Release Notes

SwyxDECT 800

Product Version: Firmware Pack v.12.0.11 (v1)

Status: "*General Availability*"

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Contents

1. Content of Product Release

1.1. SwyxDECT 800

Component	Filename	Version/Build
SwyxDECT Base station IP800	IPBS1 12.0.11.zip IPBS2 12.0.11.zip IPBS3 12.0.11.zip	v.12.0.11
SwyxPhone D843	d43_v4.2.3.zip	v.4.2.3
SwyxPhone D863	d63_v4.2.3.zip	v.4.2.3
SwyxPhone D881	d81_v4.17.8.zip	v.4.17.8
SwyxPhone D883	d83_v2.0.3.zip	v.2.0.3
IP-DECT Gateway IPBL	IPBL1 12.0.11.zip	v.12.0.11

2. Document History

Version	Date	Remarks	Editor
1.0	30.01.2025	Initial creation for Product release version v.12.0.11 (v1)	Product Management
1.1	31.01.2025	Final version for release	Product Management

3. Product Version History

Version	Date	Remarks
12.0.11 (v1)	31.01.2025	Maintenance Version, recommended for Swyx 14
12.0.5 (v1)	03.07.2024	Introduction as-feature events, recommended for Swyx 14
11.9.11 (v1)	09.05.2023	Maintenance Version, Usable with Swyx 13.x
11.8.10 (v1)	31.01.2023	Maintenance Version, Usable with Swyx 13.x
11.4.4 (v2)	02.12.2022	Support of D883, Maintenance Version, Usable with Swyx 13.x
11.4.4	31.08.2021	Support Swyx DECT Integration, Usable with Swyx 13
11.3.4	08.02.2021	Bugfix Version
11.1.5	20.09.2020	Bugfix Version
10.3.5	25.04.2019	Created for minor release

3.1. Understanding the SwyxDECT 800 Firmware Version Format

Firmware for the SwyxDECT 800 DECT system will be released always in form of a firmware package which contains the released firmware version for the different base station and handset types.

The versioning of the firmware package is orientated on the firmware version for the base stations. (Here v.12.0.11)

The version numbering in brackets (here v1) indicates following versions with additional handset firmware releases. As a rule of thumb this handset firmware versions are bug-fix releases and should be installed, if you have any issues with your system. From there you should read this release notes carefully to understand if the current release fixes an open issue and/or can add additional value to your system

This handset firmware versions will be tested and released by the Enreach QA against the initial base station firmware version of the related package.

4. Changes

4.1. New with Firmware Pack v.12.0.11 (v1)

Beside general bug fixes and improvements this package contains specific improvements and bugfixes which are reported in the Enreach Swyx context. The update of existing system to this version is highly recommended.

The package fixes the the following issues:

- Swyx Directory entries in canonical format cannot be dialed
- Swyx Call Journal get lost after roaming between 2 antennas.

Known issue:

- Outgoing calls from a CTI+ controlled handset are missing the ringing tones when in ringing state. This issue is fixed for Swyx 14.11 with a customer hotfix, which is available from the Enreach support
- Easy provisioning (Adding new handsets to the system) does not work reliable in an environment with more than one DECT system. Sometimes it needs more than one attempt to connect. Workaround: Restart the handset and retry the initial provisioning.

Known restrictions:

- The new *as-feature* events are not supported for the legacy SwyxPhone D881

4.2. New with Firmware Pack v.12.0.5 (v1)

Beside general bug fixes and improvements this package contains specific improvements, new features and bug fixes reported in the context of Enreach's communication platform Swyx. An update of existing systems to this version is strongly recommended.

With this firmware package the SwyxDECT 800 system now supports the *as-feature* events defined in the uaCSTA standard. This functionality is only available if the DECT system is operated in the Advanced Swyx DECT integration mode.

The *as-feature* events allow the synchronization of certain events and states defined in the standard between a SIP-device (here a DECT base station and a DECT handset associated to a Swyx user account) and the Swyx platform.

- Call Forwarding on Busy (CFOB): CFOB can be enabled or disabled on the handset, and can be configured to forward to a specified number or to the user's voice box. The status and configuration of CFOB is synchronised with the Swyx settings of the respective Swyx user account.
- Call Forwarding on No Reply (CFNR): CFNR can be enabled or disabled on the handset, forwarding to an entered number or to the user's voice box can be configured. The status and configuration of CFNR is synchronised with the Swyx settings of the corresponding Swyx user account.
- Call Forwarding Unconditional (CFU): CFU can be enabled or disabled on the handset and configured to divert to a specified number or to the user's voicemail box. The status and configuration of CFU is synchronised with the Swyx settings of the respective Swyx user account.
- Do Not Disturb (DND): The user can activate/deactivate their Swyx rich presence status for DND. The presence status is synchronised with the user's status on the Swyx and is therefore valid for all devices of the respective Swyx user account.
- Anonymous Call (AC): The user can activate/deactivate the AC feature on their handset. This setting is synchronised with Swyx: All calls, regardless of the device used by the respective Swyx user account, will now be signalled with suppressed caller ID until AC is deactivated again.

Additionally, the following issues are fixed within this firmware package.

- Fixed: DECT-integration: Active call is disconnected if user settings are changed in parallel..
- Fixed: DECT-integration: A handset synchronises three times when the call journal is opened.

Known restrictions:

- The new *as-feature* events are not supported for the legacy SwyxPhone D881

Known issue:

- Easy provisioning (Adding new handsets to the system) does not work reliable in an environment with more than one DECT system. Sometimes it needs more than one attempt to connect. Workaround: Restart the handset and retry the initial provisioning.

4.3. New with Firmware Pack v.11.9.11 (v1)

Beside general bug fixes and improvements this package contains specific improvements and bugfixes which are reported in the Enreach Swyx context. The update of existing system to this version is highly recommended.

The package contains the following improvements:

- Change default TLS profile to TLS 1.2 and disable unsecure TLS versions (TLS1.0 and 1.1 are disabled)

Additionally, the following issues are fixed within this package.

- Fixed: Consultancy call from phonebook (1st call on hold) fails (SwyxPhone D883 only).
- Fixed: DECT-integration: Memory leak causes the re-start of a handset (SwyxPhone D863 only)

Known issue:

- Easy provisioning (Adding new handsets to the system) does not work reliable in an environment with more than one DECT system. Sometimes it needs more than one attempt to connect. Workaround: Restart the handset and retry the initial provisioning.
- Sync issues with server-based call journal: Syncing the call journal needs more than one attempt.

4.4. New with Firmware Pack v.11.8.10 (v1)

The following issues are fixed within this package

- DECT-Integration: When a handset is roaming, missed calls are deleted from the Swyx Call Journal. (SwyxPhone D881) - Fixed
- DECT-Integration: When a handset is roaming, the keypad lock is enabled/disabled (SwyxPhone 881) - Fixed
- DECT Integration: Firmware update Over-the-Air does not work (SwyxPhone D883 only) - Fixed
- DECT-Integration: If DHCP is disabled on the Master, it is also disabled on every radio in the system resulting in the default 192.168.0.1 IP-address - Fixed

Known issue:

- Consultancy call from phonebook (1st call on hold) fails (SwyxPhone D883 only).
- DECT-integration: Memory leak causes the re-start of a handset (SwyxPhone D863 only)

4.5. New with Firmware Pack v.11.4.4 (v2)

The following issues are fixed within this package

- Introduction of the new firmware package deployment. From now on new firmware for the SwyxDÈCT 800 system will be released in packages always.
- DECT-Integration: When a handset is roaming, missed calls are deleted from the Swyx Call Journal. (SwyxPhone D843, D863)
- DECT-Integration: When a handset is roaming, the keypad lock is enabled/disabled (SwyxPhone D843, D863)
- DECT-Integration: If the firmware update over-the-air is interrupted by a call, the down-load speed will not be re-adjusted to the initial rate again after the call.
- If the hook-off button is pressed during a call in CTI+ mode, the call is put on hold.

In addition, the new package also provides some new functions

- DECT-integration: Softkeys are now supported also in the D843 handset.(D843)
- DECT-Integration: Support of the new SwyxPhone D883. Prerequisite is the use of Swyx 13.25. At a classic installation the D883 is also supported with a Swyx 13.20 or smaller. (D883)

Known issue:

- DECT-Integration: When a handset is roaming, missed calls are deleted from the Swyx Call Journal. (SwyxPhone D881 only)
- DECT-Integration: When a handset is roaming, the keypad lock is enabled/disabled (SwyxPhone D881 only)

- DECT Integration: Firmware update Over-the-Air does not work (SwyxPhone D883 only)
- Consultancy call from phonebook (1st call on hold) fails (SwyxPhone D883 only).

4.6. New with Firmware Pack v.11.4.4 (v1)

In combination with SwyxWare 13 the firmware v11.4.4 is required for the new function "DECT-Integration" for SwyxDECT 800.

Important remark: For the initial installation of a new or before the update of an already existing SwyxDECT 800 system, please check carefully if your environment meets the requirements to run the new Swyx DECT Integration functionality.

Hint: With the new firmware the CTI+ functionality in certain transfer scenarios is improved. The Swyx DECT integration sets this configuration item manually, in conventional scenarios the setting must set manually on the DECT master:
- Please check the option "*SIP*" for the item "*Allow Multiple Codecs in Answer SDP*". The option can be found under Configuration/VoIP/SIP on the DECT Master BS Web UI.

5. Advanced Swyx-DECT Integration vs. Standard Installation

With Swyx 13 SwyxDECT 800 can be operated in 2 different modes.

- Advanced Swyx DECT Integration: For the initial operation of the new DECT Integration functionality the DECT Master must be updated to the latest firmware version (at least v.11.4.4.). The update of the slave antennas and the handsets is then done automatically as part of the DECT Integration service.
- Standard installation without Swyx DECT Integration support: If your SwyxDECT 800 system does not meet the requirements for using the Swyx DECT Integration service (see below), you can continue to operate the system as usual. The update of the base stations will then be done as before, as well as the update of the handsets via the optional programming cradles or Ascom Unite.

5.1. Go or No-Go: Is Your System Ready for Swyx DECT-Integration?

Ascom as the OEM vendor of SwyxDECT 800 offers various Add-Ons, which allows the usage of SwyxDECT 800 in different scenarios. Not all this Add-Ons are supported by the Swyx DECT Integration until now. Please carefully check your system before you decide to go for the Swyx DECT Integration or the standard installation path.

The following scenarios and configurations are not supported until now by the new Swyx DECT Integration
- Mirroring
- Usage of Ascom Unite
- Ascom IP-DECT GW for TDM base stations
- Different Sync Master (Can be configured manually after initial set-up)
- Different IP Subnets (Base stations in other subnets than the master can be configured manually)
- IP-BS1: The legacy base station is not supported.
- SwyxPhone D21x/31x: These legacy handsets are not supported.

5.2. Provisioning of the Firmware Package

For installations with Advanced Swyx DECT-Integration, the firmware package is automatically made available in the Swyx Control Center in a timely manner. For installations whose components are updated via a local software distribution, as well as for standard installations, suitable firmware packages will be made available for download in the Enreach Partner Net.

6. Additional Information

6.1. Technical Improvements

Detailed information on technical improvements can be found in ASCOM release notes, attached to help center article and in the Swyx Online Help.

6.2. Temporary Restrictions

Please note that the operation of multiple independent SwyxDECT 800 systems within the same network segment may lead to complications. If this constellation exists, please update all base station in the network segment to the present version. After that the systems can be logically separated within the Swyx Control Center.

6.3. Permanent Restrictions

With FW v.11.4.4 the legacy Swyx Standby scenario (Master/Slave-Standby) is no longer supported.

7. Installation

With the release of v.11.1.5 and v.2.6.6 the upgrade process of the base stations and devices may require additional steps to prevent unwanted behaviour of the hardware after the update process. Please follow the instructions of this chapter to upgrade SwyxDECT 800.

7.1. Update Processes

Information for updates to V11.9.11

SwyxDECT 800 must run on version 9.X.X or newer before updating to v.11.9.11.

Information for updates to V11.4.4

SwyxDECT 800 must run on version 9.X.X or newer before updating to v.11.4.4.

Information for updates to V2.12.9

Nothing

7.2. Important Configuration

Deactivate ICE parameter

ICE parameter is enabled by default after the update to v.V11.3.4 and causes Voice problems.

Solution: ICE parameter must be deactivated for SwyxDECT800 to work correctly. The parameter can be found in "DECT -> System page".

Use of SMS feature

SMS encryption is enabled by default after the update. If SMS encryption is not wanted, it needs to be disabled both in Unite (see Unite documentation) and in the IPBS (see Installations and Operations manual).

8. Supported Devices

Product	Status	DECT Int.	Preferred Version
SwyxPhone D31x Handset	EoL	✕	v.4.3.17
SwyxPhone D21x Handset	EoL	✕	v.4.3.17
SwyxPhone D843 Handset	Current	✓	v.4.2.3
SwyxPhone D863 Handset	Curent	✓	v.4.2.3
SwyxPhone D881 Handset	End of Sales	✓	v.4.17.8
SwyxPhone D883 Handset	Current	✓	v.2.0.3
SwyxDECT 800 (IP-BS3)	Current	✓	v.12.0.11
SwyxDECT 800 (IP-BS2)	End of Sales	✓	v.12.0.11
SwyxDECT 800 (IP-BS1)	End of Sales	✕	v.12.0.11
Ascom IBPL1	End of Sales	✕	v.12.0.11

We recommend customers use the "Preferred Version" for the given products. The preferred 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.

9. Supported Swyx Versions

Product	Supported Version
Swyx	Swyx 13.28 and higher
SwyxOn	

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.

10. Support

The Support for the SwyxDECT 800 is handled through the regular Enreach Support process.

11. Documentation

All available manuals for the SwyxDECT 800 DECT system can be found in [Enreach Help Center for Swyx](#) and in the [Swyx Online Help](#).