SWYX®

Release Notes

Swyx DECT 500

Product Version: 5.30.B02

Status: "*General Availability*"

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No of pages:	6
Version:	1.1
Last Changes:	02.08.2021

Contents

1. Content of Product Release

1.1. Swyx Product

Component	Filename	Version/Build
SwyxDECT 500 Base	8660_v0530_b0002.fwu	5.30.B02
SwyxPhone D510	8630_v0530_b0002.fwu	5.30.B02
SwyxPhone D565	8830_v0530_b0002.fwu	5.30.B02
Repeater DECT4024	DECT4024_v0480_b005.fwu	4.80.B05

2. Document History

Version	Date	Remarks	Editor
1.0	12.07.2021	Initial creation for product release version 5.30.B02	Product Management
1.1	02.08.2021	Adaption of supported versions	Product Management

3. Product Version History

Version	Date	Remarks
5.30.B02	07.07.2021	
5.11.B03	20.01.2021	
4.60B4/5	20.12.2019	
4.50.B6/B5	14.05.2019	
4.10.B7	20.09.2018	
3.55.B24	12.04.2017	

4. Changes

4.1. Changes since 5.11.B03

Bug Fixes:

- If the base stations lose connection to SwyxWare server, e.g. because of server update, for more than 30 s, then the handsets still show as registered, but incoming calls cannot be delivered and incoming call can't be made anymore.
    - Solution: Fixed

Known issue:

- In CTI+ mode a call transfer to a phone number stored in a phonebook fails, if the phone number is stored in canonical format (e.g. +49xxx)

- o Solution: Do not store numbers in canonical format in your phone book. If you are using a LDAP server like ESTOS/C4B please check the documentation carefully. Both products have the capability to provide phone numbers in a "dialable format".

4.2. Changes since 4.60B4/5

Bug Fixes:
- ESTOS LDAP query often fails (no globe or failing connection) SwyxTicket #221462
  - o Solution: OpenLDAP to use NetManager during connection close
- SWYX: Unexpected Reboot (1c)
  - o Solution: The NVS lookup is used for indexing and array outside the range. Range check + error handling + syslog error msg is added.
- Dialing from Phonebook in CTI+ Mode is not working
  - o Solution: Callapp is modified to send call cmd modified w CTI+ cmd when pressing hook off while in the phonebook and in call(on hold). Extension of already delivered interface in V460.
- No muting on HS when CTI+ is enabled on HS fixed now
- Bad voice under some rare conditions fixed now

Known Bugs:
- If the base stations lose connection to SwyxWare server, e.g. because of server update, for more than 30 s, then the handsets still show as registered, but incoming calls can not be delivered and incoming call can't be made anymore.
  - Solution: Restart base stations.

5. Update Procedure

It is recommended to perform the firmware update of the DECT system in a large maintenance window or after the end of service at the weekend, as the update may take some time depending on the system size until all devices are updated. Please inform users that they place their handsets in the charging station at the end of duty.

If you update from versions 3.55B24 or older please note:
- Update from a firmware older than 3.55.B11. Follow the instruction in chapter 5.1. to update to 3.55.B24
- Update from 3.55.B24: If you are using a firmware 3.55B24 you have to update in 2 steps. Follow the instruction in chapter 5.2. to update first to 4.50 or 4.60, then to the current version 5.11B03.

Final Note: A V4.50 or newer cannot be downgraded below V4.20.

5.1. Upgrading to 3.55.Bxx

Precondition: SwyxDECT 500 is running on version 3.24.B9 or newer (older version are not supported)

When upgrading from for example 3.24.B17 to 3.55.B24 the following process needs to be followed.

First upgrade the base station through the old upgrade process with the following filename and TFTP path: \fw\Beatus\BeatusSw_4181_v0355.fwu.

Afterwards upgrade the handset and repeater with the new filename and TFTP path:

Component	TFTP Path	Filename
SwyxPhone D510	\rtx\fw\8630\	8630_v0511_b0003.fwu
SwyxPhone D565	\rtx\fw\8830\	8830_v0511_b0003.fwu
SwyxDECT 500 Repeater	\rtx\fw\DECT4024\	DECT4024_v0480_b005.fwu

5.2. Future Upgrade Process from 3.55.B24 to newer versions

When upgrading from 3.55 to a newer version please use only the new filenames and TFTP path:

Component	TFTP Path	Filename structure
SwyxDECT 500 Base	\rtx\fw\8660\	8660_v0xxx_b00xx.fwu
SwyxPhone D510	\rtx\fw\8630\	8630_v0xxx_b00xx.fwu
SwyxPhone D565	\rtx\fw\8830\	8830_v0xxx_b00xx.fwu
SwyxDECT 500 Repeater	\rtx\fw\DECT4024\	DECT4024_v00xx.fwu

6. Supported SwyxWare Versions

Product	Supported Version
SwyxWare / SwyxON	SwyxWare 12 (validated with SwyxWare 12.41)

We recommend customers use the "Released Version" for the given products. The supported software versions offer tested and confirmed level of functionality. However, the devices might also operate with older or newer software version with the caveat that recently added interoperability or advanced features may not be possible when using these versions. In cases, if a defect is found when using other versions, it may be necessary to update to the supported version.

7. Support

The support for the SwyxDECT 500 is handled through the regular Swyx Support process.

8. Documentation

The current documentation can be found on the Swyx homepage.

SwyxDECT 500 Manual:

https://www.swyx.com/products/support/documentation/documentation.html?tx_swyxdownloads_pi1%5Blng%5D=1031#cat_0

SwyxPhone D510 and SwyxPhone D565 Quickstarts

https://www.swyx.com/products/support/documentation/documentation.html?tx_swyxdownloads_pi1%5Blng%5D=1031#cat_2