zoomphone

Configuration Guide for Ascom IP-DECT-Base-Station (IPBS3) & DECT d43/d63/d83 Handsets

CONTENTS

2 Revision History

Version	Date	Author	Change
1	7/21/2023	Srinivasa Sastry Pothukuchi	Created document
2	1/25/2024	Shadab K S	Revision Commented
3	2/6/2024	VasanthaKumar HR	Revision
4	4/4/2024	Rajesh P	Revision

3 Software Versions

Partner	Equipment	Software Version
Ascom	(IPBS3) Ascom IP-DECT Base Station	11.9.11
	(Ascom d83) Ascom DECT Handset (DUT)	1.3.2
	(Ascom d43/d63/d83) Ascom DECT Handsets (Device Under Test)	3.0.18
Zoom	Zoom app Mobile	5.11.9 (7938)
	Zoom app Desktop	5.11.11 (8425)

4 Features Supported by Ascom IP-DECT and DECT Handsets (d43/d63/d83)

- Custom Time Format and Zone
- Sync time with NTP server
- TLS and SRTP
- Make and Receive Calls
- Call Hold and Resume
- Long Duration call
- SIP Session Timer
- Call Waiting
- DND
- Call Forward Always
- Call Forward No Answer
- Call Forward Busy
- Blind/Cold Transfer
- Consultative/Warm Transfer
- Voicemail (with MWI)
- Call History
- Auto Receptionist IVR
- Call Park/Retrieve

OVERVIEW

- ☐ This document outlines the configuration best practices for the Ascom IP-DECT base station (IPBS3) and d43/d63/d83 handset as Zoom generic SIP phone.
- ☐ Configuration Steps - Zoom Web Portal

➢ **Prerequisites:**

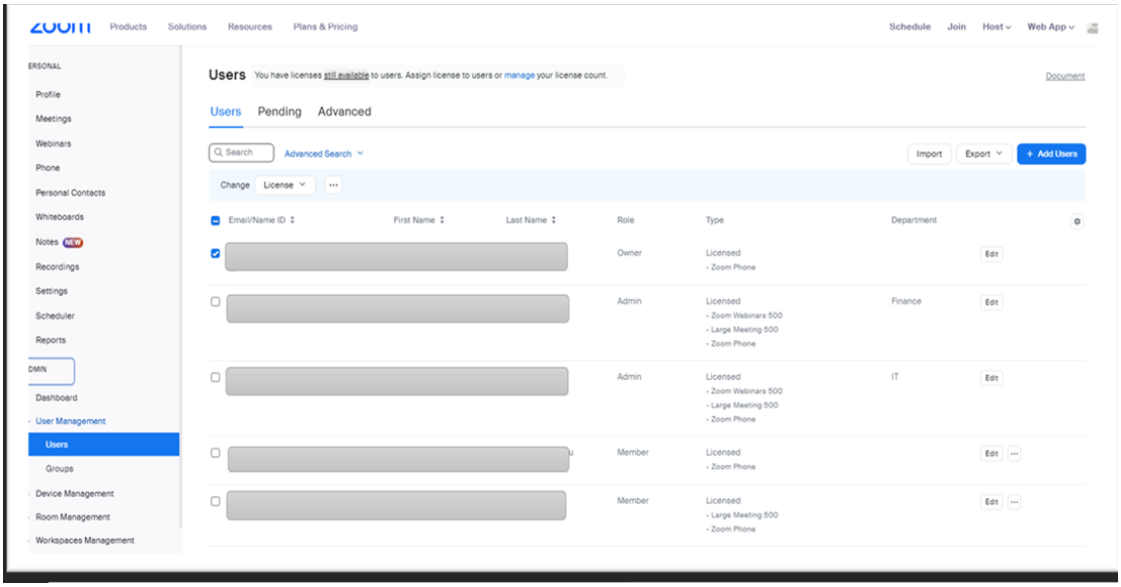
- ❖ Add the device to Zoom phone and obtain the SIP credentials.
- ❖ Download the DigiCert certificates from the generic SIP provisioning guide and prepare to install to the Ascom IP DECT base station (IPBS3).
- ❖ Obtain SARI Code from Ascom supplier: SARI is an Ascom provided code for activation and identification of the DECT system. This is needed for the system to function. Contact Ascom to obtain a SARI
- ❖ Make sure the Ascom base and the computer that will be used for provisioning are in the same network/switch environment.
- ❖ Zoom Phone account: a valid Zoom Phone subscription is needed to assign an IPBS3 endpoint (Ascom DECT handset).
- ❖ Zoom approval for provisioning of IPBS3 as Generic SIP devices. Administrators should contact Zoom Account Executive to start an approval process.
- ❖ Login to Zoom Web portal at https://zoom.us.com/

➢ **The following Zoom SIP Device configurations are included in this section.**

Create Zoom Users
Add Device

4.1 CREATE ZOOM USERS

- Zoom Users are created to login to Zoom clients on desktop or mobile, it can also be assigned to SIP Device. The steps for creating a user are as follows:
- User Management
- Navigate to User Management > Users. Click + Add Users to create new Zoom users.



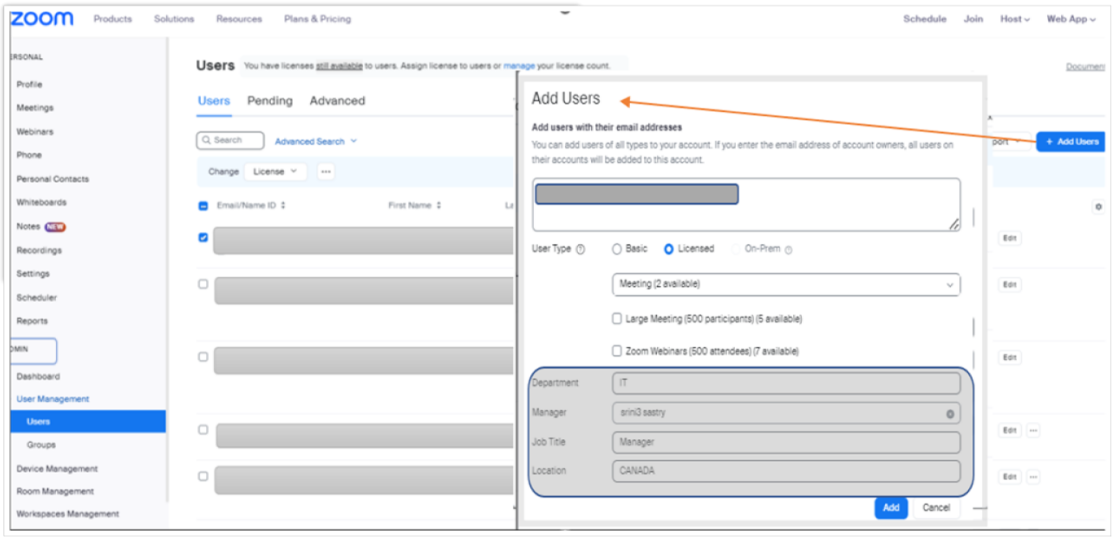


Figure 1: Add Users

4.2 ZOOM ACTIVATION

- A Zoom activation email is sent to the email address used in creating the user, follow the instruction to active the zoom account.
- Phone System Management
- Navigate to Phone System Management > Users & Rooms. Click Add

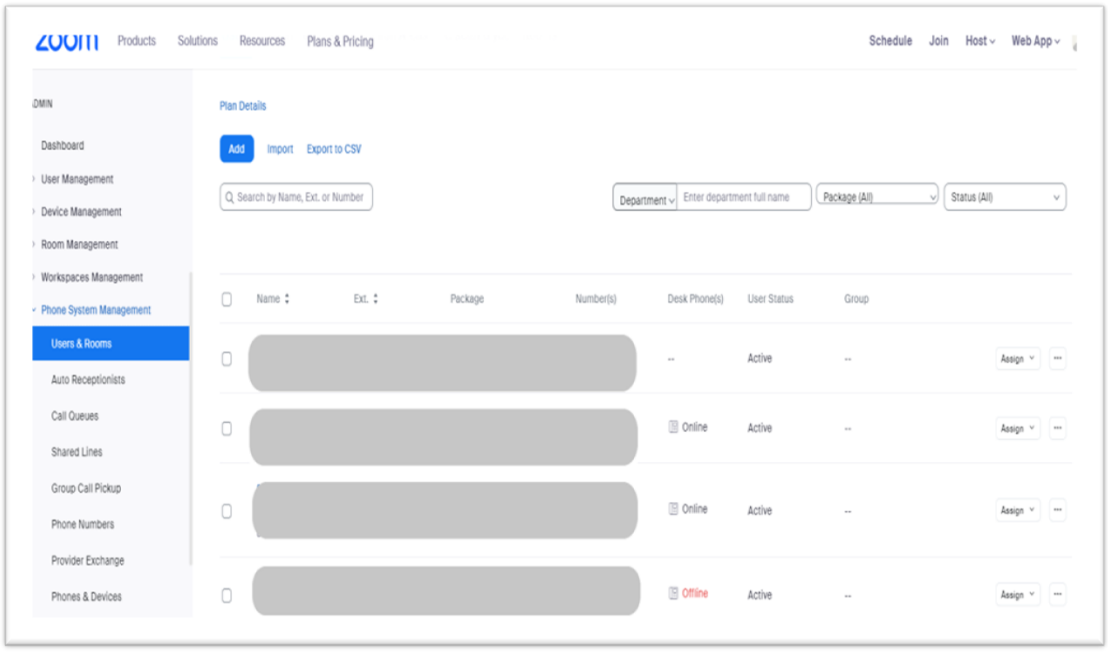


Figure 2: Add Users and Rooms

Choose User(s)
Click Choose beside Users and when the pop-up window opens, select the proper user, and confirm.

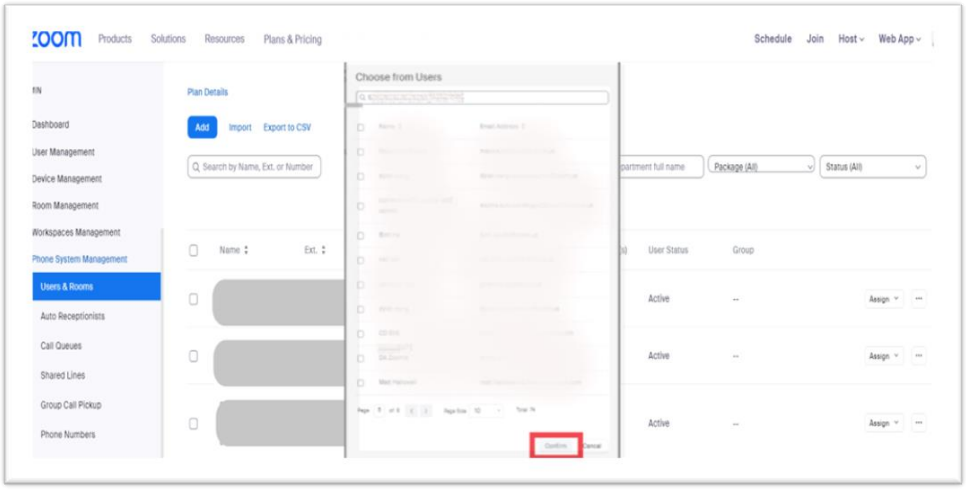


Figure 3: Choose user.

- Assign Calling Plan
- Click Assign beside Package and at new window, select proper Calling plan, US/CA Unlimited Calling Plan was picked up, click Save to complete adding users under phone system Management.

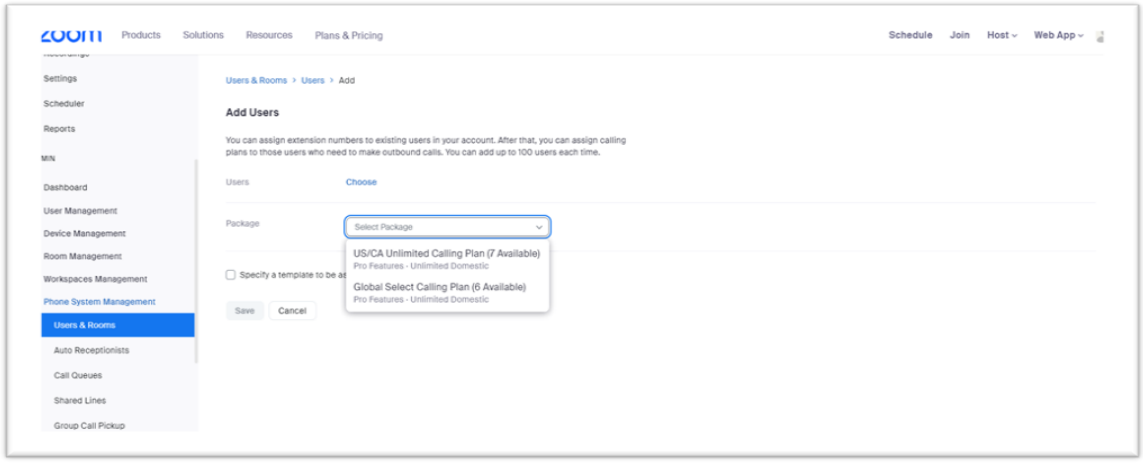


Figure 4: Assign Calling Plan

Select the newly added user, click Assign and select Assign Numbers

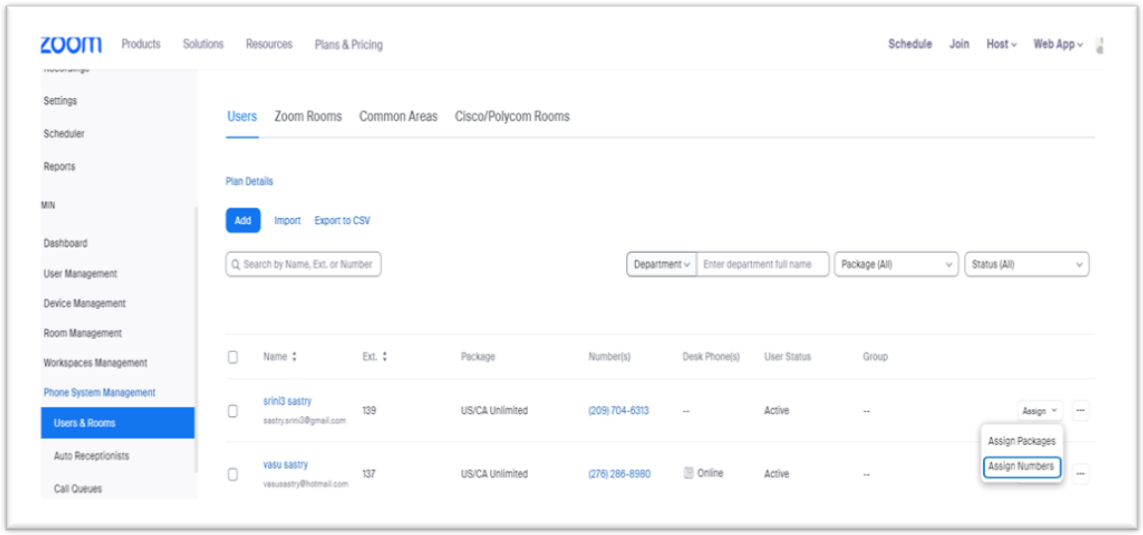


Figure 5: Assign Numbers

Select the desired DID and click confirm to assign the DID to the user.

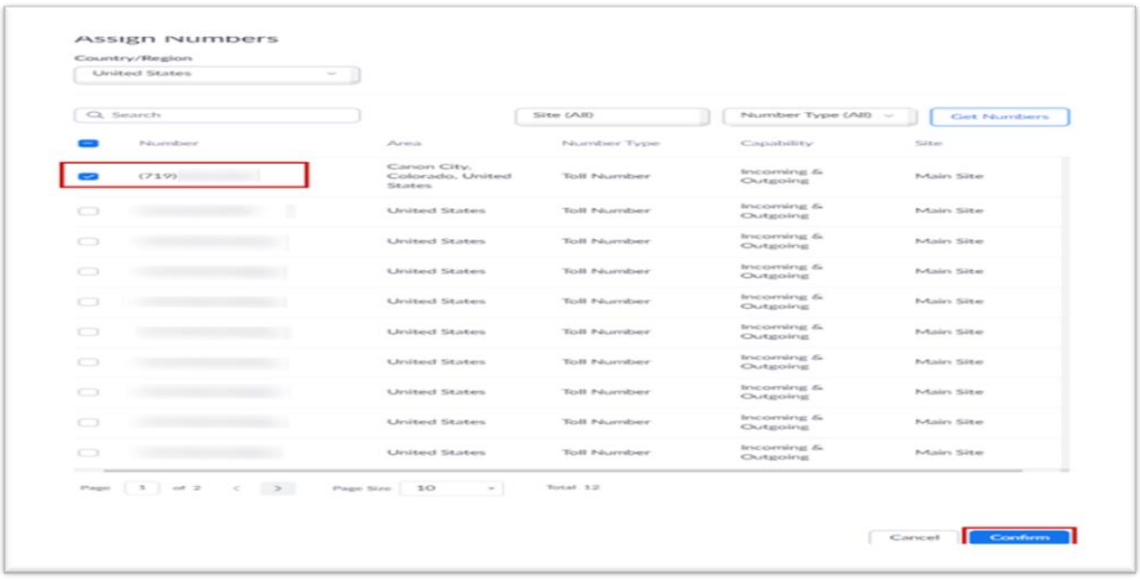


Figure 6: Select DID Number

4.3 ADD ASCOM DEVICE TO USER

- Zoom Web Portal
- Sign into the Zoom Web Portal
- Phone system management.
- Click Phone system management > Users & Rooms
- Common Area Phones or Phones & Devices
- Click the Common Area Phones or Phones & Devices tab.
- Device Information
- Click Add and enter the following information:
- Site (only visible if you have multiple sites): Select the site you want the device to belong to
- Display Name: Enter a display name to find the device.
- Description (Optional): Enter a description to help you find the location of the device.
- Extension Number: Enter an extension number to assign it to the device.
- MAC Address: Enter the 12-digit MAC address of the Endpoint. The MAC can be found on the product label.
- **Note: MAC Address Limitation: Zoom Portal allows only Unique MAC Address to be Added to the Device. Use incremental while adding ascom device handset to the Portal.**
- Device Type: Select Other
- Note: If you don't have the other option, contact your Zoom sales representative. By default, support for a generic SIP profile is not enabled.

- Emergency Address (only visible if you don't have multiple sites): Select an emergency address to assign to the desk phone. If you selected a site for public area phone, the site's emergency address will be applied to the phone.
- Click Save

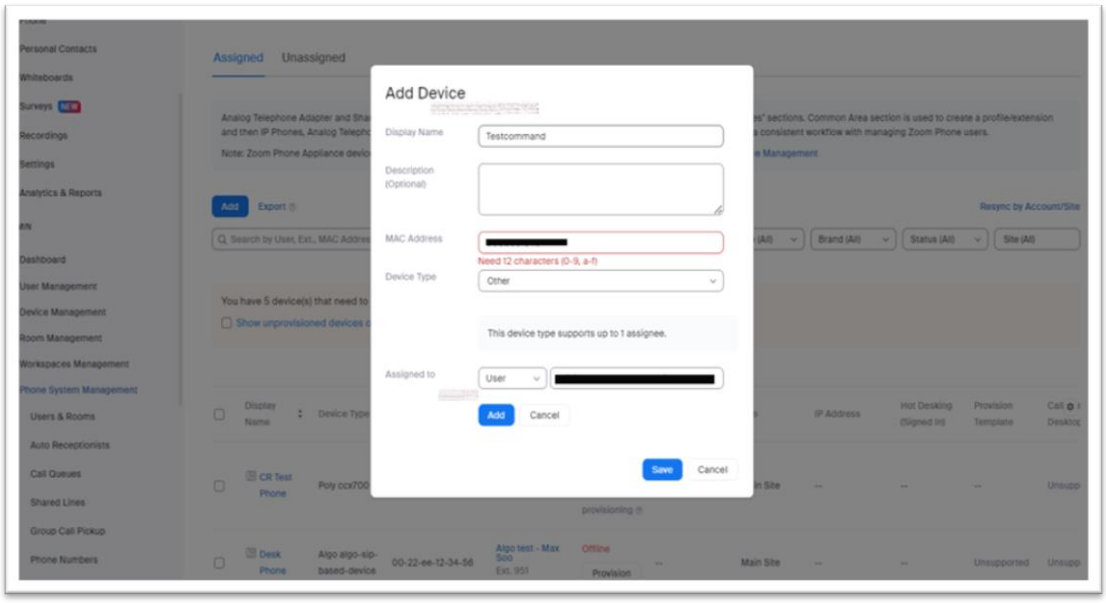


Figure 7: Add Desk Phone

Access Provisioning Menu

Click Provision to view the SIP credentials. You will need this information to complete the provisioning.

Select the Display Name of the newly created Desk Phone to navigate to its profile and click Actions and select Provision button. The SIP Account detail is displayed which will be used in the IPBS3 provisioning (section IPBS3 Provisioning).

Download the Certificate and Import to the device.

Download the Certificate and import it to the device, so that device will be considered in the trust list. (Importing the
certificates to the phone are described later in (section 3.4.3 Apply trusted certificates)

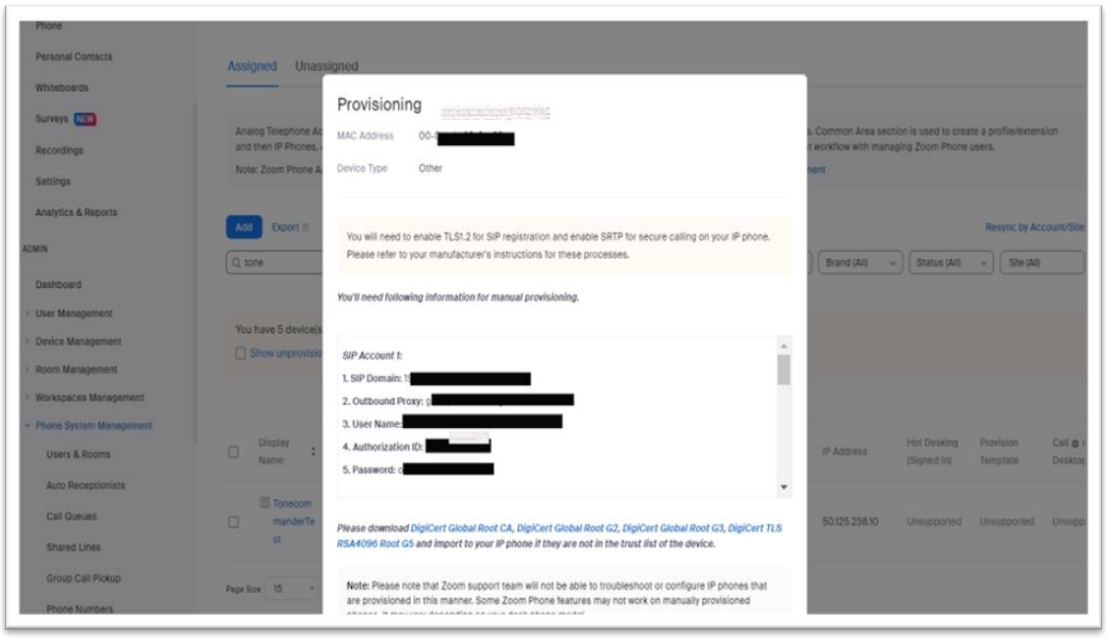


Figure 8: Provisioning

5 Ascom IP-DECT and DECT Handsets Provisioning

This section supplies instructions on how to configure the Ascom IP-DECT base station and DECT Handsets to register to Zoom Phone Services.

5.1 DEPLOYMENT TOPOLOGY DIAGRAM:

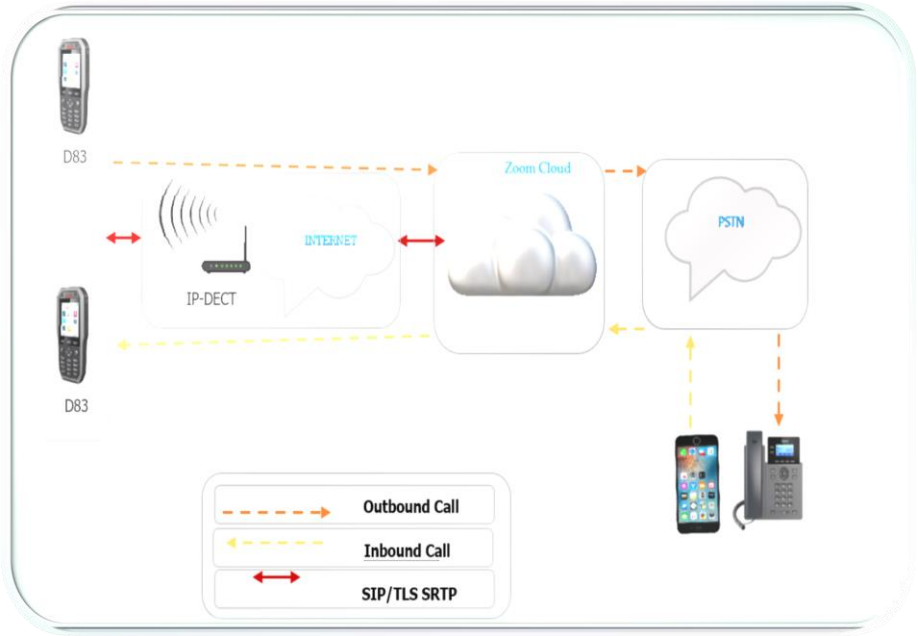


Figure 9: Network Diagram

5.2 KEY SOFTWARE COMPONENTS:

Software Components	Description
Radio (cannot be activated in an IPVM)	The Radio is a software interface between DECT and H.323. Location registration requests that cannot be resolved locally are forwarded to the Master acting as PARI Master. If the handset cannot be resolved locally in the PARI Master, the Mobility Master needs to be involved in the process of resolving the home location master, as it has knowledge of all DECT handsets in the system. The RAS channel will be established by the Radio for the first handset assigned to a Master and maintained until the last handset assigned to this Master has left the Radio. Thus, the Radio may have several concurrent RAS channels established to different Masters. Information for authentication of the handset will be sent by the home location master to the Radio
Master	This software component is responsible for the communication to the IP-PBX. Translation between the internal H.323 to the DECT Radios and the external protocol (H.323 / SIP) to the IP-PBX is done by this component. A Master is responsible for the DECT handsets that are assigned to it. When the Master has been notified about that a handset is within coverage it makes a registration to the IP-PBX. This registration is maintained by the Master until a notification is received that the handsets access rights has been terminated or the handset has detached. At startup the registration is done only for the handsets that notify themselves with the location registration message. The Master will establish a RAS channel to any associated Mobility Master at startup. All DECT handsets in the HDB are sent to the Mobility Master, to be used in the home location master resolution process. The Master is also responsible for the mapping of keypad information to supplementary PBX features. Some features are handled locally by the Master, and some are communicated to the IP-PBX
PARI Master	This software component is responsible for assigning RFPIs, being part of the same external handover domain, to the Radios associated. A Radio will always be given the same RFPI, based on the RFPI-MAC address association.
SARI CODE	Obtain SARI Code from Ascom supplier: SARI is an Ascom provided code for activation and identification of the DECT system. This is needed for the system to function. Contact Ascom to obtain a SARI.

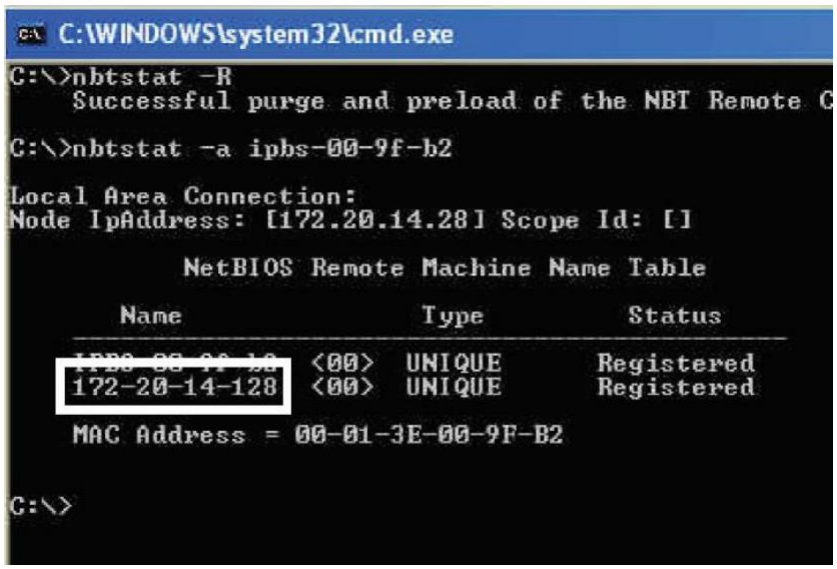
The following configuration steps detail the configuration process used to configure an Ascom IP-DECT Base Station

5.3 CONFIGURE THE ASCOM IP-DECT BASE STATION

Flow of initial setup: Obtain the IP address of the IP-DECT Base Station -> Modify the Network settings appropriately (NTP server recommended) -> Change the Web GUI login password

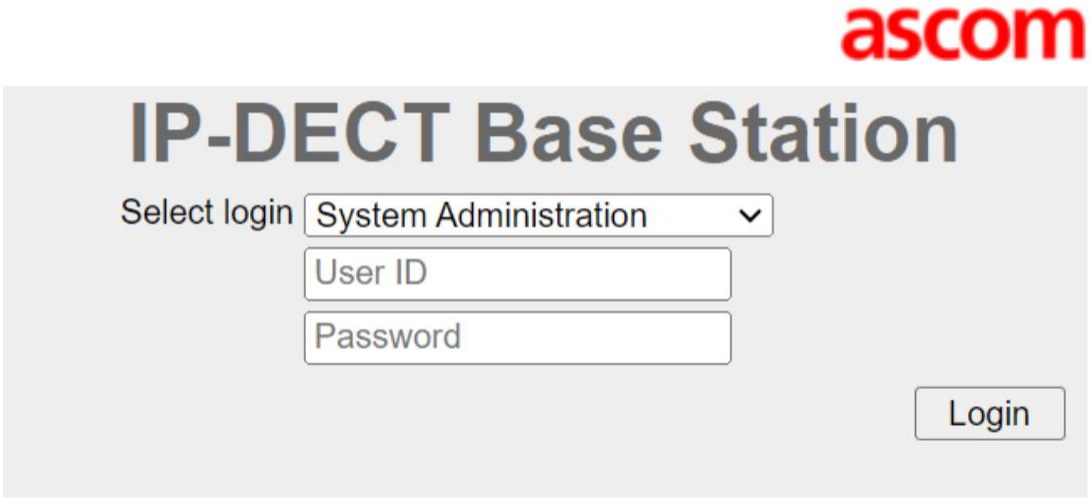
There are multiple ways of initially accessing the Ascom IP-DECT base station.

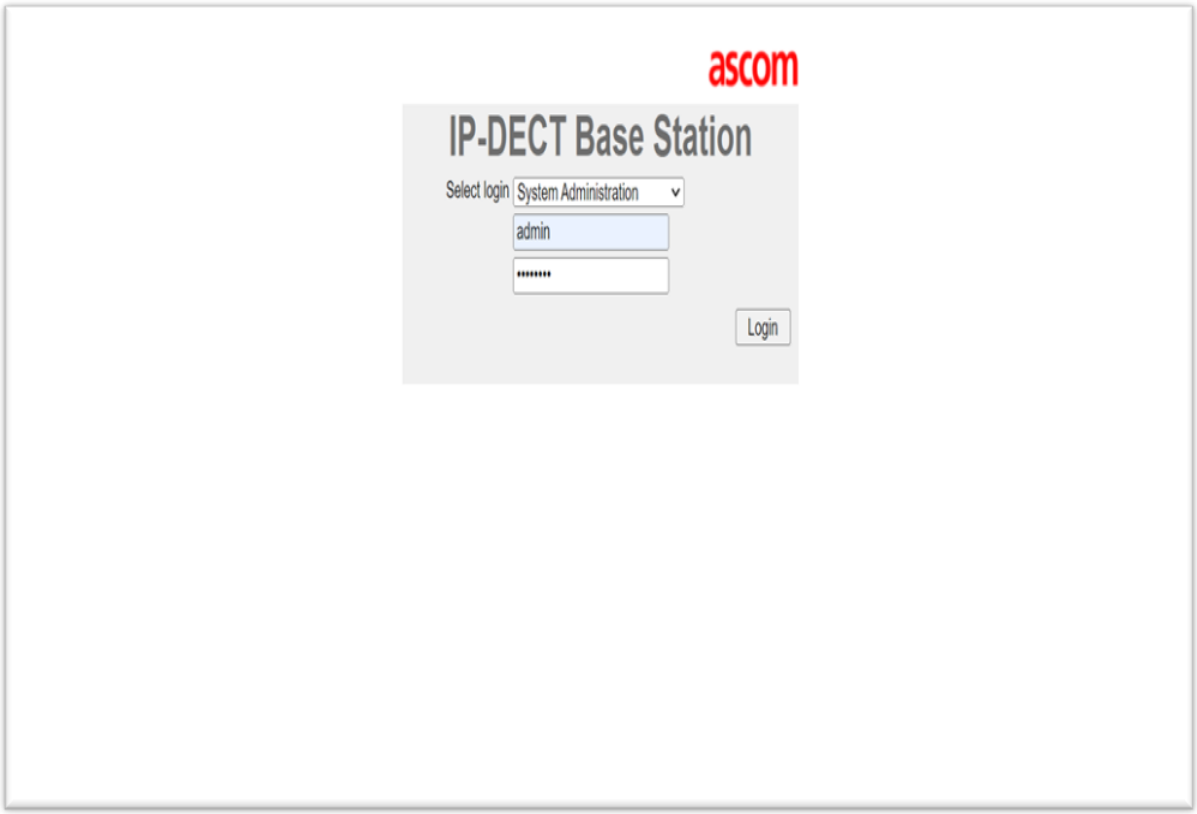
The GUI interface is accessed through a standard web browser:
1. It is possible to use the name, ipbs-xx-xx-xx (IPBS1), ipbs2-xx-xx-xx (IPBS2), ipbs3-xx-xx-xx (IPBS3) where xx-xx-xx is the end of the MAC address. For instance, place http://ipbs3-xx-xx-xx in the web browser's URL.
2. Without DHCP server, the device will be assigned the IP address 192.168.0.1 and netmask 255.255.255.0.
3. With DHCP server, use IP allocated by DHCP. To determine IP, e.g. use "nbtstat -a ipbs3-xx-xx-xx".



Observation during testing: After obtaining the IP and trying to access the web GUI of the Ascom IP-DECT base station for the first time, none of my Chrome, Edge can access due to outdated certificates, I switched to an old Explorer mode to be able to proceed.

- Enter the appropriate login information and then click OK. The default Username is" admin" and the default Password is" changeme".

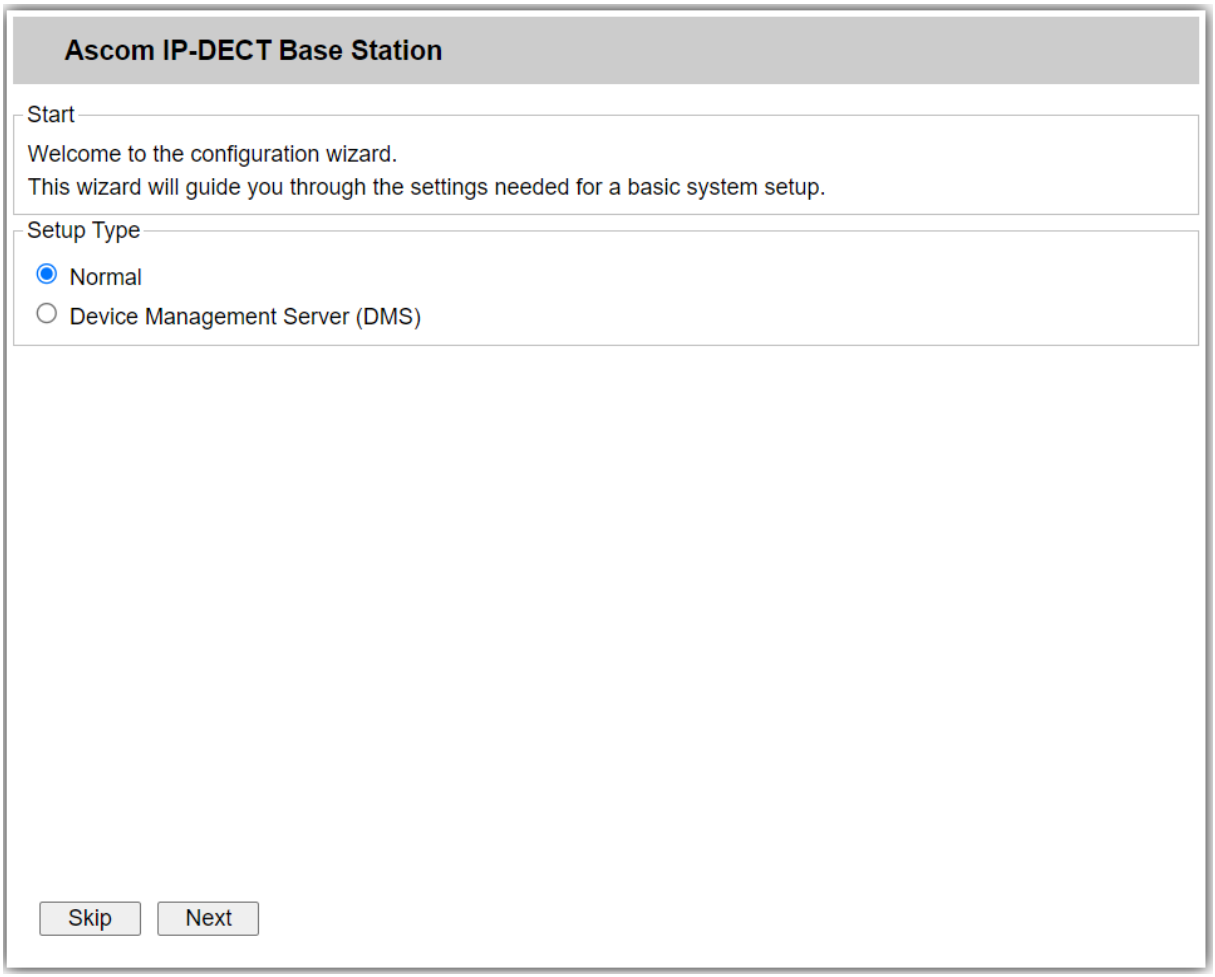

ascom
IP-DECT Base Station
Select login
System Administration
User ID
Password
Login


ascom
IP-DECT Base Station
Select login
System Administration
admin
Login

5.3.1 Configuration Wizard:

- When a device is started for the first time after delivery from factory or when a device is restarted after a factory reset, a configuration wizard will start automatically when accessing the device GUI.

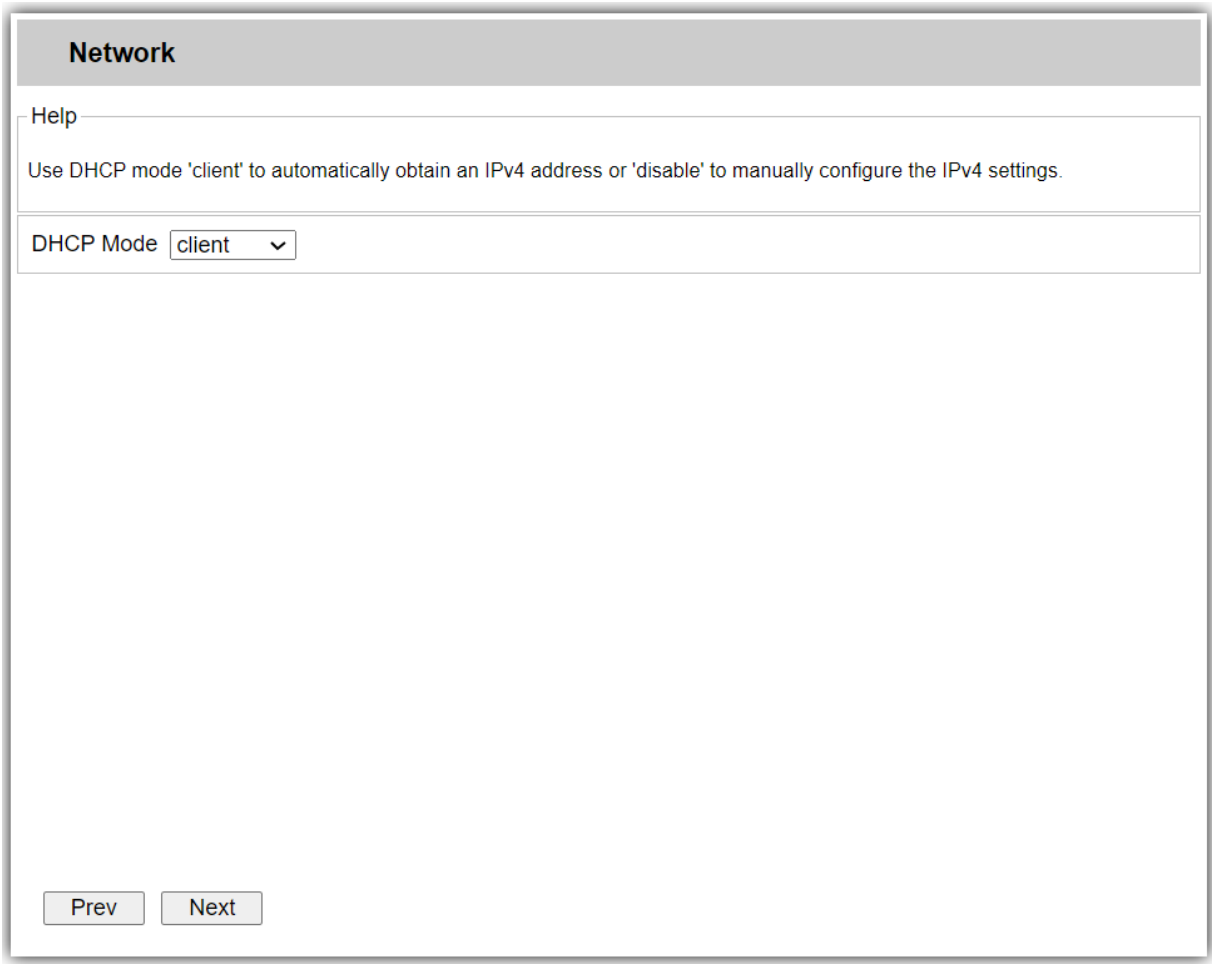
- We can choose to skip the configuration wizard by accessing the device GUI and configure Base Station settings or use the wizard to configure the basic configuration.

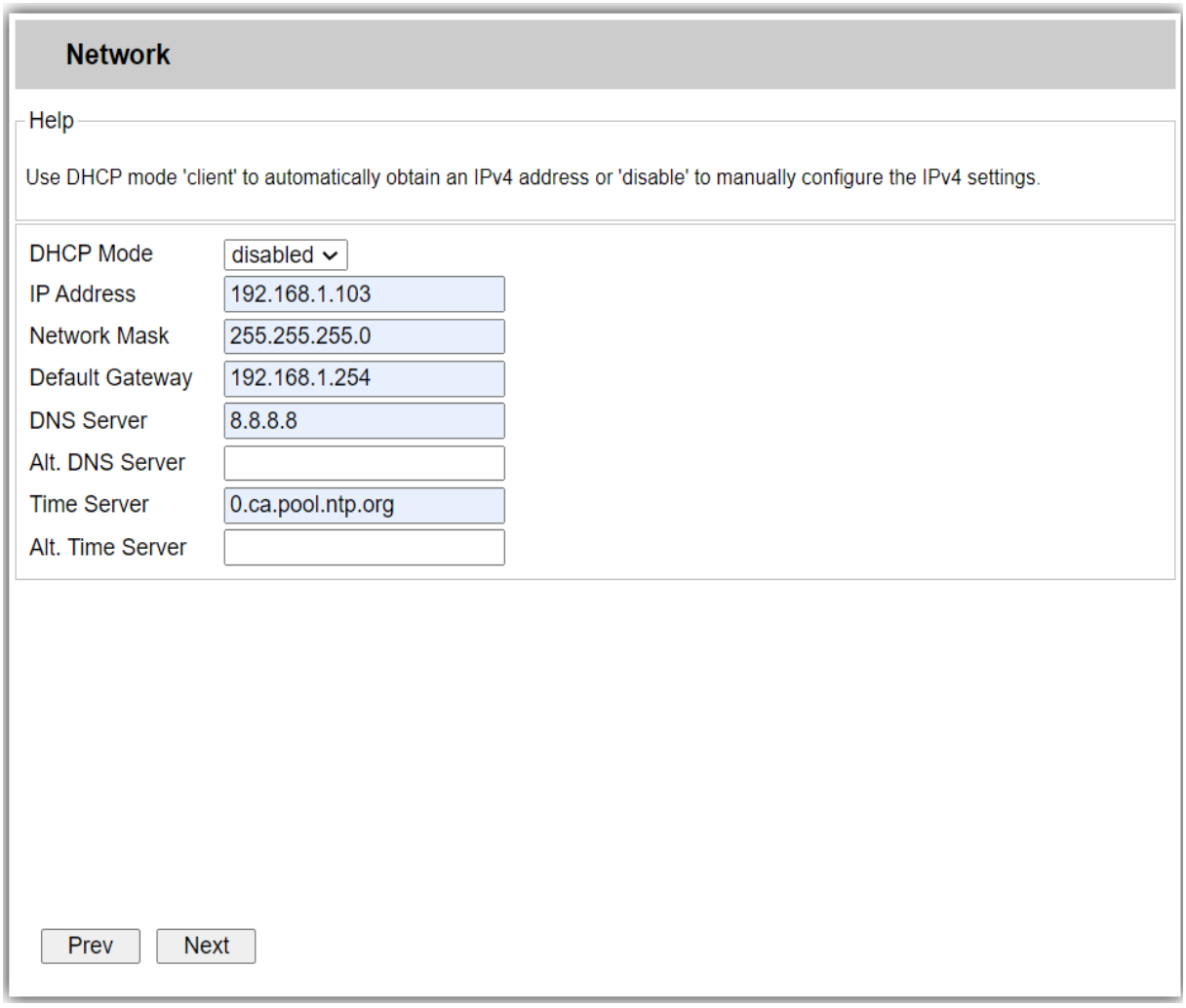


Click next to navigate Network configuration Wizard

5.3.2 Network Wizard

- The Master (and standby) in an IP-DECT System should either use 1)Static IP or 2) Reserved IP on the DHCP Server, configure static network details as below:

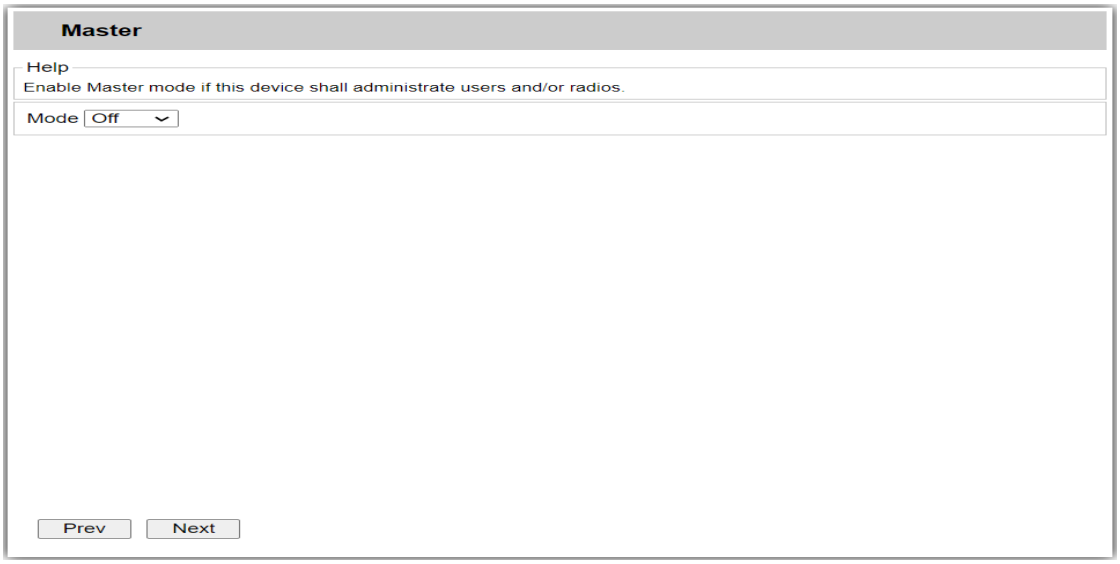




Click Next, you will navigate to the Master Configuration tab

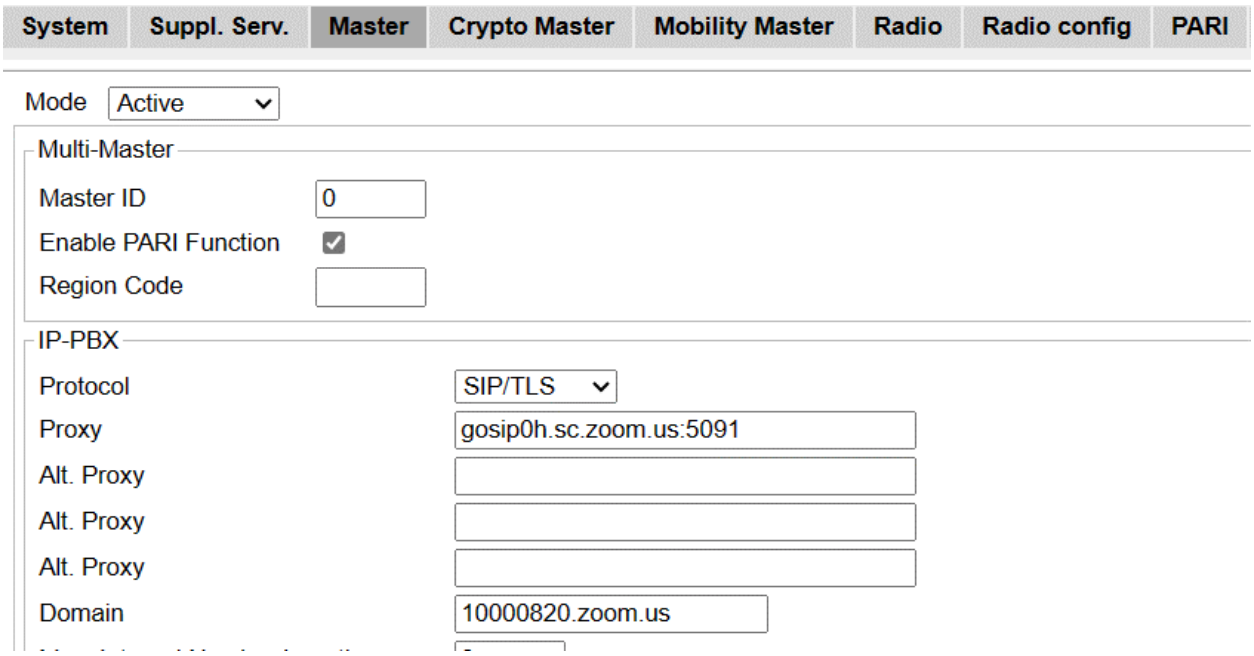
5.3.3 Master wizard

❖ enable Master Mode if this device manages users and radios.



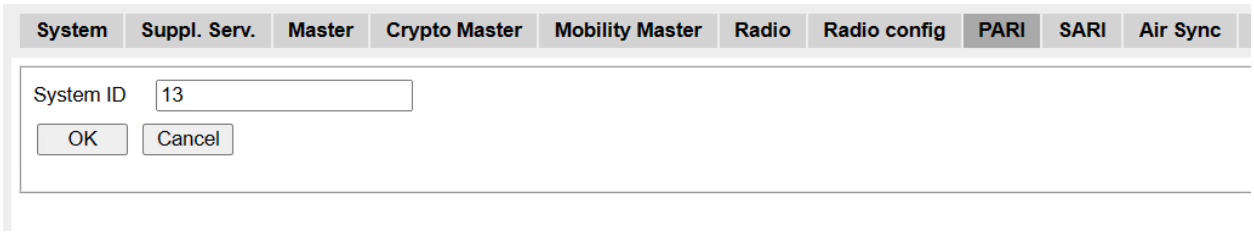
❖ If you want to change the default password, change it in system field and configure master settings by enabling PARI function and entering fields like SARI, protocol, and proxy.

- Enable PARI Function
- Protocol SIP/TLS
- Proxy: Enter Outbound proxy (get these details from Zoom extension Provision)
- Domain: Enter SIP Zoom Domain (get these details from Zoom Extension Provision)



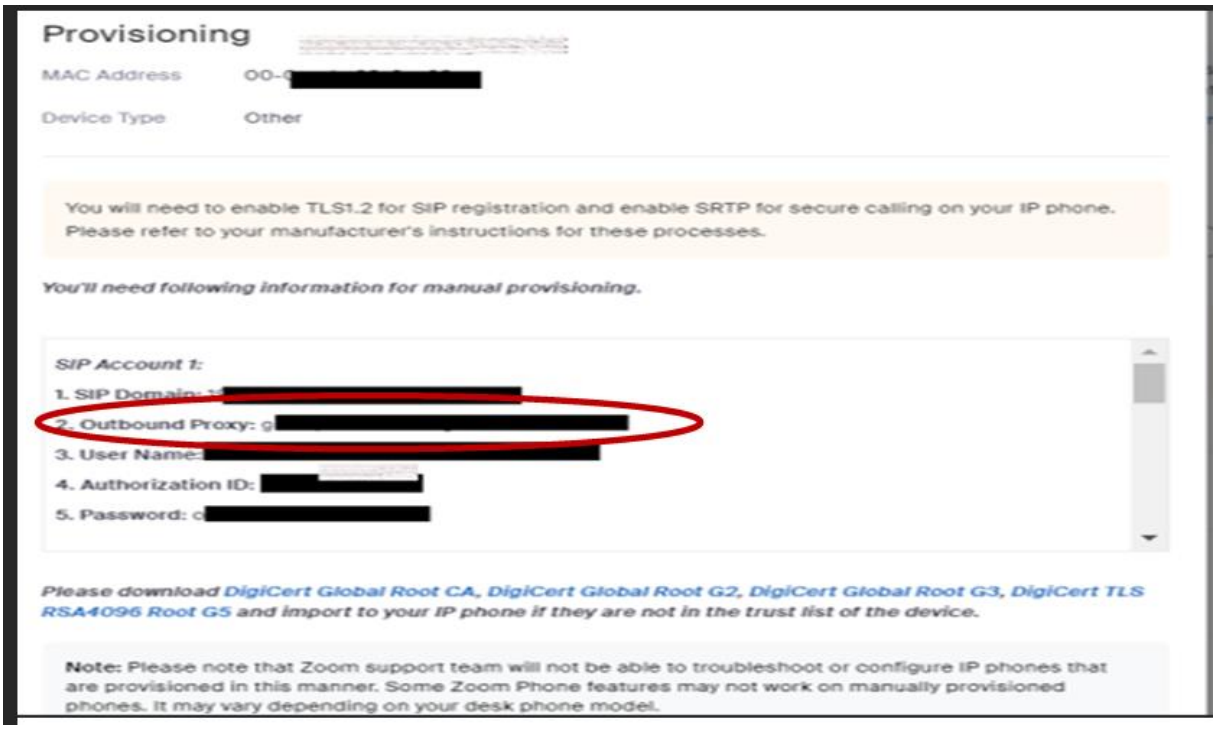
Please note: Proxy, Domain Name details are specific to Tenant and same can be accessed you're your Zoom Login. Please refer to Section 4.3 "Access Provisioning Menu" to get these details to enter here.

PARI



SARI

Get the proxy information from the zoom provisioning (ref : below Pic)
Click Next and navigated to Trusted certification tab



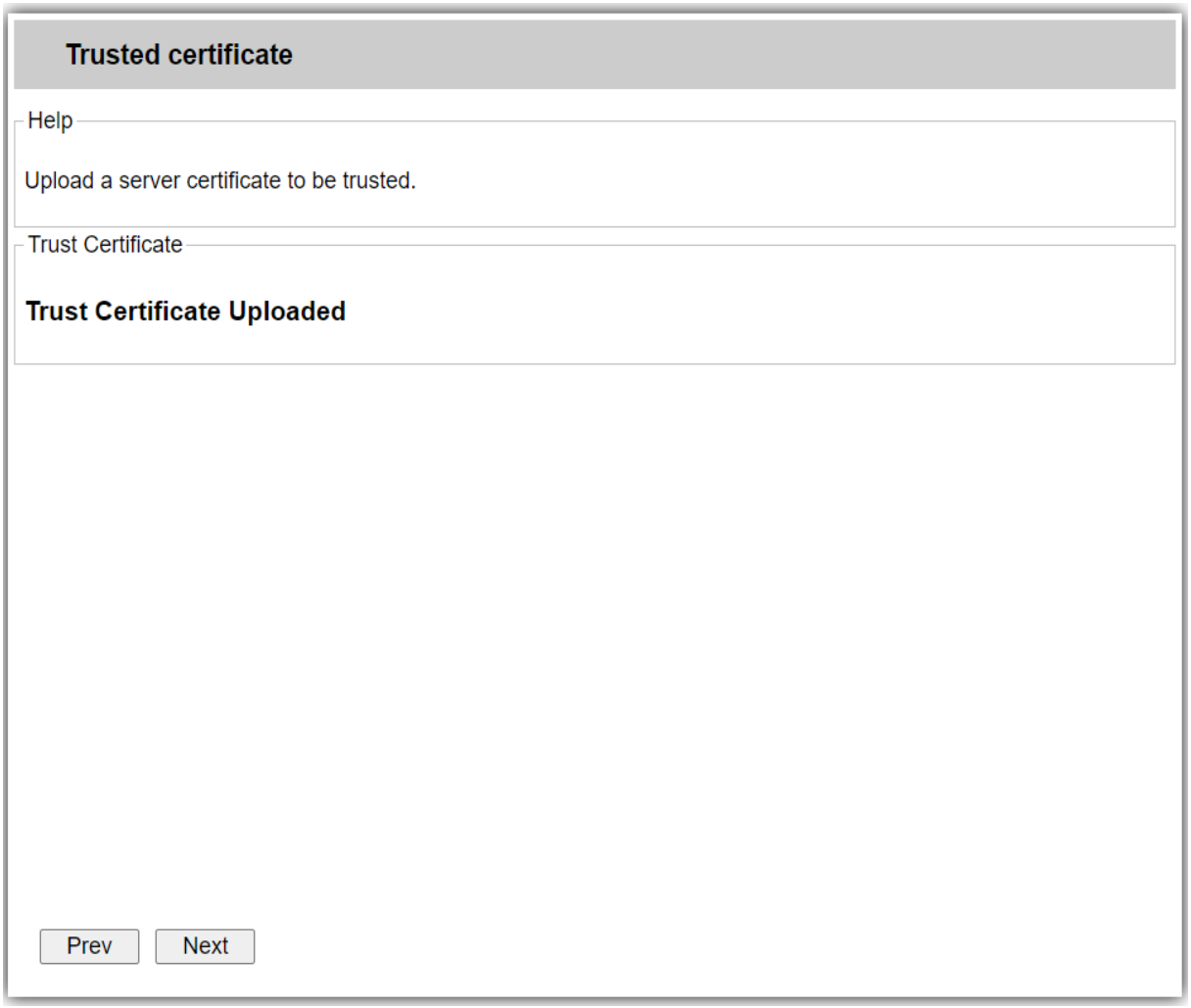
Click Next and navigated to Trusted certification tab

5.3.4 Trusted certification tab

The process of changing the TLS profile to 'strict' and uploading certificates should be done within these steps as they belong to the same section , this will also reduce one extra time of reset/reboot.

- A trust list is set up when the device must know which third parties (Zoom) it shall trust in. The list has the certificates to be accepted by the device for TLS secured connections.

- Download the Root CA certificate from Zoom Provision and Choose download Root CA certificate and click upload and click Next.



Navigate to Radio tab after uploading the certificate by click next option

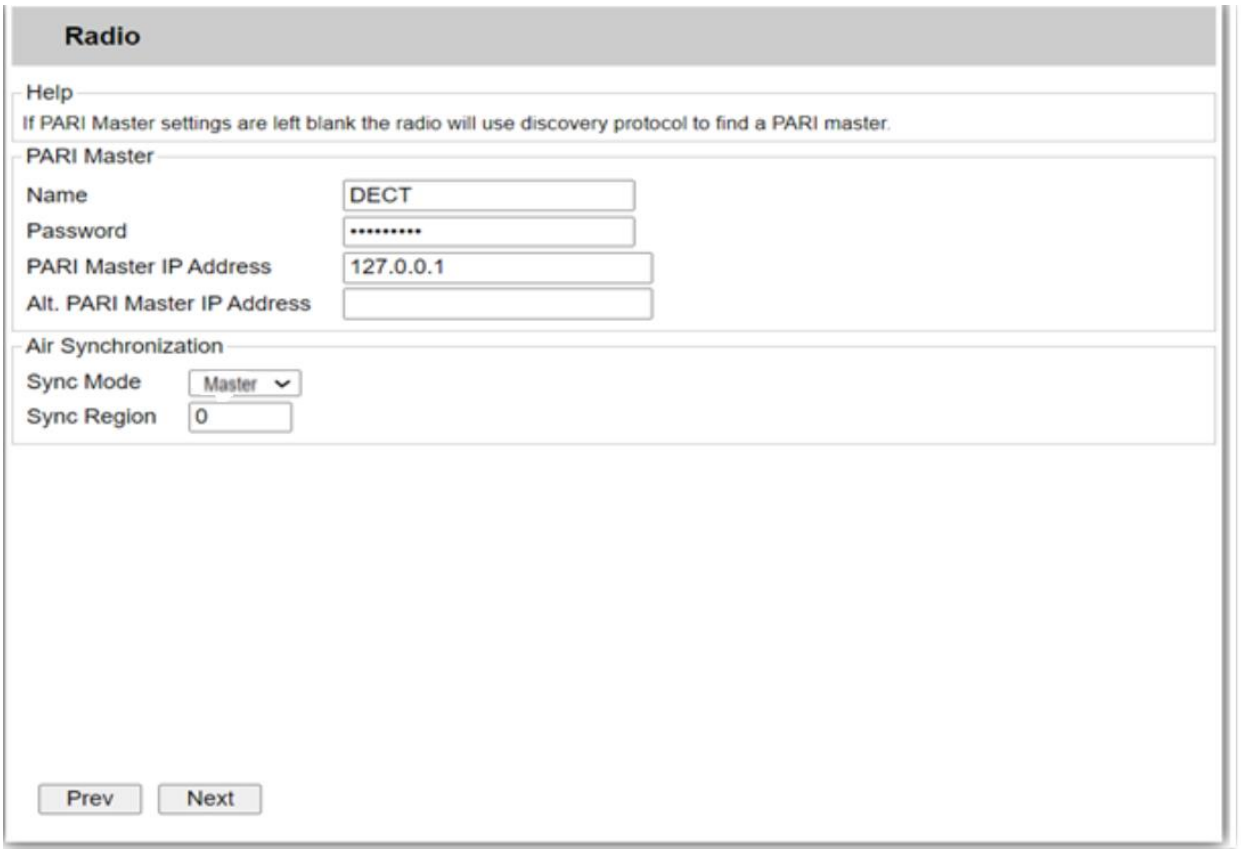
5.3.5 RADIO:

Configuration ->DECT->Radio
Check the 'PARI Master IP Address' to match with the defined IPv4 address of the Ascom IP-DECT base station, alternatively use the loopback address.

- In PARI MASTER field it will be auto filled with the value which we entered in the Master tab, Change the Air Sync mode to "**MASTER**" with drop down option.

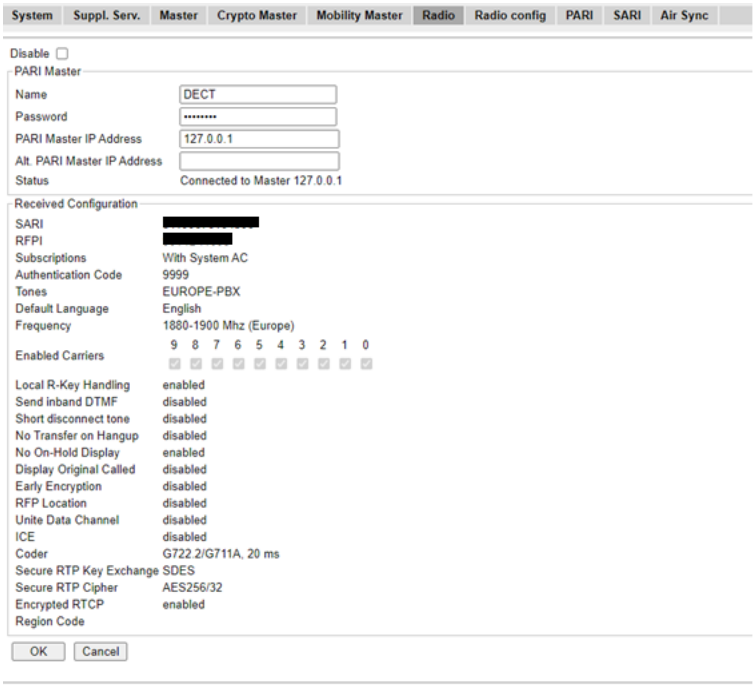
  - **Name: DECT** (must be the same as the DECT system name)
  - **Password**: Password of the System Station.

- **Pari Master IP Address** is the IP address of the Ascom IP-DECT Master Base Station.
  (Here represented using loopback IP Address)
- **Ensure correct air sync mode**
  (Here "Master")



Click Next to Navigate to next page Finish and complete.

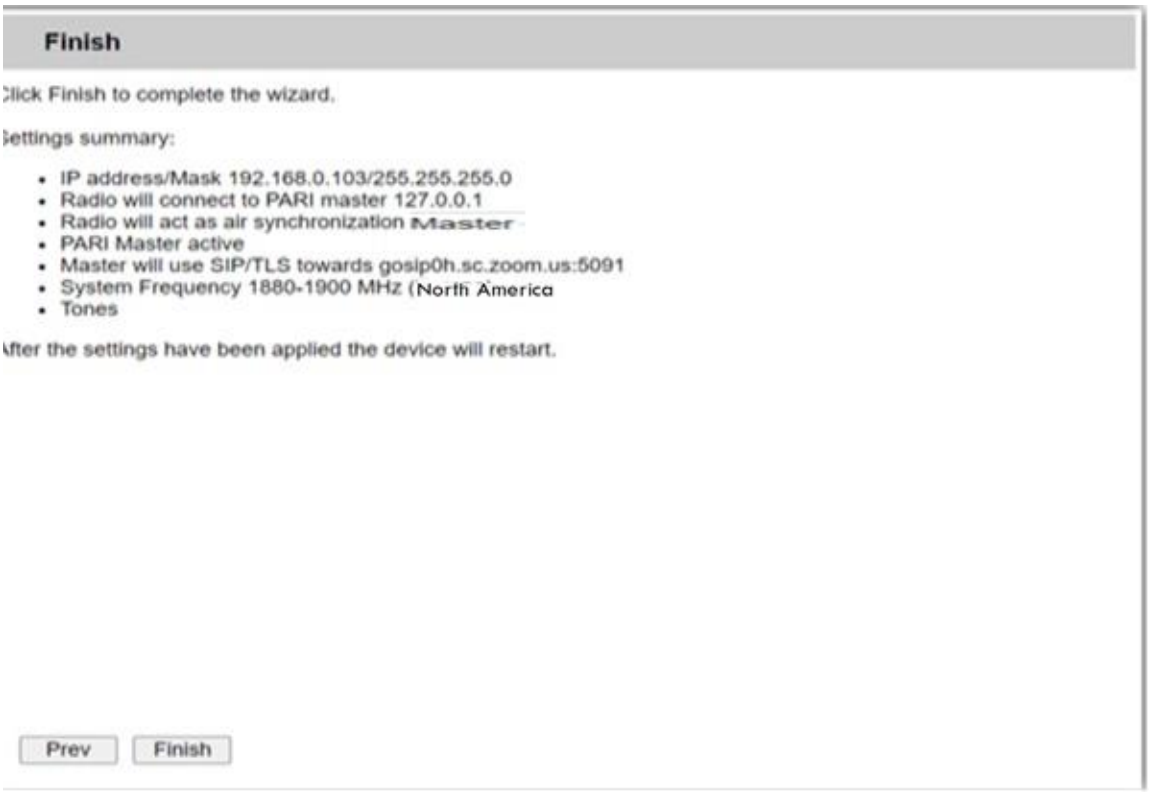
Complete setting of RADIO post configuration

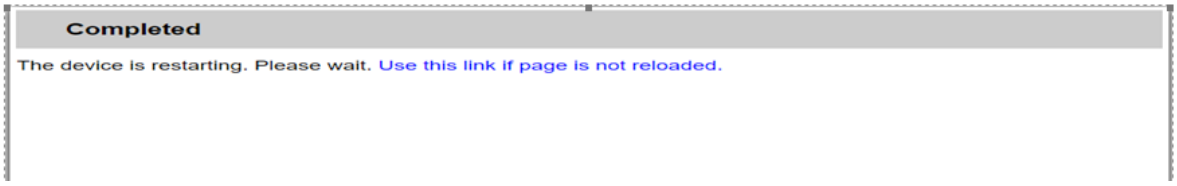


Note: The radio frequency depends on the location of DECT system.

5.3.6 **Finish**

Click Finish to complete the configuration wizard. The setting will be applied, and the system will reboot.

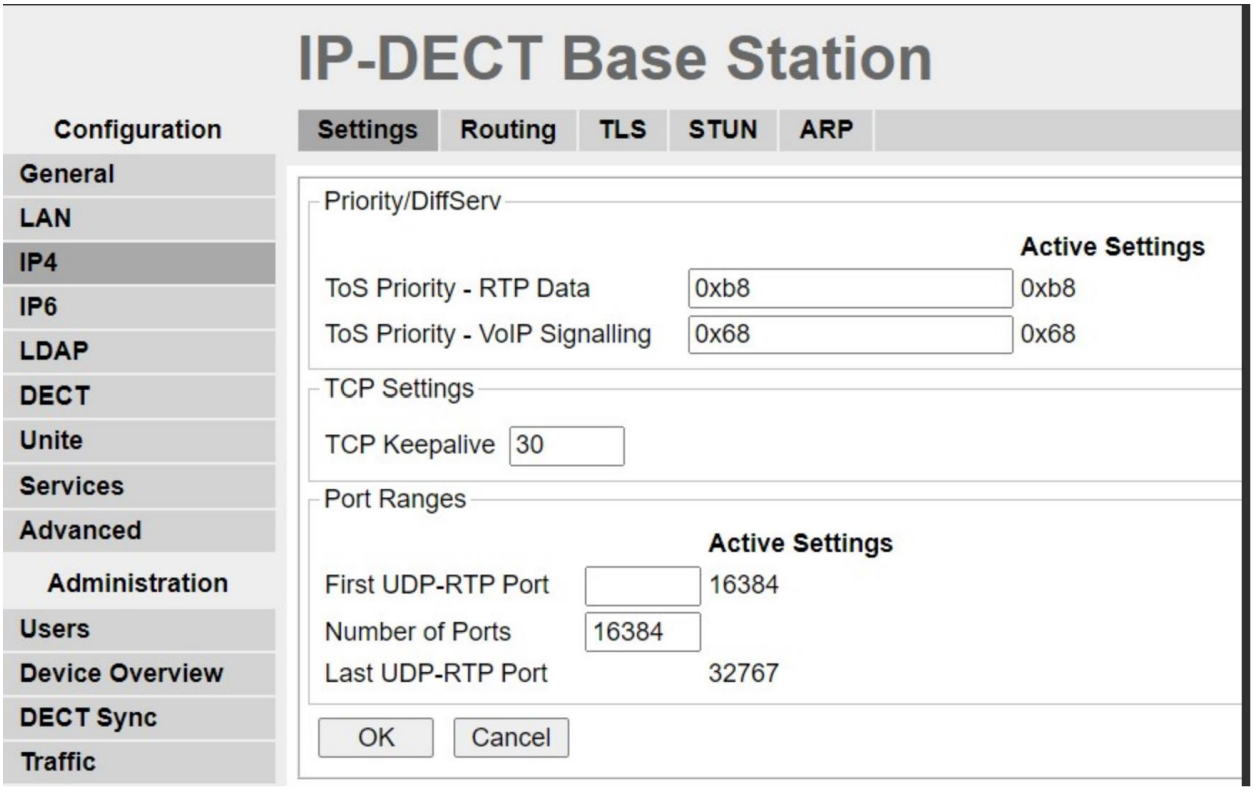




Again, log on to the IP-DECT base station. Once logged on, you will navigate to General information Dashboard.

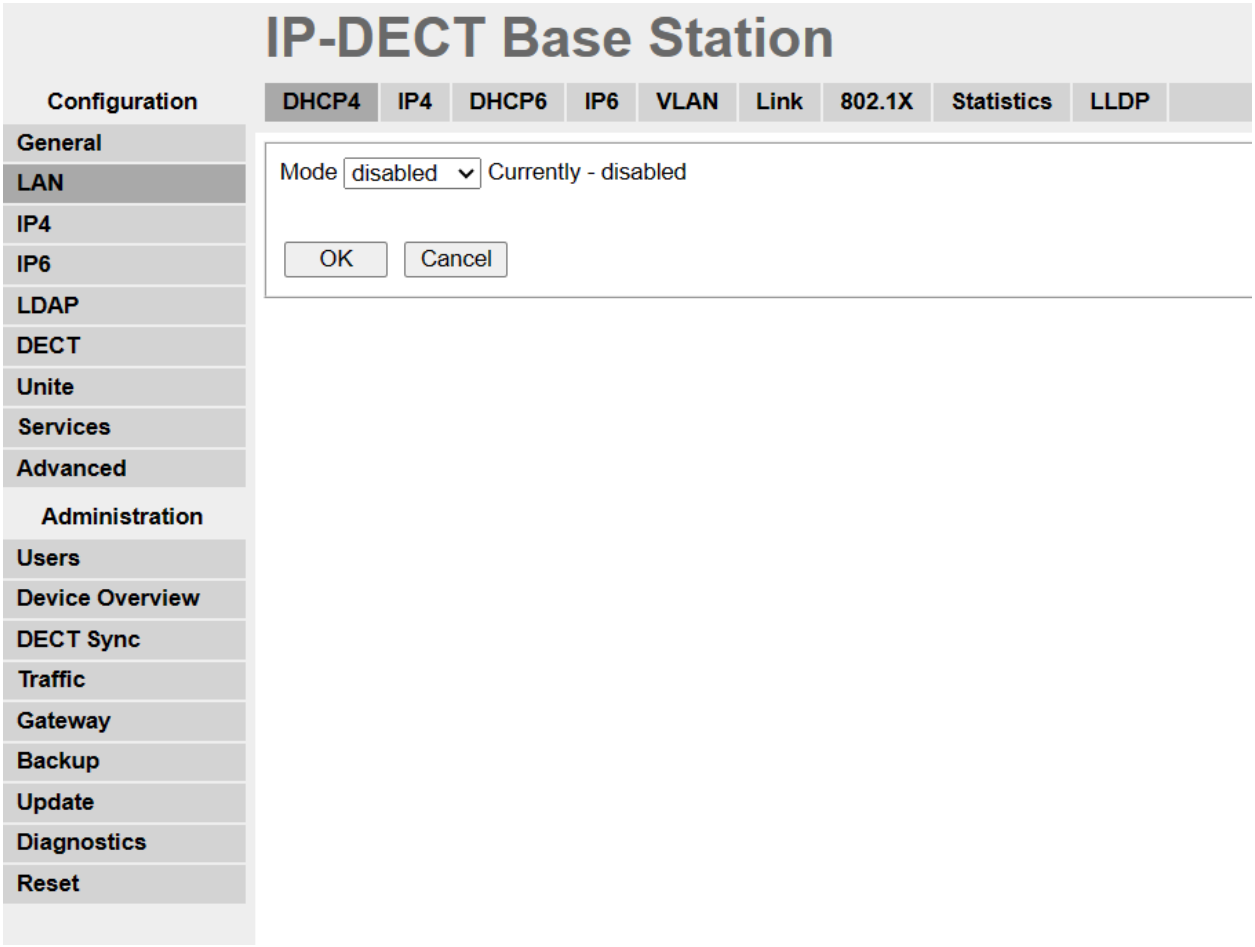
5.4 CLICK ON GENERAL INFORMATION:

In NATed environment, Ascom recommends setting the TCP Keepalive intervals between 20-30s

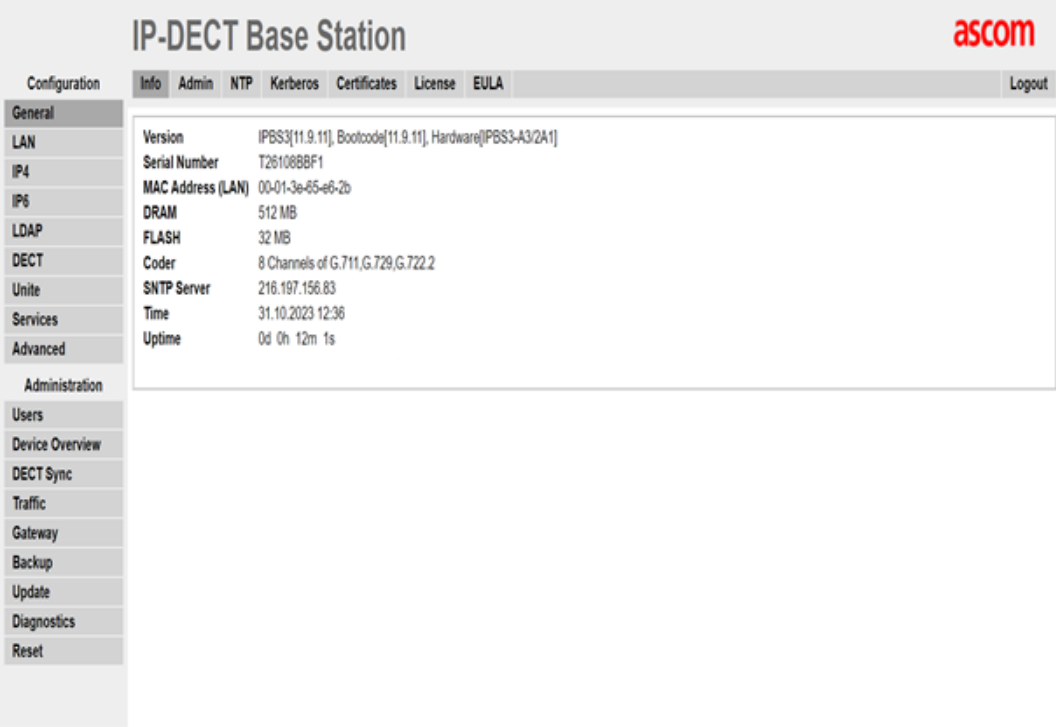


Disabling DHCP:

- Navigate to LAN > DHCP
- Select "disabled" in the Mode drop-down list.
- Then Click "OK".
- This will present the user with the clickable red text which reads “reset required”. Click reset needed .



After re-login the user is presented with the General Info frame where the system information for the Ascom IP-DECT Base Station is displayed.

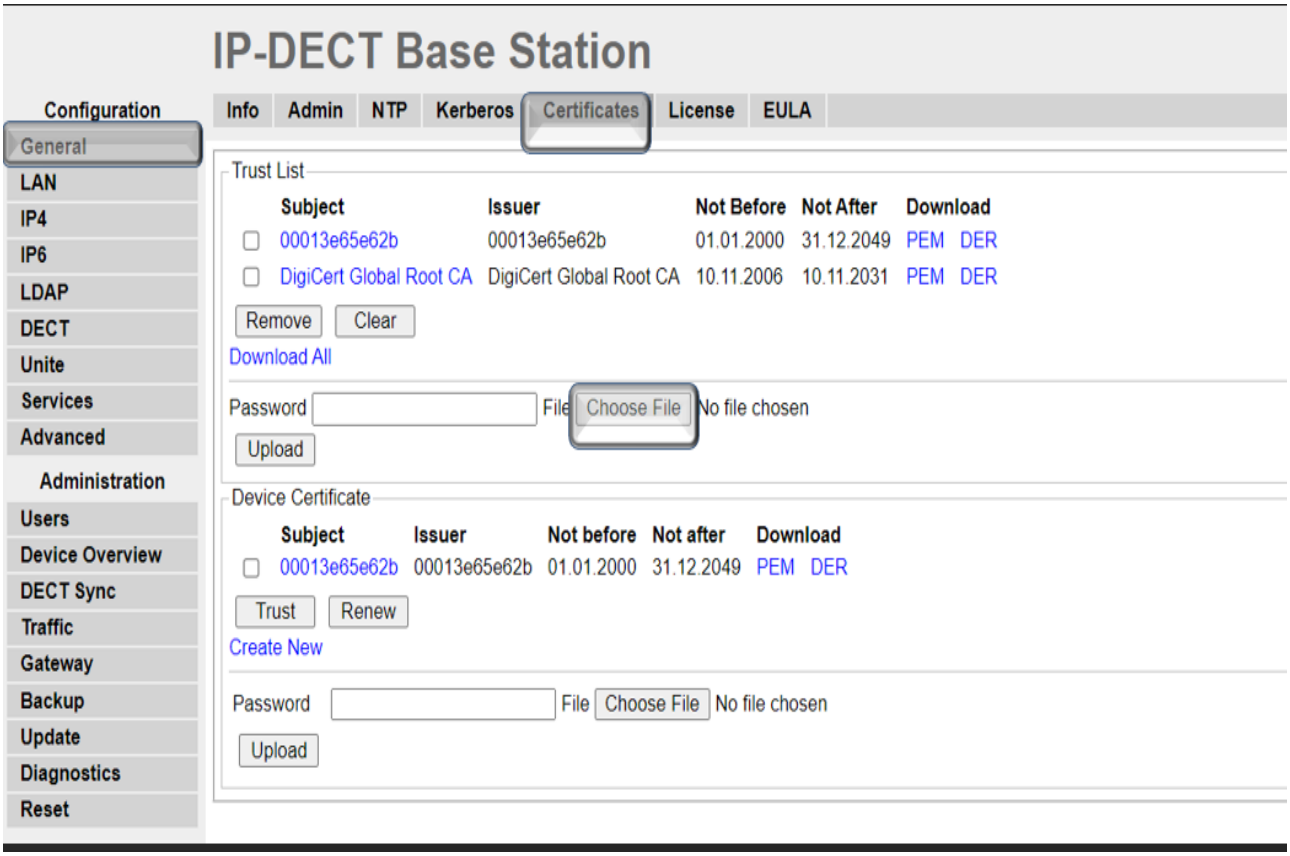


5.4.1 TLS

The list has the certificates to be accepted by the device for TLS secured connections.

Select Configuration > General > Certificates.
Choose the CA certificate and click upload and restart the device to affect the changes.
A trust list is set up when the device must know which third parties (Zoom) it shall trust in.

Navigate to General ->Certificates.


IP-DECT Base Station
Configuration
General
LAN
IP4
IP6
LDAP
DECT
Unite
Services
Advanced
Administration
Users
Device Overview
DECT Sync
Traffic
Gateway
Backup
Update
Diagnostics
Reset
Info
Admin
NTP
Kerberos
Certificates
License
EULA
Trust List
Subject
Issuer
Not Before
Not After
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PEM DER
DigiCert Global Root CA
DigiCert Global Root CA
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PEM DER
Remove
Clear
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Password
File
Choose File
No file chosen
Upload
Device Certificate
Subject
Issuer
Not before
Not after
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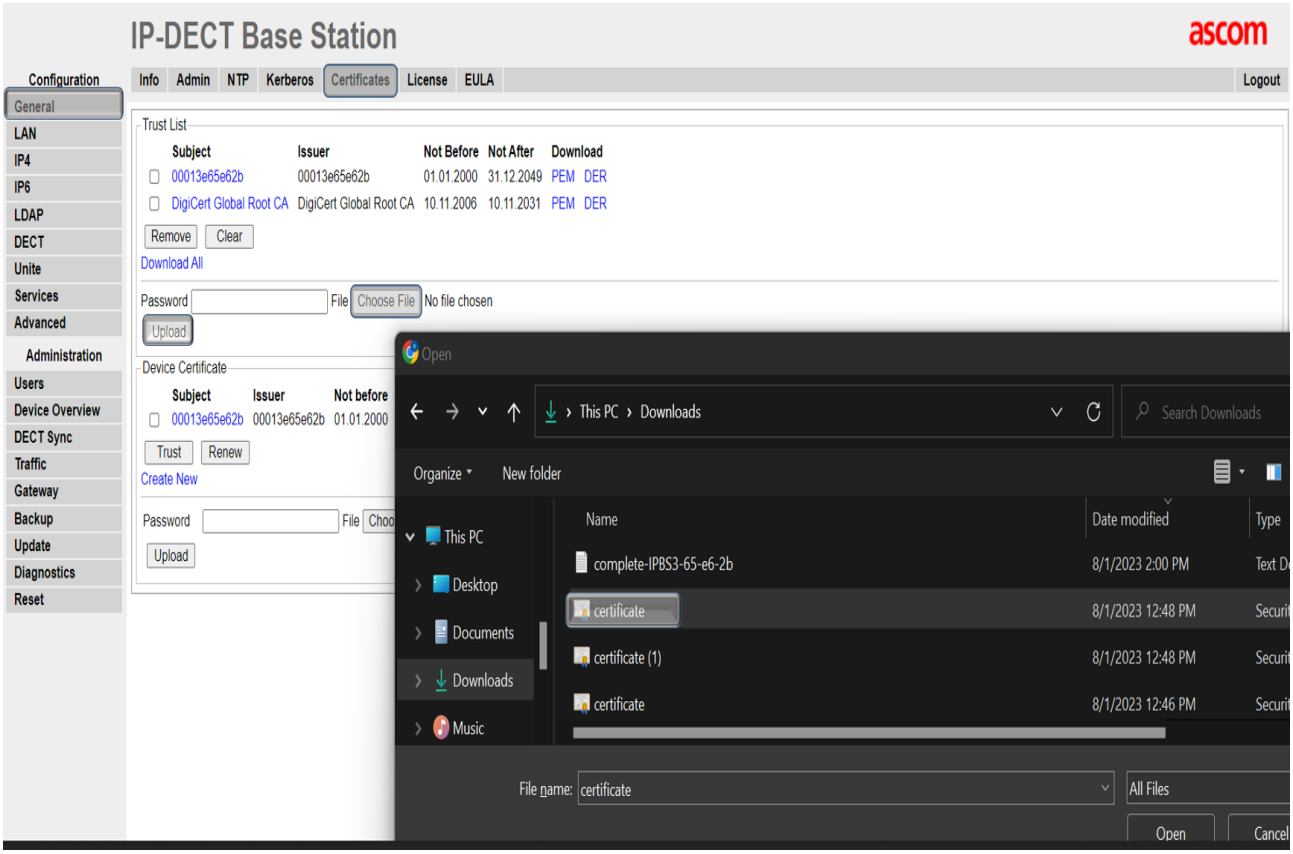
Renew
Create New
Password
File
Choose File
No file chosen
Upload


IP-DECT Base Station
ascom
Configuration
General
LAN
IP4
IP6
LDAP
DECT
Unite
Services
Advanced
Administration
Users
Device Overview
DECT Sync
Traffic
Gateway
Backup
Update
Diagnostics
Reset
Info
Admin
NTP
Kerberos
Certificates
License
EULA
Logout
Trust List
Subject
Issuer
Not Before
Not After
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DigiCert Global Root CA
DigiCert Global Root CA
10.11.2006
10.11.2031
PEM DER
Remove
Clear
Download All
Password
File
Choose File
No file chosen
Upload
Device Certificate
Subject
Issuer
Not before
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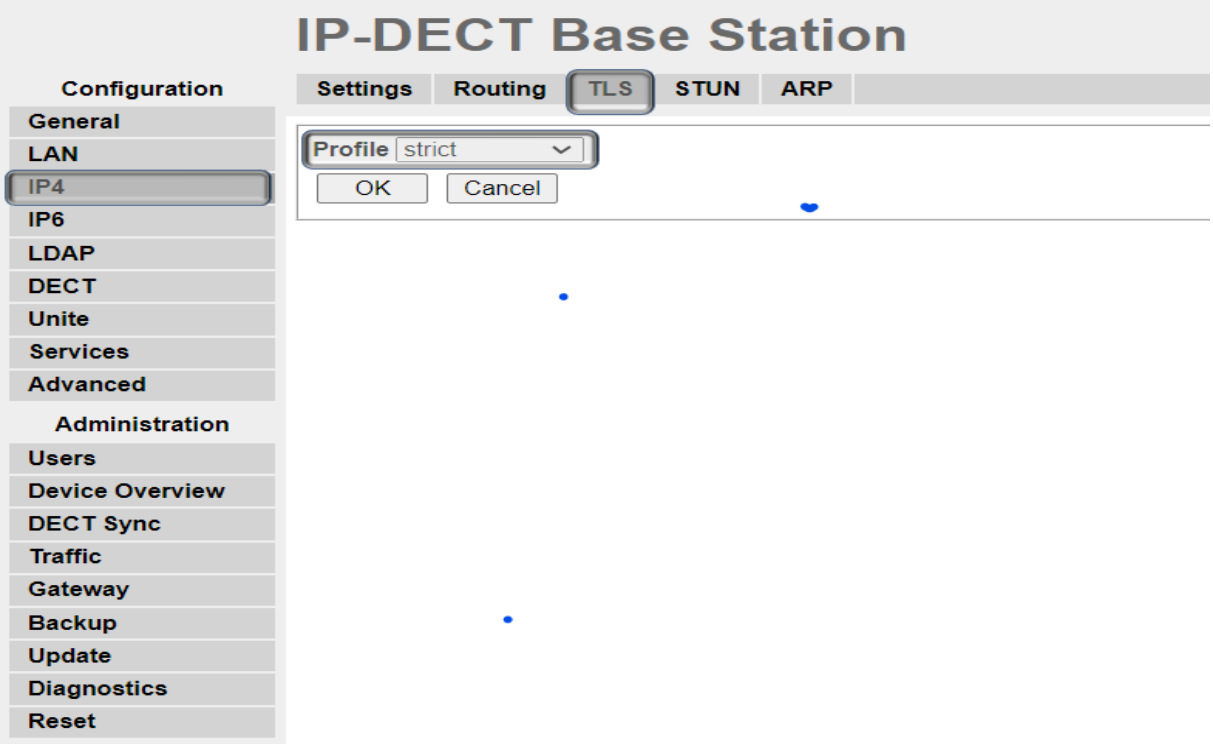
Trust
Renew
Create New
Password
File
Upload
Open
This PC
Downloads
Search Downloads
Organize
New folder
This PC
Desktop
Documents
Downloads
Music
Name
Date modified
Type
complete-IPBS3-65-e6-2b
8/1/2023 2:00 PM
certificate
8/1/2023 12:48 PM
certificate (1)
8/1/2023 12:48 PM
certificate
8/1/2023 12:46 PM
File name:
certificate
All Files
Open
Cancel

Navigate to IP4 > TLS >change profile to “Strict” in the drop down menu.



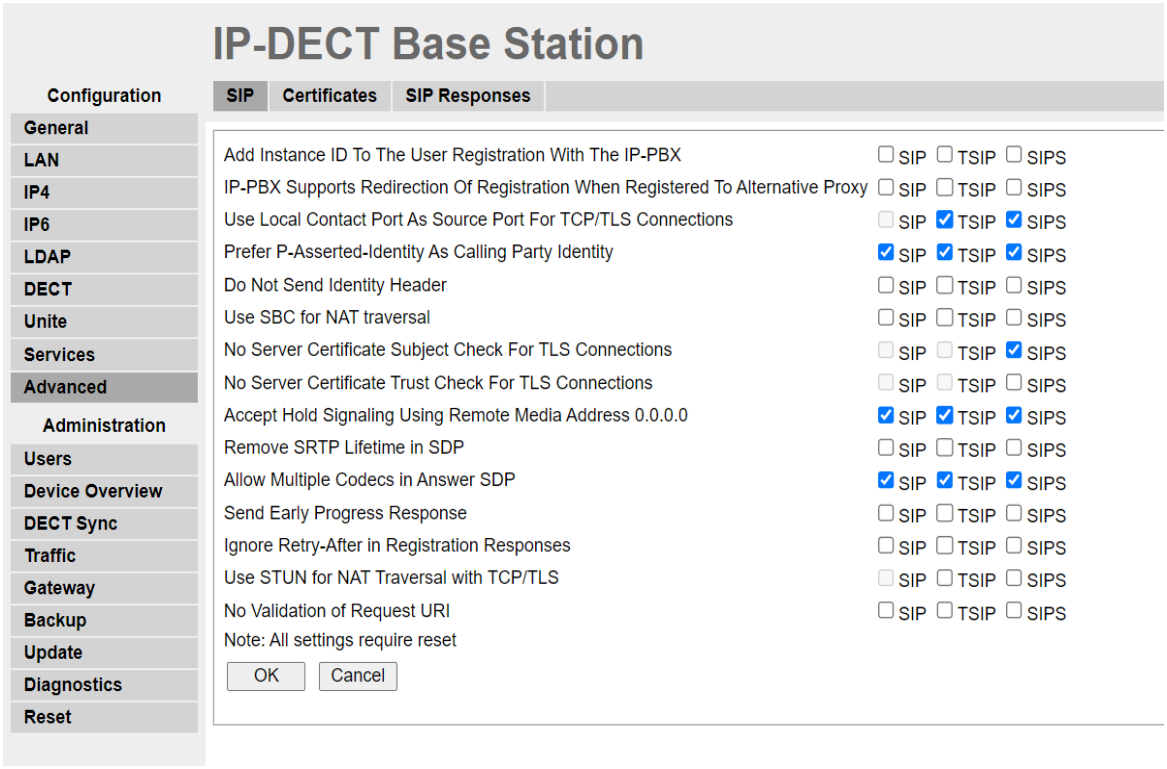
5.4.2 Navigate to the DECT System frame by clicking DECT and then clicking System.

Cross check all the below fields

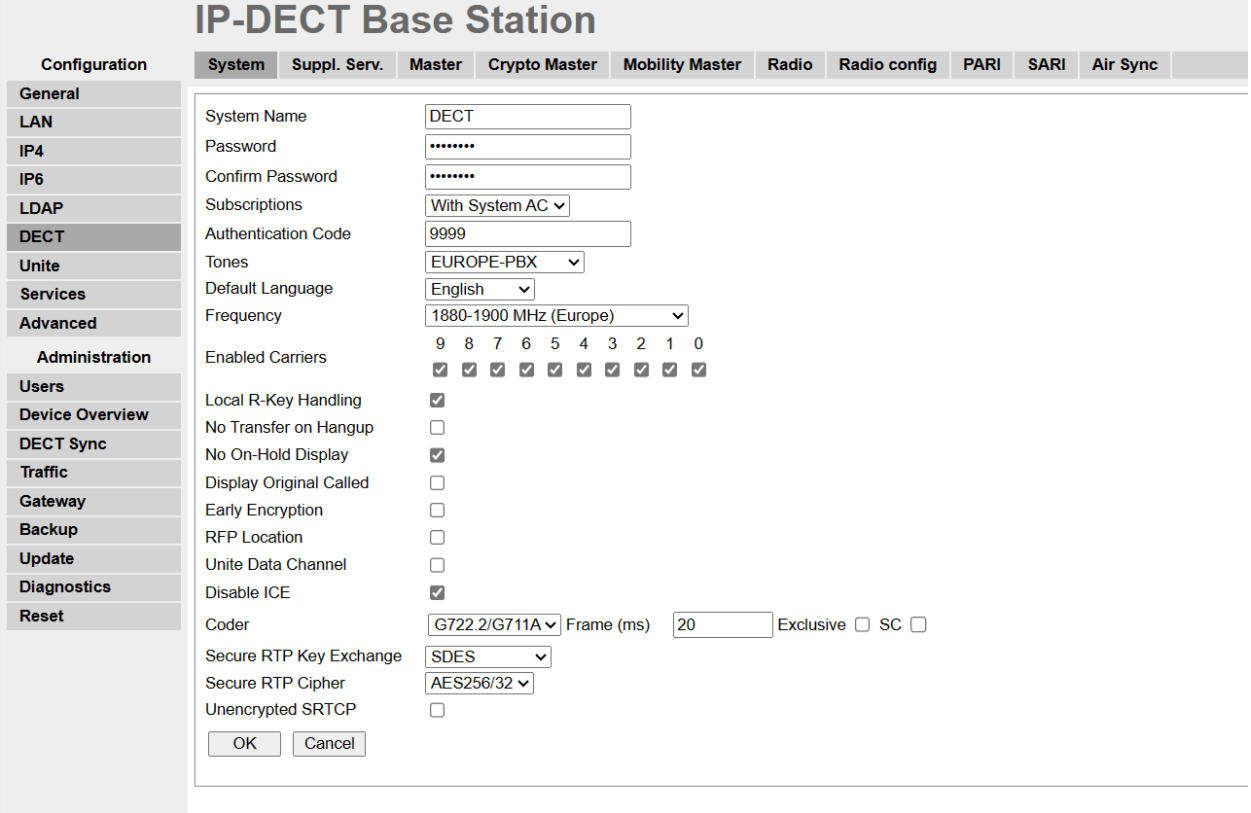
- Subscriptions: can be set to “**With User AC**”, “**With System AC**”, or “**Disable**”. In the sample configuration “With System AC” was used. This enables the system to use the Authentication Code when challenging DECT handsets during registration. The Authentication Code is a numerical code that every DECT handset will need to use to subscribe to this system, in our example we set the access code to “1234”.
  For North America:
  Tones: Use the drop-down list for **Tones** and select “US”. Use the drop-down list for Default Language and select “English”. Use the drop-down list for Frequency and select “North America”. By default, carriers 0,1,2,3 and 4 will be checked. The Enable Carriers check boxes enable the DECT handsets to use different channels or frequencies when transmitting.
  Other Regions:
  Actual radio frequencies will depend on the location of the DECT system. See Ascom’s documentation for further information.
- Coder: Use the drop-down list for **Coder** and select “G722.2/G711A” and set Frame (ms) to 20.
- RTP Key Exchange: Use the drop-down list for **RTP key exchange** and set SDES.

- RTP Cipher: Use the drop-down list for **RTP cipher** AES256/32

Configuration->Advanced->SIP



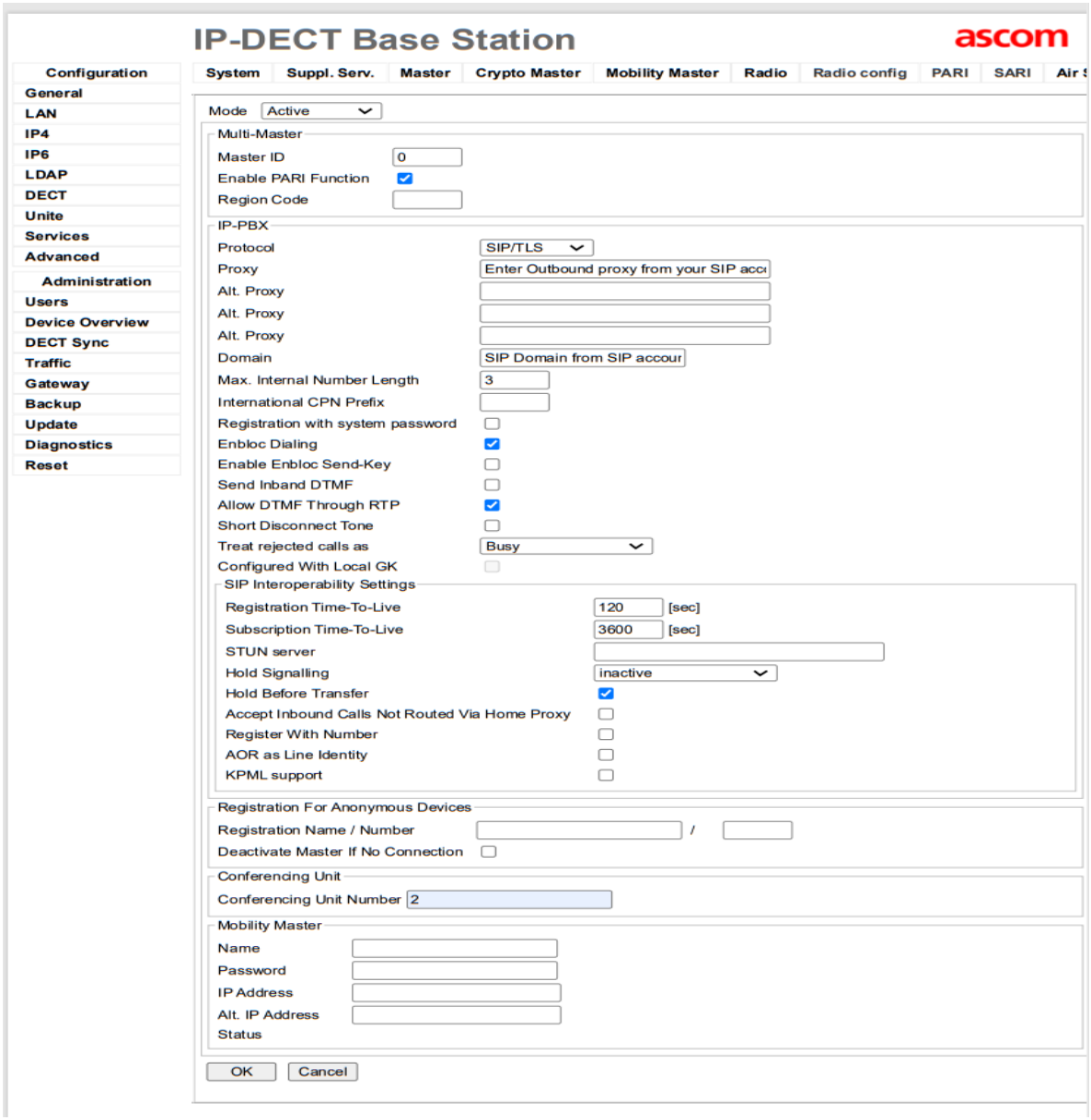
Configuration → DECT → System



5.4.3 Navigate to the DECT Master frame by clicking DECT and then clicking Master.

You will see the following display screen telling you to configure the admin password on the DECT/System page. Click OK.

- Make sure you check the Enable **Pari** function box.
- Use the IP-PBX, Protocol drop-down list to set the protocol to "**SIP/TLS**".
- The **IP-PBX Proxy** is set to the IP address of the Zoom (ref: Zoom provision Table below) Switch that you enabled SIP Proxy ports.
- SET the **Domain** with information from Zoom Provision Menu as mentioned below.
- The Max. Internal number length should be set to the length of your internal extension length.
- Checking the Enbloc Dialing box will allow for post dialing.
- You should also enable (check) the following parameters: Allow DTMF through RTP, accept inbound calls not routed via home proxy and register with number.
- Zoom also recommends that you configure **Registration Time-To-Live** to a value of 120s. Leave the Subscription Time-To-Live at 3600s (default).
- Click OK when finished.


IP-DECT Base Station
ascom
Configuration
General
LAN
IP4
IP6
LDAP
DECT
Unite
Services
Advanced
Administration
Users
Device Overview
DECT Sync
Traffic
Gateway
Backup
Update
Diagnostics
Reset
System
Suppl. Serv.
Master
Crypto Master
Mobility Master
Radio
Radio config
PARI
SARI
Mode
Active
Multi-Master
Master ID
0
Enable PARI Function
Region Code
IP-PBX
Protocol
SIP/TLS
Proxy
Enter Outbound proxy from your SIP acc
Alt. Proxy
Alt. Proxy
Alt. Proxy
Domain
SIP Domain from SIP accour
Max. Internal Number Length
3
International CPN Prefix
Registration with system password
Enbloc Dialing
Enable Enbloc Send-Key
Send Inband DTMF
Allow DTMF Through RTP
Short Disconnect Tone
Treat rejected calls as
Busy
Configured With Local GK
SIP Interoperability Settings
Registration Time-To-Live
120
[sec]
Subscription Time-To-Live
3600
[sec]
STUN server
Hold Signalling
inactive
Hold Before Transfer
Accept Inbound Calls Not Routed Via Home Proxy
Register With Number
AOR as Line Identity
KPML support
Registration For Anonymous Devices
Registration Name / Number
/
Deactivate Master If No Connection
Conferencing Unit
Conferencing Unit Number
2
Mobility Master
Name
Password
IP Address
Alt. IP Address
Status
OK
Cancel

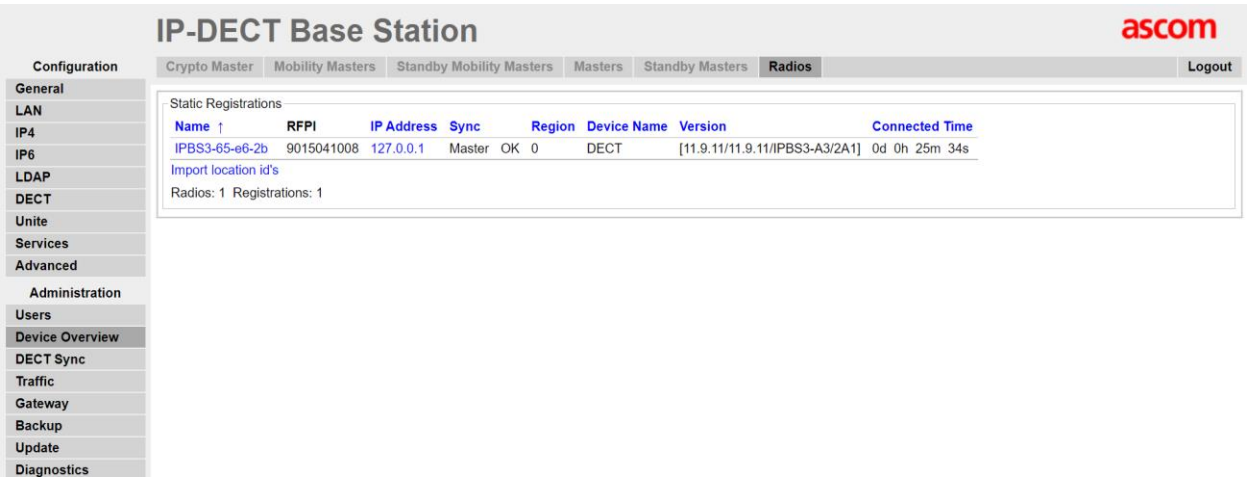
Zoom Provision table:

Refer section 4.3 “Access Provisioning Menu” to get this Provisioning information specific to the user and the tenant.

5.4.4 Device Overview

Navigating to Device Overview > Radio.

- Check the status of the device, is it synced and ready to use
- All master and slave devices are listed with status. Status must be “OK” to subscribe the phone.



6 (Admin) Ascom DECT Handset Configuration

Handset Subscribe and Pairing

Administration->Users:

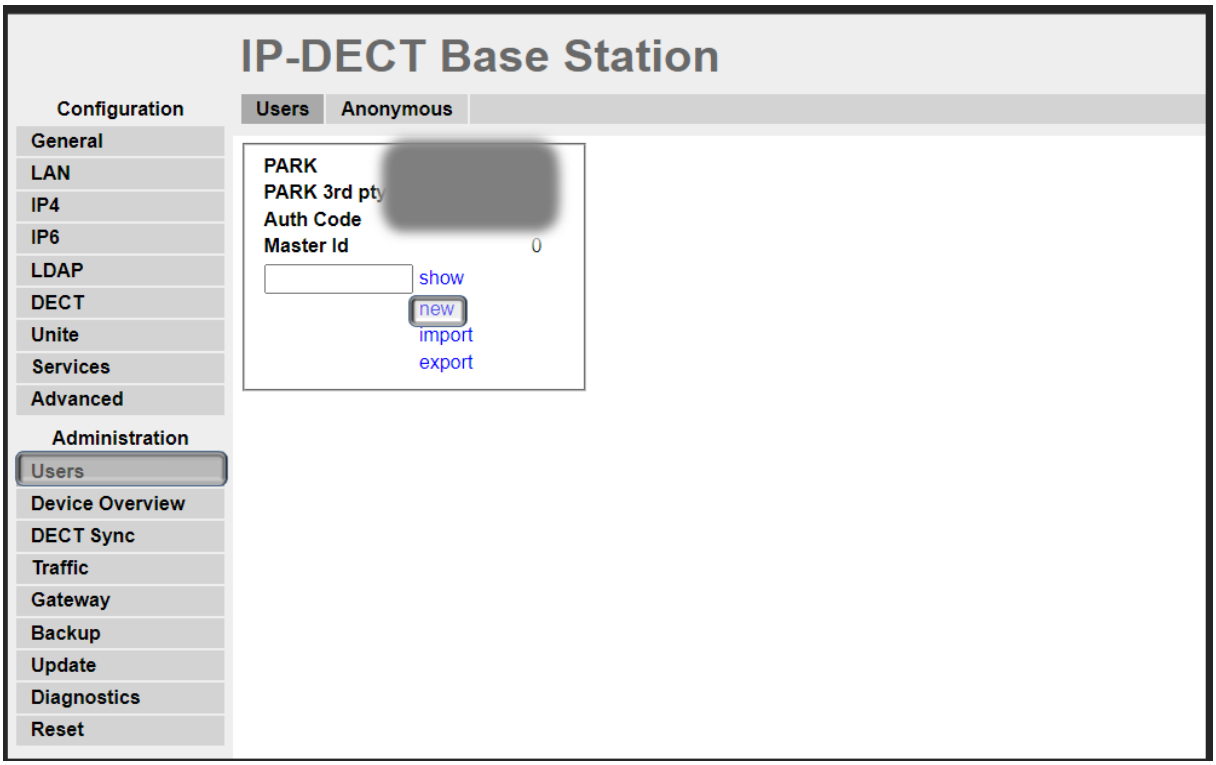
Long Name/Display name

Name should be User name from SIP credentials

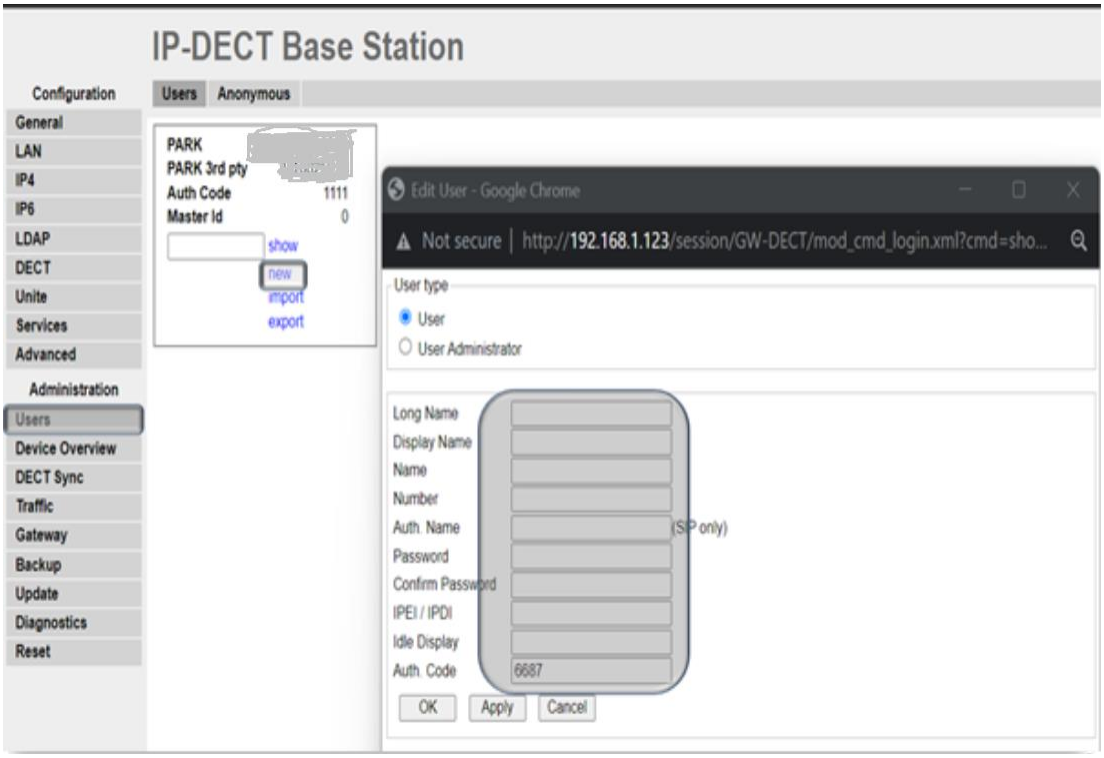
Password: auth password from SIP credentials

Navigate to the Users frame by clicking Users and then clicking Users.

Click new to provision a new user account. This value is needed when programming Ascom DECT handsets. The PARK code is like an SSID in an 802.11 wireless environment.



And click on **new** to add new user.

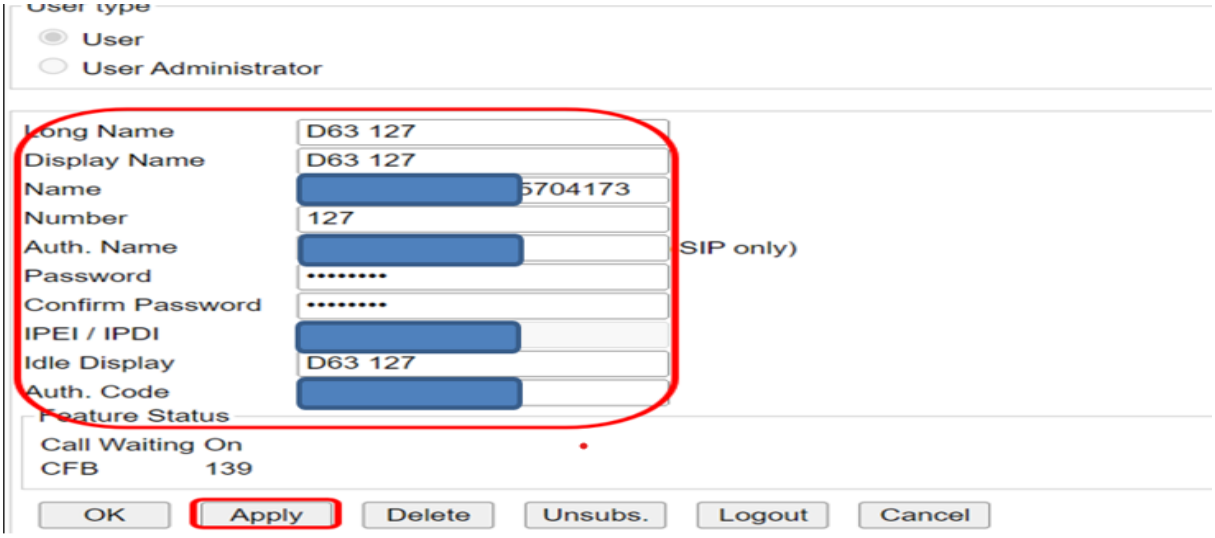


- The user is presented with the Edit User web page.
- Long Name can be any descriptive name that shows this user.
- Name used to register with ZOOM telephony system.
- The Number field is the extension assigned to this user.
- The Password field is the password used to register with the Zoom.us phone.
- The box below Password is to confirm the password and the value entered for the Password field must be entered here.
- Display Text is the text string that will be displayed on the LCD screen of the Ascom DECT Handset.
- The user auth code configured as shown in screenshot above must be used when pairing the handset with the base station.

  Make sure DECT user configuration corresponds with the fields below from zoom provision Menu (ref: below Zoom Provision table) which supplies details.

Please see chapter "4.14 Add users" in the Ascom IPBS3 Installation and Operation Manual

(11.9.x) for further information about adding users.

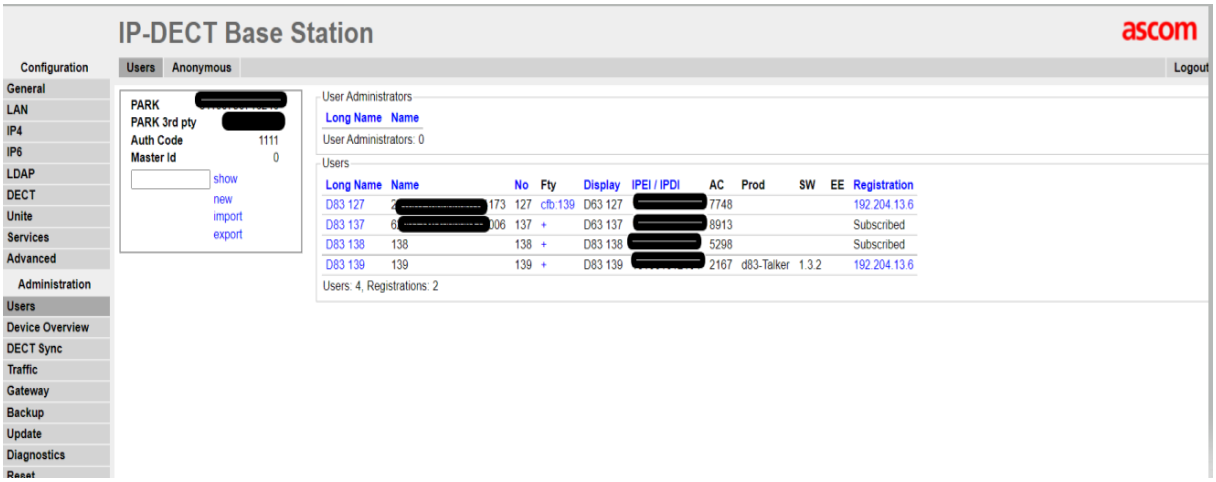


- Name : Zoom User Name
- Auth Name : Zoom Authorisation ID
- Password: Zoom Password

Zoom Provision Menu

Refer section 4.3 “Access Provisioning Menu” to get this Provisioning information specific to the user and the tenant.

- From a web browser open a connection to the Ascom IP-DECT Master Base Station.
- Navigate to the Users frame by clicking Users then clicking Users and then clicking show.
- The Registration state of “Not Subscribed” indicates that an Ascom DECT Handset has not registered to the Ascom IP-DECT Base Station and a registration is requested by that extension.
- A Registration state of “Subscribed” indicates that an Ascom DECT Handset has connected to the Ascom IP-DECT Base Station and is requested by that extension.
- Displays the IP Address of the Zoom.us phone indicates the extension has successfully registered to both the Ascom IP-DECT Base Station and Zoom.us phone.

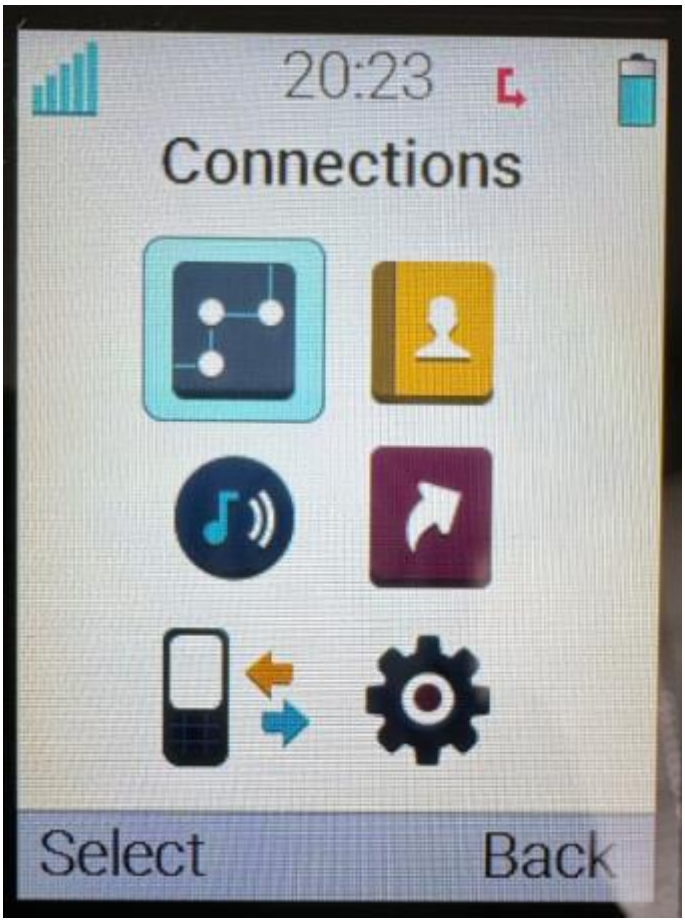


The handset subscribe and pairing procedure does not require the SIP registration on the IP-DECT base station to be successful. The handset should stay close to the base station during initial pairing.

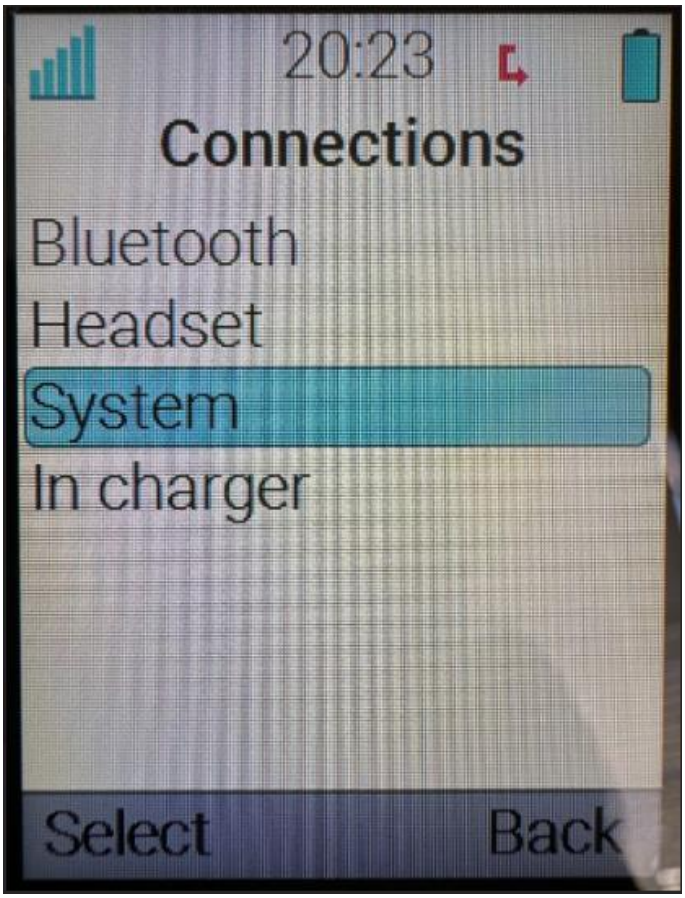
Protection OFF for initial pairing; once set the admin of the DECT system can decide to turn ON/OFF .

7 (USER) Base station configuration:

- Switch on the handset device **d43/d63/d83**
- Select Menu on the base station LED > Navigate Connections tab >

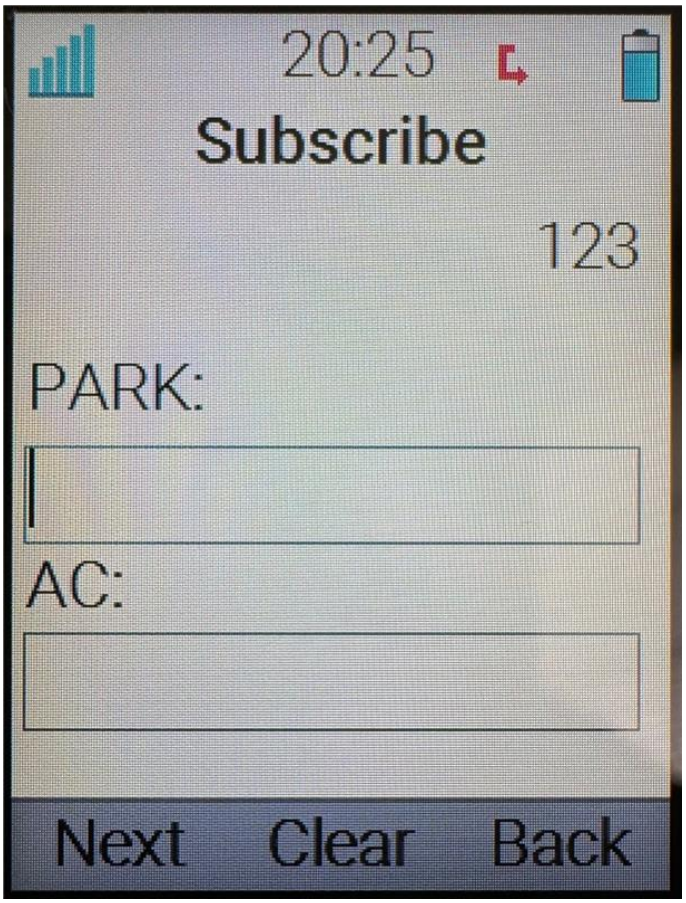


- Select to System tab >

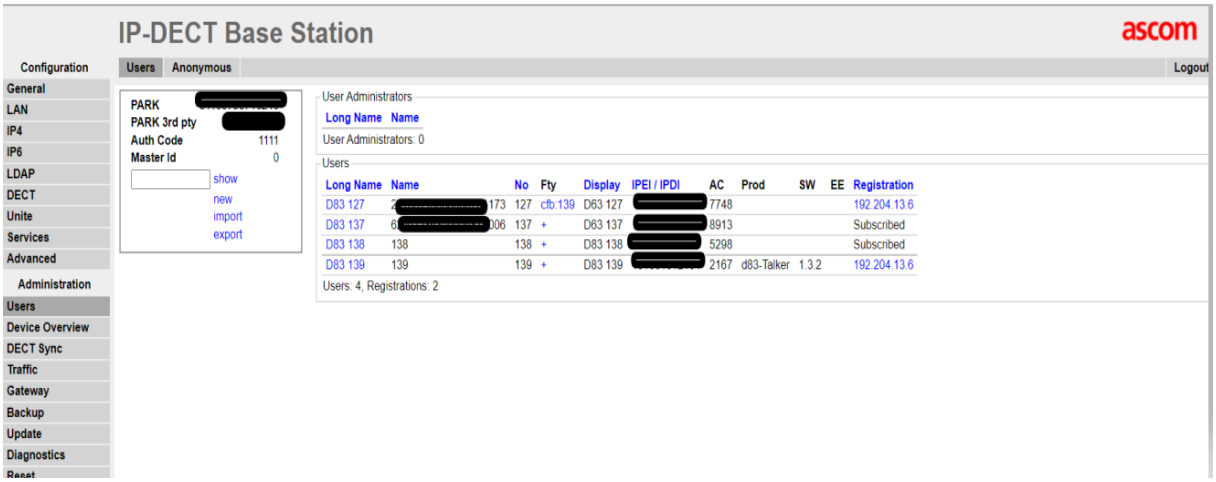


- Select Subscribe >
- Enter IPDI and User ID > IPDI is default, Enter the user ID (example Station extension)

- Click Next and Enter system Name >
- Change the system AC number to a random 4 digit number and change to 'use System AC'. This is done on the Ascom IP-DECT base station. Refer to the screenshot of Configuration->DECT->System..
- Manually Enter the PARK and AC in the handset , important to leave the Auth. Code section as default (Administration-User-Users)
- then Enter PARK and AC and save protection ON or OFF to register the phone.
- **Note that protection ON locks out the option on the handset to delete the active pairing with the DECT system. Thereafter, the pairing can only be modified from Ascom WinPDM (PC)/Device Management (remote).**
- Find the PARK and AC information from the base station administration. Click OK to subscribe the phone



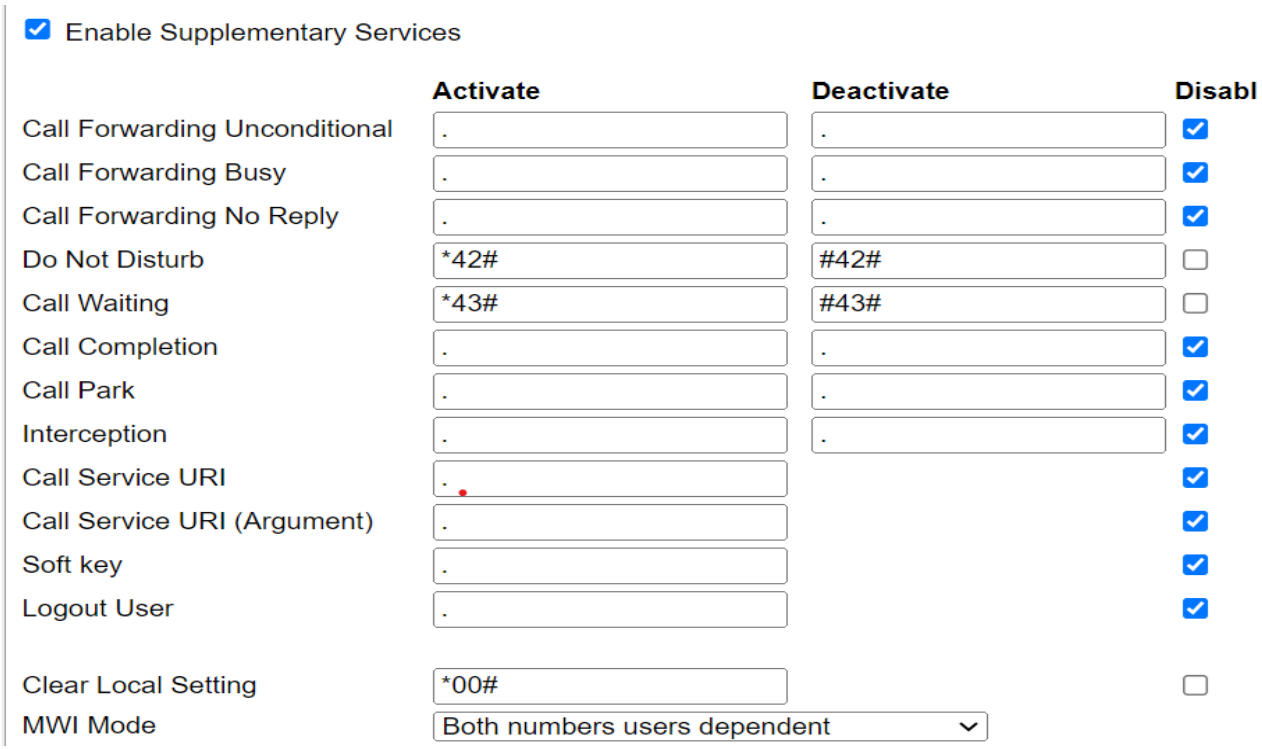
- The sucessful registered phone will list in the Adminstration user tab as below:



See Ascom's documentation for further details.

Configuration->DECT->Supplymentary Services:

- DECT->Suppl.Services check the following settings: (From Call Completion to Logout User)
- Navigate to DECT > Suppl. Serv
- Mark the Enable check box to activate the following supplementary services
- Configure the MWI mode
- Click "OK".



Login/Reg handset

Assign the handset to any User , subscribed or unsubscribed , on any Master defined in the DECT system by calling the desired Master id, Extension and the optional individual User AC code and then hang up.

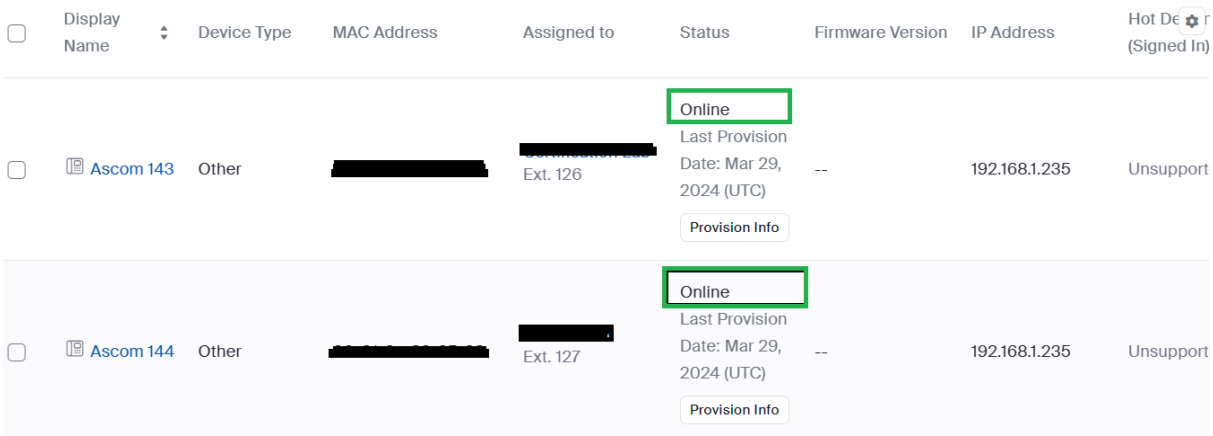
Example Where 0 is the Master id and 200 is the extension and 1234 is the User AC code: *0*200*1234#.

If 200 is occupied by another handset , the new handest will be assigned this identity and the old handset will be moved to the anonymous list when logging in the new handset.

Limitation : Only one PSTN number assigned per Ascom handset.

7.1 VERIFY DEVICE IS SIGNED IN:

1. Verify the Device Status is Online
2. Verify the User Assigned is showing right in the User Section with the Extension.



8 Config file or Backup

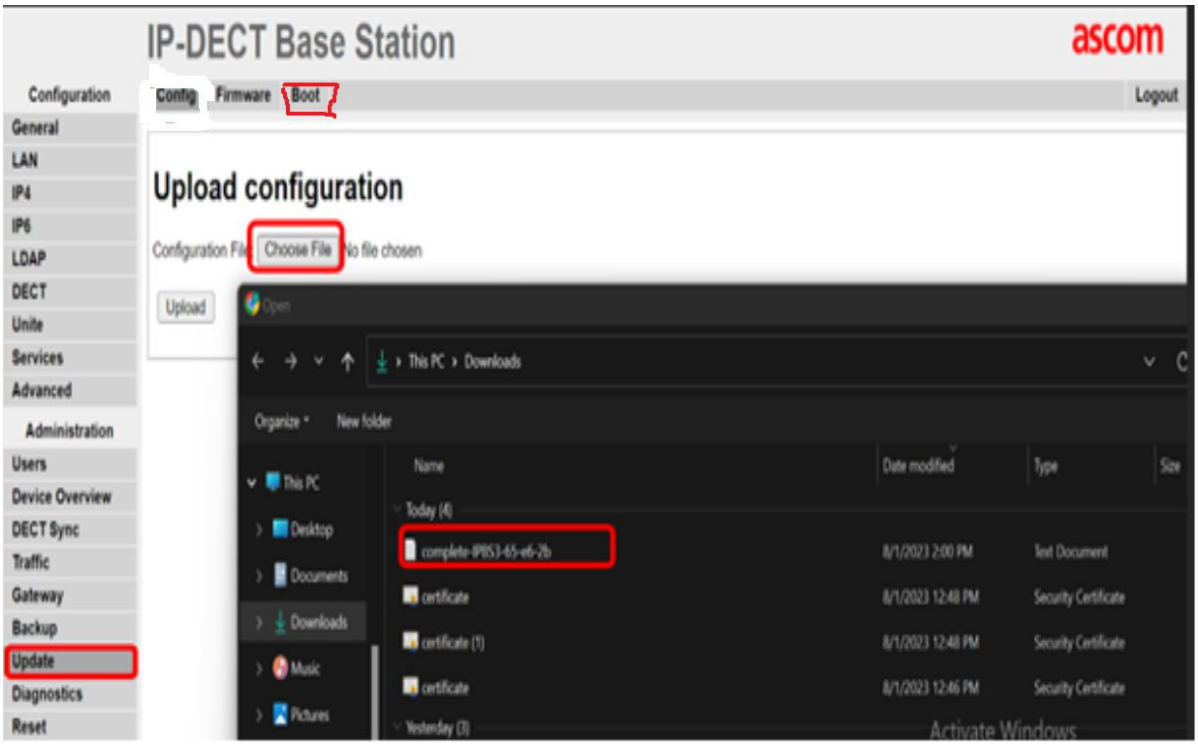
The IPBS configuration can be downloaded and saved on a disc or a server.

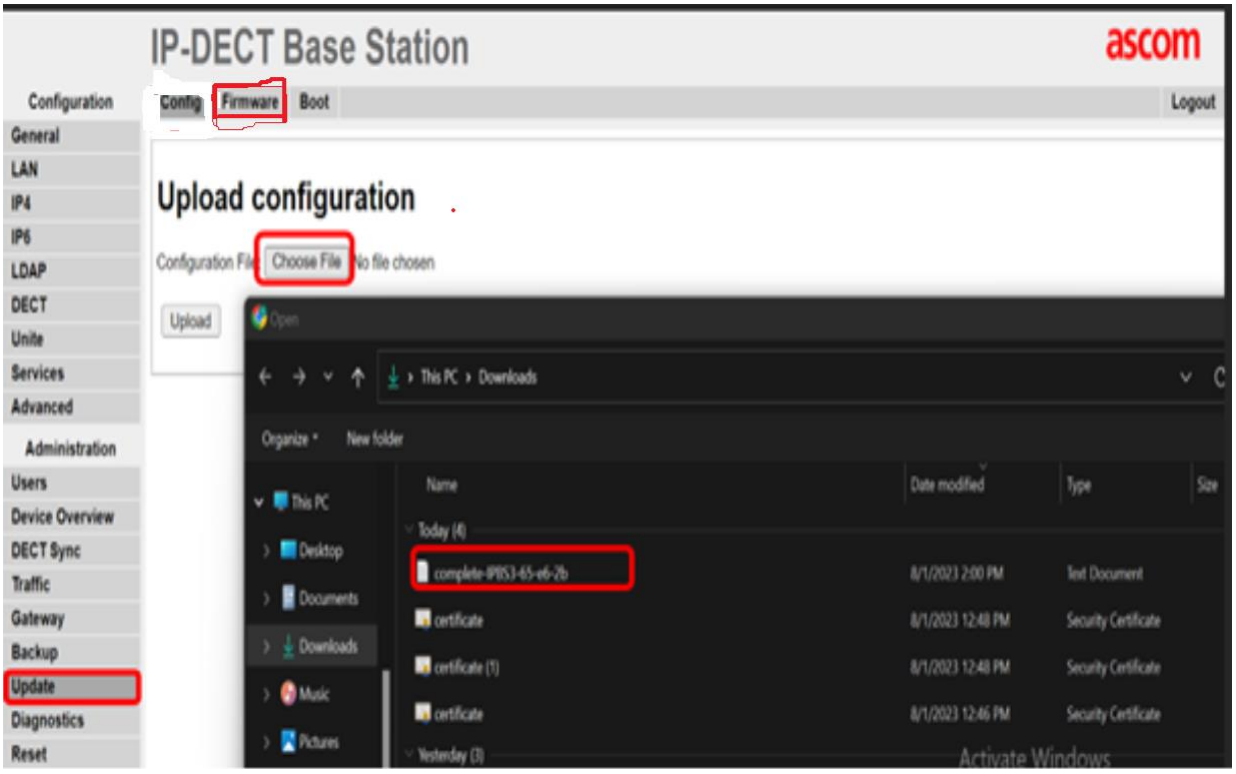
- Select Backup > Config.
- Click "download"
- Click "Save" in the dialogue window and browse to the place where the configuration should be saved.
- Click "Save"

8.1 UPLOAD BOOT/FIRMWARE/CONFIGURATION

Upgrade firmware and boot (boot loader)

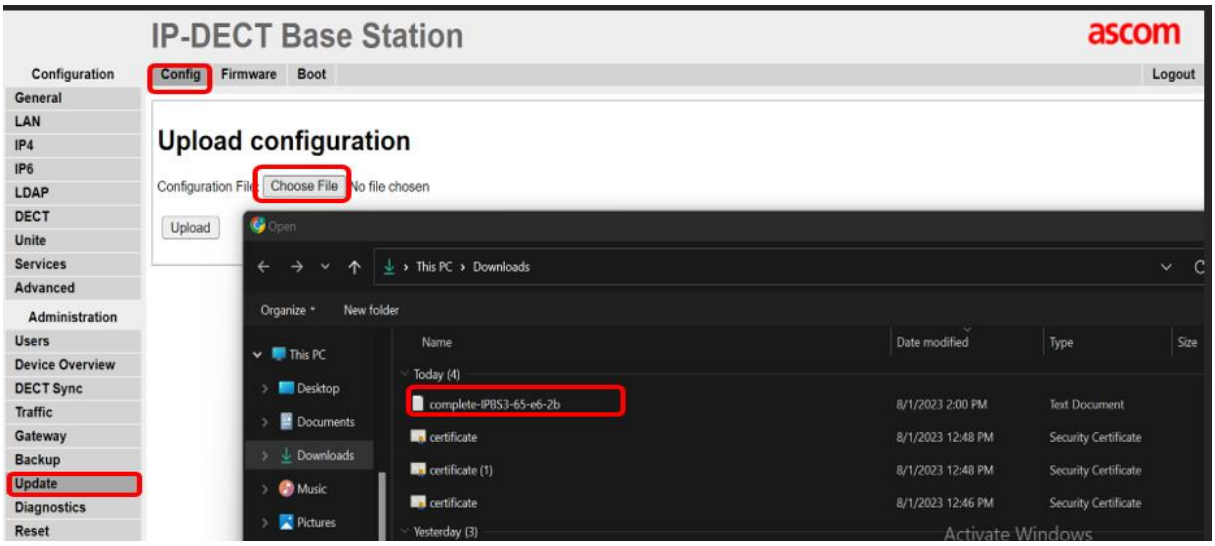
- Administrator ->Update -> Boot/Firmware
- Update the boot file first.
- Upload the firmware after the boot file has been installed and the base station has been rebooted.

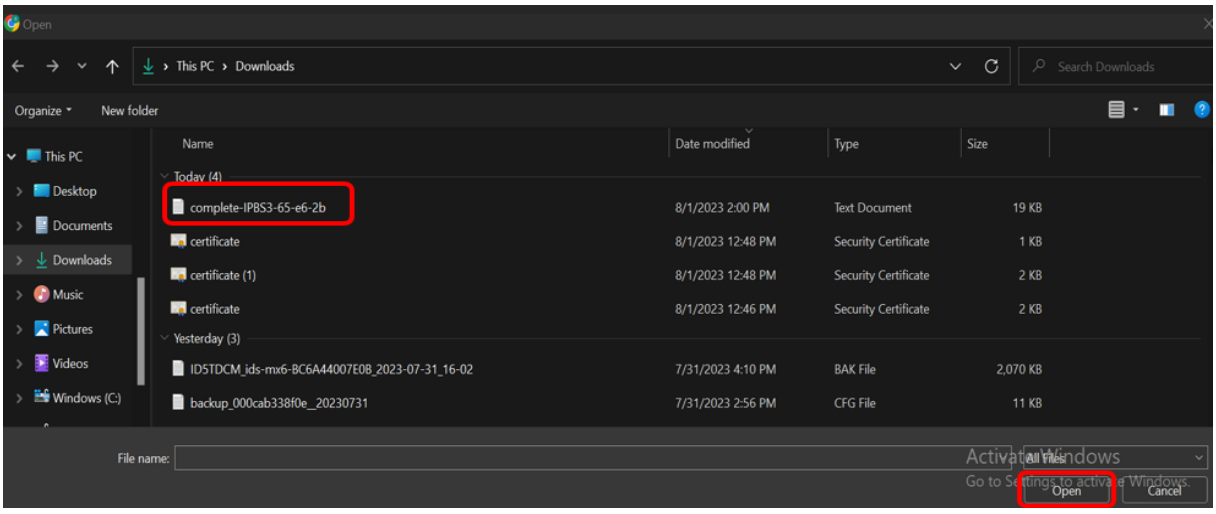




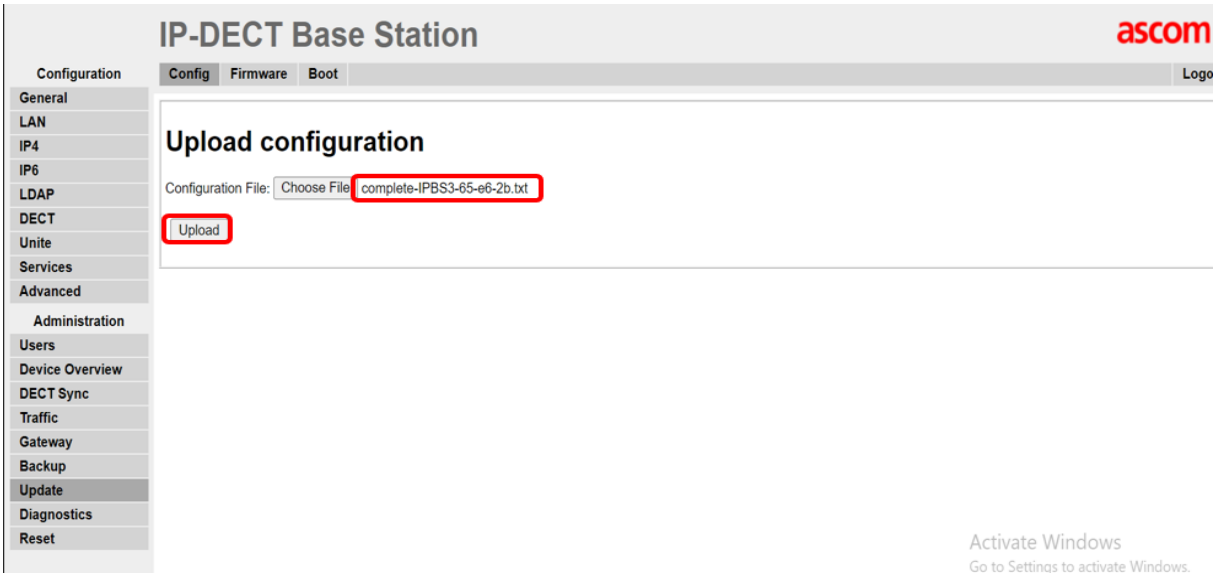
This section describes how to do the following configurations and settings.

- Update Configuration
- Update Firmware
- Update the Boot File Update Configuration A previously saved configuration can be loaded and activated on the IPBS.
- Select Update > Config.
- Click "Browse..." and browse to the saved configuration.
- Click "OK"
- Reset to make the changes take effect.


IP-DECT Base Station
ascom
Configuration
Config
Firmware
Boot
Logout
General
LAN
IP4
IP6
LDAP
DECT
Unite
Services
Advanced
Administration
Users
Device Overview
DECT Sync
Traffic
Gateway
Backup
Update
Diagnostics
Reset
Upload configuration
Configuration File
Choose File
No file chosen
Upload
Open
This PC › Downloads
Organize
New folder
Name
Date modified
Type
Size
This PC
Desktop
Documents
Downloads
Music
Pictures
Today (4)
complete-IPBS3-65-e6-2b
8/1/2023 2:00 PM
Text Document
certificate
8/1/2023 12:48 PM
Security Certificate
certificate (1)
8/1/2023 12:48 PM
Security Certificate
certificate
8/1/2023 12:46 PM
Security Certificate
Yesterday (3)
Activate Windows


Open
This PC › Downloads
Search Downloads
Organize
New folder
Name
Date modified
Type
Size
This PC
Desktop
Documents
Downloads
Music
Pictures
Videos
Windows (C:)
Today (4)
complete-IPBS3-65-e6-2b
8/1/2023 2:00 PM
Text Document
19 KB
certificate
8/1/2023 12:48 PM
Security Certificate
1 KB
certificate (1)
8/1/2023 12:48 PM
Security Certificate
2 KB
certificate
8/1/2023 12:46 PM
Security Certificate
2 KB
Yesterday (3)
IDSTDCM_ids-mx6-BC6A44007E0B_2023-07-31_16-02
7/31/2023 4:10 PM
BAK File
2,070 KB
backup_000cab338f0e_20230731
7/31/2023 2:56 PM
CFG File
11 KB
File name:
All Files
Open
Cancel
Activate Windows
Go to Settings to activate Windows.

Configuration Ascom IP-DECT-BASE-STATION and d43/d63/d83-Handsets



9 RESET

Reset Some configuration changes require a reset to take effect.

A reset reboots the software. There are two ways to perform a reset:

- Idle reset - waits until there are no active calls in the IPBS.
- Immediate reset - clears all calls and resets the IPBS.

9.1 IDLE RESET

- Select Reset > Idle Reset.
- Click "OK".
- The IPBS will reset when there are no active calls.

9.2 IMMEDIATE RESET

- Select Reset > Reset.
- Click "OK".
- The IPBS will terminate all active calls and reset.

Reset Using the Reset Button It is possible to do a hardware reset of the IPBS by pressing the reset button.

9.3 PERFORM A FACTORY RESET

Note: Suggest to factory reset the handset if it is not brand new out-of-box or may be used by others.

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

Clarification:

A full Factory reset may fix the following:

Routing Errors, Can't Connect to the Internet errors, Slow connection speeds, Choppy VOIP, Port Connection Issues and Device Issues **etc .** Reset will revert back the Network name and password when it received first. We can find this on Sticker of Modem need to use the original login credentials used for login for the first time.

Factory Reset using WinPDM (PC) /Device Manager (Remote)

1. In WinPDM/Device Manager, click the **Devices** tab and mark the handset to be factory reset. Note that the handset must be online.
2. In the Device menu, select the **Factory reset**. Alternatively, right-click the handset and select **Factory reset**.
3. A Reset Devices dialogue appears. Click **Yes** . The handset is restarted.

Factory Reset using Handset

1. To activate the Admin Menu , enter the call time screen and press >*<<*<
2. Select **Factory Reset**.
3. A Reset portable ? dialogue appears , press **Yes** . The handset is restarted .

10 Help

Ascom partner portal:

-https://oneascom.sharepoint.com/sites/AscomPartners(requires partnes account)

-general interoperability inquiries: interop@ascom.com

-public info : DECT and VoWiFi phones

-https://apps.ascom.com/products-and-services/mobile-devices/dect-and-vowifi-phones

11 Global customer support

email: support@ascom.com

contact: https://www.ascom.com/about-us/who-we-are/contact-us/