

Configuration Manual

Ascom d41 DECT Handset

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1 Introduction

This document is a guide for installing, configuring and maintaining functionality of the d41 handsets.

The d41 can be used straight away in your system but it is highly recommended to install the Portable Device Manager (PDM) Windows Version or the Integrated Wireless Messaging and Services application (IMS2). This enables customization of the behaviour of the handset to suite each user profile and the specific PBX used in the system.

The PDM Windows Version is aimed for smaller sites where the handsets are within reach. The IMS2 makes it possible to administrate the handsets centrally via a web interface without the need to collect the handsets.

It is recommended that the reader has basic knowledge of the Ascom system and basic knowledge of subscribing handsets to the PBX.

1.1 Abbreviations and Glossary

DECT	Digital Enhanced Cordless Telecommunications: global standard for cordless telephony.
IMS	Integrated Wireless Messaging and Services An application running on an ELISE module, that enables wireless services to and from portable devices and chargers.
IPDI	International Portable DAM Identity DAM (DECT Authentication Module) See IPEI for more information.
IPEI	International Portable Equipment Identity: IPEI/IPDI is needed to enable network subscription of the handset. At delivery of the handset, IPEI and IPDI are the same and either can be used for network subscription. If one handset is replaced with another using the Easy replacement procedure the IPDI will be exchanged and IPEI and IPDI will no longer be the same. If the IPEI and the IPDI differ, the IPDI shall be used for network subscription.
OTA	Over The Air
PBX	Private Branch Exchange: Telephone system within an enterprise that switches calls between local lines and allows all users to share a certain number of external lines.
PDM	Portable Device Manager An application, running on a PC, for management of portable devices, charging racks, etc.
Unite	Generic term for messaging system that unites different systems, for example System 900, System 9d, and teleCARE M.
User ID	User ID identifies the set of user parameters possible to save and administrate via PDM. It can be moved together with user parameters between handsets. It is normally set automatically at DECT subscription to be equal to call number.

1.2 Functionality matrix

The following matrix shows which functionality that can be used by the different product licenses (Basic and Advanced) and requires settings via PDM.

	Basic	Advanced	
Company phonebook	Yes	Yes	
Central phonebook ¹	Yes	Yes	
Voice mail access	Yes	Yes	
Base station encryption	Yes	Yes	
Upload language	Yes	Yes	
Clear lists in charger	Yes	Yes	
Centralized management ¹	No	Yes	
Upgradable to Advanced ²	Yes	No	

1. This is a system dependent feature.

2. Requires a product license.

2 Getting started with Configuration of the d41 Handset

It is possible to configure the d41 Handset by inserting it into a desktop charger (DC4) or rack charger (CR3). The charger is connected via USB or ethernet to the PDM Windows Version or the IMS2.

In the case of IP-DECT, it is possible to configure the d41 over the air.

This chapter describes how to configure handsets in three different system setups:

- with PDM Windows Version
- with IMS2 via chargers
- with IMS2 over-the air

2.1 PDM Windows Version

The Windows Version is run on a PC. The handset is configured via PDM Windows Version as follows:

- Connect a desktop charger (DC4) or a rack charger (CR3) via USB to the computer running PDM.
- Start PDM.
- Place the handset in this charger which shall be connected to PDM.

For instructions on how to use PDM Windows Version, see *Installation and Operation Manual, Portable Device Manager (PDM), Windows Version, TD 92325GB*.

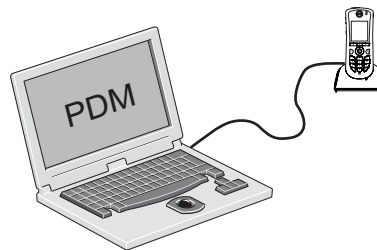


Figure 1. Configuration of handsets via PDM Windows Version

2.2 IMS2

The IMS2 is run on an ELISE2 module.

For instructions on how to use the IMS2, see *Installation and Operation Manual, IMS2, TD 92586GB*.

2.2.1 Via Chargers

- Connect a desktop charger (DC4) or a rack charger (CR3) via the Ethernet port to the network.
The charger is by default configured to connect to the network using DHCP. If DHCP is not used in the network, connect each charger via USB to a PDM Windows Version and configure a static IP address.
- Start the IMS2.
- Place the handset in a charger that is connected to the IMS2.

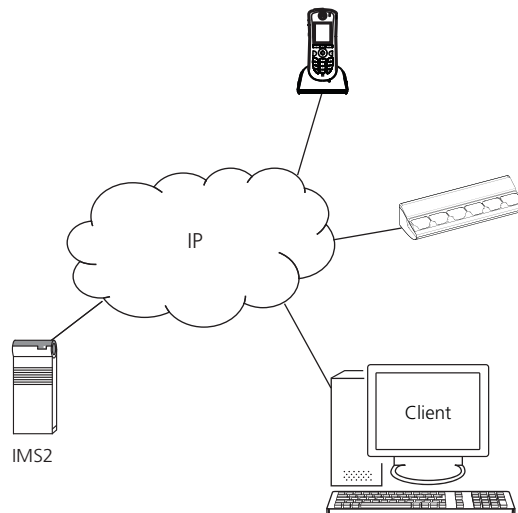


Figure 2. Configuration of handsets via IMS2 and chargers.

2.2.2 Over-the-air via IP-DECT

There is no external equipment needed besides IMS2 and IP-DECT. Please proceed with [3 Installation of Handsets](#) on page 5.

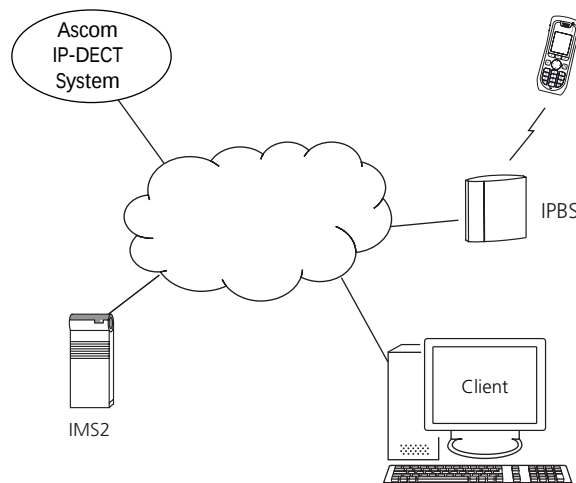


Figure 3. Configuration of handsets via IMS2 and over-the-air.

3 Installation of Handsets

This section describes the recommended procedure for installing and configuring handsets. There are several ways to install a handset but the procedures described here guarantees simple maintenance of the system.

It is recommended to use the IMS2 to install and maintain handsets in a large system. The reason is that it enables to install, upgrade and configure a large amount of handsets simultaneously. Another benefit is that the collection of the handsets from the user is not needed. They can be maintained while placed in network connected desktop chargers (DC4) on the users desks. Network connected rack chargers (CR3) can also be used, or over the air in the case of IP-DECT.

The PDM Windows Version enables administration of handsets inserted in a Desktop Charger (DC4) or Rack Charger (CR3) connected via USB to the administrator's computer.

For PDM, see *Installation and Operation Manual, Portable Device Manager (PDM), Windows Version, TD 92325GB* or *Installation and Operation Manual, IMS2, TD 92586GB*.

3.1 Preparing PDM Windows Version or IMS2 for handling of d41

If the parameter definition file (.def file) for the handset is not present in the PDM Windows Version or IMS2, it can be added by following the procedure below. The parameter definition file and software files are delivered as a package file with the extension '.pkg'. Note that template files (.tpl) may also be included in a package file.

- 1 Open the PDM Windows Version or the IMS2.
- 2 In the *File* menu, select Import > Packages.
- 3 Select the package and click "OK".

The package will imported and the files will be created; one definition file with the extension *.def* and one software file with the extension *.bin*. Template files may also be created.

File extensions are further explained in an appendix in *Installation and Operation Manual, Portable Device Manager (PDM), Windows Version, TD 92325GB* and *Installation and Operation Manual, IMS2, TD 92586GB*.

3.2 Installation of a new Handset

The installation basically contains three steps:

- Subscription towards the DECT-system – needed to be able to make calls and send messages (Mandatory).
- Create an identity for the handset in the PDM – needed to be able to configure the behaviour of the handset and take backups of the handset configuration (Recommended).
- Configure the handset using PDM – customize the behaviour of the handset to suite each user profile and the specific PBX used in the system (Recommended).

The installation is described in two different scenarios, see below. Before starting, check which scenario that suits best.

3.2.1 Handset installation, Scenario 1 (Recommended)

Note: If the handset shall be subscribed towards an IP-DECT system, the IP-DECT software version must be 3.1.X or higher. If that is not the case, use Scenario 2.

Note: The handset to be installed must not have any previous valid registrations. If it has a valid registration, unsubscribe the handset or use Scenario 2.

Subscribe and create an identity

- 1 Assign an extension number in the DECT system for the handset. See the corresponding manual for the DECT system.
- 2 Subscribe the handset towards the DECT system. The subscription procedure is described in *User Manual, Ascom d41 DECT Handset, TD 92582GB*.

During the subscription procedure, the Number in PDM/IMS2 will automatically be set to be the same as the extension number.

Note: The User ID can be viewed by navigating to the menu:
Admin menu > Device info > User ID
To find the Admin menu, see [6.1 Admin Menu Tree](#) on page 22.

See also examples of handset configurations that can be made in chapter [5 Handset Configuration](#) on page 15.

3.2.2 Handset installation, Scenario 2

Create an identity

Note: The handset may not have a User ID. If a User ID exists, it can be removed by performing a factory reset, see [4.5 Perform a Factory reset](#) on page 10. In addition, a valid .def file for the handset has been imported to the PDM/IMS2.

- 1 Insert the handset in a desktop charger or rack charger connected to PDM/IMS2.
- 2 In PDM/IMS2, navigate to the "Devices" tab and locate the handset in the list of devices. The handset is identified by finding the IPDI of the handset in the Device ID column.
- 3 Select the handset, make a right-click, select "Assign number..." and preferably enter the extension number for the handset.

The number that is assigned must not be present under the "Numbers" tab. If this is the case, it is recommended to delete the number before "Assign number..." is performed.

The User ID can be viewed in the handset by navigating to the menu:
Admin menu > Device info > User ID

See also examples of handset configurations that can be made in chapter [5 Handset Configuration](#) on page 15.

Subscribe the handset

- 1 Assign an extension number in the DECT system for the handset. See the corresponding manual for the DECT system.

- 2 Subscribe the handset towards the DECT system.

The subscription procedure is described in *User Manual, Ascom d41 DECT Handset, TD 92582GB*.

In order to easily identify the handset, both the IPDI and the User ID are shown in the handset when initiating the subscription procedure.

4 Maintenance

4.1 Definitions

In the replacement descriptions, the handsets are defined as:

- "old handset" is the handset to be replaced, possibly damaged but still working
- "new handset" is the replacement handset that will get the settings used in the old handset

4.2 Upgrade handset software

It is possible to upgrade or reinstall the software on a handset. When upgrading the software of the handset, any data (for example, call list) may be deleted

See also *Installation and Operation Manual, Portable Device Manager (PDM), Windows Version, TD 92325GB*, or *Installation and Operation Manual, IMS2, TD 92586GB*.

- 1 Open the PDM Windows Version or the Device Manager in the IMS2.
- 2 Open the *Devices* tab and select the handset you want to upgrade/reinstall.
- 3 Make a right-click and click "Upgrade software...".
- 4 A list of software files with a ".bin" extension will be presented under "Available software". Select the desired software file and click "OK".

Note: It is also possible to upgrade several handsets of the same device type (d41) simultaneously using the Baseline function in the IMS2. See *Installation and Operation Manual, IMS2, TD 92586GB*.

4.3 View licenses of handset

The license(s) of a handset can be viewed as follows;

- In idle mode, press *#34# and select "License", or
- View the license(s) via the Admin menu in the handset, see [6.1 Admin Menu Tree](#) on page 22, or
- In the PDM, select the "License" tab and select handset in the list. In the bottom of the work area, the license options of the device are listed, and whether the options are enabled or not.

4.4 Upgrade handset by license

Note: It is recommended to read the *Function Description, Product Licensing Overview, TD 92677GB* before reading this section. The document describes how to view current license(s), purchase license(s) and the technical solution of the upgrading alternatives described below.

It is possible to upgrade a d41 Basic to a d41 Advanced by adding a product license.

There are three alternatives for upgrading a handset:

- Automatic upgrade, see [4.4.1 Automatic license upgrade](#) on page 9.
- License upgrade using import/export, see [4.4.2 License upgrade using import/export](#) on page 9.
- Manual upgrade, see [4.4.3 Manual license upgrade](#) on page 9.

Note: A handset can be re-licensed up to 99 times.

4.4.1 Automatic license upgrade

Use this option if the PDM has an internet connection to the License Server.

- 1 Place the handset in a charger connected to the PDM.
First time the handset logs on the PDM, the license key will automatically be downloaded to the handset, go to step 3.
- 2 If the handset has been logged on to the PDM before, no automatic check for licenses will be done. The PDM and License Server must be synchronized as follows;
 - Open the PDM Windows Version.
 - Select the "Licenses" tab.
 - Right-click the handset in the list.
 - Select "Refresh".The license key will now be downloaded to the handset.
- 3 The handset will be restarted. See also [4.3 View licenses of handset](#) on page 8 for viewing the handset's license option(s).

4.4.2 License upgrade using import/export

Use this option if the PDM has no internet connection to the License Server. A device information file (.XML) must first be exported from the PDM, and then imported to the License Web.

- 1 Place the handset in a charger connected to the PDM.
- 2 Open the PDM Windows Version.
 - Select the "Licences" tab.
 - Right-click the handset(s) in the list.
 - Select "Export".
 - Save the file on a computer with internet connection to access the License Web later on.
- 3 Access the License Web by entering the address "https://ascom-ws.com/licenses" in a browser. The License Web is used for;
 - Importing the device information file
 - Viewing/Purchasing the license(s) for the handset(s)
 - Downloading the license file containing the license key(s) for the handset(s)

See the online help on the License Web, or *Function Description, Product Licensing Overview, TD 92677GB* for information on how to use the License Web.

- 4 When the license file (.XML) containing the license key(s) has been downloaded from the License Web, select File > Import > Licences in the PDM to import the file.
- 5 When the file is imported, the license key(s) is downloaded to the handset(s), and the handset will be restarted. See also [4.3 View licenses of handset](#) on page 8 for viewing the handset's license option(s).

4.4.3 Manual license upgrade

Use this option if the serial numbers of the devices cannot be exported to a file due to a PDM is not in use. The serial number(s) must be manually entered in the License Web to get the corresponding license key for the handset. The license key must also be manually entered in the handset. See the online help on the License Web or the *Function Description, Product Licensing Overview, TD 92677GB* for information on how to get a license key.

Note: If several handsets shall be upgraded, it is recommended to use [4.4.2 License upgrade using import/export](#) on page 9.

The license key is added via the Admin menu in the handset, see [6.1 Admin Menu Tree](#) on page 22 for information on how to activate the Admin menu.

Note: It is also possible to press *#35# in idle mode for quick access to the "Enter license key" menu.

- 1 Press the soft key "Menu".
- 2 Select "Calls".
- 3 Select "Admin menu".
- 4 Select "Enter license key".
- 5 Enter the license key without any spaces between the digits.
- 6 Press "OK".

If the license key is valid, a dialog window "License key accepted" is shown. The handset will now be restarted.

4.4.4 Move License

Note: This feature requires IMS2 that supports the move license feature, and a connection to the license server.

It is possible to move a license from one device to another device of the same device type (d41).

A move license command can only be done to an unlicensed handset of a device type supporting licensing, that is, d41 Basic.

An example of when to use the Move licence command is when there is an unused d41 Basic and a d41 Advanced with a broken display. Use the Move licence command to move the Advanced licence to the d41 Basic which becomes a d41 Advanced. Then the broken handset (which is now a d41 Basic) can be sent for service.

- 1 Select the "Licences" tab.
- 2 Select the device whose licence shall be moved. The selected row is highlighted.
- 3 In the Licence menu, select "Move licence..." or right-click and select "Move licence...". The Move licence window appears.
- 4 Select the device that shall receive the licence. Click "OK".

If no devices are shown in the Move licence window, there are no devices that are selectable to move the licence to.

See also [4.7 Replacement of handset with the IMS2](#) on page 11 for information on how to move user parameters and contacts to another handset.

4.5 Perform a Factory reset

When a factory reset is done on a handset, all configuration settings will be restored to default values, PBX subscriptions will be removed and all data are removed. This includes contacts, messages etc. The software will be left intact.

Factory reset is activated from the Admin menu. See chapter [6.1 Admin Menu Tree](#) on page 22 to see how to activate the Admin menu, and [figure 4](#) on page 22 to see where in the menu to find "Factory reset".

After a factory reset, follow the steps under [3.2 Installation of a new Handset](#) on page 5.

4.6 Replacement procedure choice guide

Depending on situation, two different replacement procedures can be chosen; replacement via PDM/IMS2 and Easy Replacement. Use the following list as a guide to choose which procedure to use.

- If a handset needs to be replaced due to for example a broken display, see *User Manual, Ascom d41 DECT Handset, TD 92582GB*.
- If the electrical connection is damaged, it might not be possible to follow the Easy Replacement procedure. Depending on fault, it might work to do a replacement via PDM/IMS2, see [4.7 Replacement of handset with the IMS2](#) on page 11 or [4.8 Replacement of the handset with the PDM Windows Version](#) on page 12.
- If two handsets and their settings shall be switched between two users, follow [4.7 Replacement of handset with the IMS2](#) on page 11 or [4.8 Replacement of the handset with the PDM Windows Version](#) on page 12.

4.7 Replacement of handset with the IMS2

Both the old handset and the new handset must be of the same device type (d62 or d41). The same extension number is assigned to the new handset.

Make sure that the old handset is saved in the IMS2. Start the Device Manager in the IMS2 and navigate to the "Numbers" tab. There shall be a tick in the "Saved" column for the old handset.

If the handset is not saved, insert it into a desktop charger or rack charger connected to IMS2 and perform a save, see *Installation and Operation Manual, IMS2, TD 92586GB*.

If it would be impossible to save the old handset settings, stop this replacement procedure. Instead unsubscribe the old handset from the PBX, register the new handset and follow the instructions for installing a handset, see [3.2 Installation of a new Handset](#) on page 5. When the handset is saved, unsubscribe the old handset from the PBX. The following steps are described in two different scenarios, check which one suits the best before proceeding.

4.7.1 Data included in a replacement transfer

The following data is replaced during a replacement with IMS2:

- User parameters (including User ID)
- Contacts (entered by the user)

Note that the following data is *not* replaced:

- DECT registration
- Call list
- Company phonebook
- Downloaded Language
- Licenses¹

1. A handset's product license (that is, d41 Advanced) can be moved to a d41 Basic using the Move license function in the IMS2.

4.7.2 Handset replacement with IMS2, Scenario 1

Note: If the handset shall be subscribed towards an IP-DECT system, the IP-DECT software version must be 3.1.X or higher. If that is not the case, use Scenario 2.

Note: The handset to be installed must not have any previous valid registrations. If it has a valid registration, unsubscribe the handset or use Scenario 2.

- 1 Subscribe the new handset with the same extension number as the old handset. During the subscription procedure, the IMS2 identity (User ID) will automatically be set to be the same as the extension number.

Note: The User ID can be viewed in the handset by navigating to the menu Admin menu > Device info > User ID

- 2 Insert the handset into a desktop charger or rack charger connected to IMS2 (not needed if an over the air connection is used). Navigate to the Numbers tab in IMS2 Device Manager.

The new handset now has the same User ID as the old handset. It will automatically be synchronized and data and parameter settings from the old handset will be transferred to the new handset.

The synchronization will take a while if the Contacts in the original handset contains a large number of contacts.

4.7.3 Handset replacement with IMS2, Scenario 2

- 1 Make a note of the IPDI of the new handset. It is found by pressing *#06# on the handset.
- 2 Insert the new handset into a desktop charger or rack charger connected to the IMS2 and navigate to the Numbers tab in the Device Manager in IMS2.
- 3 Select the old handset in the list and make a right-click. Click "Associate with device...". Select the device with an IPDI that matches your new handset from the list that appears.

The new handset is automatically synchronized and all data and parameter settings will be transferred to the new handset.

The synchronization will take a while if the Contacts in the original handset contains a large number of contacts.

- 4 Subscribe the new handset.

4.8 Replacement of the handset with the PDM Windows Version

To see which data that is replaced during this process, see [4.7.1 Data included in a replacement transfer](#) on page 11.

Both the old handset and the new handset must be of the same device type (d62 or d41). The same extension number is assigned to the new handset.

The new handset should not be subscribed towards the PBX yet.

- 1 Perform a factory reset, see [4.5 Perform a Factory reset](#) on page 10, if the new handset has been previously used.
- 2 Make sure that the old handset is saved in the PDM by starting PDM and navigating to the Numbers tab. There shall be a tick in the "Saved" column for the old handset.

If the handset is not saved, insert it into a desktop charger or rack charger connected to the PDM and perform a save.

Note: If it would be impossible to save the old handset settings, stop this replacement procedure. Instead register the new handset and follow the instructions for installing a handset, see [3.2 Installation of a new Handset](#) on page 5.

The following steps are described in two different scenarios, check which one suits the best before proceeding.

4.8.1 Handset replacement with Win-PDM, Scenario 1

Subscribe the new handset with the same extension number as the old handset. During the subscription procedure the PDM identity (User ID) will automatically be set to be the same as the extension number.

Note: The User ID can be viewed by navigating to the menu Admin menu > Device info > User ID.

- 1 Insert the new handset into a desktop charger or rack charger connected to the PDM.
- 2 A pop-up dialogue appears, asking the user to decide whether to use the Number settings in PDM or the Number settings in the device. Select PDM.

The handset will automatically be synchronized and all data and parameter settings will be transferred to the new handset. The synchronization will take a while if the Contacts in the original handset contains a large number of contacts.

Note: If subscribing towards an IP-DECT system, the IP-DECT software version must be 3.1.X or higher. If not, use Scenario 2.

Note: The handset to be installed must not have any previous valid registrations. Unsubscribe handset or use Scenario 2.

4.8.2 Handset replacement with Win-PDM, Scenario 2

- 1 Insert the new handset into a desktop charger or rack charger connected to the PDM.
- 2 A pop-up will be displayed. Select the option "Associate with number". Follow the instructions and select the number of the old handset, see *Installation and Operation Manual, Portable Device Manager (PDM), Windows Version, TD 92325GB*.

The handset will automatically be synchronized and all data and parameter settings will be transferred to the new handset. The synchronization will take a while if the Contacts in the original handset contains a large number of contacts.
- 3 Subscribe the new handset.

4.9 Brazil or other Latin America countries – DECT frequency configuration

Note: This chapter is only applicable if the handset is used in Brazil or other Latin American countries.

In order to change the operating frequency band, the following preconditions must be fulfilled:

- The frequency set to "Not initiated". This can be checked by entering the Admin menu, see [6 Administration](#) on page 22, follow the path:
Admin menu > Device info > Hardware.
Scroll down to "Frequency band".
- The handset must not have a DECT registration. If it already has, perform a Factory reset, see [4.5 Perform a Factory reset](#) on page 10.

- 1 Enter the Admin Menu, see [6 Administration](#) on page 22.
- 2 Select "Frequency band" and select the desired band.
 - LA (Latin America): 1910-1930 MHz
 - Brazil: 1910-1920 MHz
- 3 Restart the handset.
- 4 Register the handset.
- 5 The frequency band option will no longer be available.

Note: The selection is persistent and will stand a factory reset.

5 Handset Configuration

Note: This chapter describes settings in parameter definition files (.def). These files are regularly updated and settings may change slightly. For example "On" to "Enable" or a parameter can be moved to another directory.

5.1 Configure a Handset with a Template

It is possible to select a handset in the PDM and directly change one or more configuration parameters. By using a template, the same configuration can easily be applied to many handsets simultaneously. Templates are also an efficient way to give good control over which changes that are applied to each handset.

Templates enables configuration of all aspects of a handset from sound volume to keypad shortcuts.

Your supplier can provide example templates for different PBX:s. The handset will have full functionality towards the PBX even without such a template. By using such a template, though, the handset will be customized for that PBX with menu options for PBX specific functions such as Callback.

5.1.1 Create a template

- 1 Open the PDM Windows version or the Device Manager in the IMS2.
- 2 Select the *Templates* tab and open the menu "Template > New...". The *Create Template* window is opened.
- 3 Select the device d41 and parameter version that matches the software version installed on the handset. Give the template a descriptive name.

The parameters that are not part of the template will be left unchanged on the handset.

The parameter version of an installed handset is visible under the "Numbers" tab or the "Devices" tab.
- 4 Select the checkbox of each parameter that you want to be part of this template and enter the proper value.
- 5 Click "OK" to save your template.

5.1.2 Apply a template

- 1 Open the PDM Windows Version or the Device Manager in the IMS2
- 2 Open the *Numbers* tab and select the handsets you want to apply the template to.
- 3 Make a right-click and select "Run template...".

Only templates with a parameters version matching the selected handsets will be shown. Select the template you want to apply and click "OK".
- 4 The template is applied. The number of parameters in the template will affect the time it takes to apply the template to the selected handsets.

When looking at a handset under the *Numbers* tab, the column "Last run template" will show the name of the most recently applied template.

Note: It is also possible to apply a template on several handsets of the same device type (d41) simultaneously using the Baseline function in the IMS2. See *Installation and Operation Manual, IMS2, TD 92586GB*.

5.1.3 Save a handset configuration as a template

It is possible to save all settings of a handset as template. Please note that this does not include contacts and other personal data. The template will only contain configuration data.

This template can be used as a backup if you want to restore the configuration of the handset at a later stage or as a template that can be applied to a number of handsets.

- 1 Open PDM Windows version or the Device Manager in the IMS2.
- 2 Open the *Numbers* tab and select the handset you want to save as a template.
- 3 Make a right-click and select "Use as a template...". Enter a descriptive name for the template.
- 4 The *Edit template* window is opened. By default, all parameters are selected and are saved when clicking on "OK".

If one or more parameters should be excluded, remove them by clearing the checkbox next to the parameter.

Some parameters are user specific. If it is decided to apply this type of template to several handsets, it is recommended to exclude the following parameters:

- Owner ID - A text string displayed in idle mode. The parameter is located directly under "Settings".
 - Phone lock PIN code - The security code used to unlock the keypad. The parameter is located under Settings > Locks.
- 5 Click "OK".

5.1.4 Synchronizing a handset with PDM

After installing and saving a handset, it will be synchronized each time it is connected to the PDM. The synchronization transfers parameter changes between the handset and the PDM and vice versa as follows:

- If a parameter has been changed in the handset, it will be transferred to the PDM/IMS2.
- If a parameter has been changed in the PDM/IMS2 while the telephone was disconnected, it will be transferred to the handset.

If the same parameter has been changed in both the PDM/IMS2 and the handset, the value in PDM/IMS2 will be transferred to the handset.

5.2 Voice Mail

In some systems it is needed to assign the handset number of the Voice Mail service. The parameter can be set specifically for each PBX subscription on the handset and is accessed from Systems > System x > PBX Settings > Numbers. "System x" is replaced with the subscription (System A - System H) that is configured.

5.3 Central Phonebook

If the system is equipped with a messaging server with a phonebook service, the Central Phonebook on that server can be accessed from the handset. The number to be used is set to default 999999. It can be changed by editing parameters in a Number or a template.

If the system is not equipped with a Central Phonebook, this menu option can be removed from the handset by entering an empty value for the corresponding parameter.

The parameter can be set specifically for each PBX subscription on the handset and is accessed from Systems > System x > PBX Settings > Numbers. "System x" is replaced with the subscription (System A - System H) that is configured.

5.4 Company Phonebook

It is possible to create a phonebook that is administered centrally and uploaded to the handset from PDM. If this feature is used, entries from Contacts and Company Phonebook are merged. The Company Phonebook entries are locked and cannot be edited in the handset.

5.4.1 Create a phonebook file

The phonebook file (.cpb) is normally created from an Excel file using a script to extract the information and create to the phonebook file (.cpb). The Excel file, "Company Phonebook.xls" is delivered from your supplier.

The format of the rows in the phonebook file is:
<Name><tab><phone number><carriage return>
followed by additional rows for each entry.

The handset supports a maximum length of 24 characters in each field, additional characters are truncated when the phonebook file is created. The following characters are accepted in the handset number field in the phonebook file, but are ignored when the phonebook file is created: "(", ")", "-", and " "(space).

Phonebook files created for OfficeM may be used, but an additional field may be included after the "phone number" field in the file. The information in this field is ignored in the handset from the user point of view. The extra information limits the number of entries that can be saved in the handset and the file may be too big to be uploaded to the handset.

5.4.2 Upload a phonebook file

In PDM, go to the devices tab and select device(s). In the Device menu, select Upload phonebook.

See also *Installation and Operation Manual, Portable Device Manager (PDM), Windows Version, TD 92325GB*, or *Installation and Operation Manual, IMS2, TD 92586GB*.

5.5 Call Services

Call services is a configurable menu in the handset. The purpose of the Call services menu is to provide a user friendly access to system dependent functionality such as absence handling and call diversion.

The menu is described in *User Manual, Ascom d41 DECT Handset, TD 92582GB*.

Besides the default Call services functions, it is possible to define 10 extra system specific call services by codes. The codes can be programmed with pause (P) and auto disconnection (H). Both Name and Data must be defined for the option to be displayed. Possible values: Digits 0-9, #, *, 'P' – pause, H – hook.

The programming of the menu is done with PDM. For instructions on how to work with PDM, see *Installation and Operation Manual, Portable Device Manager (PDM), Windows Version, TD 92325GB*.

Using the PDM and the "Edit template" feature, the parameter can be found at Systems > Common > Call Services > General Service X

Note: Your supplier may have a template example that will configure the call services menu for the PBX.

5.6 In Call Menu

In Call Menu is a configurable menu in the handset. The purpose of the In Call Menu is to provide a user friendly access to system dependent functionality during a call such as:

- Start a new call during a conversation
- Switch between calls
- End a call
- Transfer a call
- Transfer to a new call
- Make a conference call
- Activate call back
- Sending call waiting

The menu is described in *User Manual, Ascom d41 DECT Handset, TD 92582GB*.

The programming of the menu is done with PDM. For instructions on how to work with PDM, see *Installation and Operation Manual, Portable Device Manager (PDM), Windows Version, TD 92325GB*.

Ask your supplier for example templates that will configure the in call menu for your PBX.

5.7 Own Line Settings

Use the own line settings when it is desired to use the same phonebook in different systems and in different countries.

The own line settings enables:

- Calling numbers stored with a "+" sign for the international access code. The same phonebook can be used in different countries.
- Recognizing incoming internal or external calls as numbers stored on international format in the phonebook. The same phonebook can be used in different systems.

In order for this feature to work, numbers must be stored in the phonebook in international format with a "+" sign for the international access code. Also, the Own Line parameters must be configured via PDM/IMS2.

For instructions on how to work with PDM/IMS2, see *Installation and Operation Manual, Portable Device Manager (PDM), Windows Version, TD 92325GB*, or *Installation and Operation Manual, IMS2, TD 92586GB*.

5.8 Uploadable Language

It is possible to upload *one additional* language to the handset. The language file is generated via an Excel file. The Excel file used to generate language files is delivered from your supplier.

Note: If another language file is uploaded, the first additional language is overwritten.

Certain special characters are allowed when generating the language file, see information in the Excel file.

To upload an additional language, the PDM or IMS2 is used, go to the devices tab and select device(s). In the Device menu, select "Upload language...".

A parameter can be altered to match the uploaded language: The parameter controls:

- The characters available for text input
- The sort order in the phonebook.

This parameter is only used when Language is set. The Parameter can be found in the "Settings" folder.

Note: It is also possible to upload additional language on several handsets of the same device type (d41) simultaneously using the Baseline function in the IMS2. See *Installation and Operation Manual, IMS2, TD 92586GB*.

See also *Installation and Operation Manual, Portable Device Manager (PDM), Windows Version, TD 92325GB*.

5.9 Clear Lists when inserted in Charger

The handset can be configured to clear lists when placed in a charger. The following call lists will then be cleared:

- Call list
- Missed calls

Using the PDM and the "Edit template" feature, the parameter can be found at Connections > In_Charger > Clear_Lists_In_Charger in a template or parameter definition file (.def).

The default setting for "Clear list in charger" is "Off". The feature is activated by changing the parameter value to "On". When the feature is enabled, the lists are cleared when the handset is placed in the charger.

5.10 Disable Homebase GAP Registration

When the feature is enabled, it is not possible to register to a home base.

Using the "Edit template" feature in the PDM, the parameter can be found at Systems > Home_Base_Subscription.

The parameter shall be set to "Enable" for registration of a new base station. The default value is "Disable".

5.11 Require Encrypted Base Station

The handset can be configured to establish calls via encrypted base stations only. This is used to avoid snooping in the telephony network.

Requirements:

- The encryption is enabled in the base station. See corresponding manual for the base station.
- If Ascom's base station is used, the software version must be 3.1.x or greater.
- The handset software version must be 2.9.7 or greater.

Using the "Edit template" feature in the PDM, the parameter can be found at Systems > Encryption required.

When the parameter is set to "Yes", it is only possible to establish calls via encrypted base stations. The default value is "No".

5.12 Protect registration from user deletion

It is possible to protect or unprotect a registration from deletion via the handset menu by altering the parameter "Protected flag". In a template/Number in PDM/IMS2, the parameter is found at:
Systems > System X > Registration data.

5.13 Emergency Call Number

This is a phone number for emergency calls. It is always possible to call this number, regardless of whether phone-lock or key-lock are active or not. The Parameter is found in a template/Number in PDM/IMS2 in the "Settings" folder.

5.14 Audio adjustment

It is possible to adjust the side tone level, i.e. how much of the speakers voice that is fed back to the speaker. The side tone level is set via PDM by adjusting the parameter:

Audio > Normal > Normal side tone adjustment

The parameter affects the "normal" mode, i.e. not wired headset, not Bluetooth headset and not the handsfree/loudspeaking mode.

For configuration of headset audio see, [5.15 Headset configuration](#) on page 21.

Note: Changing this parameter may result in lower sound quality and high sound level. Evaluate carefully before applying.

5.15 Headset configuration

A headset is recommended if you frequently use the handset and/or want to have both hands free. The headset comes in two versions; microphone integrated in the cable, and microphone on a boom.

In order to achieve optimal audio quality with the different headset types, it is recommended to set the corresponding headset profile.

The default setting is "microphone on a boom", which means that the audio is optimized for using a headset with microphone on a boom. The headset profile can be changed in the handset menu or in a template/Number via PDM/IMS2 in:

Connections > Headset > Headset type

If the preconfigured headset profiles does not match the headset or the audio performance is bad, it is possible to configure a headset profile. In PDM/IMS2, this is done under:

Connections > Headset > Headset type > User headset profile

When a name has been configured for the profile it will be visible and selectable in the handset menu.

The following parameters can be set:

- microphone gain
- speaker gain

Note: Changing these parameters may result in a very high sound level which can cause hearing damage.

Note: Changing these parameters may result in lower sound quality such as noise and echo. If the audio problems occur, it is noticeable for the person listening on the conversation. Evaluate carefully before applying.

5.16 Owner identification in the idle display.

It is possible to add owner identification in standby mode of the handset. In a template or Number in PDM/IMS2, the parameter is found at:

Settings > Owner ID

Note: It is also possible to configure the Owner ID via the handset menu. See *User Manual, Ascom d41 DECT Handset, TD 92582GB*.

5.17 Import Contacts

It is possible to import a phonebook file (that is, local phonebook) to a handset. The phonebook file is a tab-separated .txt file, and contains two items per row; number and name. The PDM is used to import the phonebook file to the handset.

See Import Contacts in *Installation and Operation Manual, Portable Device Manager (PDM), Windows Version, TD 92325GB* for more information.

See also [5.3 Central Phonebook](#) on page 16 and [5.4 Company Phonebook](#) on page 17.

6 Administration

6.1 Admin Menu Tree

The handset has a hidden menu for system administrators. The Admin menu contains:

- Software and hardware information, IPEI and IPDI
- DECT link and system information
- Centralized Management status
- Fault logging
- License upgrading menu
- Enhanced system menu with ability to alter protection
- Factory reset option

To activate the Admin Menu, enter the Call time screen and press > * < * <.

The following figure shows the menu tree for the Admin menu in d41.

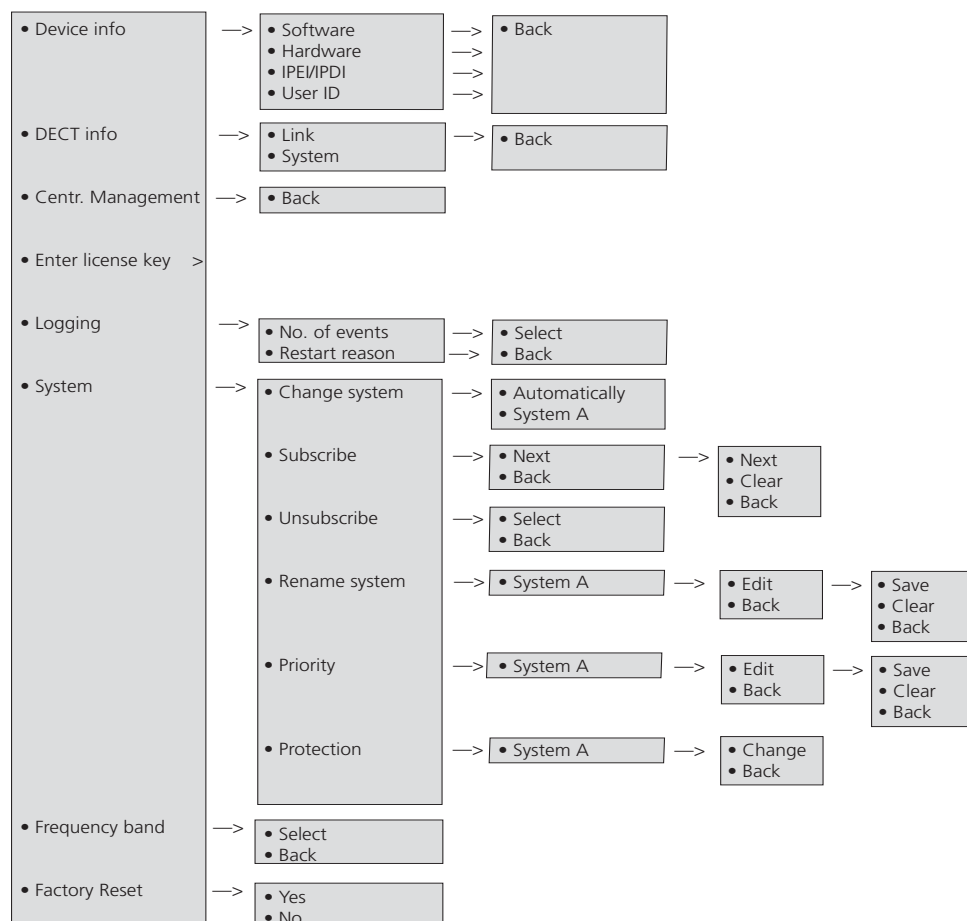


Figure 4. Admin Menu in d41.

Other menus are described in *User Manual, Ascom d41 DECT Handset, TD 92582GB*.

6.2 Quick Access to the handset's Device Information

For quick access to device information, short codes can be used in idle mode. To display this information, enter the following codes in the handset.

Information	Code
Software version	*#34#
Hardware version	*#34#
IPEI	*#34# or *#06#
IPDI	*#34# or *#06#
User ID	*#34#

6.3 Quick Access to the Handset's Input Menus

For quick access to the handset's menus for entering data, short codes can be used in idle mode.

Menu	Code
Enter license key	*#35#

6.4 LED indications

The following table shows the LED indications that are used for d41.

LED indication	Description
None	Switched off.
Green, fixed	Handset fully charged and in charger.
Green, flashing	Switched on, but not in charger.
Orange, fixed	Charging.
Orange, flashing (1 000 ms on, 1 000 ms off)	Software download.
Red, fixed	Software error. Service needed.

7 Troubleshooting

This section contains information on how to solve common operational problems, and information on warnings you may receive.

Go through the following lists if you encounter any problems. If this checklist does not solve the problem, contact the system administrator.

If other users have similar problems, there may be a system error.

7.1 Fault Symptoms

If any of the following Fault Symptoms occur, follow the instructions below.

Fault	Probable cause	Action or comment
The display stays dark	Low battery level or faulty handset.	Charge the battery. If the handset does not work after charging, contact the system administrator.
There is no ring signal	"Ringer off" icon is on, or ringer volume is set to silent, or faulty handset.	Press and hold the Mute key, or increase volume (Settings > Sound & Alerts > Volume) or contact the system administrator.

7.2 Display Information

The following error messages can be shown in the handset display:

Display shows	Probable cause	Action or comment
No access	The handset is in range, but has no access rights.	Switch off the handset and then switch it on again. If this does not work, contact the system administrator.
No System. The handset beeps once a minute with a low tone followed by a high tone (during max 30 minutes). If the vibrator is enabled, it vibrates after the last beep.	The handset is out of coverage, or faulty handset.	The beeps can be stopped with the mute button. Then go into range. Note: When re-entering the coverage area it can take a couple of minutes before the handset automatically has registered into the system. If this does not work, contact the system administrator.
SERVICE NEEDED Parameters corrupt	Faulty handset.	Select the reset option on the middle soft key and upgrade the handset's software to version 3.0.0 or greater. If this is not available or the problem persists send the handset for service.

Note: This display message is only shown in English.

SERVICE NEEDED Invalid IPDI	Easy replacement procedure not followed correctly or failure during easy replacement procedure.	Send the handset for service.
Note: This display message is only shown in English.		
Enter PIN code	Phone lock is activated.	Enter the required PIN code. If the PIN code has been lost, enter a new PIN code via the PDM/IMS2 or do a factory reset via the PDM/IMS2.
Battery low, charge now	The battery level is low.	Charge the handset, or replace battery.
Phonebook is not available at the moment.	The phonebook is not activated or does not respond.	Try again later or if the fault persists do a factory reset via the admin menu or via the PDM/IMS2. Note that it may take several minutes for the phonebook to be available if there are many entries in Contacts and/or company phonebook.
Voice mail number not defined	There is no Voice mail number defined in the handset.	Define a Voice mail number via the PDM/IMS2.
Could not encrypt connection	The parameter "Encryption Required" is enabled in the handset in combination with; 1) Unencrypted base station(s); and/or, 2) Unsupported base station(s).	1) Disable the "Encryption Required" parameter in handset; and/or, 2) Enable the encryption in the base station(s); and/or, Note: If Ascom's base station(s) is used, the software version must be 3.1.x or greater. 3) Use supported base station(s). Ask your supplier.
License key not accepted	1)The license key is too short/ long 2) The license key is not valid.	1)Make sure that the license key consists of 29 digits. 2) Generate a valid license using the License Web.

8 Related Documents

Data Sheet, Ascom d41 DECT Handset, Advanced	TD 92445GB
Data Sheet, Ascom d41 DECT Handset, Basic	TD 92620GB
User Manual, Ascom d41 DECT Handset	TD 92582GB
Function Description, Product Licensing Overview	TD 92677GB
Quick Reference Guide, Ascom d41	TD 92583GB
Installation and Operation Manual, Portable Device Manager (PDM), Windows Version	TD 92325GB
Installation and Operation Manual, IMS2	TD 92586GB

9 Document History

For details, see change bars in the document.

Version	Date	Description
A	2009-02-10	First released version
B	2009-04-07	Updated for over-the-air connection.
C	2009-12-15	Chapter Easy Replacement moved to the User Manual. Chapter 6.4 LED indications on page 23: Easy Replacement issues moved to the User Manual. 7 Troubleshooting on page 24: Easy Replacement issues moved to the User Manual. 7.3 LED Error Indications moved to the User Manual. See changes bars for more information.
D	2010-01-28	1.2 Functionality matrix updated. See change bars for more information. Chapter 7.3 Error Messages in PDM moved to Installation and Operation Manual for PDM Windows version, 92325GB.

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