500 DECT & 500EX DECT HANDSET
TECHNICAL RELEASE NOTE

This document is the Technical Release Note for the version 00.57 of the firmware of the 500 DECT and 500EX DECT Handsets.

Revision History

Edition 1:	July 29, 2011	Version 00.18
Edition 2:	December 2, 2011	Version 00.21 maintenance version
Edition 3:	March 30, 2012	Version 00.26 maintenance version
Edition 4:	October 22, 2012	Version 00.35 support of new LCD driver
Edition 5:	January 3, 2013	Version 00.52 first version of R110 release
Edition 6:	May 2, 2013	Version 00.54 (+ 00.56) full support of alarming behind IP-DECT
Edition 7:	July 18, 2013	Version 00.57 support of hardware HW4

Legal notice:

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1 Overview

This document is the Technical Release Note of the Alcatel-Lucent 500 DECT handset software version 00.57.

This software applies to the 500 DECT handset hardware (ref: 3BN67200AA) and to the 500EX DECT handset hardware (ref: 3BN67213AA).

Note	**Firmware version 00.57** is specifically introduced to support new hardware HW4. If your 500 DECT handset is loaded with version 00.54 or your 500 EX DECT handset is loaded with version 00.56, you don't need to upgrade to version 00.57. Handset equipped with HW4 will be shipped with version 00.57. They shall not be downgraded to previous versions.

The 500 DECT Handset provides DECT mobility feature to the following Alcatel-Lucent solutions:

Alcatel-Lucent OmniPCX Office (OXO)

Alcatel-Lucent OmniPCX Enterprise (OXE)

Version 00.52 is the first version of the 500 DECT release R110, a minor enhancement release.

Version 00.54 enables the full support of the configuration (OXE / IP DECT / 500 DECT)

Version 00.57 is the first version supporting hardware HW4

Warning	BEWARE: it is generally not recommended to downgrade a handset. Downgrading a handset to a lower version can prevent the handset to perform correctly depending on its hardware version.

1.1 Product Overview

The Alcatel-Lucent 500 DECT handset provides a convenient and practical solution for all demanding business environment such as Industrial or Healthcare. It includes a rugged design, including IP54 Ingress protection and features a color display, Vibrator, Loudspeaker, wired or wireless Bluetooth™ headset connectivity.

The Alcatel-Lucent 500 DECT Handset offers also personal protection with an Alarm key, Man down, No Movement, and Shock detection which can trigger calls to a dedicated server as well as receive notification messages from a dedicated server, with corresponding ringing signals or loudspeaker that can alert the user.

The Alcatel-Lucent 500 DECT handset can provide location information to a dedicated server, using base station triangulation information.

2 History

ED	DATE	Description
1	29/07/2011	Version 00.18, first released version for 500 DECT Handset
2	02/12/2011	Version 00.21 maintenance version
3	30/03/2012	Version 00.26 maintenance version
4	22/10/2012	Version 00.35 support of new LCD driver
5	03/01/2013	Version 00.52 first version of R110 release
6	07/04/2013	Version 00.54 full support of alarming behind IP-DECT
		Version 00.56 is functionally equivalent to 00.56 and specific to 500EX DECT Handset. It is the first released version for 500EX DECT Handset
7	18/07/2013	Version 00.57 common version for 500 and 500EX introduced to support HW4
		Introduction of DECT Handset Configurator tool

3 Delivered Content

3.1 Downloading Software Packages

Following software packages can be downloaded from the Enterprise Business Portal:
https://businessportal.alcatel-lucent.com

From the main page of the Business Portal, select the « Software Download » page by hovering the mouse over the "Top Menu Bar" area, then over « Customer Support », then over « Technical Support », and finally click « Software download ».
The « Software Download » page is then displayed.

From this page you can access the latest software versions and patches. Click on the "Phones" node then on the "Mobiles DECT" sub-node.
The page "Resources for Mobiles DECT" is displayed. From this page you have access to the all the software packages related to Alcatel-Lucent DECT handsets.

3.1.1 Download firmware and DECT Handset Configurator

In the section "alcatel-lucent mobile 500 dect handset" you can download:

> The 500 dect firmware, package "500DECT and Boot v*xxxx* where *xxxx* is the version of the firmware

> The DECT Handset Configurator, package "500 DECT – Dect Handset Configurator"

3.1.2 Download FLASHLOADER application (to upgrade firmware)

In the section "download tools alcatel-lucent 500 dect and 8232 dect" you can download:

> The package "FlashLoaderGUI_v2004.zip"

This is an improved version of the previous "Software Download Tool". The package contains version 2.0.0.4 of the FLASHLOADER application which now support configuration based on the handset type and all versions of Windows 7 including Windows 7-64bit

3.2 New features introduced in 00.52 (release R110)

The version 00.52 introduces the features of the release 500 DECT R110.

3.2.1 Improvement of CDA

The support of Corporate Directory Access on OXO has been improved.
Now it is possible to display the phone number associated to a found directory entry before making the call.
It is also possible to send a message to an entry found in the directory.

3.2.2 « Vibrate and ring » mode applies to pre-alarm signal and to incoming alarms

When "vibrate & ring" is enabled, the handset alternates between vibrate and ringing.
Now this setting applies also to the pre-alarm signal that, when this mode is selected, alternates between vibrate and beeping; and to the incoming alarms ringing.

3.2.3 Notification call triggered by « OK » key

Notification call can be triggered using either the alarm key (lateral red key) or the OK key.

3.2.4 Force date and time update

When the date or time of the system is changed, the handset displayed date and time is updated (synchronized with the system) only after a DECT location procedure is performed. To limit duration of de-synchronization between handset and system, a DECT Locate Request is send every 4 hours.
Note: if a « normal » locate procedure is triggered before, due for example to handset mobility or to handset switch off and on, the date and time is updated at that time.

3.3 New features introduced in version 00.54

The version 00.54 is a maintenance version of release R110. As such it does not really introduce new features in term of software development.

But it introduces some change and correction enabling the full support of the alarming features of the 500 DECT behind an OXE/IP-DECT infrastructure, a great new feature for the OXE solution.

3.4 Solution support

Alcatel-Lucent supports 2 types of DECT infrastructure: the traditional DECT solution over TDM links; the more recent IP DECT solution over IP links.
The traditional DECT solution exists in 2 variants: one using IBS base stations and one using RBS base stations (this latter only on OmniPCX Enterprise call server).

3.4.1 OmniPCX Office

On OXO / IBS, the 500 DECT is delivered since OXO R7.1.
At the date of this edition, the supported versions are OXO R7.1, R8.0, R8.1, R8.2, R9.0 and R9.1.

For the configuration OXO / IP DECT, the 500 DECT is delivered since OXO R9.0.

3.4.2 OmniPCX Enterprise

On DECT IBS and RBS the 500 DECT is delivered since version OXE R9.1.
At the date of this edition the supported versions areOXE R9.1, R10.0 and R10.1 and R10.1.1

Note: 500 DECT is also supported on OXE R9.0 but with functional restrictions about time stamps and call log. See also document TC0274 "DECT Compatibilities".

Currently EHO and CAMPUS mode are not supported on 500 DECT.

On OXE / IP DECT R100, the 500 DECT is not supported. In fact the 500 DECT works except for some serious limitations in the support of the alarming functions, which explain that finally it was not released in this configuration.

Starting from OXE R10.1.1/IP DECT R105, the alarming features of the 500 DECT are fully supported.

4 Related Hardware and Software

4.1 FLASHLOADER Application

The application FLASHLOADER, together with the "500 DECT Download Tool", enables to update the firmware of 500 DECT Handset.
Use FLASHLOADER tool version 2.0.0.4.

4.2 Download Tool

Firmware upgrade of 500 DECT Handset requires this specific tool:
500 DECT Handset Download Tool, reference: 3BN67211AA).

This tool is used together with the application FLASHLOADER which can be downloaded from the Enterprise Business Portal (refer to 3.1 "Downloading Software Packages").
It connects to 500 DECT Handset 2,5mm jack and to PC USB port.

4.3 Supported corded and BT headset

Corded headset for DECT/WLAN handsets - Monaural - jack plug 2,5mm - Plantronics M175 (3BN78158AA).

Bluetooth headset: Multipoint, AudioIQ² with Dual N/C Mic, 3BN67212EU (3BN67212EU)

4.4 DHC – DECT Handset Configurator

The DECT Handset Configurator is a tool for managing the configuration data of DECT handsets. The configuration data is stored on a memory card.
Main features of the memory card interface
- Edit contacts.
- Modify phone settings.
- Manage subscriptions.

For more information refer to document "500 / 500Ex DECT Handset - DECT Handset Configurator - User guide", reference: 8AL 90876 USAA.

4.5 Alcatel-Lucent references related to 500 DECT

For information purpose only

For the actual content of the different Alcatel-Lucent offers, please refer to ACTIS accessible through the Enterprise Business Portal.

Category	Designation	Reference
handset	500 DECT handset	3BN67200AA
charger	500 DECT Handset Desktop charger	3BN67201AA
charger	500 DECT Handset Desktop charger power supply	3BN67207AA
charger	500 DECT Handset Rack charger	3BN67206AA
Accessories	500 DECT Handset spare belt clip	3BN67203AA
accessories	500 DECT Handset swivel clip	3BN67204AA
accessories	500 DECT Handset Bluetooth module	3BN67205AA
accessories	500 DECT Handset vertical pouch with Belt clip	3BN67208AA
accessories	500 DECT Handset Horizontal pouch with Belt clip	3BN67209AA
accessories	500 DECT Handset memory card (x5)	3BN67210AA
BT headset	Bluetooth headset : Multipoint, AudioIQ² with Dual N/C Mic, 3BN67212EU	3BN67212EU
headset	Corded headset for DECT/WLAN handsets - Monaural - jack plug 2,5mm - PLANTRONICS M175	3BN78158AA
spare	500 DECT Handset battery	3BN67202AA
Tool	500 DECT Handset Download Tool, reference	3BN67211AA

Specific ATEX (500EX) references

Category	Designation	Reference
handset	500 DECT handset ATEX	3BN67213AA
spare	ATEX Spare battery pack	3BN67214AA

5 Documentation

The listed documentation can be found in the Technical Knowledge accessed from the Enterprise Business Portal.

From the main page of the Business Portal, in the "Quick access" area, click the link to enter the Technical Knowledge Base (TKB).

For Technical Bulletins
In the TKB tool select the "Latest Technical Communications" in the vertical menu on the left side.
In the new page, enter the TC or TG reference (ex. TG0065) in the "Search by number (TCxxxx or TGxxxx)" field and click return to get access to the document.

For other documents
In the TKB tool select the Product, either "OmniPCX Office" or "OmniPCX Enterprise, and the concerned release, in the vertical menu on the left side.
Then click "Search" to open the Search page:
 In the Reference Book section click "Unselect all" then click the checkbox related to the type of document ("User Manuals", "User Guides" …) you are looking for
Note: you can check several types of documents

In the "Keywords" field enter the string "**500 DECT**"

Then click "Launch the search" to access the document.

5.1 Technical Bulletins

Type	Ref	Ed	Title	*
Release Note	TC1526	(*)	500 DECT Handset Release Note (*) This document	
Technical Bulletins	TC0857	02	Hardware : Platform and Interfaces Comparative table for notification terminals	

5.2 OmniPCX Office Documentation

Product: OXO R9.0

Type	Ref	Ed	Title	*
User Manuals	8AL90841USAB	01	Alcatel-Lucent 500 DECT Handset Alcatel-Lucent OmniPCX Office - User manual	S
User Guides	8AL90844USAA	01	Alcatel-Lucent 500 DECT Handset – User Guide	

Type	Ref	Ed	Title	*
User Guides	8AL90845USAA	01	500 DECT Handset Bluetooth Module - Quick Guide	
User Guides	8AL90842USAA	01	Alcatel-Lucent 500 DECT Handset Localization and notification handling - User Guide	
User Guides	8AL90840USAB	01	Alcatel-Lucent 500 DECT Handset - User Guide	
System Documentation	October 2012		Hardware : Platform and Interfaces / Dedicated Sets / 500 DECT / Registering the handset	S
System Documentation	April 2011		Hardware : Platform and Interfaces / Dedicated Sets / 500 DECT / hardware description	S
System Documentation	2011-04-01		Mobility / Geolocation and Notification Management Configuration procedure	S
Installation Manuals	8AL90846USAA	02	Alcatel-Lucent 500 DECT Handset Download Tool	
Installation Manuals	8AL90843USAA	05	Alcatel-Lucent 500 DECT Handset Localization and notification handling Configuration Guide	

S: document specific to solution

5.3 OmniPCX Enterprise Documentation

Product: OXE 10.1

Type	Ref	Ed	Title	*
User Manuals	8AL90841USBA	04	Alcatel-Lucent 500 DECT Handset Alcatel-Lucent OmniPCX Enterprise - User manual	S
User Guides	8AL90844USAA	01	SAFETY AND REGULATORY INSTRUCTIONS	
User Guides	8AL90845USAA	01	500 DECT Handset Bluetooth Module - Quick Guide	
User Guides	8AL90840USAA	02	Alcatel-Lucent 500 DECT Handset - User Guide	(1)
User Guides	8AL90842USAA	01	Alcatel-Lucent 500 DECT Handset Localization and notification handling - User Guide	
System Documentation	Mars 2011		Hardware : Platform and Interfaces / Dedicated Sets / 500 DECT / Handset Configuration	S
System Documentation	Mai 2011		Hardware : Platform and Interfaces / Dedicated Sets / 500 DECT / Hardware description	S
System Documentation	2011-01-05		Mobility / Geolocation and Notification Management Configuration procedure	S
Installation Manuals	8AL90846USAA	02	Alcatel-Lucent 500 DECT Handset Download Tool	
Installation Manuals	8AL90843USAA	04	Alcatel-Lucent 500 DECT Handset Localization and notification handling Configuration Guide	(1)

S: document specific to solution
(1): edition to be updated in BPWS

5.4 Related Product Documentation

Product: DECT Handset Configurator

Type	Ref	Ed	Title	*
User Guides	8AL 90876 USAA	01	500 / 500 Ex DECT Handset – DECT Handset Configurator – User guide	

TIP: to find this document enter "500 DECT DHC" in the "Keywords" field of the search query.

6 Installations

The alarm and notification advanced services requires the use of an external alarm server to process the data sent from the Handset (see the Geolocation and Notification Management chapter in expert documentation for more details).

For supported server please refer to AAPP (http://applicationpartner.alcatel-lucent.com).
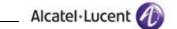
7 Restrictions

7.1 Known Limitations

Headline	Description	x
Survey Mode	The 500 DECT provides a DECT survey mode that is useable for debugging purpose but cannot be used to perform site survey for DECT deployment (Alcatel-Lucent provides specific tools and guidance for site survey. Refer to DECT engineering rules documents	
Call log limitation	The call log in the DECT 500 is managed locally in the handset whilst in other Alcatel-Lucent handset supporting proprietary AGAP protocol, the call log is managed in the call server this has In multi-set configuration, a call can be notified to several sets assigned to the user including a 500 DECT handset. If the call is answered on another of the sets, the 500 DECT handset will mark this call has missed in its call log When the 500 DECT is already engaged in a call, and it receives a second incoming call, if the second incoming call is released before the 500 DECT answer it, there will be no entry for the missed call in the call log Second incoming call taken by the 500 DECT don't appear in the call log (incoming calls list)	

7.2 Outstanding Issues

ID	Headline
crms00381907	IP-DECT (OXO) : Dect 500 Call log shows the VM password on calling VM hunt group
crms00398083	500 DECT: live delay should be set to 30 seconds (currently set to 60 s)
crms00381045	IP-DECT_NEC_500_mobicall OXE : incoming alarms from MOBICALL to 500, not seen as alarms
crms00408451	500 IP-DECT NEC MOBICALL OXO: Incoming alarms, from MOBICALL to 500, are not seen as alarms
crms00408451	[500 DECT] DECT 500 handset will restart after typing message more than 34 characters in "alarm settings"
crms00408079	IP_DECT_OXO_500DECT: live call to the alarm server, sent every 60 seconds, stops after some hours
crms00327264	500 DECT: Subscription is successful even if a wrong park is entered
crms00408789	500 IP-DECT NEC MOBICALL OXO: RPN of bases stations connected to system are often set to 256 during live notification
#33276	OXE IP DECT: LAS melody isn't stopped when making an outgoing call (but is stopped when receiving an incoming call and restarted after call is released)

8 Change history

History of changes introduced in the delivered versions.

8.1 Changes in 00.57

This maintenance release is introduced to support the new hardware HW4. It is backward compatible with previous hardware versions. It does not introduce any new feature respect version 00.54 (500 DECT) and version 00.56 (500 EX DECT).

The version 00.57 is common to the two platforms 500 DECT and 500 EX DECT.

8.2 Changes in 00.56

This version is specific to 500 EX DECT and has only been introduced in production and is not available through the Business Portal.
It has the same functional level as version 00.54 but take into account specificities to the EX version.
Notice that it is the first version delivered on 500EX DECT platform.
Future software versions will be common to the 500 EX DECT and 500 DECT platforms.

8.3 Changes in 00.54

The main change introduced in version 00.54 is the full support of the solution configuration (0XE + IP DECT + 500 DECT) and especially the full support of the alarming features of 500 DECT

Identifier	Siebel	Headline
crms00381045		IP-DECT_NEC_500_mobicall : incoming alarms from MOBICALL to 500, not seen as alarms
crms00395377		DECT 500 handset will restart after typing message more than 34 characters in "alarm settings"
crms00381907		IP-DECT (OXO) : Dect 500 Call log shows the VM password on calling VM hunt group
crms00408079		IP_DECT_OXO_500DECT: live call to the alarm server, sent every 60 seconds, stops after some hours
crms00398083		500 DECT: live delay should be set to 30 seconds

8.4 Changes in 00.52

See also the list of new features introduced in 00.52 (refer to section 3.2)

Identifier	Siebel	Headline
crms00385023	1-122036111	LAS signaling, alarm melody (alarm 1, 2 or 4) briefly interrupted during alternation between vibration and melody.

8.5 Changes in 00.35

Only change introduced: support of new LCD driver (the old LCD driver is also supported).

8.6 Changes in 00.26

Identifier	Siebel	Headline
crms00319331	1-122036111	French translation problems in 500 DECT menus
crms00333855	1-123850098	500 DECT: The Alarm? no movement? is wrongly triggered
crms00351466	1-128528601	dect 500 not take in account of caracter #
crms00357762	1-130421571	Unable to type Capital "W" letter in DECT 500

8.7 Changes in 00.21

Identifier	Siebel	Headline
crms00307528		Notification alarm not sent when the handset is in conversation
crms00318034		Status message sent to Mobicall without user action
crms00319512	1-122251104	Second R key not taken into account if pressed quickly
crms00332789		Sometimes battery level sent in alarm message is wrong
crms00326888		Force ringing – wrong Normal/Urgent/ Very urgent alarm

8.8 Initial release of 500 DECT

Version 00.18 is the first released version of 500 DECT handset software.
It introduces the features of the release "500 DECT R100".

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Submitting a Service Request

Please connect to our eService Request application.

Before submitting a Service Request, make sure that:

– In case a Third-Party application is involved, that application has been certified via the AAPP
– You have read through the Release Notes which lists new features available, system requirements, restrictions etc. available in the Technical Documentation Library
– You have read through the Troubleshooting Guides and Technical Bulletins relative to this subject available in the Technical Documentation Library
– You have read through the self-service information on commonly asked support questions, known issues and workarounds available in the Technical Knowledge Center

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