



## **Release Notes**

### **SwyxDECT 800**

**Product Version: Firmware Pack v11.4.4 (v2)**

Status: *“General Availability”*

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# 1. Content of Product Release

## 1.1. SwyxDECT 800

Component	Filename	Version/Build
SwyxDECT Base station IP800	IPBS1 11.4.4.zip IPBS2 11.4.4.zip IPBS3 11.4.4.zip	V11.4.4
SwyxPhone D843	d43_v2.15.3.zip	V2.15.3
SwyxPhone D863	d63_v2.15.3.zip	V2.15.3
SwyxPhone D881	d81_v4.14.8.zip	V4.14.8
SwyxPhone D883	d83_v1.4.5.zip	V1.4.5
IP-DECT GW IPBL	IPBL1 11.4.4.zip	V11.4.4

## 2. Document History

Version	Date	Remarks	Editor
1.0	2.12.2023	Initial creation for Product release version v11.4.4 (v2)	Product Management

## 3. Product Version History

Version	Date	Remarks
11.4.4 (v2)	02.12.2022	Maintenance Version, Usable with Swyx 13.x
11.4.4	31.08.2021	Support Swyx DCF for DECT, 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 packages which contain the released firmware version for the base station and also the different handset types.

The versioning of the firmware package is orientated on the firmware version of the base station. (here 11.4.4)

The version numbering in brackets (here v2) 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 you 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 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 SwyxDECT 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 download speed won't 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).

### 4.2. New with Firmware Pack 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 FW the CTI+ functionality in certain transfer scenarios is improved. The Swyx DECT integration sets this configuration item manually, in conventional scenarios the setting has to be 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. Swyx DECT Integration vs. Standard Installation

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

- Swyx DECT Integration: For the initial operation of the new DECT Integration functionality the DECT Master has to be updated to the current FW v1.4.4. (as usual). 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.

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

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

## **7. Installation**

With the release of V11.1.5 and V2.6.6 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 V11.4.4**

SwyxDECT 800 must run on version 9.X.X or newer before updating to V11.4.4.

#### **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 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

Type	Product	Preferred Version
Devices	SwyxPhone D31x Handset	V4.3.17 (w/o DECT Int.)
	SwyxPhone D21x Handset	V4.3.17 (w/o DECT Int.)
	SwyxPhone D843 Handset	V2.15.3
	SwyxPhone D863 Handset	V2.15.3
	SwyxPhone D881 Handset	V4.14.8
	SwyxPhone D883 Handset	V1.4.5
	SwyxDECT 800 (IP-BS2/3)	V11.4.4
	SwyxDECT 800 (IP-BS1)	V11.4.4 ((w/o DECT Int.))
	Ascom IBPL1	V11.4.4 (no DCF)

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 SwyxWare Versions

Product	Supported Version
SwyxWare	SwyxWare 13
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 Swyx Support process.

## 11. Documentation

The current documentation can be found on Swyx Help Center.

<https://help.swyx.com/docs/manuals/english/SwyxDECT800.pdf>  
<https://service.swyx.net/hc/en-gb/articles/360000631445-Technical-Documentation-Swyx-DECT-800-SwyxPhone-D210-D310-D311BT-D843-and-D863->