Release Notes

Swyx DECT 500

Product Version: 5.30.B202 – Firmware Compatibility Pack

Status: "General Availability"

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No of pages:	7
Version:	1.1
Last Changes:	29.07.2022

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_ v0530_b0002.fwu	5.30.B02
Enreach DECT BS 600 L	8663_v0530_b0002.fwu	5.30.B02
Enreach DECT HS 630	8431_v0530_b0202.fwu	5.30.B202
Enreach DECT HS 650	8631_v0530_b0202.fwu	5.30.B202
Enreach DECT HS 670	8633GY_v0530_b0202.fwu	5.30.B202
Enreach DECT R 600	DECT4027_v0530_b0002.fwu	5.30.B02

2. Document History

Version	Date	Remarks	Editor
1.0	29.07.2022	Initial creation for product release "Firmware Compatibility Pack (FCB)" v.5.30.B202	Product Management

3. Product Version History

Version	Date	Remarks
5.30.B202 FCB	29.07.2022	Mandatory for the usage of HS6x0 with SwyxDECT 500
5.30.B02 FCB	04.05.2022	Only for mixed scenarios DECT500 / DECT 600
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 5.30.B02 FCB

The Firmware Compatibility Pack, based on v5.30.B202 is functional identical with the prior released v5.30.B02. It is a service pack, that allows the easy integration of Enreach DECT 600 components into an already existing SwyxDECT 500 system.

The changes only affect the new DECT 600 handsets HS 6x0, not the SwyxDECT 500 bases, repeaters, or the SwyxPhone D5xx. This devices remain on the original v5.30B02.

For customers, who have already the v5.30.B02 in place and don't use DECT 600 components, is no need to install that Firmware Compatibility Pack.

Bug Fixes:

- After downgrading DECT handsets HS 6x0 to v5.30B02 the menu keys were not displayed and as consequence the handsets were not usable.

4.2. Changes since 5.30.B02

The Firmware Compatibility Pack, based on v5.30.B02 is identical with the prior released v5.30.B02. It is a service pack, that allows the easy integration of Enreach DECT 600 components into an already existing SwyxDECT 500 system.

For customers, who have already the v5.30.B02 in place and don't use 600 components, is no need to install that Firmware Compatibility Pack.

Important Note:

4.3. 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.
    - o 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 "diable format".

4.4. 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
  - 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 to the Firmware Compatibility Pack, based on firmware v5.30.B02 please have in mind that for better differentiation between DECT 500 und DECT 600 systems the paths in the compressed archive file are changed. Please check chapter 5.1. for more information

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 5.12 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 5.3. 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 Firmware Compatibility Pack (v5.30.B202)

In the interest of better differentiation, the paths in the Firmware Compatibility Pack archive file have been changed.

There are 2 alternative approaches possible

- Copy the decompressed firmware package including the stored paths to your update server and then enter the TFTP path in the DECT 500 administration accordingly to "\DECT500\".
- Alternatively, you can still use your already configured TFTP path (see chapter 5.2.). Then you have to copy each single firmware folder for the respective components into your existing folder structure.

5.2. 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

5.3. 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

6. Supported SwyxWare Versions

Product	Supported Version
SwyxWare / SwyxON	SwyxWare 12 (validated with SwyxWare 12.41), SwyxWare 13

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