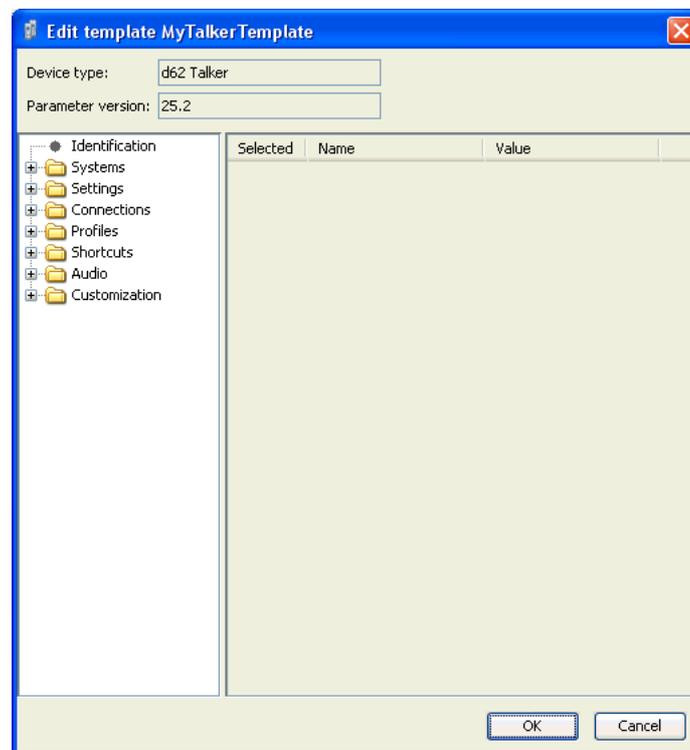


Figure 25. Edit Template parameter view

- 4 Select the parameters you want to be saved in the template by selecting the checkbox to the left of each parameter. Change the parameters to the desired values.
- 5 Click "OK".

3.8.2 Create a Parameter Template from a Number

It is also possible to create a template from a portable device in the PDM.

- 1 Select the "Numbers" tab.
- 2 Mark the Number you want to use.
- 3 Right-click the Number and select "Use as template...".
- 4 Enter a name for the template.
- 5 Click "OK". The *Edit template* dialogue opens.
- 6 Continue with 4 to 5 in [3.8.1 Create a Parameter Template](#) on page 30.

Note: When the *Edit template* window is opened from the "Use as template" command, an extra drop-down list, "Select" is shown in the bottom left corner. This setting decides which parameters that shall be copied from the Number. If "All parameters" is selected, the synchronization time will be longer.

It is also possible to create a template from a portable that is online but not stored in the database. The template will contain all parameters for the device except for those that are Number specific.

3.8.3 Rename a template

- 1 Select the "Templates" tab.
- 2 Select the template you want to rename.
- 3 In the *Template* menu, select "Rename...", or right-click and select "Rename...".
- 4 In the *Rename template* dialogue, enter a new name and click "OK".

3.8.4 Copy a template

- 1 Select the "Templates" tab.
- 2 Select the template you want to copy.
- 3 In the *Template* menu, select "Copy..." or right-click and select "Copy...".
- 4 In the *Copy template* dialogue, enter a new name and click "OK".

3.8.5 Edit a template

- 1 Select the "Templates" tab.
- 2 Select the template you want to edit.
- 3 In the *Template* menu, select "Edit..." or right-click and select "Edit...".
- 4 In the *Edit template* window, edit the parameters and click "OK".

3.8.6 Delete a template

- 1 Select the "Templates" tab.
- 2 Select the template you want to delete.
- 3 In the *Template* menu, select "Delete", or right-click and select "Delete", or press the Delete button.
- 4 In the *Delete Template* dialogue, click "Yes".

3.8.7 Upgrade a template

- 1 Select the "Templates" tab.
- 2 Select the template you want to upgrade.
- 3 In the *Template* menu, select "Upgrade..." or right-click and select "Upgrade...".

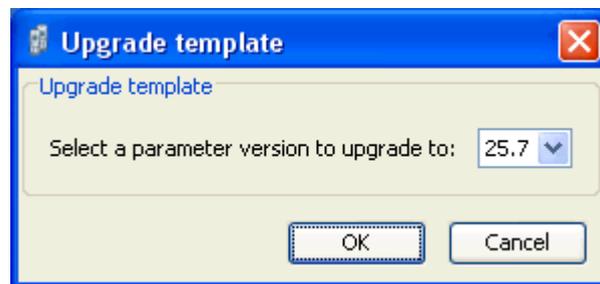


Figure 26. The Upgrade template dialogue.

- 4 Select the parameter version to upgrade to and click "OK".

3.8.8 Apply a template

- 1 Select the "Templates" tab.
- 2 Select the template you want to use.
- 3 In the *Template* menu, select "Apply to..." or right-click and select "Apply to..." .

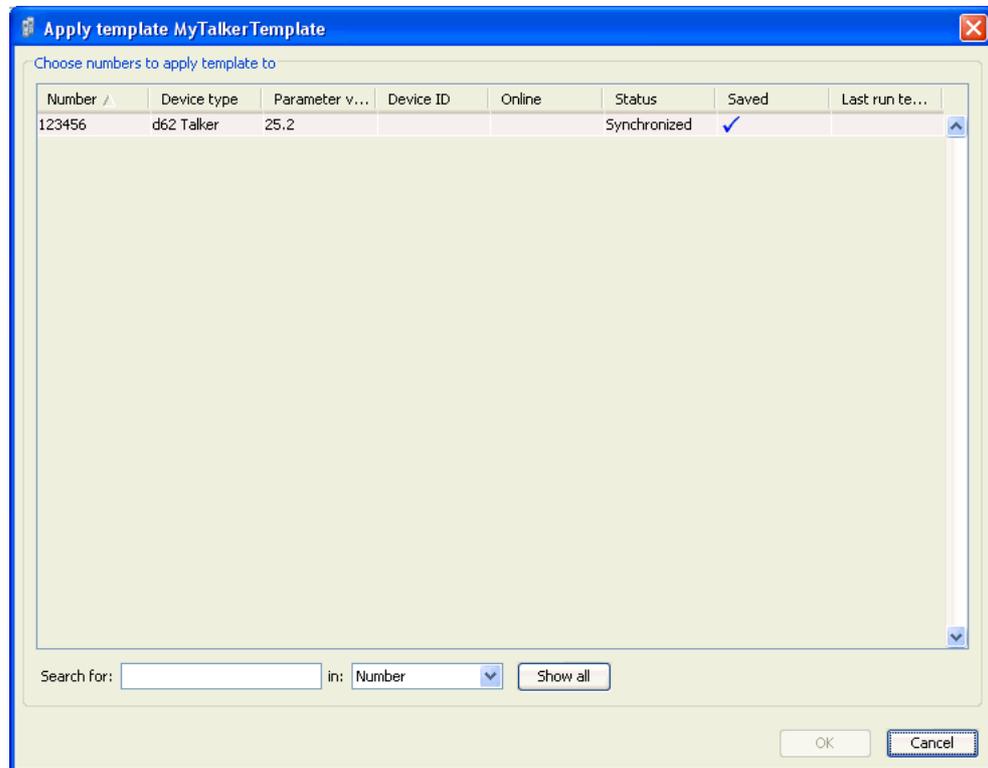


Figure 27. The Apply template window.

- 4 Select Number(s) to apply the template on and click "OK" .

3.9 Licenses

This section describes the device licensing features that can be done using the WinPDM. An overview of the device licensing concept is described in *Function Description, Product Licensing Overview, TD 92677GB*.

In WinPDM, device licensing offers a possibility to view, manage and upgrade licenses of devices. In the Licenses tab, devices are listed. If a device is selected in the list, the status of the license options for the selected device is displayed.

Note that some tasks include using the License Web and the details of how to work with the license web are not described here.

The following features are described:

- Upgrade licenses, "Import" and "Export"
- Manual synchronization of licensing information, "Refresh"
- View license options
- Filter license options

The following licensing features are not done with the WinPDM and are therefore not described in this document:

- How to work with the license web
- How to purchase licenses
- Manual license upgrade using handset

The license of a handset can be upgraded to a license of a higher variant level, for example from a d62 Talker license to a d62 Messenger license. Depending on the variant used, additional license options may be available.

Note: A handset can be re-licensed a limited number of times. For the d81, d62 and d41 handsets it is limited to 99 times.

3.9.1 License Upgrade alternatives

License upgrade includes using the license web which is described in *Function Description, Product Licensing Overview, TD 92677GB*.

These are the alternatives for upgrading licenses on devices:

- Automatic license upgrade
Used when the WinPDM has an internet connection to the license server, see [3.9.2 Automatic license upgrade](#).
- licenselicense upgrade using export/import
Used when the WinPDM does not have an internet connection, see [3.9.3 Export and Import Licensing information](#).
- Manual license upgrade
Used to enter the license key manually in the handset, see the configuration manual for the corresponding handset. In this case, the WinPDM is not used.

3.9.2 Automatic license upgrade

Note: This feature requires an internet connection.

The first time a device logs in to the Device Manager, the WinPDM asks the license server if any licenses are available for the device. When the device logs in at a later time, there is no automatic check for licenses. If changes have been made, a manual upgrade must be done by selecting Refresh, see [3.9.6 Refresh](#) on page 37.

Automatic license upgrade is a way of upgrading automatically to the correct license for a device. In order to get a purchased license for a device, a connection with the license server is made. The WinPDM automatically gets device licensing information from the device, sends it to the license server which returns a license key that the WinPDM sends to the device. The device upgrades and the correct license information is shown in the WinPDM and the device.

Warning: If the Number for the upgraded handset is also used for another handset within the same family, there can be a conflict when upgrading licenses. For example, if a d62 Talker is upgraded to a d62 Messenger, and a d62 Messenger with that number already exists, there will be a conflict. In this case, the settings in the Device Manager will take precedence over the settings in the device, i.e. the d62 Messenger settings will be used for both handsets.

3.9.3 Export and Import Licensing information

In order to upgrade licenses on devices when the WinPDM does not have an internet connection to the license server, the following is done:

- The information needed for licensing of a device is exported from the Device Manager to a file, see [Export Licensing information](#) on page 35.
- The file determines which additional license options that are available for the device. It can also be used to view the current license options of the device in the license web.
- From the license web, a license file containing the license keys for the device is generated
- The license file is imported to the Device Manager, see [Import licenses](#) on page 36
- The Device Manager communicates the license key (included in the license file) to the device
- The device upgrades according to the license options

Export Licensing information

The information needed for licensing of a device can be exported to a product information file. This file can be used to generate licenses for the device.

- 1 Select the *Licenses* tab.
- 2 Select the device(s) that shall be exported.
- 3 In the *License* menu, select "Export". Enter a name for the file and click "Save".

See *Function Description, Product Licensing Overview, TD 92677GB* for a description of how to generate licenses.

Import licenses

License files are used for upgrading devices with licenses. A license file can be imported to the Device Manager.

See *Function Description, Product Licensing Overview, TD 92677GB* for a description of how license files are generated.

- 1 In the *File* menu, select "Import" > "Licenses...".
- 2 Select the license file(s) to be imported (*.xml) and click "Open".

3.9.4 View license options

It is possible to view which license options that exist on a device.

- 1 Select the *License* tab.
- 2 Select a device.
- 3 In the bottom of the work area, the license options of the device are listed and whether the options are enabled or not.

3.9.5 Filter license options

It is possible to search and select devices which have same license options. The selected devices can be upgraded with additional licenses by exporting a product information file to the License Web (see [Export Licensing information](#) on page 35). The advantage to select devices with same license options is that additional licenses can be applied for the devices simultaneously.

- 1 Select the *License* tab.
- 2 Click "Advanced find".

A dialog windows opens, see [figure 28](#).

- 3 Under *Device types*, select device(s) .
- 4 Under *Option filters*, select the status of the license option(s) that shall be common for the selected devices.
 - *Ignore* - show all devices independent of license options.
 - *Enabled* - show devices with a certain license option enabled.
 - *Disabled* - show devices with a certain license option disabled.

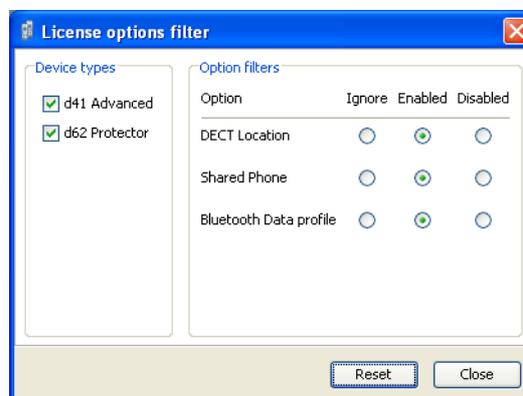


Figure 28. Filtering license options for devices.

The search result is updated directly when selecting devices and license options. In addition, the  icon is also displayed next to the *Advanced find* button to indicate that the search result is filtered.

When clicking Close, the filtered search result will still be displayed. When clicking Reset, the filter is removed and all devices are displayed.

3.9.6 Refresh

If a device is already registered in the WinPDM and a change of licenses has been done, the information needs to be updated. By doing a Refresh, the device license information in WinPDM is synchronized with the information in the license server and transferred to the device.

Note: This feature requires a connection to the license server.

- 1 Select the *License* tab.
- 2 Select device(s).
- 3 In the *License* menu, select "Refresh". The correct license is fetched from the license server, sent to the device and displayed in the Device Manager.

3.9.7 Remove Devices from the License View

This command removes devices from the *licenses* tab view.

- 1 Select the "licenses" tab.
- 2 Select the device(s) that shall be removed from the list. The selected row(s) are highlighted.
- 3 In the *license* menu, select "Remove device" or right-click and select "Remove device".
- 4 Click "Yes" in the *Remove device* dialogue.

3.10 File management

This chapter covers File management for parameter definition files, software files, language files (.lng) for devices, and company phonebook files.

Import and export of templates and numbers are described in [3.11 Import and Export](#) on page 45. Import of language files (.xml) for PDM are described in [2.2.5 Language settings for PDM](#) on page 8.

The parameter definition file holds the definitions of all parameters for a specific version of a Number's parameter set. Updated software and new parameter definition files for devices and Numbers can be added to the PDM, see [3.10.3 Import Parameter Definition files](#) on page 39.

If there is a naming conflict when importing, a warning message is displayed.

3.10.1 Definition File Version – Parameter Version

Both definition files and device software include parameters and are indicated by a version number.

If a device associated to a Number is upgraded to a software supporting another parameter version than the stored Number, it does not always demand a new definition file. An old definition file can often be used, but if new parameters have been added in the new parameter version these parameters will not be editable. The release note will tell you if a new definition file is needed to match the new parameters.

Example

If a parameter version for the Number is 2.5, then a parameter definition file with a version between 2.0 and 2.5 is required.

3.10.2 Import a Package File

A package file may include different types of files, such as software files, parameter definition files and/or template files. If the package does not include a certain file, it can be imported separately. See [3.10.3 Import Parameter Definition files](#) on page 39, [3.10.4 Import new Software for Devices](#) on page 40, and/or [3.11.2 Import Templates](#) on page 45.

- 1 In the *File* menu, select "File management".
- 2 Select the *Parameter definition* tab or *Software* tab and click "Add".
- 3 Select the package file (.pkg) to be imported and click "Open".

The files included in the package are now imported. If needed, select the *Parameter definition* tab or *Software* tab to view the corresponding imported files (if any).

If template(s) has been imported, it can be viewed by clicking "Close" and then selecting the *Template* tab.

- 4 Click "Close".

3.10.3 Import Parameter Definition files

Note: Parameter definition files (.def) are mainly included in package files (.pkg) distributed by your supplier, see [3.10.2 Import a Package File](#) on page 38.

- 1 In the *File* menu, select "File management".
- 2 Select the *Parameter definition* tab and click "Add".
- 3 Select the definition files to be imported and click "Open".
Only files with a corresponding extension are shown, such as .def and .pkg.
- 4 Click "Close".

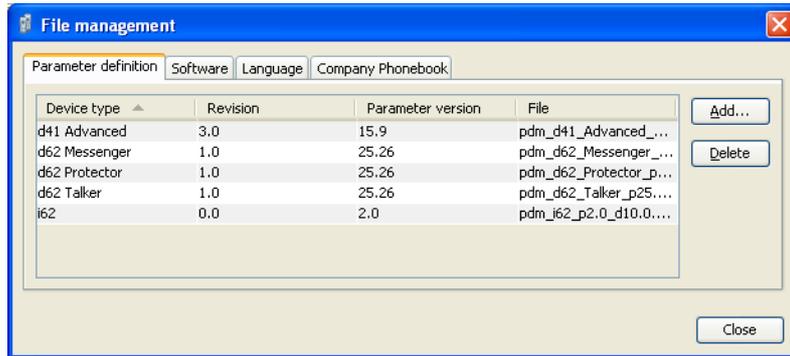


Figure 29. File management window, Parameter definition tab

3.10.4 Import new Software for Devices

Note: Software files (.bin) are mainly included in package files (.pkg) distributed by your supplier, see [3.10.2 Import a Package File](#) on page 38.

- 1 In the *File* menu, select "File management".
- 2 Select the *Software* tab and click "Add".
- 3 Select the software files to be imported and click "Open".
Only files with a corresponding extension are shown, such as .bin and .pkg.
- 4 Click "Close".

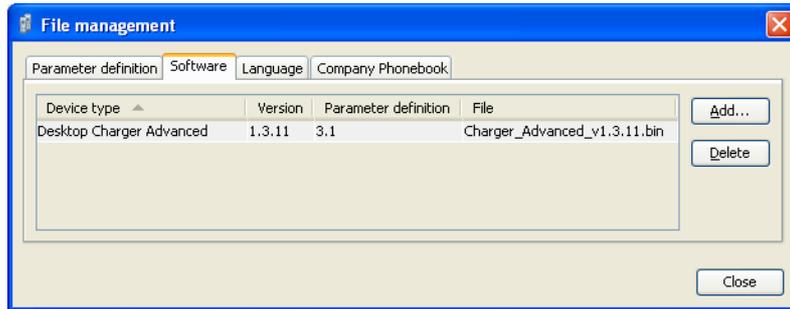


Figure 30. File management window, Software tab

3.10.5 Import Language files for Devices

Note: To select the language to be used in the PDM, see [2.2.5 Language settings for PDM](#) on page 8.

For adding a new language to a device, a language file (.Ing) distributed by your supplier must be imported to the PDM and then uploaded to the device.

- 1 In the File menu, select "File management".
- 2 Select the "Language" tab and click "Add".
- 3 Select the language files to be imported and click "Open".
Only files with a corresponding extension are shown, such as .Ing.
- 4 Click "Close".
- 5 To apply the language for a device, see [3.10.7 Upload a Language to Devices](#) on page 43.

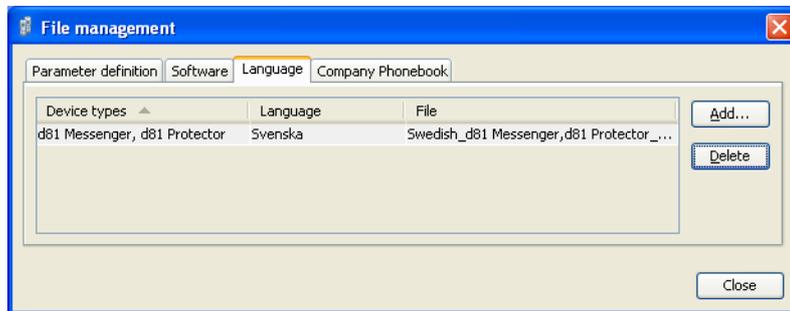


Figure 31. File management window, Language tab.

3.10.6 Import Company Phonebook files

It is possible to import a company phonebook file for later use.

- 1 In the *File* menu, select "File management".
- 2 Select the "Company Phonebook" tab and click "Add".
- 3 Select the company phonebook files to be imported and click "Open".
Only files with a corresponding extension are shown, such as .cpb.
- 4 Click "Close".

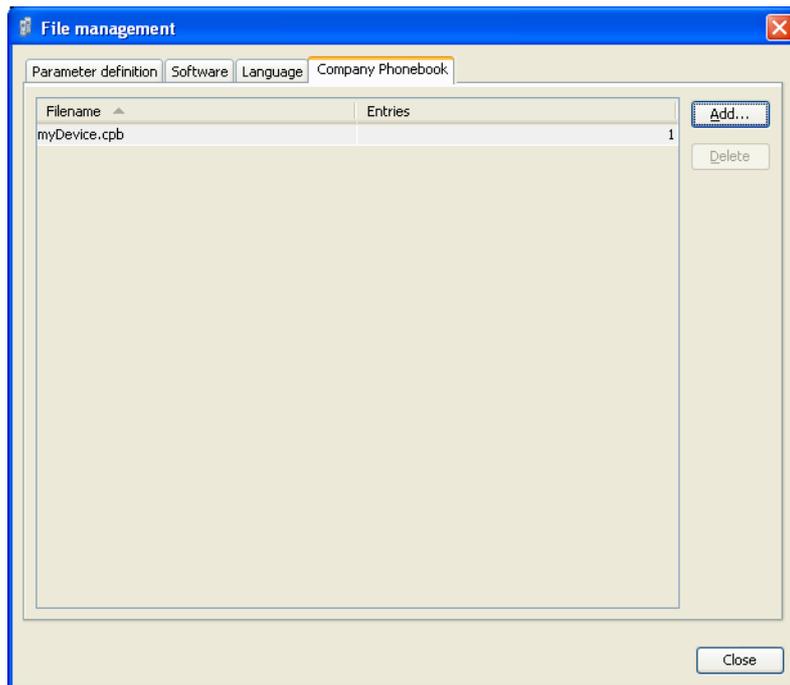


Figure 32. File management window, Company Phonebook tab.

3.10.7 Upload a Language to Devices

It is possible to upload a language to portable devices that support Language Upload.

- 1 Select the "Devices" tab.
- 2 Select the device(s) to upload a language to. It is possible to select several devices, but only devices of the same Device Type can be selected.
- 3 In the Device Menu, select "Upload Language...".

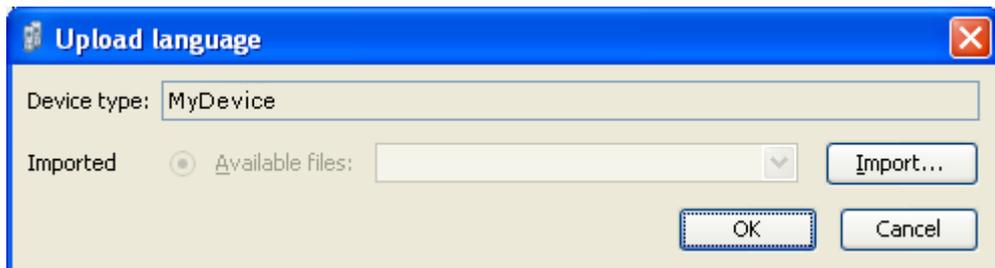


Figure 33. The Upload language dialogue.

- 4 If needed; import the language file (.Ing) to be used by clicking "Import...", locate the file, and click "OK".
- 5 In the *Available files*: drop-down list, select which language to upload.
- 6 Click "OK".

3.10.8 Upload a Company Phonebook

It is possible to upload a company phonebook to portable devices that support company phonebook upload.

- 1 Select the "Devices" tab.
- 2 Select the device(s) to upload a company phonebook to. It is possible to select several devices, but only devices of the same device type can be selected.
- 3 In the Device Menu, select "Upload company phonebook...".

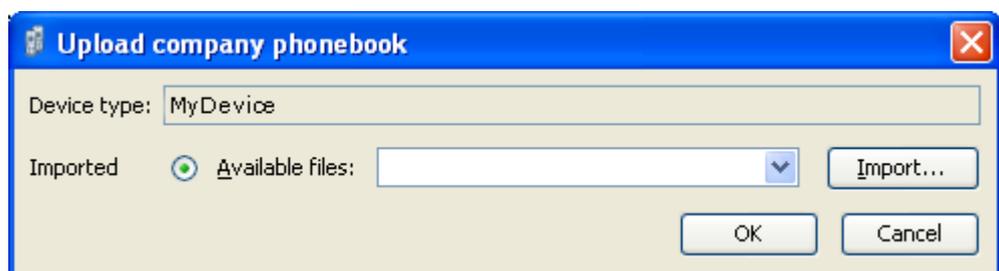


Figure 34. The Upload Company Phonebook dialogue.

- 4 Select which company phonebook to upload and click "OK".

3.10.9 Upgrade a Device with new Software

It is possible to upgrade the software in a device.

- 1 Select the "Devices" tab.
- 2 Connect a device to the PC.
- 3 Select the device. It is possible to select several devices, but only devices of the same Device Type can be selected.
- 4 In the *Device* menu, select "Upgrade".

Alternatively, right-click the device and choose "Upgrade", double-click the desired device, or click the "Upgrade" button in the toolbar.



Figure 35. Upgrade dialogue

- 5 If the software to be used is not available, it needs to be imported. If so, click "Import...". The *Import software* dialogue opens. Locate the file and click "Open".
- 6 Select software to be used and click "OK".

The software will be downloaded to the device. A progress bar in the Status column for the device shows the progress of the download.

To cancel the upgrade, click *Device* > "Cancel upgrade" in the menu. Alternatively, right-click the device in the device list and select "Cancel upgrade".

The device will restart automatically after a successful download.

3.10.10 Delete Parameter Definition Files

- 1 In the *File* menu, select "File management".
- 2 Select the *Parameter definition* tab.
- 3 Select the definition files to be deleted.
- 4 Click "Delete". The *Delete files* dialogue appears.
- 5 Click "Yes".
- 6 Click "Close".

3.10.11 Delete Software

- 1 In the *File* menu, select "File management".
- 2 Select the *Software* tab.
- 3 Select the software to be deleted.
- 4 Click "Delete".
- 5 In the *Delete files* dialogue, click "Yes".
- 6 Click "Close".

3.10.12 Delete Language File for Devices

Note: This applies to language files (.lng) for devices. Language files (.xml) for PDM are not deleted.

- 1 In the File menu, select "File management".
- 2 Select the *Language* tab.
- 3 Select the Language to be deleted.
- 4 Click "Delete".
- 5 In the *Delete files* dialogue, click "Yes".
- 6 Click "Close".

3.10.13 Delete Company Phonebook File

- 1 In the File menu, select "File management".
- 2 Select the *Company Phonebook* tab.
- 3 Select the company phonebook file to be deleted.
- 4 Click "Delete".
- 5 In the *Delete files* dialogue, click "Yes".
- 6 Click "Close".

3.11 Import and Export

This section describes import and export of Numbers and templates.

Import and export of licensing information is described in [3.9 Licenses](#) on page 34. Import and additional file handling of parameter definition files, software files and language files (.lng) for devices are described in [3.10 File management](#) on page 38. Import of language files (.xml) for PDM are described in [2.2.5 Language settings for PDM](#) on page 8.

The purpose of exporting and importing Numbers and templates is to be able to move Numbers and templates to another site or to use at a later time. It is also possible to move between PDM Windows Version and the Device Manager in IMS2.

The parameter configuration in Numbers can be exported to a file. This file can be used by the supplier to pre-program devices before delivery to the customer.

If there is a naming conflict when importing a template, the new template is imported and the old template is deleted. If there is a Number conflict when importing Numbers, an error message is displayed.

3.11.1 Import Numbers

Updated Number files may be distributed by your supplier.

- 1 In the *File* menu, select "Import" > "Numbers...".
- 2 Select the Number files to be imported (*.xcp) and click "Open".

3.11.2 Import Templates

Updated Template files may be distributed by your supplier.

- 1 In the *File* menu, select "Import" > "Templates...".

- 2 Select the Template files to be imported (*.tpl) and click "Open".

3.11.3 Export Numbers to a File

It is possible to configure Numbers for a site and export the settings to a file. One or several Numbers can be selected.

The exported file can then be used when producing new devices for the customer.

Only Numbers stored in the database can be exported.

There is no restriction on device type when exporting.

- 1 Select the "Numbers" tab.
- 2 Select the Number (or Numbers).
- 3 In the *Number* menu, select "Export".
- 4 Enter a file name for the Numbers (.xcp) and where to save the file and click "Save".

3.11.4 Export Templates

It is possible to export template files. One or several templates can be exported.

- 1 Select the "Templates" tab. The *Templates* view appears.
- 2 Select the template (or templates) to be exported.
- 3 In the *Template* menu, select "Export...".
- 4 Enter a file name for the templates (.tpl) and where to save the file and click "Save".

3.12 Other Settings

3.12.1 Autosave settings

Normally, when a device logs in, it is automatically saved in the PDM database and this is the default setting. The autosave function shall normally be enabled.

To disable automatic saving of new numbers:

- 1 In the *Options* menu, select "Preferences".
- 2 In the *Preferences* dialogue, clear "Automatically save new numbers" and click "OK".

4 Administration

4.1 Data Backup

All settings in the PDM, such as the configuration, the sites and the templates are stored as database files. It is recommended to do backups on a regular basis. Device software, definition files, templates, devices and Numbers including parameters are included in the backup.

4.1.1 Backup PDM Database Files

- 1 Close the PDM.
- 2 The database files are saved in a folder located in
C:\Documents and Settings\\Application Data\Ascom\.
- 3 Copy the folder to, for example, a CD or a network drive.

4.1.2 Restore PDM Database Files

- 1 Close the PDM.
- 2 Retrieve the saved copy of the folder.
- 3 Copy the folder to
C:\Documents and Settings\\Application Data\Ascom\.

5 Uninstall the PDM

- 1 In the Windows *Start* menu, select your PDM application.
- 2 Select *Uninstall*.
- 3 Open the Control Panel > Add or Remove Programs.
- 4 Mark "Unite Host Router" and click "Add/Remove".

Note: The Unite Host Router may be used for other programs on your computer.

- 5 Unite Host Router may have left configuration files. If you want to remove these files you can remove that folder.
- 6 Open the installation folder for the Unite Host Router, C:\Program Files\ASAB, and remove the "Unite Host Router" folder manually.

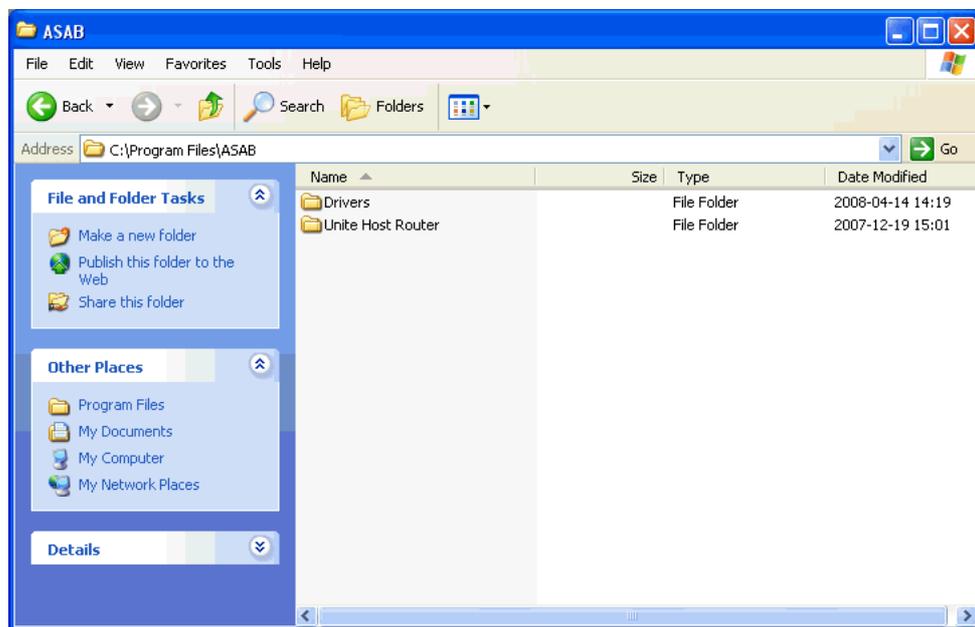


Figure 36. Selected elements in the installation folder.

6 Troubleshooting

When troubleshooting the PDM, it is always a good idea to examine the log files, since they provide additional information that may prove useful. When reporting an error to your supplier, always include the appropriate log file.

Log files are stored under

"C:\Documents and Settings\\Application Data\Ascom\WinPDM\log\".
The log files are rotated every 10 MB and are time-stamped with 1 ms resolution.

The PDM does Not Start / Installation fails

To run the PDM, the computer must conform to the requirements listed in [1.4 Requirements](#) on page 4. If you do not have the correct software versions installed, contact your system administrator.

To install the PDM, you must have administrator rights on the computer. Contact your system administrator if you are not able to install the PDM.

Firewall issues

Windows Firewall may alert you of "PMServer", "CuspCsi", "UspCsi", "MwpCsi" and "CuspSerialCSI". You can ignore these security alerts, it will not affect the PDM, but then the alerts will appear every time the PDM is started. A better way is to select "Continue blocking" or "Unblock".

No Indication of connected Device

If a device does not show up in PDM, make sure the device is properly connected, or try disconnecting and reconnecting the device.

If a connected device does not show up as connected in the *Devices* view, the USB port or the RS232 port may not be configured correctly.

Open Windows *Control Panel > System*. Select the *Hardware* tab and then select *Device Manager*. If the device does not show up in the list (as a USB port or COM port controlled device depending on the portable model), check the connection and reinstall the drivers and/or software for the device.

Software in Device Not Recognised/Synchronization Fails

- A device might have software with a parameter set that is newer than the version recognised by the PDM. The PDM will then be unable to send parameters to the device. The  symbol (a red broken arrow) in the *Parameters* column for the selected device indicates that the synchronization between the device and the PDM was not successful.

If this is the case, the PDM should be updated with new software and definition files provided by your local supplier. See [3.10.3 Import Parameter Definition files](#) on page 39.

Software Upgrade Fails

Display shows	Probable cause	Action or comment
Aborted	1) Trying to downgrade a software of a handset that has been upgraded with a product license and/or functionality license. 2) The handset's hardware does not support the software version you are trying to downgrade to.	1) The license(s) can be moved to an unlicensed handset (that is d62 Talker) using IMS2. 2) Use another software version. Ask you supplier.

Parameter Conflict

If a device is detected and the same Number has been used by another device in the system there will be a parameter conflict. A window dialog appears, asking the user to decide whether to use the Number settings in PDM or the number settings in the device.

One typical situation when this parameter conflict will occur is if a portable's hardware has been replaced.

If the replacement portable is first registered in the base station with the same Number as the damaged portable, and then connected to the PDM, the PDM will warn for a parameter conflict.

In this case, select "PDM" to transfer the phonebook of the damaged portable (located in PDM) to the new portable.

If "Device" is chosen in this situation, the phonebook belonging to the damaged portable and located in PDM will be deleted (and replaced with the empty phonebook in the replacement portable).

For more information about device replacement, see the Configuration Manual for respective device.

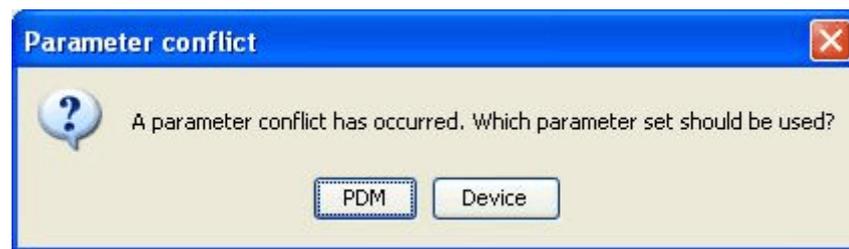


Figure 37. Figure 18. Parameter conflict dialogue.

7 Related Documents

Data Sheet, Portable Device Manager (PDM), Windows Version	TD 92324GB
Function Description, Product Licensing Overview	TD 92677GB
Configuration Manual, Ascom i62 VoWifi Handset	TD 92675GB

8 Document History

For details in the latest version, see change bars in the document.

Version	Date	Description
A	20 February 2006	First released version
B	17 May 2006	Clarifications and new instructions because of changes in the GUI
C	18 December 2006	Name of the default installation folder is changed
D	26 June 2008	Major technical changes and new document structure.
E	22 October 2008	Added new features; languages, phonebook, new menus.
F	16 February 2009	Added new features. Minor updates.
G	17 November 2009	Added new chapters: - 3.7.8 Device Properties - 3.9 Licenses - 3.12 Other Settings - 3.8.7 Upgrade a template - 3.8.8 Apply a template Updated information in: - 3.7.8 Device Properties - 6 Troubleshooting
H	01 February 2010	See change bars for more information.

Appendix A: PDM Keyboard Shortcuts

The following table shows the keyboard shortcuts that can be used in PDM.

A.1 General

Shortcut	Description
Ctrl + H	Open the <i>File management</i> window.
Ctrl + Tab	Switch tab
Alt + F4	Close the application

A.2 Devices

Shortcut	Description
Ctrl + N	Add a new device
Enter	Upgrade the selected device(s)
Delete	Delete the selected device(s)
Ctrl + F	Find a device
Ctrl + Enter	Open the <i>Properties</i> window for the selected device

A.3 Numbers

Shortcut	Description
Ctrl + N	Add a new Number
Enter	Edit the selected Number
Ctrl + C	Copy the selected Number
F2	Rename the selected Number
Ctrl + S	Save the selected Number to the database
Delete	Delete the selected Number from the database
Ctrl + F	Find a Number

A.4 Templates

Shortcut	Description
Ctrl + N	Add a new template
Enter	Edit the selected template
Ctrl + C	Copy the selected template
F2	Rename the selected template
Delete	Delete the selected template
Ctrl + F	Find a template

A.5 licenses

Shortcut	Description
Delete	Delete the selected license(s)
Ctrl + F	Find a license

Appendix B: File types

In this appendix, the different file extensions that are used in PDM are explained. System files are not described.

File type	Extension	Description
Software file (devices)	bin	Software for devices
Company Phonebook file	cpb	Company Phonebook file for portable devices.
Parameter Definition file	def	Including all possible settings for a certain device type for a certain version.
Language file	lng, or xml	Language file for portable devices or PDM. Language file for PDM uses XML (eXtensible Markup Language.).
Package file	pkg	Archive that can include different file types such as parameter definition files (.def), software files (.bin) and template files (.tpl).
Site file	ste	Storage for site specific data. These files may not be edited manually. Used only by PDM Windows Version.
Template file	tpl	Contains one or more exported templates.
Number file	xcp	Exported Numbers.
Product information file	xml	A file containing information needed for licensing and upgrade of a device.
License information file	xml	A file containing license keys for devices.

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