Installation and Operation Manual
Portable Device Manager for Ascom, Windows version

Contents

1   Introduction

The Portable Device Manager (PDM) provides a generic application for managing all portable devices, charging racks and desktop chargers on one or more sites.

The PDM makes it possible to edit parameters, update software in the devices and upload files. It can save parameters and software for individual sites in a database.

This document is intended as a guide for installation, maintenance and troubleshooting purposes and is relevant for:

- Installation and parameter setup.
- Device administration and PDM daily use.

1.1   Abbreviations and Glossary

Contacts	The name of the phonebook in a handset.
CSV file	Comma Separated Value: A file with data, where values in each row are separated by a delimiter, which can be a comma, a semicolon or a tab.
DECT Location	Location solution based on DECT technology.
Device	Handset, charger, location device etc.
EAP	Extensible Authentication Protocol
GUI	Graphical User Interface.
JRE	Sun Java Runtime Environment.
Language file	Language file for handset or PDM.
License information file	A file containing license keys for devices. The file can be exported from the License Web and imported to PDM.
License key	The unique license key for a specific device with a specific functionality.
Messenger	Product license for Messaging solutions for handset.
Number	Settings for the complete set of parameters of a single device, tied to a specific identity.
Parameter definition file	Defines the parameters for a portable device model, for example a handset, alarm transmitter etc.
PDM	Portable Device Manager. An application, running on a PC, for management of handsets, chargers, etc.
Package file	A file including different types of files, such as software files, parameter definition files or template files.
Handset	Cordless telephone, alarm transmitters, alarm transceivers etc.
Prefix	First set of digits/characters of a telephone number. For example country code, PBX specific codes etc.
Product information file	A file containing information needed for licensing and upgrade of a handset. The file can be exported from PDM and imported to the License web.
RS232	Industry standard serial communication protocol.
Site	Contains information of handsets, chargers and Numbers.
Software file	A file including software for handsets or chargers etc..

Talker	Ascom name for handsets primarily used for pure telephony.
Template	General settings for a specific handset or charger. A template can be applied to several Numbers of the same device type.
USB	Universal Serial Bus: A serial bus standard to interface devices, for example connect computer peripherals such as mice, keyboards, scanners etc.
WiFi	WiFi stands for Wireless Fidelity and is a term developed by the Wi-Fi Alliance® to describe wireless local area network (WLAN) products that are based on the Institute of Electrical and Electronics Engineers' (IEEE) 802.11 standards. Today, most people use WiFi as a reference to wireless connectivity.
VoIP	Voice over Internet Protocol
VoWiFi	Voice over Wireless Fidelity: a wireless version of VoIP and refers to IEEE 802.11a, 802.11b, 802.11g, and 802.11n network.

1.2   How to Use this Document

For a basic description on how to work with the PDM, see 1.5 PDM description on page 5.

1.2.1   Installation and Configuration

These tasks are intended for installation and configuration.

In order to simplify, for example an installation on a site, use the following steps.

1   Install the PDM on your computer, see 2.1 Software Installation on page 6.

2   Open and configure the PDM, see 2.2 Software Configuration on page 6.

3   Create a template with settings common for all devices of a certain device type at the site, see 3.8.1 Create a Parameter Template on page 29.

During system setup it is likely that the personnel doing the installation and configuration continues with the Administration tasks below to make the system fully functioning.

1.2.2   Administration

These tasks are intended for administration. This is the recommended order.

1   Create new Numbers, see 3.6.1 Create New Numbers on page 18, and run the template on the Number(s), see 3.6.6 Run a Template to set Parameter Values on page 23.

2   Make individual settings for each Number. See 3.6.5 Edit Parameters on page 22.

3   If applicable, switch on the devices.

4   Connect the devices, one after the other, and associate them with the Numbers, see 3.6.7 Associate a Number with a Device on page 23. Different devices have different ways of connecting.

     Note: The very first time a device is connected to the USB port, the Found New Hardware wizard displays (not for all computers). Do the following: Select ''No, not this time'' and click ''Next'' (twice).

More tasks are described in this document, such as how to import different types of files.

1.3 Technical Solution

The PDM software is installed on a computer running Windows XP® including Service Pack 2 (32-bit), Windows Vista® (32-bit) or Windows 7® (32-bit or 64-bit), see 1.4 Requirements for more information. The device is then connected to the PC running the PDM software, either via the USB port or the COM port (depends on device model). The device must be set up to handle this connection according to the instructions in the user manual for the device.

Note: Only one device at a time can be connected to PDM Windows Version. A charging rack can hold several devices though.
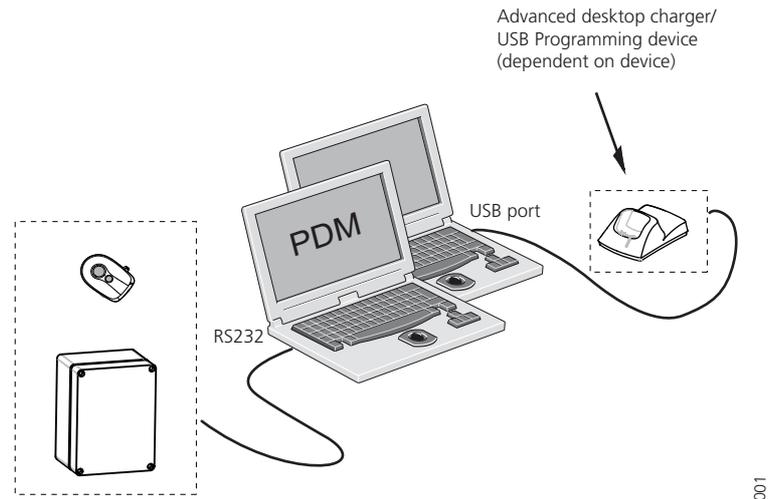

Figure 1. Connection to the PDM depends on device type.

Parameters can be edited for a single device and then sent to the device, but if many devices are to be updated with new parameter settings it is also possible to create a parameter template and run the Template on each Number.

Parameters can be uploaded from a connected device, edited and sent to the device again. If the PDM shall store parameter settings in the site database or not, is selectable.

Devices can be upgraded with new software. A text and a status bar indicates that the connected device is being updated with the new software.

1.4 Requirements

- Computer
  - Windows XP® including Service Pack 2, Windows Vista Business® (32-bit), Windows 7® Professional (32-bit/64-bit), Windows 7® Enterprise (32-bit/64-bit), or Windows 7® Ultimate (32-bit/64-bit).
  - Sun Java Runtime Environment (JRE) version 6 or higher.
  - Acrobat Reader 4.0 or higher.
  - Connection to device is dependent on device type, see respective device manual:
    RS232 Serial port, or
    USB port. USB 1.1 required, USB 2.0 supported.

1.5 PDM description

1.5.1 PDM terminology

This section gives a brief description of the basic terminology in PDM.

- Device; can be a charger, a location device, a handset that can be connected to PDM.
- Number; the complete settings for a single device. Also chargers have a Number.
- Template; general settings for a specific device type. A template can be applied to several Numbers of the same device type.
- License; licensed functionality for a device.
- Tabs; in the PDM there are four different tabs. In these tabs, the information for devices, Numbers, templates and licenses are shown.
- Parameter definition file; a file including all possible settings for a certain device type. Templates are created from parameter definition files.
- Software; is the software used in devices. The device software can be updated via PDM.
- Version; parameter definition files and device software are indicated by versions.
- Package file; a file that can contain other files, such as parameter definition files, software files and template files.
- Importing; different types of files can be imported.
- Associate; before being able to synchronize parameters between PDM and devices, it is necessary to associate a Number with the device. Association includes all parameters. If it exists on that device type, it also includes Contacts.
- Assign; it is possible to assign a Number to a device that has not yet been assigned a Number in the PDM. Assign includes only the parameters defining the Number.

1.5.2 PDM usage

This section gives a short description to give a basic understanding on how to use the PDM with devices.

- Import a parameter definition file of the corresponding device type to PDM.
- Create a template from the parameter definition file.
- Add a device to PDM.
- Create a new Number for the corresponding device type.
- Associate the Number with the device.

2 Installation and Configuration

2.1 Software Installation

This section describes the installation procedure.

NOTE: Do not connect the hardware to the computer before installation.

1   Close all running programs.

2   Locate the software provided by your supplier. Alternatively, download the software at Ascom's Extranet.

3   Double-click on the SETUP.EXE file (located in PDM x.x.x folder).

4   Follow the instructions given by the setup program.

If an older version of PDM is installed, the installation wizard will uninstall the older version before installing the newer PDM version.

2.2 Software Configuration

This chapter includes settings for:

- Initial startup
- Optional COM port settings
- Definition files
- Language

2.2.1 Initial startup

In the Start menu, select All Programs > Ascom WinPDM > Ascom WinPDM.

Note: Windows Firewall may alert you of ''MwpCSI'', ''PMServer'', ''UspCSI'', ''CuspCSI'' and ''CuspSerialCSI''.

The first time the PDM is started, a *Create site* dialog appears.
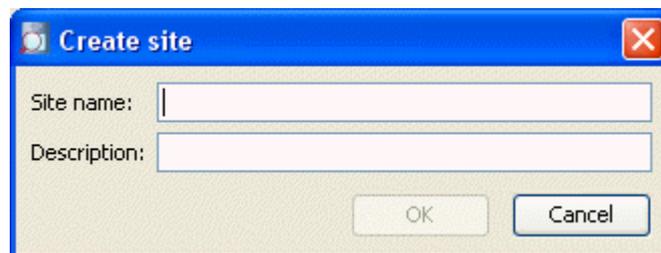
1   In the *Site name:* field, enter a site name

2   In the *Description:* field, enter a description of the site (optional).

3   Click ''OK''.

Note: One site needs to be present for the PDM to be able to run. It is possible to create the site later on. Additional sites can also be created. See

2.2.2 Optional COM port settings

If only the USB connection will be used, the settings in this section are not needed. These settings need to be done only if a COM port will be used.

1   In the Options menu, select "Preferences".

2   Select the COM port to be used for connecting devices to the PC and click "OK".
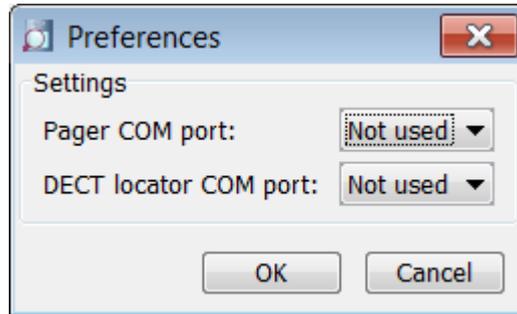
2.2.3 Definition files

Before starting to use templates in PDM, definition files need to be imported.

How to import parameter definition files is described in 3.10.2 Import a Package File on page 37 and 3.10.3 Import Parameter Definition files on page 38.

For general information about file handling, see 3.10 Product Designation and NameFile management on page 37.

2.2.4 Language settings for PDM Menus

It is possible to select the language to be used in the menus in PDM by importing a language file with the file extension *.xml.

The default language is english, and stored as a default translations file in your installation directory at installation:
C:\Program Files\Ascom\PDM\Client\default-translations.xml

This file can be copied and edited to create a new language and can then be imported from the *Select language* dialog, see figure 2.

NOTE: For adding a new language to a device, see 3.10.5 Import Language files for Devices on page 38 and 3.10.7 Upload a Language to Devices on page 39.

1   In the Options menu, select ''Select language''.

Figure 2. The Select language dialog

2   Click the ''Import…'' button. In the Import files window, find and select the language file (.xml) to be imported and click ''Open''.

3   In the Available languages: drop-down list, select which language to use.

4   Click ''OK''.

3   Operation

3.1   The PDM GUI

3.1.1   PDM Window

The PDM window consists of three areas: Menu, Toolbar and Work Area. The Toolbar has
four tabs: Devices, Numbers, Templates and Licenses. When one of these tabs is selected the
available device types are shown in the left hand pane of the work area. The right hand pane
shows the devices, Numbers or templates that have already been configured.

Figure 3. PDM Window Area.

Search Field

In the upper part of the Work area there are search fields where different search criteria can
be selected depending on which tab that is displayed. The search field is color coded green
or red depending on if there are possible matches to the search criteria or not.

Sort the List

By default the lists are sorted by the first column. To sort the list by any other column, click
the column heading. To reverse the sort order, click the column heading again. The sort
order is indicated by an up or down arrow in the column heading.

Filter the List

By default the list in each tab shows all available Devices, Numbers or Templates. It is
possible to filter the list by selecting a device type in left pane.

3.1.2 Color coding

General color coding

- If the version number is shown in red, PDM has found no parameter definition files supporting that device type.
- If the version number is shown in dark red, the parameter definition file is compatible, but does not have exactly the same version as the device.
- If the Number is shown in dark red, the PDM warns that the parameter settings will be applied to a particular device (its hardware) instead of a particular user id/number.

Color coding for parameter and template editing

In the parameter and template editing windows, the following color coding is used:

Color	Context	Description
Black	General	Normal
Dark blue	For templates and parameter editing	Parameter has been edited during the current session
Purple	For templates	The parameter is included in the template (checked)
Red	For templates and parameter editing	Value not valid
Turquoise	For templates and parameter editing	The value differs from the default value

3.1.3 Tabs

Devices Tab

The view shows all devices configured at the site in a detailed list. The following information can be displayed (see also figure 4 on page 11):

- Description – optional information of a device that can be added by the PDM user. For example, the location of the device.
- Device ID – the unique identifier of the device.
- Device type – the device model.
- Software version – the version of the software in the device.
- Parameter version – the version of the parameters in the Number
- Upgrade status[1] – might show one of the following symbols:
    - – new software upgrade is in progress. It is also possible to see a progress bar when the device is being upgraded.

    - – software upgrade Pending, Request sent, or Accepted (a green arrow).

    - – Retrying

    - – the last upgrade Failed or Aborted (a red broken arrow).

- Online – shows if the device is connected to the PC running PDM. The ✓ symbol indicates a connected device.
- Latest number - shows the latest known Number for a device.

1.See also Software Upgrade Fails on page 45.

Figure 4. The Devices tab showing a list of devices in a system.

Numbers Tab

The view shows all Numbers configured at the site in a detailed list. The following information can be displayed:

- Description – optional information of a device that can be added by the PDM user. For example, the location of the device.
- Number – the unique identifier of the Number. The identifier is unique for that device type.
- Device type – the device model the Number is intended for.
- Parameter version – shows the version of the parameters in the Number.
- Device ID – the unique identifier of the device that the Number is associated to.
- Online – shows if the device the Number is uploaded to is connected to the PC running PDM. The ✔ symbol indicates a connected device.
- Status – shows the parameter synchronization status. A Number can also be queued for synchronization. Several different indications are used, for example Synchronizing, Synchronized, etc.
  When the Number is offline, the database status is shown; Synchronized or Not synched.
- Saved – shows if the Number's parameters have been stored in the database. The ✔ symbol indicates that the parameters have been stored.
- Last login – shows the date and time the device was last online in PDM/logged in to PDM.
- Last run template - indicates which template that was last run for that Number.
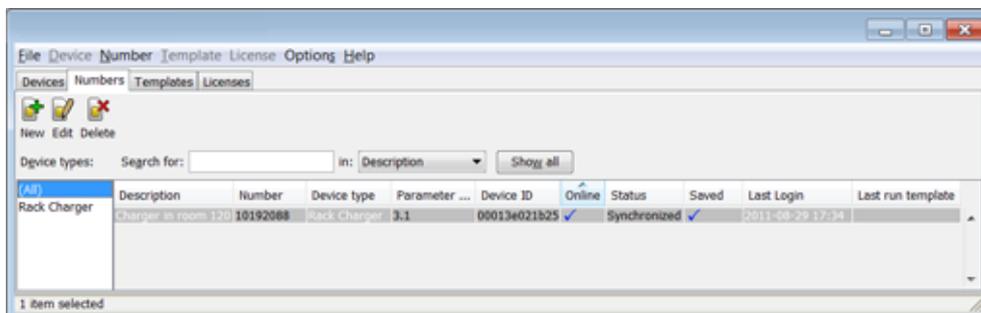
*Figure 5. The Numbers tab showing a list of Numbers in a system.*

Templates Tab

The view shows all templates configured at the site in a detailed list. The following information can be displayed:

- Name – the name of the template.
- Device type – the portable device model.
- Parameter version – shows the parameter version.
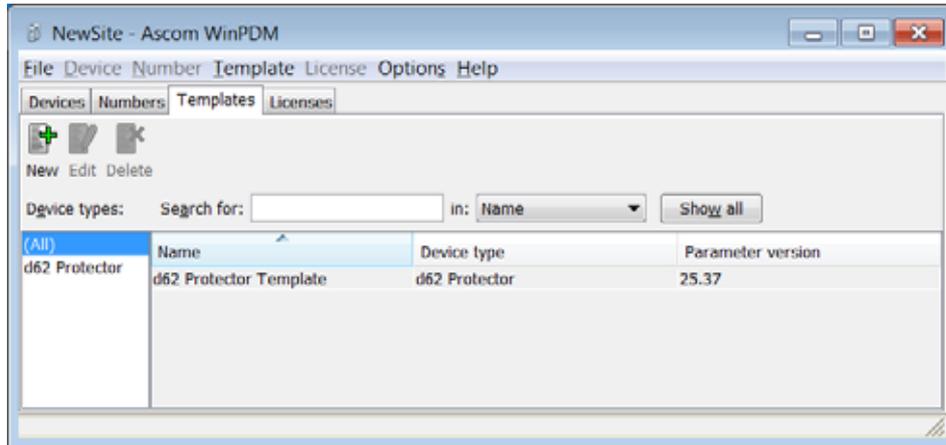
Figure 6. The Templates tab showing a list of template(s) in a system.

Licenses Tab

The view shows all devices configured at the site in a detailed list. The following columns are displayed:

- Device ID – the unique identifier of the device.
- Device type – the device model.
- Online – shows if the device is connected to the Device Manager. The ✔ symbol indicates that the device is online.
- Serial number – the number identifying the device hardware.
- Number – the unique identifier of the Number. The identifier is unique for that device type.
- Software version – shows the version of the software in the device
- Status – shows the license synchronization status.
  Examples of status that can be shown are.
  "Sending" means that PDM is sending license information to the device.
  "Server failure" means that there is some kind of error with the communication between PDM and the license server.
  "Needs update" - An attempt to move a license from one handset to another has been made, but the latest license does not exist in the handset.

In the bottom of the work area, the license options of the device are listed and whether the options are enabled or not.
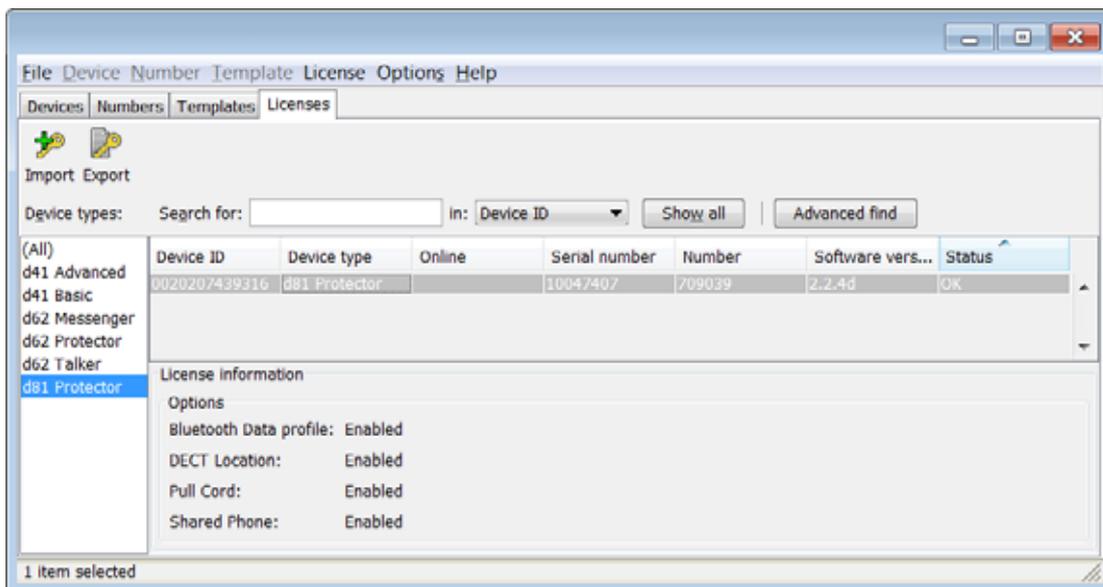
Figure 7. The Licenses tab showing a list of devices.

3.2 The Device Wizard

When a device without a number is connected to the PDM, the Device Wizard window appears.

Figure 8. Device Wizard

In the Device Wizard, there are four choices:

- Associate with Number, see also 3.6.7 Associate a Number with a Device on page 23.
- Run template, see also 3.6.6 Run a Template to set Parameter Values on page 23.
- Edit parameters, see also 3.6.5 Edit Parameters on page 22.
- Do nothing

3.3 The New Number Wizard

When a new device with a not saved Number is connected, the New Number Wizard window appears.
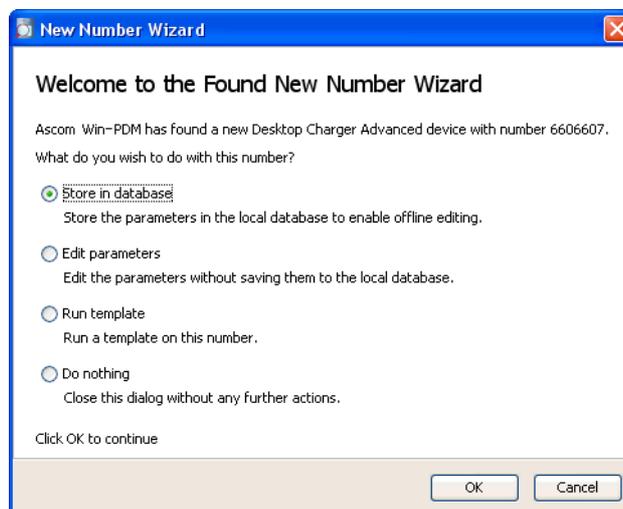
Figure 9. The New Number Wizard

In the New Number Wizard, there are four choices:

- Store in database
- Edit parameters, see also 3.6.5 Edit Parameters on page 22.
- Run template, see also 3.6.6 Run a Template to set Parameter Values on page 23.
- Do nothing

3.4 Open the PDM

1   In the Start menu, select All Programs > Ascom WinPDM > Ascom WinPDM.

2   The view of the last used Site opens. To open another site, see 3.5.2 Open a Site on page 16.

3.5 Site Management

By creating a Site for each customer installation, devices, software and licenses can be managed for that site. The settings are saved in a database.

 Note: There is a subtle but important difference between loading and opening a site. When a site is opened, the *Site management* dialog closes and it is possible to start working with the devices in the site; when a site is loaded, the *Site management* dialog stays open, making it possible to continue with site management tasks, such as creating and deleting sites.
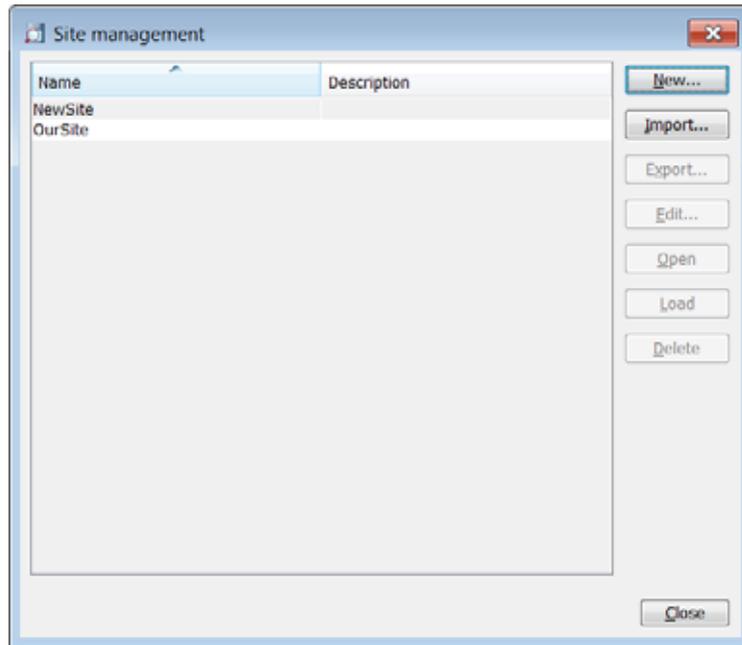
Figure 10. Site Management window.

3.5.1 Create a New Site

1 In the File menu, select ''Site management''.

2 Click ''New…''.

3 Enter a name for the site and a description (optional) and click ''OK''.

4 Click ''Close''.

3.5.2 Open a Site

1 In the File menu, select ''Site management''.

2 Select the site to be opened and click ''Open''.

3.5.3 Load a Site

1 In the File menu, select ''Site management''.

2 Select the site to be loaded.

3 Click ''Load''. The view in the main window changes to the newly opened site.

4 Click ''Close''.

3.5.4 Delete a Site

1. In the *File* menu, select ''Site management''.

2. Make sure that the site to be deleted is not currently active. If it is active, load another site (see 3.5.3 Load a Site).

    If there is only one site remaining, it cannot be deleted.

3. Select the site to be deleted and click ''Delete''.

4. In the Delete Site dialog, click ''Yes''.

5. Click ''Close''.

3.5.5 Import a Site

When importing a site, numbers with parameters and devices are imported. Templates, software and definition files are not imported.

1. In the *File* menu, select ''Site Management''.

2. Click ''Import…''.

3. Find and select the Site file (.ste) to be imported. Click ''Open''.

4. In the *Input* dialog, enter a name for the site and click ''OK''.

5. Click ''Close''

3.5.6 Export a Site

1. In the *File* menu, select ''Site Management''.

2. Select the site to be exported and click ''Export…''.

3. Enter a file name of the site (.ste) and where to save the file. Click ''Save''.

4. Click ''Close''

3.6 Numbers

3.6.1 Create New Numbers

1   Select the ''Numbers'' tab.

2   In the *Number* menu, select ''New...''. Alternatively, right-click in the *Numbers* list and select ''New...''.

3   In the *Device* type drop-down list, select device type.

4   In the *Parameter version* drop-down list, select the parameter version.

5   In the *Template* drop-down list, select which template to run on the Number. This is optional and therefore ''None'' can be selected.

6   In the *Prefix* field, enter the Number's prefix (if needed).

7   Select one of the following options:

- To create a single Number, select the "Single" option and enter the call number. Click ''OK''.
- To create a range of Numbers, select the "Range" option. Enter the start call number, end call number, and click ''OK''.

    NOTE: The maximum range that can be added at a time is 100 Numbers.

3.6.2 Save a Number to database

The number of an online device can be saved to the database.

1   In the *Numbers* tab, select the device which number to be saved.

2   In the *Number* menu, select "Save". Alternatively, right-click the device and select "Save".

3.6.3 Enter/Edit Description of a Number

3   It is possible to enter information of a Number using PDM. For example, the description can be used to describe a location of a device.

4   Select the ''Numbers'' tab.

5   Select the Number.

6   In the Number menu, select ''Enter description''. Alternatively, right-click the Number and select ''Enter description''.

7   Enter an appropriate description and click "OK" to save the setting.

3.6.4 Manage Certificate for a VoWiFi Handset

Note: To be able to edit certificates, the VoWiFi handset must be online in PDM.

Certificate(s) is used for authorizing a VoWiFi handset to access a WLAN system using the Extensible Authentication Protocol (EAP).

There are two types of certificates: Root certificate and client certificate.

The root certificate contains a public key and can be downloaded to the VoWiFi handset via Device Manager in the IMS2 or via PDM. The client certificate contains both a public key and a private key and can be downloaded to the VoWiFi handset via the PDM.

The VoWiFi handset uses the root certificate to check if the WLAN system is trusted. If the system is trusted, the handset sends the client certificate to show that it is authorized to access and log on the system.

The following must be done to be able to use certificates:

- Import certificates to handset, see Edit Certificate.
- Select which client certificate to use by setting a EAP client certificate parameter, see the Configuration Manual for the VoWiFi handset.

Edit Certificate

1   Select the ''Numbers'' tab.

2   In the Number menu, select ''Edit certificates''. Alternatively, right-click in the Numbers list and select ''Edit certificates''.

A Edit certificates window opens, see figure 11.

Figure 11. Edit Root Certificate tab
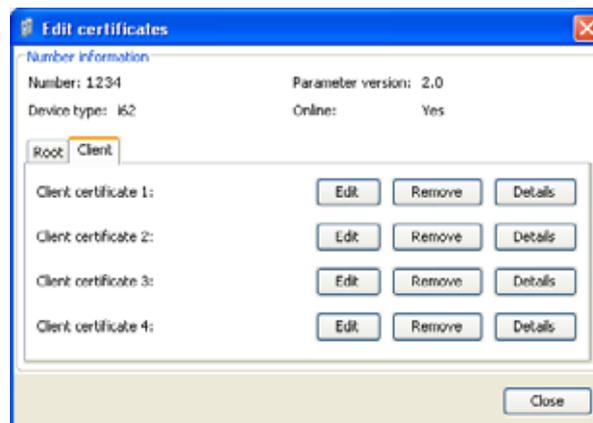
Figure 12. Edit Client certificate tab.

The following information is displayed:

- The number of the device
- The device type
- The parameter version
- The online status of the device
- Imported certificates (if any)

3   Root certificate and client certificate can be edited. If needed, click the ''Root'' tab or the ''Client'' tab for switching to the corresponding certificate view.

4   Click the corresponding ''Edit'' button to edit the certificate.

5   Locate the certificate file and click ''Open''.

6   If the certificate is protected, an Enter Password dialouge appears. Enter the password and then click ''OK''.

A Confirm Certificate windows appears, see figure 13 on page 20. The following information is displayed:

- The algorithm of the certificate
- The validity status of the certificate
- The validity period of the certificate
- The issuer of the certificate
- The authorized users of certificate (issued to).
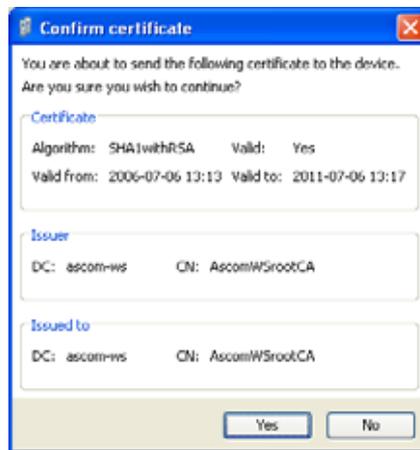
Figure 13. Confirm Certificate Window

7   Import the certificate to the device by clicking ''Yes''.

If needed, repeat step 3 - 6 for editing additional certificates.

Additional settings are required for selecting which certificate the handset shall use. See Configuration Manual for the handset.

View Certificate Details

1   Select the ''Numbers'' tab.

2   In the Number menu, select ''Edit certificates''. Alternatively, right-click in the Numbers list and select ''Edit certificates''.

3   If needed, click the ''Root'' tab or the ''Client'' tab for switchting to the corresponding certificate view.

4   Select the certificate to view by clicking the corresponding ''Details'' button.

A Certificate details window appears, see figure 14. The following information is displayed:

- The algorithm of the certificate
- The validity status of the certificate
- The validity period of the certificate
- The issuer of the certificate

- The authorized users of certificate (issued to)
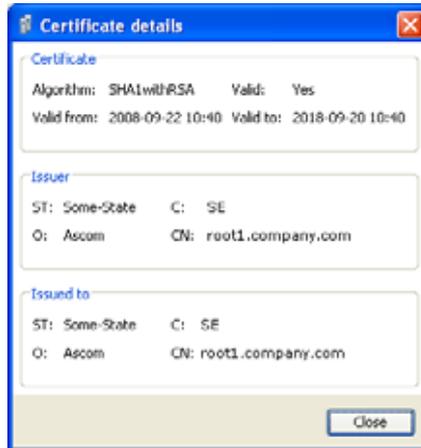
Figure 14. Certificate Details Window

Remove Certificate

1   Select the ''Numbers'' tab.

2   In the Number menu, select ''Edit certificates''. Alternatively, right-click in the Numbers list and select ''Edit certificates''.

3   If needed, click the ''Root'' tab or the ''Client'' tab for switching to the corresponding certificate view.

4   Select the certificate to remove by clicking the corresponding ''Remove'' button.

5   A *Remove certificate* window appears. Click ''Yes'' to remove the selected certificate.

The certificates are now removed to the handset. Additional settings are required for selecting which certificate the handset shall use (if any). See the Configuration Manual for the handset.

3.6.5 Edit Parameters

The *Edit Parameters* dialog shows the set of parameters for the Device/Number. The parameters are organized in a tree structure in the left pane, with the parameters in the current node in the right pane. Clicking the [?] icon will give a short description of selected parameter.

Note: If *Edit parameters* was selected in the *Device Wizard* window (see figure 8 on page 14) or in the New *Number Wizard* window (see figure 9 on page 14), continue from step 4.

1   In the *Numbers* tab, select the device to be edited.

2   In the *Number* menu, select ''Edit''. Alternatively, right-click and choose ''Edit'', or double-click the device.

3   In the left pane, select the parameters to be edited.

4   In the *Value* column, make your changes.

When a parameter has been edited, the node in the left pane changes to a blue color.

5   Click ''OK'' to save your changes. Click ''Cancel'' to undo all parameter changes.
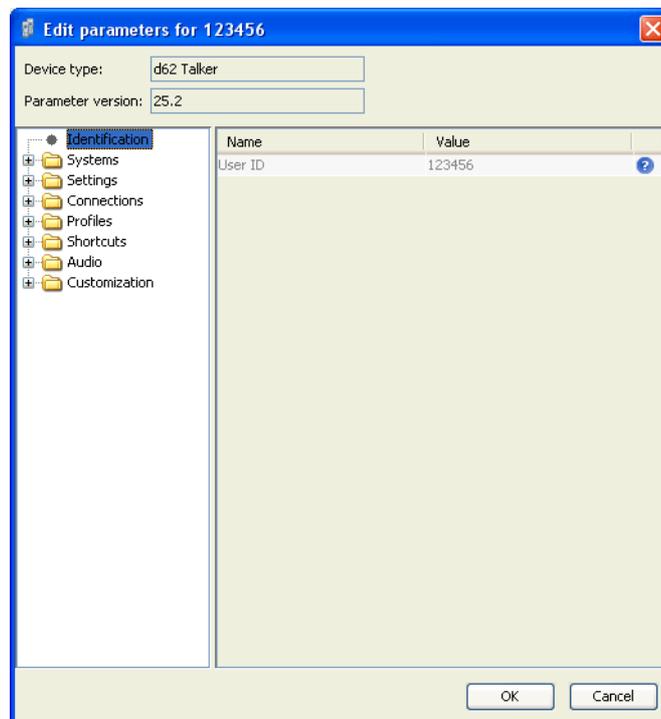
NOTE: When you save the parameters, they are automatically sent to the device if it is connected.

3.6.6 Run a Template to set Parameter Values

If a template has been created for a device type, it can be used to set the parameter values for a range of devices, or a single device.

NOTE: If *Run template* was selected in the *Device Wizard window* (see figure 8 on page 14) or in the *New Number Wizard* window (see figure 9 on page 14), continue from step 4.

1   In the *Numbers* tab, select the device(s) you want to run the template on.

2   In the *Number* menu, select ''Run template…''. Alternatively, right-click the device(s) in the list and select ''Run template…'' from the menu that appears.

3   In the *Run template* dialog window, select the template to be used and click ''OK''.

3.6.7 Associate a Number with a Device

Before being able to synchronize parameters between PDM and devices, it is necessary to associate a Number with a device. It is possible to enter several Device IDs in advance and to associate them with a Number at a later moment.

See also 3.7.6 Assign a Number on page 27

Note: If *Associate with number* was selected in the *Device Wizard* window (see figure 8 on page 14), continue from step 3.

1   Select the ''Numbers'' tab.

2   In the *Number* menu, select ''Associate with device…''.

3   Select the device you want to associate with in the list and click ''OK''.

If the selected device is online, it will immediately be updated with the selected Number. If the selected device is not online, it will be updated the next time it is online.

It is possible to associate several Numbers with several devices simultaneously.

3.6.8 Delete a Number in the Site Database

1   Select the ''Numbers'' tab.

2   Select the device which number you want to delete.

3   In the *Number* menu, select ''Delete''. Alternatively, right-click the device in the list and select ''Delete'' from the menu that appears.

4   In the *Delete Numbers* dialog, click ''Yes''.

Note: If an online device is deleted, it will stay in the list as online but not saved.

3.6.9 Rename a Number

NOTE: It is not possible to rename a number that is shown in dark red since the parameter settings no longer will be applied to the number. Instead, the parameter settings will be applied to a particular device using its IPDI.

1   In the *Numbers* tab, select the device which Number you want to rename.

2   In the *Number* menu, select "Rename...". Alternatively, right-click the device in the list and select ''Rename...'' from the menu that appears.

3   In the *Rename number* dialog, enter a new prefix (optional) and a new Number and click "OK".

3.6.10 Copy a Number

1   In the *Numbers* tab, select the device which Number you want to copy.

2   In the *Number* menu, select "Copy...". Alternatively, right-click the device in the list and select ''Copy...'' from the menu that appears.

3   In the *Copy number* dialog, enter a new prefix (optional) and a new Number and click "OK".

3.6.11 Import Contacts

Note: The number for the handset must be saved, see

Import Contacts From File

A file containing contacts can be imported to PDM and synchronized with a handset. This feature enables transfer of contacts from older handsets. If contacts from a 9d23/9d24 handset shall be exported to a file, the SIM card programmer must be used.

NOTE: When importing a local phonebook file, the local phonebook entries (if any) in the handset will be replaced by the entries in the file.

1   In PDM, select the Numbers tab.

2   Select a number.

3   In the *Number* menu, select ''Import contacts'' > ''From file''. Alternatively, right-click the device and select ''Import contacts''> ''From file'' from the menu that appears.

4   Find and select a file containing contacts. Click ''Open''.

The contacts in the imported file are synchronized with the handset.

Import Contacts From Number

This feature enables transfer of contacts from one handset to another handset which numbers that have been saved in the PDM.

NOTE: When importing number, the local phonebook entries (if any) in the handset telephone will be replaced by the imported numbers.

1   In PDM, select the Numbers tab.

2   Select a number.

3 In the *Number* menu, select ''Import contacts'' > ''From number''. Alternatively, right-click the Number in the Number list and select ''Import contacts''> ''From number'' from the menu that appears.

4 Select a number.

5 Click ''OK''.

The contacts are now imported to the handset.

3.6.12 Export Contacts to a File

It is possible to export contacts (that is local phonebook) from a handset to a csv-file. The contacts can later on be transferred to another telephone using the *Import Contacts From File* function (see Import Contacts From File on page 24).

1 In the *Numbers* tab, select the desired handset whose contacts to be exported.

2 In the *Number* menu, select ''Export contacts''. Alternatively, right-click the handset and select ''Export contacts'' from the menu that appears. An *Export contacts* windows opens.

3 Enter a descriptive file name and press "Save".

3.7 Devices

A device can be a DECT handset, VoWiFi handset, charger, or an alarm transmitter or a pager developed to work together with the PDM.

See the user manual for respective device.

All work with devices is performed from the *Devices* tab.

- Devices can be added to a site by connecting the device to the PC.
- It is possible to transfer the information for a device to another device.
- Devices can be reset to factory settings.
- Devices can be updated with new software.

3.7.1 Add Devices to a Site

Before connecting a device to the PDM, make sure the connection is set up according to the instructions in the device´s Configuration Manual. If such a manual does not exist the instructions can be found in the device´s User Manual, or in some case the Installation Guide.

If a range of new devices are to be added to a site, the easiest way is to:

1 Create a template with all common parameter settings for the site. See 3.8.1 Create a Parameter Template on page 29.

2 Add a range of Numbers and run the template. See 3.6.1 Create New Numbers on page 18 and 3.6.6 Run a Template to set Parameter Values on page 23.

3 Edit the parameters and change individual settings. See 3.6.5 Edit Parameters on page 22.

4 Connect the physical devices, one after the other, and associate them with the Numbers in the site database. See 3.6.7 Associate a Number with a Device on page 23.

A single device can be added in the same way.

3.7.2 Synchronize a Device

When a device is connected, it is synchronized with the associated Number in the PDM.

When a device is being synchronized, parameters that have been changed in the device are uploaded to the PDM, and parameters that have been changed in the PDM are sent to the device. If a parameter has been changed in both the device and the PDM, the setting made in the PDM will take precedence.

1 Select the ''Numbers'' tab.

2 Connect a device to the computer running the PDM. If the Number is saved, and it has a parameter definition, the device is automatically synchronized.

3.7.3 Delete a Device in the Site Database

1 In the *Devices* tab, select the device you want to delete.

2 In the *Device* menu, select ''Delete'', or right-click the device and select ''Delete''.

3 In the *Delete Device* dialog, click ''Yes''.

Note: You cannot delete a device that is online.

3.7.4 Replace a Device

If a device shall be replaced with a new device, it is possible to transfer its associated Number to a new device. The new device must be of the same device type as the old one.

1 If the device to be replaced is still working, make sure that it is synchronized.

2 Connect the new device to the PDM.

Associate the new device to the Number associated to the old device as follows:

3 Select the ''Numbers'' tab.

4 In the *Number* menu, select ''Associate with device…''.

5 Select the device you want to associate with in the list and click ''OK''. The Number will no longer be associated to the old device.

3.7.5 Create new Device

It is possible to enter several new Device IDs in advance into PDM for later association.

In order to simplify input when handling many devices, it is possible to use a bar code reader. The bar code reader should send a carriage return after each item, but it is not necessary. If carriage return is not sent, it is necessary to click ''Create'' after each read item.

1 Select the ''Devices'' tab.

2 In the *Device* menu, select ''Add device''.

3 Select device type and parameter version.

4 Enter a Device ID for the device, manually or by using a bar code reader.

5 The ''Continuous registration'' checkbox can be used to select whether the ''Create devices'' dialog shall close after clicking ''Create'' or if it shall still be open.

6 Click ''Create''.

7 Repeat 4 to 6 if more devices are to be created, otherwise click ''Close''.

3.7.6 Assign a Number

It is possible to assign a Number to a device that has not yet been assigned a Number in PDM.

NOTE: Assign shall not be done on a device that already has a Number.

1 In the *Devices* tab, select the device you want to assign a Number for.

2 In the *Devices* menu, select ''Assign number''.

3 In the *Assign number to device* dialog, enter a new prefix (optional) and a new Number. Click ''OK''.

3.7.7 Enter/Edit Description of a Device

1 It is possible to enter information of a device using PDM. For example, the description can be used to describe a location of a device.

2 Select the ''Device'' tab.

3 Select the device.

4 In the Device menu, select ''Enter description''. Alternatively, right-click the device and select ''Enter description''.

5 Enter an appropriate description and click ''OK'' to save the setting.

3.7.8 Factory Reset

Factory reset means that the device parameters will be set to factory default settings. The Number in the database that is associated with the device will not be affected.

Note: The device must be online.

1 Select the ''Devices'' tab.

2 Select device(s) to be reset.

3 In the *Device* menu, click ''Factory reset''. Alternatively, right-click the device and select ''Factory reset''.

4 Click ''Yes''.

3.7.9   Device Properties

To get a summary of the properties of a device:

1   Select the ''Devices'' tab.

2   Select device.

3   In the *Device* menu, click ''Properties''. Alternatively, right-click the device and select ''Properties''.

The following information is displayed (depending on PDM version):

- Description of the device (if entered by the PDM user)
- Device ID
- Device type
- Parameter version
- Software version
- Last known number
- Online status
- File upload information

3.8 Templates

Templates are a collection of user defined parameter values. These templates can be used to create common settings to be used on several devices of a certain device type.

Note: Templates created in one site are also selectable in the other sites used in PDM.

3.8.1 Create a Parameter Template

1   Select the ''Templates'' tab.

2   In the *Template* menu, select ''New''.

3   Select device type and parameter version, enter a name for the template, and click ''OK''.

Note: If you cannot find your device type and/or parameter version in the list, PDM needs to be updated with new parameter definition files, see 3.10.3 Import Parameter Definition files on page 38.

4   In the *Edit Template* dialog window, select the parameters you want to be saved in the template by selecting the check box to the left of each parameter. Change the parameters to the desired values.

5   Click ''OK''.

3.8.2 Create a Parameter Template from a Number

It is also possible to create a template from a device in the PDM. This can be used to save a device settings in the template that later on can be applied to other devices.

1   In the *Numbers* tab, right-click the device which settings to be used as template,

2   Select ''Use as template…''.

3   Enter a name for the template.

4   Click ''OK''. The *Edit template* dialog opens.

5   Continue with 4 to 5 in 3.8.1 Create a Parameter Template on page 29.

Note: When the *Edit template* window is opened from the "Use as template" command, a *Select* drop-down list is shown in the bottom left corner. This setting decides which parameters that shall be copied from the device. If *All parameters* is selected, the synchronization time will be longer.

It is also possible to create a template from a device that is online but not stored in the database. The template will contain all parameters for the device except for those that are Number specific.

3.8.3 Rename a Template

1   Select the ''Templates'' tab.

2   Select the template you want to rename.

3   In the *Template* menu, select "Rename…", or right-click and select "Rename…".

4   In the *Rename template* dialog, enter a new name and click ''OK''.

3.8.4 Copy a Template

1   Select the ''Templates'' tab.

2   Select the template you want to copy.

3   In the *Template* menu, select "Copy…", or right-click and select "Copy…".

4 In the *Copy template* dialog, enter a new name and click ''OK''.

3.8.5 Edit a Template

1 Select the "Templates" tab.

2 Select the template you want to edit.

3 In the *Template* menu, select "Edit…" or right-click and select "Edit…".

4 In the *Edit template* window, edit the parameters and click ''OK''.

3.8.6 Delete a template

1 Select the "Templates" tab.

2 Select the template you want to delete.

3 In the *Template* menu, select "Delete", or right-click and select "Delete", or press the Delete button.

4 In the *Delete template* dialog, click "Yes".

3.8.7 Upgrade a Template

NOTE: In order to upgrade a template, the new parameter version must have the same major version as the old parameter version. For example, upgrading from 25.8 to 25.9 works, but not upgrading from 25.8 to 26.x.

1 Select the "Templates" tab.

2 Select the template you want to upgrade.

3 In the *Template* menu, select "Upgrade…" or right-click and select "Upgrade…".

4 Select the parameter version to upgrade to and click "OK".

3.8.8 Apply a Template

1   Select the "Templates" tab.

2   Select the template you want to use.

3   In the *Template* menu, select "Apply to…" or right-click and select "Apply to…".
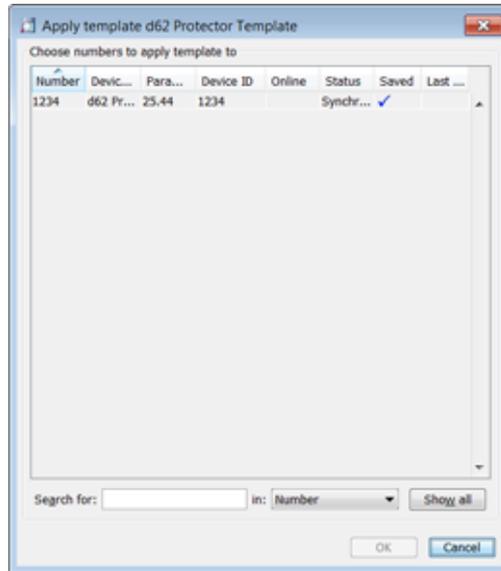
TIP: It is possible to search for a device in the list using the *Search* field in the *Apply template…* dialog window.

4   Select device(s) to apply the template on and click "OK".

3.9 Licenses

NOTE: This feature might not be applicable for all handsets.

This section describes the device licensing features that can be done using the PDM. An overview of the device licensing concept is described in Function Description, Product Licensing Overview, TD 92677EN.

In PDM, device licensing offers a possibility to view, manage and upgrade licenses of devices. In the Licenses tab, devices are listed. If a device is selected in the list, the status of the license options for the selected device is displayed.

Note that some tasks include using the License Web and the details of how to work with the license web are not described here.

The following features are described:

- Upgrade licenses, "Import" and "Export"
- Manual synchronization of licensing information, "Refresh"
- View license options
- Filter license options

The following licensing features are not done with the PDM and are therefore not described is this document:

- How to work with the license web
- How to purchase licenses
- Manual license upgrade using handset

The license of a handset can be upgraded to a license of a higher variant level, for example from a d62 Talker license to a d62 Messenger license. Depending on the variant used, additional license options may be available.

Note: A handset can be re-licensed a limited number of times. For the d81, d62, i62, and d41 handsets it is limited to 99 times.

3.9.1 License Upgrade alternatives

License upgrade includes using the license web which is described in Function Description, Product Licensing Overview, TD 92677EN.

These are the alternatives for upgrading licenses on devices:

- Automatic license upgrade
  Used when the PDM has an internet connection to the license server, see 3.9.2 Automatic license upgrade.
- License upgrade using export/import
  Used when the PDM does not have an internet connection, see 3.9.3 Export and Import Licensing information.
- Manual license upgrade
  Used to enter the license key manually in the handset, see the configuration manual for the corresponding handset. In this case, the PDM is not used.

3.9.2 Automatic license upgrade

Note: This feature requires an Internet connection.

The first time a device logs in to the PDM, it asks the license server if any licenses are available for the device. When the device logs in at a later time, there is no automatic check for licenses. If changes have been made, a manual upgrade must be done by selecting Refresh, see 3.9.6 Refresh on page 35.

Automatic license upgrade is a way of upgrading automatically to the correct license for a device. In order to get a purchased license for a device, a connection with the license server is made. The PDM automatically gets device licensing information from the device, sends it to the license server which returns a license key that the PDM sends to the device. The device upgrades and the correct license information is shown in the PDM and the device.

Warning: If the Number for the upgraded handset is also used for another handset within the same family, there can be a conflict when upgrading licenses. For example, if a d62 Talker is upgraded to a d62 Messenger, and a d62 Messenger with that number already exists, there will be a conflict. In this case, the settings in the Device Manager will take precedence over the settings in the device, i.e. the d62 Messenger settings will be used for both handsets.

3.9.3 Export and Import Licensing information

In order to upgrade licenses on devices when the PDM does not have an internet connection to the license server, the following is done:

* The information needed for licensing of a device is exported from the Device Manager to a file, see Export Licensing information on page 33.
* The file determines which additional license options that are available for the device. It can also be used to view the current license options of the device in the license web.
* From the license web, a license file containing the license keys for the device is generated
* The license file is imported to the Device Manager, see Import licenses on page 34
* The Device Manager communicates the license key (included in the license file) to the device
* The device upgrades according to the license options

Export Licensing information

The information needed for licensing of a device can be exported to a product information file. This file can be used to generate licenses for the device.

1   Select the Licenses tab.

2   Select the device(s) that shall be exported.

3   In the License menu, select "Export". Enter a name for the file and click "Save".

See Function Description, Product Licensing Overview, TD 92677EN for a description of how to generate licenses.

Import licenses

License files are used for upgrading devices with licenses. A license file can be imported to the Device Manager.

See Function Description, Product Licensing Overview, TD 92677EN for a description of how license files are generated.

1   In the *File* menu, select ''Import'' > "Licenses…''.

2   Select the license file(s) to be imported (*.xml) and click ''Open''.

3.9.4   View license options

It is possible to view which license options that exist on a device.

1   Select the *License* tab.

2   Select a device.

3   In the bottom of the work area, the license options of the device are listed and whether the options are enabled or not.

3.9.5   Filter license options

It is possible to search and select devices which have same license options. The selected devices can be upgraded with additional licenses by exporting a product information file to the License Web (see Export Licensing information on page 33). The advantage to select devices with same license options is that additional licenses can be applied for the devices simultaneously.

1   Select the *License* tab.

2   Click ''Advanced find''.

A *License options filter* dialog windows opens.

3   Under Device types, select device(s) .

4   Under *Option* filters, select the status of the license option(s) that shall be common for the selected devices.

   • Ignore - show all devices independent of license options.
   • Enabled - show devices with a certain license option enabled.
   • Disabled - show devices with a certain license option disabled.
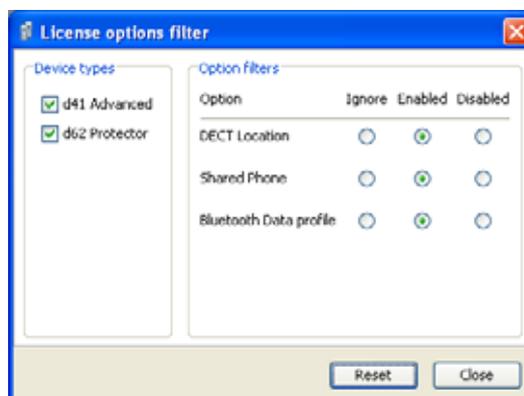
Figure 15. Filtering license options for devices.

The search result is updated directly when selecting devices and license options. In addition, the icon ⬤ is also displayed next to the Advanced find button to indicate that the search result is filtered.

When clicking Close, the filtered search result will still be displayed. When clicking Reset, the filter is removed and all devices are displayed.

3.9.6   Refresh

If a device is already registered in the PDM and a change of licenses has been done, the information needs to be updated. By doing a Refresh, the device license information in PDM is synchronized with the information in the license server and transferred to the device.

Note: This feature requires a connection to the license server.

1   Select the *License* tab.

2   Select device(s).

3   In the *License* menu, select "Refresh". The correct license is fetched from the license server, sent to the device and displayed in the Device Manager.

3.9.7   Remove Devices from the License View

This command removes devices from the licenses tab view.

1   Select the ''licenses'' tab.

2   Select the devices(s) that shall be removed from the list. The selected row(s) are highlighted.

3   In the *License* menu, select ''Remove device'' or right-click and select ''Remove device''.

4   In the *Remove device* dialog, click ''Yes''.

3.9.8   Move License

Note: This feature requires PDM that supports the move license feature, and a connection to the license server.

Tip: See also the handset's Configuration Manual for more information on which handsets that support this feature.

It is possible to move a license from one handset to another handset of the same device type. A move license command can only be done to an unlicensed handset of a device type supporting licensing.

An example of when to use the *Move license* command is when there is an unused handset and a handset with a broken display. Use the *Move license* command to move the license to the other handset. Then the broken handset can be sent for service.

1   Select the ''Licenses'' tab.

2   Select the handset whose license shall be moved. The selected row is highlighted.

3   In the *License* menu, select ''Move license...'' or right-click and select ''Move license...''. The *Move license* window appears.

4   Select the handset that shall receive the license. Click "OK".

     If no handsets are shown in the *Move license* window, there are no handsets that are selectable to move the license to.

The device type of the handset that received the license is still unchanged in the PDM. Select this handset and do the following:

5   In the *Licenses* menu, select "Refresh" to complete the transfer of the license. The device type of the handset is now updated in PDM.

3.10 Product Designation and NameFile management

This chapter covers File management for parameter definition files, software files, language files (.lng) for devices, and company phonebook files.

Import and export of templates and numbers are described in 3.11 Import and Export on page 40. Import of language files (.xml) for the PDM menu are described in 2.2.4 Language settings for PDM Menus on page 7.

The parameter definition file holds the definitions of all parameters for a specific version of a Number's parameter set. Updated software and new parameter definition files for devices and Numbers can be added to the PDM, see 3.10.3 Import Parameter Definition files on page 38.

If there is a naming conflict when importing, a warning message is displayed.
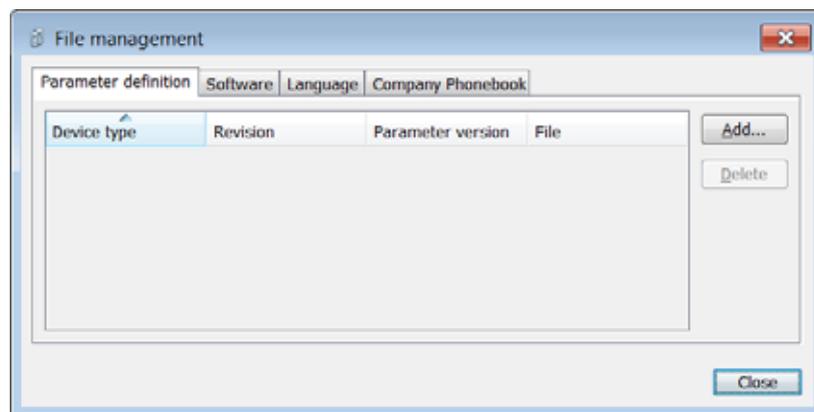

Figure 16. File management dialog window.

3.10.1 Definition File Version – Parameter Version

Both definition files and device software include parameters and are indicated by a version number.

If a device associated to a Number is upgraded to a software supporting another parameter version than the stored Number, it does not always demand a new definition file. An old definition file can often be used, but if new parameters have been added in the new parameter version these parameters will not be editable. The release note will tell you if a new definition file is needed to match the new parameters. If the old definition file cannot be used, it will be highlighted with red.

3.10.2 Import a Package File

A package file may include different types of files, such as software files, parameter definition files and/or template files. If the package does not include a certain file, it can be imported separately. See 3.10.3 Import Parameter Definition files on page 38, 3.10.4 Import new Software for Devices on page 38, and/or 3.11.2 Import Templates on page 41.

1   In the *File* menu, select ''File management''.

2   Select the *Parameter definition* tab or *Software* tab and click ''Add''.

3   Select the package file (.pkg) to be imported and click ''Open''.

The files included in the package are now imported. If needed, select the "Parameter definition" tab or "Software" tab to view the corresponding imported files (if any).

If template(s) has been imported, it can be viewed by clicking ''Close'' and then selecting the "Template" tab.

4   Click ''Close''.

3.10.3   Import Parameter Definition files

Tip: Parameter definition files (.def) are mainly included in package files (.pkg) distributed by your supplier, see 3.10.2 Import a Package File on page 37.

1   In the *File* menu, select ''File management''.

2   Select the *Parameter definition* tab and click ''Add''.

3   Select the definition files to be imported and click ''Open''.

        Only files with a corresponding extension are shown, such as .def and .pkg.

4   Click ''Close''.

3.10.4   Import new Software for Devices

Tip: Software files (.bin) are mainly included in package files (.pkg) distributed by your supplier, see 3.10.2 Import a Package File on page 37.

1   In the *File* menu, select ''File management''.

2   Select the *Software* tab and click ''Add''.

3   Select the software files to be imported and click ''Open''.

        Only files with a corresponding extension are shown, such as .bin and .pkg.

4   Click ''Close''.

3.10.5   Import Language files for Devices

Note: To select the language to be used in the PDM, see 2.2.4 Language settings for PDM Menus on page 7.

For adding a new language to a device, a language file (.lng) distributed by your supplier must be imported to the PDM and then uploaded to the device.

1   In the *File* menu, select ''File management''.

2   Select the "Language" tab and click ''Add''.

3   Select the language files to be imported and click ''Open''.

        Only files with a corresponding extension are shown, such as .lng.

4   Click "Close".

5   To apply the language for a device, see 3.10.7 Upload a Language to Devices on page 39.

3.10.6   Import Company Phonebook files

It is possible to import a company phonebook file for later use.

1   In the *File* menu, select ''File management''.

2   Select the "Company Phonebook" tab and click ''Add''.

3   Select the company phonebook files to be imported and click ''Open''.

        Only files with a corresponding extension are shown, such as .cpb.

4   Click ''Close''

3.10.7 Upload a Language to Devices

It is possible to upload a language to portable devices that support Language Upload.

1   In the *Devices* tab, select the device(s) to upload a language to. It is possible to select several devices, but only devices of the same device type can be selected.

2   In the *Device* menu, select ''Upload Language...''.

3   If needed; import the language file (.lng) to be used by clicking ''Import...'', locate the file, and click ''OK''.

4   In the *Available files:* drop-down list, select which language to upload.

5   Click "OK".

3.10.8 Upload a Company Phonebook

It is possible to upload a company phonebook to a handset that support company phonebook upload.

1   Select the ''Devices'' tab.

2   Select the device(s) to upload a company phonebook to. It is possible to select several devices, but only devices of the same device type can be selected.

3   In the *Device* menu, select "Upload company phonebook...".

4   If needed; import the company phonebook file (.cpb) to be used by clicking ''Import...'', locate the file, and click ''OK''.

5   In the *Available files:* drop-down list, select which company phonebook to upload.

6   Click "OK".

3.10.9 Upgrade a Device with New Software

It is possible to upgrade the software in a device. The device must be online/logged in to PDM.

1   Select the ''Devices'' tab.

2   Select the device. It is possible to select several devices, but only devices of the same device type can be selected.

3   In the *Device* menu, select ''Upgrade''.

    Alternatively, right-click the device and choose ''Upgrade'', double-click the desired device, or click the ''Upgrade'' button in the toolbar.

4   If needed; import the software file to be used by clicking ''Import...'', locate the file, and click ''OK''.

5   In the *Available files:* drop-down list, select the software to be uploaded.

6   Select software to be used and click ''OK''.

    The software will be downloaded to the device. A progress bar in the *Status* column for the device shows the progress of the download.

    To cancel the upgrade, click Device > ''Cancel upgrade'' in the menu. Alternatively, right-click the device in the device list and select ''Cancel upgrade''.

    The device will restart automatically after a successful download.

3.10.10 Delete Parameter Definition Files

1   In the *File* menu, select ''File management''.

2   Select the ''Parameter definition'' tab.

3   Select the definition files to be deleted.

4   Click ''Delete''.

5   In the *Delete files* dialog, click ''Yes''.

6   Click ''Close''.

3.10.11 Delete Software

1   In the *File* menu, select ''File management''.

2   Select the ''Software'' tab.

3   Select the software to be deleted.

4   Click ''Delete''.

5   In the *Delete files* dialog, click ''Yes''.

6   Click ''Close''.

3.10.12 Delete Language File for Devices

Note: This applies to language files (.lng) for devices. Language files (.xml) for the PDM menus are not deleted.

1   In the *File* menu, select ''File management''

2   Select the ''Language'' tab.

3   Select the Language to be deleted.

4   Click ''Delete''.

5   In the *Delete files* dialog, click ''Yes''.

6   Click ''Close''.

3.10.13 Delete Company Phonebook File

1   In the *File* menu, select ''File management''

2   Select the ''Company Phonebook'' tab.

3   Select the company phonebook file to be deleted.

4   Click ''Delete''.

5   In the *Delete files* dialog, click ''Yes''.

6   Click ''Close''.

3.11 Import and Export

This section describes import and export of Numbers and templates.

Import and export of licensing information is described in 3.9 Licenses on page 32. Import and additional file handling of parameter definition files, software files, language files and company phonebook files for devices are described in 3.10 Product Designation and NameFile management on page 37. Import of language files for PDM are described in 2.2.4 Language settings for PDM Menus on page 7.

The purpose of exporting and importing Numbers and templates is to be able to move Numbers and templates to another site or to use at a later time. It is also possible to move between PDM and the Device Manager in IMS3.

The parameter configuration in Numbers can be exported to a file. This file can be used by the supplier to pre-program devices before delivery to the customer, and to share Numbers and Templates with other PDMs.

3.11.1 Import Numbers

Updated Number files may be distributed by your supplier.

1   In the *File* menu, select ''Import'' > ''Numbers...''.

2   Select the Number files to be imported (*.xcp) and click ''Open''.

If there is a Number conflict when importing Numbers, the error message *Number import failed: Number already exists* is displayed.

3.11.2 Import Templates

Updated Template files may be distributed by your supplier.

1   In the File menu, select ''Import'' > ''Templates...''.

2   Select the Template files to be imported (*.tpl) and click ''Open''.

If there is a naming conflict when importing a template, the new template is imported and a digit within brackets is added after the name. The old template's name is not affected.

For example:
Template MyHandset (old template)
Template MyHandset (2) (new template)

3.11.3 Export Numbers to a File

It is possible to configure Numbers for a site and export the settings to a file. One or several Numbers can be selected.

The exported file can then be used when producing new devices for the customer.

Only Numbers stored in the database can be exported.

There is no restriction on device type when exporting.

1   Select the ''Numbers'' tab.

2   Select the Number (or Numbers).

3   In the *Number* menu, select ''Export''.

4   Enter a file name for the Numbers (.xcp) and where to save the file and click ''Save''.

3.11.4 Export Templates

It is possible to export template files. One or several templates can be exported.

1   Select the ''Templates'' tab.

2   Select the template (or templates) to be exported.

3   In the *Template* menu, select ''Export...''.

4   Enter a file name for the templates (.tpl) and where to save the file and click ''Save''.

4   Administration

4.1   Data Backup

All settings in the PDM, such as the configuration, the sites and the templates are stored as database files. It is recommended to do backups on a regular basis. Device software, definition files, templates, devices and Numbers including parameters are included in the backup.

4.1.1   Backup PDM Database Files

1   Close the PDM.

2   The database files are saved in the *PDM* folder located in
Windows Vista/Windows 7 - C:\USERS\<USER>\APPDATA\ROAMING\ASCOM\

3   Copy the *PDM* folder to, for example, a CD or a network drive.

4.1.2   Restore PDM Database Files

1   Close the PDM.

2   Retrieve the saved copy of the *PDM* folder.

3   Copy the *PDM* folder to

4   Windows XP - C:\DOCUMENTS AND SETTINGS\<USER>\APPLICATION DATA\ASCOM
Windows Vista/Windows 7 - C:\USERS\<USER>\APPDATA\ROAMING\ASCOM\

5   Uninstall the PDM

1   In the Windows Start menu, select your PDM application.

2   Select Uninstall. Follow the instructions in the uninstall wizard.

6 Troubleshooting

When troubleshooting the PDM, it is always a good idea to examine the log files, since they provide additional information that may prove useful. When reporting an error to your supplier, always include the appropriate log file.

Log files are stored under
C:\DOCUMENTS AND SETTINGS\<USER NAME>\APPLICATION DATA\ASCOM\WINPDM\LOG
The log files are rotated every 10 MB and are time-stamped with 1 ms resolution.

The PDM does Not Start / Installation fails

To run the PDM, the computer must confirm to the requirements listed in 1.4 Requirements on page 4. If you do not have the correct software versions installed, contact your system administrator.

To install the PDM, you must have administrator rights on the computer. Contact your system administrator if you are not able to install the PDM.

Firewall issues

Windows Firewall may alert you of ''PMServer'', ''CuspCsi'', ''UspCsi'', ''MwpCsi'' and ''CuspSerialCSI''. You can ignore these security alerts, it will not affect the PDM, but then the alerts will appear every time the PDM is started. A better way is to select ''Continue blocking'' or ''Unblock''.

No Indication of connected Device

If a device does not show up in PDM, make sure the device is properly connected, or try disconnecting and reconnecting the device.

If a connected device does not show up as connected in the Devices view, the USB port or the RS232 port may not be configured correctly.

In Windows XP, open Windows Control Panel and select ''System''. In the *Hardware* tab, select ''Device Manager''.

In Windows Vista/Windows 7, open Windows Control Panel. Select System and Security > Hardware and Sound. Under *Devices and Printers*, select ''Device Manager''.

If the device does not show up in the list (as an USB port or COM port controlled device depending on the portable model), check the connection and reinstall the drivers and/or software for the device.

Software in Device Not Recognised/Synchronization Fails

A device might have software with a parameter set that is newer than the version recognised by the PDM. The PDM will then be unable to send parameters to the device. The symbol ⬆ in the Parameters column for the selected device indicates that the synchronization between the device and the PDM was not successful.

If this is the case, the PDM should be updated with new software and definition files provided by your local supplier. See 3.10.3 Import Parameter Definition files on page 38.

Software Upgrade Fails

Upgrade status shows	Probable cause	Action or comment
Aborted	1) Trying to downgrade a software of a handset that has been upgraded with a product license and/or functionality license.	1) The license(s) can be moved to an corresponding unlicensed handset (that is d62 Talker or i62 Talker) using IMS3.
	2) The handset's hardware does not support the software version you are trying to downgrade to.	2) Use another software version. Ask you supplier.

Parameter Conflict

If a device is detected and the same Number has been used by another device in the system there will be a parameter conflict. A dialog window appears, asking the user to decide whether to use the Number settings in PDM or the Number settings in the device.

One typical situation when this parameter conflict will occur is if a device's hardware has been replaced.

For example:

A replacement device has first been registered[1] with the same Number as the damaged device. When the replacement device is connected to the PDM, the PDM will warn for a parameter conflict.

In this case, select ''PDM'' to transfer the phonebook of the damaged device (located in PDM) to the new device.

If ''Device'' is chosen in this situation, the phonebook belonging to the damaged device and located in PDM will be deleted (and replaced with the empty phonebook in the replacement device).

For more information about device replacement, see the User Manual or Configuration Manual for respective device.
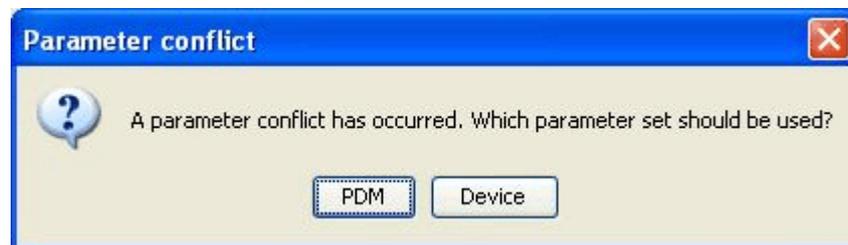

Figure 17. Parameter conflict dialog.

1.See the devive's User Manual and Configuration Manual for more information how to register it.

7   Related Documents

Data Sheet, Portable Device Manager (PDM), Windows Version	TD 92324EN
Function Description, Product Licensing Overview	TD 92677EN
Configuration Manual, Ascom i62 VoWiFi Handset	TD 92675EN
Configuration Manual, Ascom d81 DECT Handset	TD 92674EN
Configuration Manual, Ascom d62 DECT Handset	TD 92639EN
Configuration Manual, Ascom d41 DECT Handset	TD 92641EN

8   Document History

For details in the latest version, see change bars in the document.

Version	Date	Description
A	20 February 2006	First released version
B	17 May 2006	Clarifications and new instructions because of changes in the GUI
C	18 December 2006	Name of the default installation folder is changed
D	26 June 2008	Major technical changes and new document structure.
E	22 October 2008	Added new features; languages, phonebook, new menus.
F	16 February 2009	Added new features. Minor updates.
G	17 November 2009	Added new chapters: - 3.7.9 Device Properties - 3.9 Licenses - 4 Administration - 3.8.7 Upgrade a Template - 3.8.8 Apply a Template Updated information in: - 3.7.9 Device Properties - 6 Troubleshooting
H	01 February 2010	See change bars for more information.
I	26 September 2011	Chapter *Other Settings* removed since the option "Automatically enable devices" is removed. In 5 Uninstall the PDM, Uninstallation of Unite Host Router removed. See also change bars in the document.

Appendix A: PDM Keyboard Shortcuts

The following table shows the keyboard shortcuts that can be used in PDM.

A.1 General

Shortcut	Description
Ctrl + H	Open the File management window.
Ctrl + Tab	Switch tab
Alt + F4	Close the application

A.2 Devices

Shortcut	Description
Ctrl + N	Add a new device
Enter	Upgrade the selected device(s)
Delete	Delete the selected device(s)
Ctrl + F	Find a device
Ctrl + Enter	Open the Properties window for the selected device

A.3 Templates

Shortcut	Description
Ctrl + N	Add a new template
Enter	Edit the selected template
Ctrl + C	Copy the selected template
F2	Rename the selected template
Delete	Delete the selected template
Ctrl + F	Find a template

A.4 Numbers

Shortcut	Description
Ctrl + N	Add a new Number
Enter	Edit the selected Number
Ctrl + C	Copy the selected Number
F2	Rename the selected Number
Ctrl + S	Save the selected Number to the database
Delete	Delete the selected Number from the database
Ctrl + F	Find a Number

A.5 Licenses

Shortcut	Description
Delete	Delete the selected license(s)
Ctrl + F	Find a license

Appendix B: File types

In this appendix, the different file extensions that are used in PDM are explained. System files are not described.

File type	Extension	Description
Software file (devices)	bin	Software for devices
Company Phonebook file	cpb	Company Phonebook file for portable devices.
Parameter Definition file	def	Including all possible settings for a certain device type for a certain version.
Language file	lng, or xml	Language file for portable devices or PDM. Language file for PDM uses XML (eXtensible Markup Language.).
Package file	pkg	Archive that can include different file types such as parameter definition files (.def), software files (.bin) and template files (.tpl).
Site file	ste	Storage for site specific data. These files may not be edited manually. Used only by PDM Windows Version.
Template file	tpl	Contains one or more exported templates.
Number file	xcp	Exported Numbers.
Product information file	xml	A file containing information needed for licensing and upgrade of a device.
License information file	xml	A file containing license keys for devices.

Index