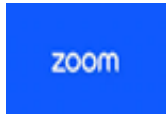


Configuration Ascom IP-DECT-BASE-STATION and d43/d63/d83-Handsets

zoomphone

Configuration Guide for Ascom IP-DECT-Base- Station (IPBS3) & DECT d43/d63/d83 Handsets



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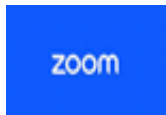
Configuration Ascom IP-DECT-BASE-STATION and d43/d63/d83-Handsets

2 Revision History

Version	Date	Author	Change
1	7/21/2023	Srinivasa Sastry Pothukuchi	Created document
2	1/25/2024	Shadab K S	Revision Commented
3	2/6/2024	Vasanthakumar HR	Revision
4	4/4/2024	Rajesh P	Revision

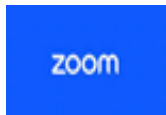
3 SOFTWARE VERSIONS

Partner	Equipment	Software Version
Ascom	(IPBS3) Ascom IP-DECT Base Station	11.9.11
	(Ascom d83) Ascom DECT Handset (DUT)	1.3.2
	(Ascom d43/d63/d83) Ascom DECT Handsets (Device Under Test)	3.0.18
Zoom	Zoom app Mobile	5.11.9 (7938)
	Zoom app Desktop	5.11.11 (8425)



4 Features Supported by Ascom IP-DECT and DECT Handsets (d43/d63/d83)

- ❖ Custom Time Format and Zone
- ❖ Sync time with NTP server
- ❖ TLS and SRTP
- ❖ Make and Receive Calls
- ❖ Call Hold and Resume
- ❖ Long Duration call
- ❖ SIP Session Timer
- ❖ Call Waiting
- ❖ DND
- ❖ Call Forward Always
- ❖ Call Forward No Answer
- ❖ Call Forward Busy
- ❖ Blind/Cold Transfer
- ❖ Consultative/Warm Transfer
- ❖ Voicemail (with MWI)
- ❖ Call History
- ❖ Auto Receptionist IVR
- ❖ Call Park/Retrieve



OVERVIEW

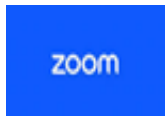
- ☐ This document outlines the configuration best practices for the Ascom IP-DECT base station (IPBS3) and d43/d63/d83 handset as Zoom generic SIP phone.
- ☐ Configuration Steps - Zoom Web Portal

➤ **Prerequisites:**

- ❖ Add the device to Zoom phone and obtain the SIP credentials.
- ❖ Download the DigiCert certificates from the generic SIP provisioning guide and prepare to install to the Ascom IP DECT base station (IPBS3).
- ❖ Obtain SARI Code from Ascom supplier: SARI is an Ascom provided code for activation and identification of the DECT system. This is needed for the system to function. Contact Ascom to obtain a SARI
- ❖ Make sure the Ascom base and the computer that will be used for provisioning are in the same network/switch environment.
- ❖ Zoom Phone account: a valid Zoom Phone subscription is needed to assign an IPBS3 endpoint (Ascom DECT handset).
- ❖ Zoom approval for provisioning of IPBS3 as Generic SIP devices. Administrators should contact Zoom Account Executive to start an approval process.
- ❖ Login to Zoom Web portal at <https://zoom.us.com/>

➤ **The following Zoom SIP Device configurations are included in this section.**

Create Zoom Users
Add Device



Configuration Ascom IP-DECT-BASE-STATION and d43/d63/d83-Handsets

4.1 CREATE ZOOM USERS

- Zoom Users are created to login to Zoom clients on desktop or mobile, it can also be assigned to SIP Device. The steps for creating a user are as follows:
- User Management
- Navigate to User Management > Users. Click + Add Users to create new Zoom users.

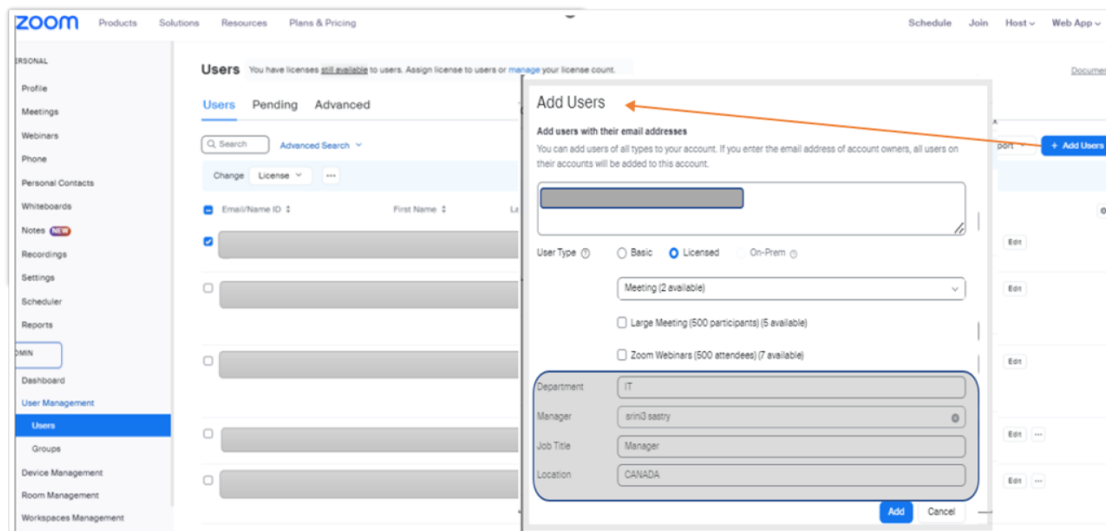
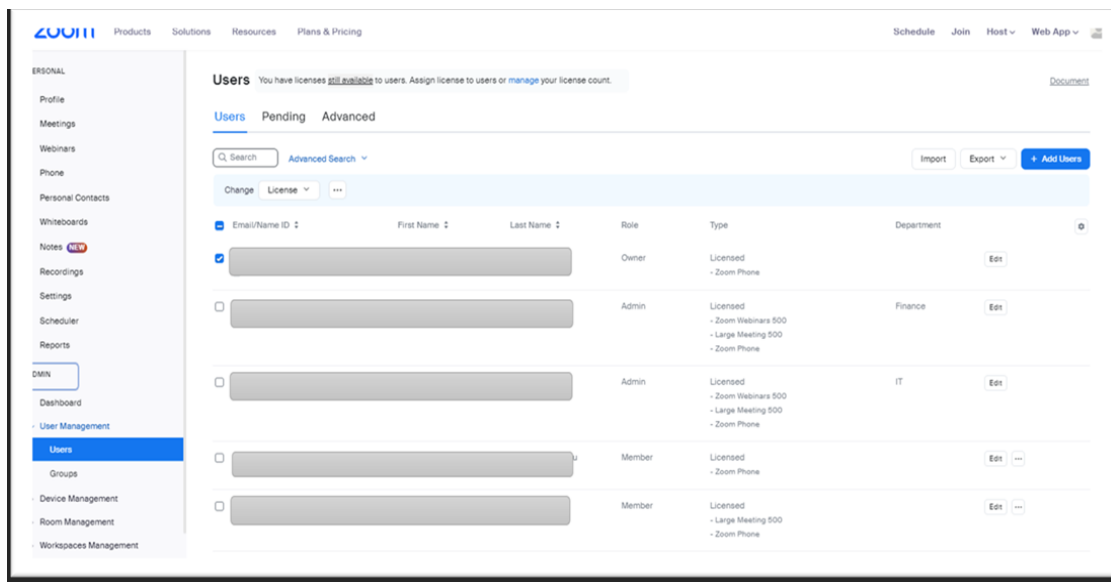
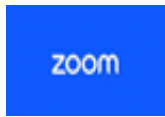


Figure 1: Add Users



Configuration Ascom IP-DECT-BASE-STATION and d43/d63/d83-Handsets

4.2 ZOOM ACTIVATION

- A Zoom activation email is sent to the email address used in creating the user, follow the instruction to active the zoom account.
- Phone System Management
- Navigate to Phone System Management > Users & Rooms. Click Add

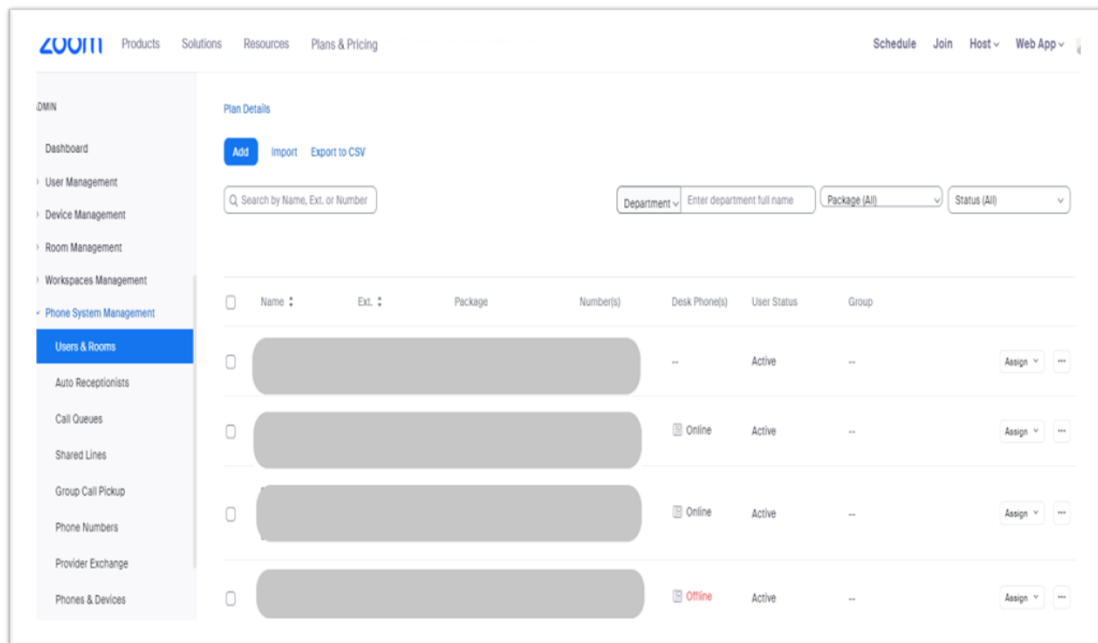
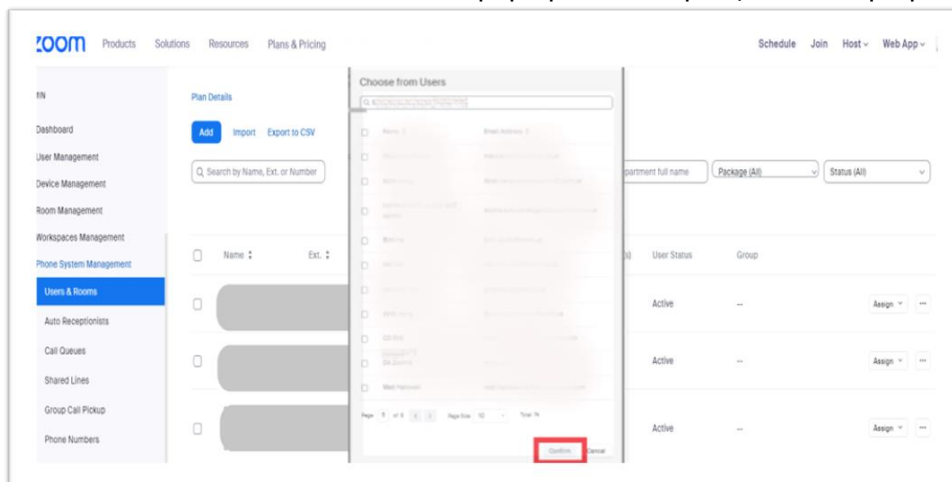
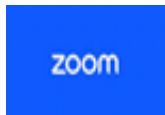


Figure 2: Add Users and Rooms

Choose User(s)

Click Choose beside Users and when the pop-up window opens, select the proper user, and confirm.





Configuration Ascom IP-DECT-BASE-STATION and d43/d63/d83-Handsets

Figure 3: Choose user.

- Assign Calling Plan
- Click Assign beside Package and at new window, select proper Calling plan, US/CA Unlimited Calling Plan was picked up, click Save to complete adding users under phone system Management.

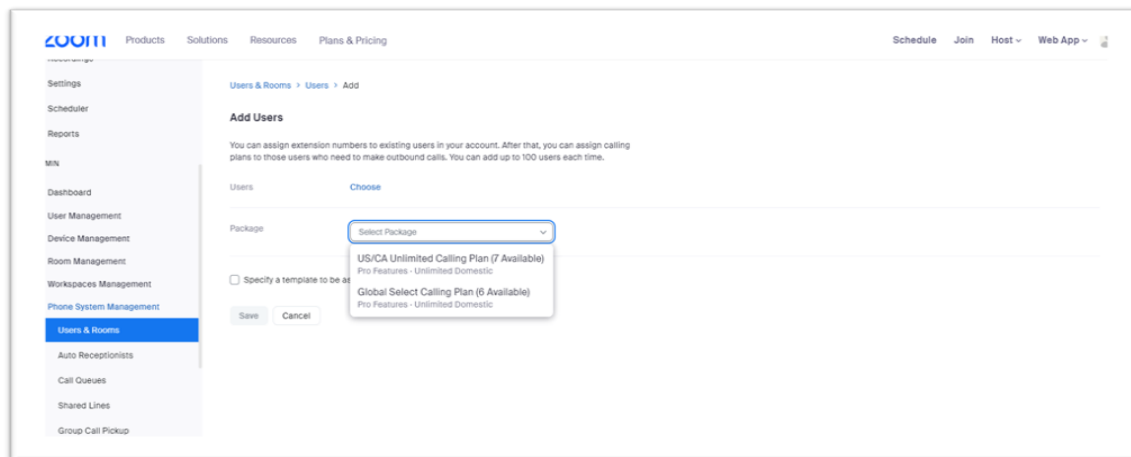


Figure 4: Assign Calling Plan

Select the newly added user, click Assign and select Assign Numbers

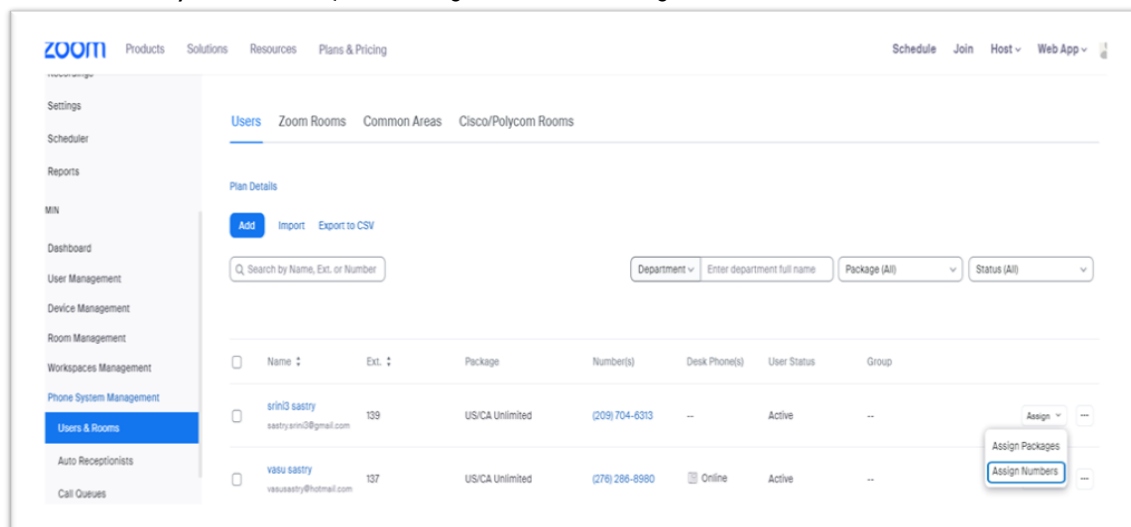
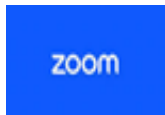


Figure 5: Assign Numbers



Configuration Ascom IP-DECT-BASE-STATION and d43/d63/d83-Handsets

Select the desired DID and click confirm to assign the DID to the user.

Assign Numbers

Country/Region: United States

Search: [] Site (All) Number Type (All) Get Numbers

Number	Area	Number Type	Capability	Site
☒ (719) []	Canon City, Colorado, United States	Toll Number	Incoming & Outgoing	Main Site
☐ []	United States	Toll Number	Incoming & Outgoing	Main Site
☐ []	United States	Toll Number	Incoming & Outgoing	Main Site
☐ []	United States	Toll Number	Incoming & Outgoing	Main Site
☐ []	United States	Toll Number	Incoming & Outgoing	Main Site
☐ []	United States	Toll Number	Incoming & Outgoing	Main Site
☐ []	United States	Toll Number	Incoming & Outgoing	Main Site
☐ []	United States	Toll Number	Incoming & Outgoing	Main Site

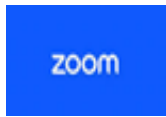
Page 1 of 2 < > Page Size: 10 Total: 12

Cancel Confirm

Figure 6: Select DID Number

4.3 ADD ASCOM DEVICE TO USER

- Zoom Web Portal
- Sign into the Zoom Web Portal
- Phone system management.
- Click Phone system management > Users & Rooms
- Common Area Phones or Phones & Devices
- Click the Common Area Phones or Phones & Devices tab.
- Device Information
- Click Add and enter the following information:
- Site (only visible if you have multiple sites): Select the site you want the device to belong to
- Display Name: Enter a display name to find the device.
- Description (Optional): Enter a description to help you find the location of the device.
- Extension Number: Enter an extension number to assign it to the device.
- MAC Address: Enter the 12-digit MAC address of the Endpoint. The MAC can be found on the product label.
- **Note: MAC Address Limitation: Zoom Portal allows only Unique MAC Address to be Added to the Device. Use incremental while adding ascom device handset to the Portal.**
- Device Type: Select Other
- Note: If you don't have the other option, contact your Zoom sales representative. By default, support for a generic SIP profile is not enabled.



Configuration Ascom IP-DECT-BASE-STATION and d43/d63/d83-Handsets

- Emergency Address (only visible if you don't have multiple sites): Select an emergency address to assign to the desk phone. If you selected a site for public area phone, the site's emergency address will be applied to the phone.
- Click Save

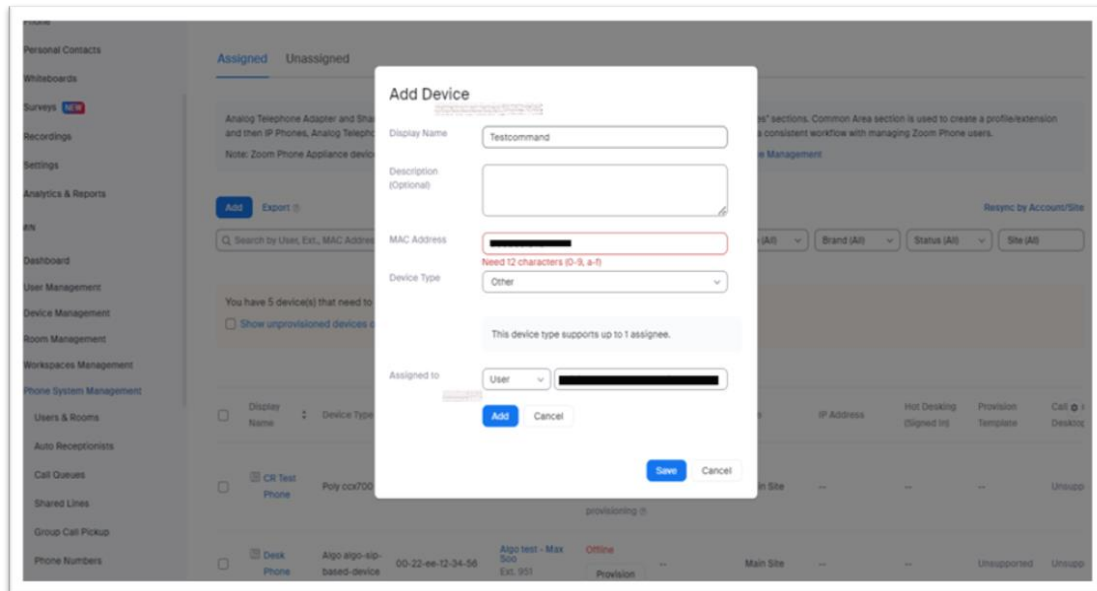


Figure 7: Add Desk Phone

Access Provisioning Menu

Click Provision to view the SIP credentials. You will need this information to complete the provisioning.

Select the Display Name of the newly created Desk Phone to navigate to its profile and click Actions and select Provision button. The SIP Account detail is displayed which will be used in the IPBS3 provisioning (section IPBS3 Provisioning).

Configuration Ascom IP-DECT-BASE-STATION and d43/d63/d83-Handsets

Download the Certificate and Import to the device.

Download the Certificate and import it to the device, so that device will be considered in the trust list.

(Importing the

certificates to the phone are described later in (section 3.4.3 Apply trusted certificates)

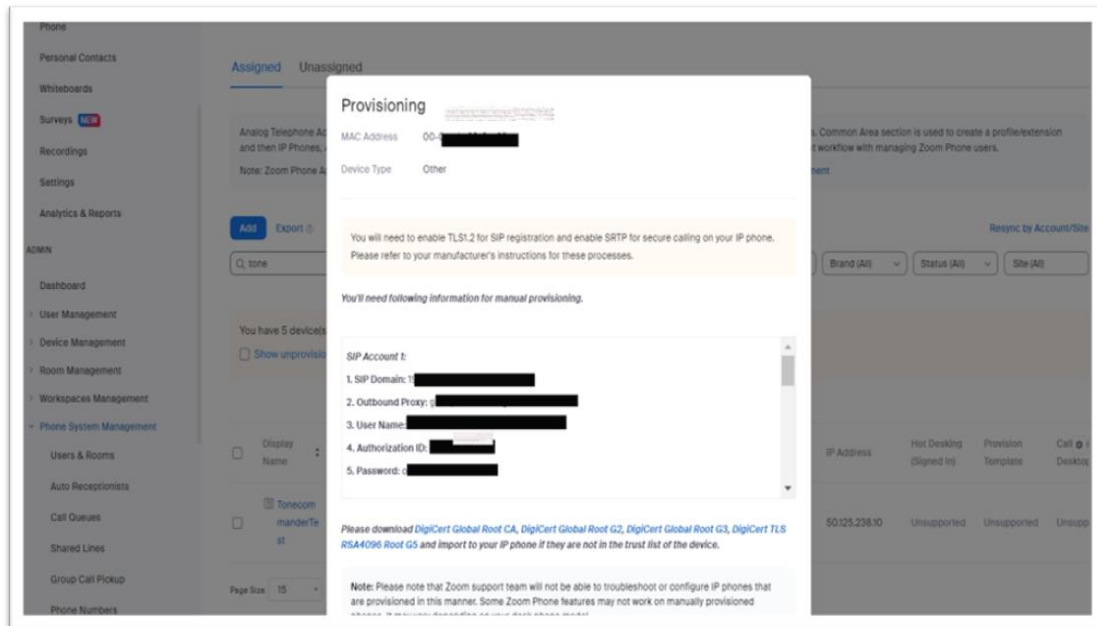


Figure 8: Provisioning

Configuration Ascom IP-DECT-BASE-STATION and d43/d63/d83-Handsets

5 Ascom IP-DECT and DECT Handsets Provisioning

This section supplies instructions on how to configure the Ascom IP-DECT base station and DECT Handsets to register to Zoom Phone Services.

5.1 DEPLOYMENT TOPOLOGY DIAGRAM:

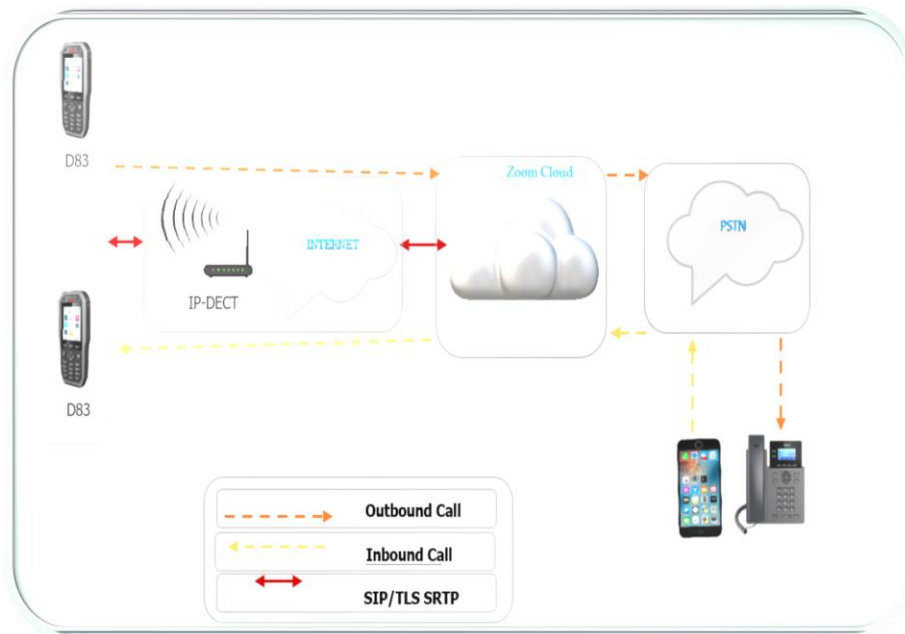
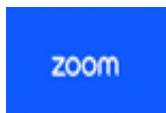


Figure 9: Network Diagram

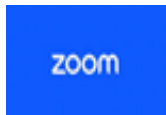


Configuration Ascom IP-DECT-BASE-STATION and d43/d63/d83-Handsets

5.2 KEY SOFTWARE COMPONENTS:

Software Components	Description
Radio (cannot be activated in an IPVM)	The Radio is a software interface between DECT and H.323. Location registration requests that cannot be resolved locally are forwarded to the Master acting as PARI Master. If the handset cannot be resolved locally in the PARI Master, the Mobility Master needs to be involved in the process of resolving the home location master, as it has knowledge of all DECT handsets in the system. The RAS channel will be established by the Radio for the first handset assigned to a Master and maintained until the last handset assigned to this Master has left the Radio. Thus, the Radio may have several concurrent RAS channels established to different Masters. Information for authentication of the handset will be sent by the home location master to the Radio
Master	This software component is responsible for the communication to the IP-PBX. Translation between the internal H.323 to the DECT Radios and the external protocol (H.323 / SIP) to the IP-PBX is done by this component. A Master is responsible for the DECT handsets that are assigned to it. When the Master has been notified about that a handset is within coverage it makes a registration to the IP-PBX. This registration is maintained by the Master until a notification is received that the handsets access rights has been terminated or the handset has detached. At startup the registration is done only for the handsets that notify themselves with the location registration message. The Master will establish a RAS channel to any associated Mobility Master at startup. All DECT handsets in the HDB are sent to the Mobility Master, to be used in the home location master resolution process. The Master is also responsible for the mapping of keypad information to supplementary PBX features. Some features are handled locally by the Master, and some are communicated to the IP-PBX
PARI Master	This software component is responsible for assigning RFPIs, being part of the same external handover domain, to the Radios associated. A Radio will always be given the same RFPI, based on the RFPI-MAC address association.
SARI CODE	Obtain SARI Code from Ascom supplier: SARI is an Ascom provided code for activation and identification of the DECT system. This is needed for the system to function. Contact Ascom to obtain a SARI.

The following configuration steps detail the configuration process used to configure an Ascom IP-DECT Base Station



5.3 CONFIGURE THE ASCOM IP-DECT BASE STATION

Flow of initial setup: Obtain the IP address of the IP-DECT Base Station -> Modify the Network settings appropriately (NTP server recommended) -> Change the Web GUI login password

There are multiple ways of initially accessing the Ascom IP-DECT base station.

The GUI interface is accessed through a standard web browser:

1. It is possible to use the name, ipbs-xx-xx-xx (IPBS1), ipbs2-xx-xx-xx (IPBS2), ipbs3-xx-xx-xx (IPBS3) where xx-xx-xx is the end of the MAC address. For instance, place http://ipbs3-xx-xx-xx in the web browser's URL.
2. Without DHCP server, the device will be assigned the IP address 192.168.0.1 and netmask 255.255.255.0.
3. With DHCP server, use IP allocated by DHCP. To determine IP, e.g. use "nbtstat -a ipbs3-xx-xx-xx".

```
C:\WINDOWS\system32\cmd.exe
C:\>nbtstat -R
Successful purge and preload of the NBT Remote C
C:\>nbtstat -a ipbs-00-9f-b2

Local Area Connection:
Node IpAddress: [172.20.14.28] Scope Id: [1]

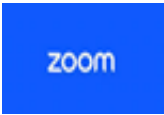
NetBIOS Remote Machine Name Table

Name                Type                Status
-----
IPBS 00 9f b2      <00> UNIQUE          Registered
172-20-14-28       <00> UNIQUE          Registered
MAC Address = 00-01-3E-00-9F-B2

C:\>
```

Observation during testing: After obtaining the IP and trying to access the web GUI of the Ascom IP-DECT base station for the first time, none of my Chrome, Edge can access due to outdated certificates, I switched to an old Explorer mode to be able to proceed.

- ❖ Enter the appropriate login information and then click OK. The default Username is "admin" and the default Password is "changeme".



Configuration Ascom IP-DECT-BASE-STATION and d43/d63/d83-Handsets



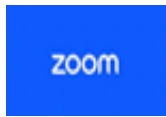
IP-DECT Base Station

Select login

ascom

IP-DECT Base Station

Select login



Configuration Ascom IP-DECT-BASE-STATION and d43/d63/d83-Handsets

5.3.1 Configuration Wizard:

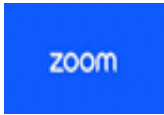
- ❖ When a device is started for the first time after delivery from factory or when a device is restarted after a factory reset, a configuration wizard will start automatically when accessing the device GUI.
- ❖ We can choose to skip the configuration wizard by accessing the device GUI and configure Base Station settings or use the wizard to configure the basic configuration.

Ascom IP-DECT Base Station

Start
Welcome to the configuration wizard.
This wizard will guide you through the settings needed for a basic system setup.

Setup Type
☒ Normal
☐ Device Management Server (DMS)

Click next to navigate Network configuration Wizard



Configuration Ascom IP-DECT-BASE-STATION and d43/d63/d83-Handsets

5.3.2 Network Wizard

- ❖ The Master (and standby) in an IP-DECT System should either use 1) Static IP or 2) Reserved IP on the DHCP Server, configure static network details as below:

Network

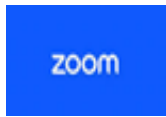
Help

Use DHCP mode 'client' to automatically obtain an IPv4 address or 'disable' to manually configure the IPv4 settings.

DHCP Mode client ▼

Prev

Next



Configuration Ascom IP-DECT-BASE-STATION and d43/d63/d83-Handsets

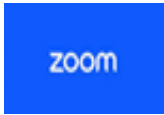
Network

Help

Use DHCP mode 'client' to automatically obtain an IPv4 address or 'disable' to manually configure the IPv4 settings.

DHCP Mode	disabled
IP Address	192.168.1.103
Network Mask	255.255.255.0
Default Gateway	192.168.1.254
DNS Server	8.8.8.8
Alt. DNS Server	
Time Server	0.ca.pool.ntp.org
Alt. Time Server	

Click Next, you will navigate to the Master Configuration tab



Configuration Ascom IP-DECT-BASE-STATION and d43/d63/d83-Handsets

5.3.3 Master wizard

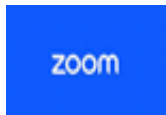
- ❖ enable Master Mode if this device manages users and radios.

Master

Help
Enable Master mode if this device shall administrate users and/or radios.

Mode ▾

- ❖ If you want to change the default password, change it in system field and configure master settings by enabling PARI function and entering fields like SARI, protocol, and proxy.
 - Enable PARI Function
 - Protocol SIP/TLS
 - Proxy: Enter Outbound proxy (get these details from Zoom extension Provision)
 - Domain: Enter SIP Zoom Domain (get these details from Zoom Extension Provision)



Configuration Ascom IP-DECT-BASE-STATION and d43/d63/d83-Handsets

System	Suppl. Serv.	Master	Crypto Master	Mobility Master	Radio	Radio config	PARI
Mode Active ▼							
Multi-Master							
Master ID		0					
Enable PARI Function		☒					
Region Code							
IP-PBX							
Protocol		SIP/TLS ▼					
Proxy		gosip0h.sc.zoom.us:5091					
Alt. Proxy							
Alt. Proxy							
Alt. Proxy							
Domain		10000820.zoom.us					

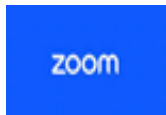
Please note: Proxy, Domain Name details are specific to Tenant and same can be accessed you're your Zoom Login. Please refer to Section 4.3 "Access Provisioning Menu" to get these details to enter here.

PARI

System	Suppl. Serv.	Master	Crypto Master	Mobility Master	Radio	Radio config	PARI	SARI	Air Sync
System ID 13									
OK Cancel									

SARI

SARI	
OK	Cancel



Configuration Ascom IP-DECT-BASE-STATION and d43/d63/d83-Handsets

Get the proxy information from the zoom provisioning (ref : below Pic)
Click Next and navigated to Trusted certification tab

Provisioning

MAC Address: 00-00-00-00-00-00

Device Type: Other

You will need to enable TLS1.2 for SIP registration and enable SRTP for secure calling on your IP phone. Please refer to your manufacturer's instructions for these processes.

You'll need following information for manual provisioning.

SIP Account 1:

1. SIP Domain: [redacted]
2. Outbound Proxy: g [redacted]
3. User Name: [redacted]
4. Authorization ID: [redacted]
5. Password: c [redacted]

Please download [DigiCert Global Root CA](#), [DigiCert Global Root G2](#), [DigiCert Global Root G3](#), [DigiCert TLS RSA4096 Root G5](#) and import to your IP phone if they are not in the trust list of the device.

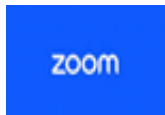
Note: Please note that Zoom support team will not be able to troubleshoot or configure IP phones that are provisioned in this manner. Some Zoom Phone features may not work on manually provisioned phones. It may vary depending on your desk phone model.

Click Next and navigated to Trusted certification tab

5.3.4 Trusted certification tab

The process of changing the TLS profile to 'strict' and uploading certificates should be done within these steps as they belong to the same section , this will also reduce one extra time of reset/reboot.

- ❖ A trust list is set up when the device must know which third parties (Zoom) it shall trust in. The list has the certificates to be accepted by the device for TLS secured connections.
- ❖ Download the Root CA certificate from Zoom Provision and Choose download Root CA certificate and click upload and click Next.



Configuration Ascom IP-DECT-BASE-STATION and d43/d63/d83-Handsets

Trusted certificate

Help
Upload a server certificate to be trusted.

Trust Certificate
Trust Certificate Uploaded

Navigate to Radio tab after uploading the certificate by click next option

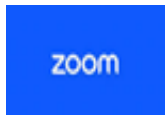
5.3.5 RADIO:

Configuration ->DECT->Radio

Check the 'PARI Master IP Address' to match with the defined IPv4 address of the Ascom IP-DECT base station, alternatively use the loopback address.

❖ In PARI MASTER field it will be auto filled with the value which we entered in the Master tab, Change the Air Sync mode to **"MASTER"** with drop down option.

- **Name: DECT** (must be the same as the DECT system name)
- **Password:** Password of the System Station.



Configuration Ascom IP-DECT-BASE-STATION and d43/d63/d83-Handsets

- **Pari Master IP Address** is the IP address of the Ascom IP-DECT Master Base Station.
(Here represented using loopback IP Address)
- **Ensure correct air sync mode**
(Here “Master”)

Radio

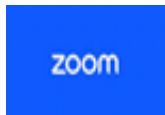
Help
If PARI Master settings are left blank the radio will use discovery protocol to find a PARI master.

PARI Master
Name
Password
PARI Master IP Address
Alt. PARI Master IP Address

Air Synchronization
Sync Mode
Sync Region

Click Next to Navigate to next page Finish and complete.

Complete setting of RADIO post configuration



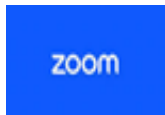
Configuration Ascom IP-DECT-BASE-STATION and d43/d63/d83-Handsets

System	Suppl. Serv.	Master	Crypto Master	Mobility Master	Radio	Radio config	PARI	SARI	Air Sync
Disable ☐									
PARI Master									
Name	DECT								
Password	*****								
PARI Master IP Address	127.0.0.1								
Alt. PARI Master IP Address									
Status	Connected to Master 127.0.0.1								
Received Configuration									
SARI	☐								
RFPI	☐								
Subscriptions	With System AC								
Authentication Code	9999								
Tones	EUROPE-PBX								
Default Language	English								
Frequency	1800-1900 Mhz (Europe)								
Enabled Carriers	9 8 7 6 5 4 3 2 1 0								
Local R-Key Handling	enabled								
Send Inband DTMF	disabled								
Short disconnect tone	disabled								
No Transfer on Hangup	disabled								
No On-Hold Display	enabled								
Display Original Called	disabled								
Early Encryption	disabled								
RFP Location	disabled								
Unite Data Channel	disabled								
ICE	disabled								
Coder	G722.2/G711A, 20 ms								
Secure RTP Key Exchange	SDS								
Secure RTP Cipher	AES256/32								
Encrypted RTCP	enabled								
Region Code									
OK Cancel									

Note: The radio frequency depends on the location of DECT system.

5.3.6 Finish

Click Finish to complete the configuration wizard. The setting will be applied, and the system will reboot.



Configuration Ascom IP-DECT-BASE-STATION and d43/d63/d83-Handsets

Finish

Click Finish to complete the wizard.

Settings summary:

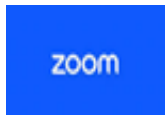
- IP address/Mask 192.168.0.103/255.255.255.0
- Radio will connect to PARI master 127.0.0.1
- Radio will act as air synchronization Master
- PARI Master active
- Master will use SIP/TLS towards gossip0h.sc.zoom.us:5091
- System Frequency 1880-1900 MHz (North America)
- Tones

After the settings have been applied the device will restart.

Completed

The device is restarting. Please wait. [Use this link if page is not reloaded.](#)

Again, log on to the IP-DECT base station. Once logged on, you will navigate to General information Dashboard.



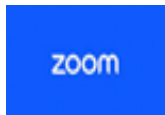
5.4 CLICK ON GENERAL INFORMATION:

In NATed environment, Ascom recommends setting the TCP Keepalive intervals between 20-30s

IP-DECT Base Station		
Settings		
Priority/DiffServ		
ToS Priority - RTP Data	0xb8	Active Settings 0xb8
ToS Priority - VoIP Signalling	0x68	0x68
TCP Settings		
TCP Keepalive	30	
Port Ranges		
First UDP-RTP Port	16384	Active Settings 16384
Number of Ports	16384	
Last UDP-RTP Port		32767
OK Cancel		

Disabling DHCP:

- ❖ Navigate to LAN > DHCP
- ❖ Select "disabled" in the Mode drop-down list.
- ❖ Then Click "OK".
- ❖ This will present the user with the clickable red text which reads "reset required". Click reset needed .



Configuration Ascom IP-DECT-BASE-STATION and d43/d63/d83-Handsets

Configuration

General

LAN

IP4

IP6

LDAP

DECT

Unite

Services

Advanced

Administration

Users

Device Overview

DECT Sync

Traffic

Gateway

Backup

Update

Diagnostics

Reset

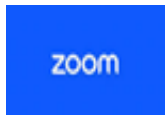
IP-DECT Base Station

DHCP4IP4DHCP6IP6VLANLink802.1XStatisticsLLDP

Mode disabled Currently - disabled

OKCancel

After re-login the user is presented with the General Info frame where the system information for the Ascom IP-DECT Base Station is displayed.



Configuration Ascom IP-DECT-BASE-STATION and d43/d63/d83-Handsets

5.4.1 TLS

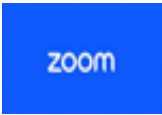
The list has the certificates to be accepted by the device for TLS secured connections.

Select Configuration > General > Certificates.

Choose the CA certificate and click upload and restart the device to affect the changes.

A trust list is set up when the device must know which third parties (Zoom) it shall trust in.

Navigate to General ->Certificates.



Configuration Ascom IP-DECT-BASE-STATION and d43/d63/d83-Handsets

IP-DECT Base Station

Configuration

General

LAN

IP4

IP6

LDAP

DECT

Unite

Services

Advanced

Administration

Users

Device Overview

DECT Sync

Traffic

Gateway

Backup

Update

Diagnostics

Reset

Info

Admin

NTP

Kerberos

Certificates

License

EULA

Trust List

	Subject	Issuer	Not Before	Not After	Download
☐	00013e65e62b	00013e65e62b	01.01.2000	31.12.2049	PEM DER
☐	DigiCert Global Root CA	DigiCert Global Root CA	10.11.2006	10.11.2031	PEM DER

Remove

Clear

[Download All](#)

Password File

Choose File

No file chosen

Upload

Device Certificate

	Subject	Issuer	Not before	Not after	Download
☐	00013e65e62b	00013e65e62b	01.01.2000	31.12.2049	PEM DER

Trust

Renew

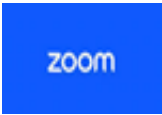
[Create New](#)

Password File

Choose File

No file chosen

Upload



Configuration Ascom IP-DECT-BASE-STATION and d43/d63/d83-Handsets

IP-DECT Base Station ascom

Configuration | Info | Admin | NTP | Kerberos | **Certificates** | License | EULA | Logout

General

LAN
IP4
IP6
LDAP
DECT
Unite
Services
Advanced

Administration

Users
Device Overview
DECT Sync
Traffic
Gateway
Backup
Update
Diagnostics
Reset

Trust List

Subject	Issuer	Not Before	Not After	Download
☐ 00013e65e62b	00013e65e62b	01.01.2000	31.12.2049	PEM DER
☐ DigiCert Global Root CA	DigiCert Global Root CA	10.11.2006	10.11.2031	PEM DER

[Remove](#) [Clear](#)

[Download All](#)

Password: File: [Choose File](#) No file chosen

[Upload](#)

Device Certificate

Subject	Issuer	Not before
☐ 00013e65e62b	00013e65e62b	01.01.2000

[Trust](#) [Renew](#)

[Create New](#)

Password: File: [Choose File](#)

[Upload](#)

Open

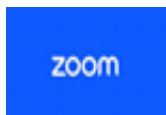
← → ↕ ⬇️ This PC > Downloads 🔍 Search Downloads

Organize ▾ New folder

Name	Date modified	Type
complete-IPBS3-65-e6-2b	8/1/2023 2:00 PM	Text D
certificate	8/1/2023 12:48 PM	Securi
certificate (1)	8/1/2023 12:48 PM	Securi
certificate	8/1/2023 12:46 PM	Securi

File name: certificate ▾ All Files

[Open](#) [Cancel](#)



Configuration Ascom IP-DECT-BASE-STATION and d43/d63/d83-Handsets

Navigate to IP4 > TLS > change profile to “Strict” in the drop down menu.

5.4.2 Navigate to the DECT System frame by clicking DECT and then clicking System.

Cross check all the below fields

- ❖ Subscriptions: can be set to “**With User AC**”, “**With System AC**”, or “**Disable**”. In the sample configuration “**With System AC**” was used. This enables the system to use the Authentication Code when challenging DECT handsets during registration. The Authentication Code is a numerical code that every DECT handset will need to use to subscribe to this system, in our example we set the access code to “1234”.

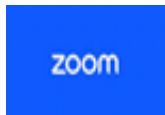
For North America:

Tones: Use the drop-down list for **Tones** and select “US”. Use the drop-down list for Default Language and select “English”. Use the drop-down list for Frequency and select “North America”. By default, carriers 0,1,2,3 and 4 will be checked. The Enable Carriers check boxes enable the DECT handsets to use different channels or frequencies when transmitting.

Other Regions:

Actual radio frequencies will depend on the location of the DECT system. See Ascom’s documentation for further information.

- ❖ Coder: Use the drop-down list for **Coder** and select “G722.2/G711A” and set Frame (ms) to 20.
- ❖ RTP Key Exchange: Use the drop-down list for **RTP key exchange** and set SDES.



Configuration Ascom IP-DECT-BASE-STATION and d43/d63/d83-Handsets

- ❖ RTP Cipher: Use the drop-down list for **RTP cipher** AES256/32

Configuration->Advanced->SIP

IP-DECT Base Station

Configuration

SIP

Certificates

SIP Responses

General

LAN

IP4

IP6

LDAP

DECT

Unite

Services

Advanced

Administration

Users

Device Overview

DECT Sync

Traffic

Gateway

Backup

Update

Diagnostics

Reset

Add Instance ID To The User Registration With The IP-PBX

☐ SIP ☐ TSIP ☐ SIPS

IP-PBX Supports Redirection Of Registration When Registered To Alternative Proxy

☐ SIP ☐ TSIP ☐ SIPS

Use Local Contact Port As Source Port For TCP/TLS Connections

☐ SIP ☒ TSIP ☒ SIPS

Prefer P-Asserted-Identity As Calling Party Identity

☒ SIP ☒ TSIP ☒ SIPS

Do Not Send Identity Header

☐ SIP ☐ TSIP ☐ SIPS

Use SBC for NAT traversal

☐ SIP ☐ TSIP ☐ SIPS

No Server Certificate Subject Check For TLS Connections

☐ SIP ☐ TSIP ☒ SIPS

No Server Certificate Trust Check For TLS Connections

☐ SIP ☐ TSIP ☐ SIPS

Accept Hold Signaling Using Remote Media Address 0.0.0.0

☒ SIP ☒ TSIP ☒ SIPS

Remove SRTP Lifetime in SDP

☐ SIP ☐ TSIP ☐ SIPS

Allow Multiple Codecs in Answer SDP

☒ SIP ☒ TSIP ☒ SIPS

Send Early Progress Response

☐ SIP ☐ TSIP ☐ SIPS

Ignore Retry-After in Registration Responses

☐ SIP ☐ TSIP ☐ SIPS

Use STUN for NAT Traversal with TCP/TLS

☐ SIP ☐ TSIP ☐ SIPS

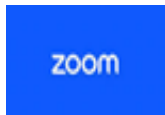
No Validation of Request URI

☐ SIP ☐ TSIP ☐ SIPS

Note: All settings require reset

OK

Cancel



Configuration Ascom IP-DECT-BASE-STATION and d43/d63/d83-Handsets

Configuration → DECT → System

IP-DECT Base Station

Configuration

System

Suppl. Serv.

Master

Crypto Master

Mobility Master

Radio

Radio config

PARI

SARI

Air Sync

General

LAN

IP4

IP6

LDAP

DECT

Unite

Services

Advanced

Administration

Users

Device Overview

DECT Sync

Traffic

Gateway

Backup

Update

Diagnostics

Reset

System Name

DECT

Password

.....

Confirm Password

.....

Subscriptions

With System AC

Authentication Code

9999

Tones

EUROPE-PBX

Default Language

English

Frequency

1880-1900 MHz (Europe)

Enabled Carriers

9 8 7 6 5 4 3 2 1 0

☒ ☒ ☒ ☒ ☒ ☒ ☒ ☒ ☒ ☒

Local R-Key Handling

☒

No Transfer on Hangup

☐

No On-Hold Display

☒

Display Original Called

☐

Early Encryption

☐

RFP Location

☐

Unite Data Channel

☐

Disable ICE

☒

Coder

G722.2/G711A

Frame (ms)

20

Exclusive

☐

SC

☐

Secure RTP Key Exchange

SDES

Secure RTP Cipher

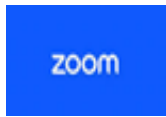
AES256/32

Unencrypted SRTCP

☐

OK

Cancel

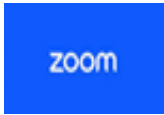


Configuration Ascom IP-DECT-BASE-STATION and d43/d63/d83-Handsets

5.4.3 Navigate to the DECT Master frame by clicking DECT and then clicking Master.

You will see the following display screen telling you to configure the admin password on the DECT/System page. Click OK.

- ❖ Make sure you check the Enable **Pari** function box.
- ❖ Use the IP-PBX, Protocol drop-down list to set the protocol to "**SIP/TLS**".
- ❖ The **IP-PBX Proxy** is set to the IP address of the Zoom (ref: Zoom provision Table below) Switch that you enabled SIP Proxy ports.
- ❖ SET the **Domain** with information from Zoom Provision Menu as mentioned below.
- ❖ The Max. Internal number length should be set to the length of your internal extension length.
- ❖ Checking the Enbloc Dialing box will allow for post dialing.
- ❖ You should also enable (check) the following parameters: Allow DTMF through RTP, accept inbound calls not routed via home proxy, and disable (uncheck) register with number.
- ❖ Zoom also recommends that you configure **Registration Time-To-Live** to a value of 120s. Leave the Subscription Time-To-Live at 3600s (default).
- ❖ Click OK when finished.



Configuration Ascom IP-DECT-BASE-STATION and d43/d63/d83-Handsets

Configuration

General

LAN

IP4

IP6

LDAP

DECT

Unite

Services

Advanced

Administration

Users

Device Overview

DECT Sync

Traffic

Gateway

Backup

Update

Diagnostics

Reset

IP-DECT Base Station

ascom

SystemSuppl. Serv.MasterCrypto MasterMobility MasterRadioRadio configPARI SARI Air S

ModeActive

Multi-Master

Master ID0

Enable PARI Function

Region Code

IP-PBX

ProtocolSIP/TLS

ProxyEnter Outbound proxy from your SIP acc

Alt. Proxy

Alt. Proxy

Alt. Proxy

DomainSIP Domain from SIP accou

Max. Internal Number Length3

International CPN Prefix

Registration with system password

Enbloc Dialing

Enable Enbloc Send-Key

Send Inband DTMF

Allow DTMF Through RTP

Short Disconnect Tone

Treat rejected calls asBusy

Configured With Local GK

SIP Interoperability Settings

Registration Time-To-Live120 [sec]

Subscription Time-To-Live3600 [sec]

STUN server

Hold Signallinginactive

Hold Before Transfer

Accept Inbound Calls Not Routed Via Home Proxy

Register With Number

AOR as Line Identity

KPML support

Registration For Anonymous Devices

Registration Name / Number /

Deactivate Master If No Connection

Conferencing Unit

Conferencing Unit Number2

Mobility Master

Name

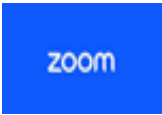
Password

IP Address

Alt. IP Address

Status

OKCancel



Configuration Ascom IP-DECT-BASE-STATION and d43/d63/d83-Handsets

Zoom Provision table:

Refer section 4.3 “Access Provisioning Menu” to get this Provisioning information specific to the user and the tenant.

Provisioning

MAC Address 00-0 [REDACTED]

Device Type Other

You will need to enable TLS1.2 for SIP registration and enable SRTP for secure calling on your IP phone. Please refer to your manufacturer's instructions for these processes.

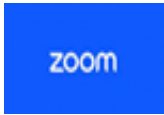
You'll need following information for manual provisioning.

SIP Account 1:

1. SIP Domain: 1 [REDACTED]
2. Outbound Proxy: g [REDACTED]
3. User Name: [REDACTED]
4. Authorization ID: [REDACTED]
5. Password: c [REDACTED]

Please download [DigiCert Global Root CA](#), [DigiCert Global Root G2](#), [DigiCert Global Root G3](#), [DigiCert TLS RSA4096 Root G5](#) and import to your IP phone if they are not in the trust list of the device.

Note: Please note that Zoom support team will not be able to troubleshoot or configure IP phones that are provisioned in this manner. Some Zoom Phone features may not work on manually provisioned phones. It may vary depending on your desk phone model.



Configuration Ascom IP-DECT-BASE-STATION and d43/d63/d83-Handsets

5.4.4 Device Overview

Navigating to Device Overview > Radio.

- ❖ Check the status of the device, is it synced and ready to use
- ❖ All master and slave devices are listed with status. Status must be “OK” to subscribe the phone.

IP-DECT Base Station ascom

Configuration: [Crypto Master](#) [Mobility Masters](#) [Standby Mobility Masters](#) [Masters](#) [Standby Masters](#) **[Radios](#)** [Logout](#)

Static Registrations

Name ↑	RFPI	IP Address	Sync	Region	Device Name	Version	Connected Time
IPBS3-65-e6-2b	9015041008	127.0.0.1	Master OK	0	DECT	[11.9.11/11.9.11/IPBS3-A3/2A1]	0d 0h 25m 34s

[Import location id's](#)

Radios: 1 Registrations: 1

Configuration

- General
- LAN
- IP4
- IP6
- LDAP
- DECT
- Unite
- Services
- Advanced
- Administration**
- Users
- Device Overview**
- DECT Sync
- Traffic
- Gateway
- Backup
- Update
- Diagnostics

IP-DECT Base Station ascom

Configuration: **[Air Sync Overview](#)** [Disturbances](#) [Status](#) [Logout](#)

[Region 0](#)

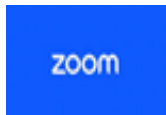
Status: Ready

[Open All](#) | [Close All](#) | [Details](#)

● 9015041008

Configuration

- General
- LAN
- IP4
- IP6
- LDAP
- DECT
- Unite
- Services
- Advanced
- Administration**
- Users
- Device Overview**
- DECT Sync**



6 (Admin) Ascom DECT Handset Configuration

Handset Subscribe and Pairing

Administration->Users:

Long Name/Display name

Name should be User name from SIP credentials

Password: auth password from SIP credentials

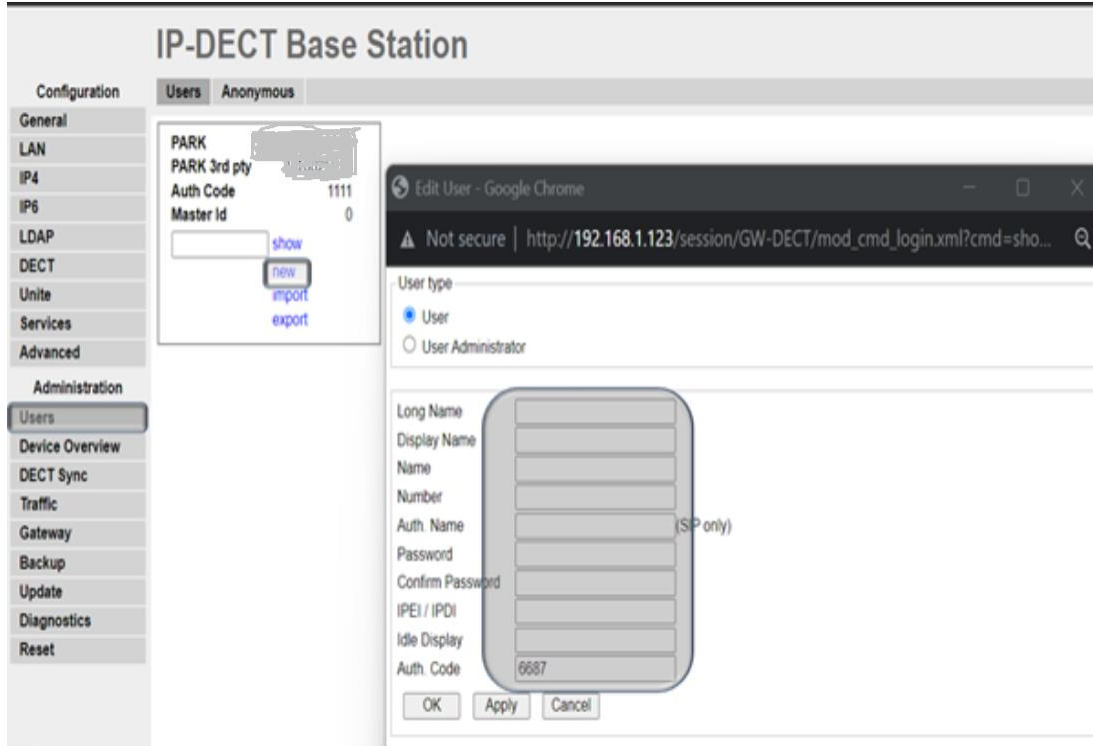
Navigate to the Users frame by clicking Users and then clicking Users.

Click new to provision a new user account. This value is needed when programming Ascom DECT handsets. The PARK code is like an SSID in an 802.11 wireless environment.

The screenshot displays the 'IP-DECT Base Station' configuration web interface. On the left is a navigation menu with sections 'Configuration' and 'Administration'. Under 'Configuration', options include General, LAN, IP4, IP6, LDAP, DECT, Unite, Services, and Advanced. Under 'Administration', options include Users (highlighted), Device Overview, DECT Sync, Traffic, Gateway, Backup, Update, Diagnostics, and Reset. The main content area has tabs for 'Users' and 'Anonymous'. The 'Users' tab is active, showing a form for adding a new user. The form includes fields for 'PARK' (set to 'PARK 3rd pt'), 'Auth Code' (blurred), and 'Master Id' (set to '0'). Below these fields are buttons for 'show', 'new' (highlighted), 'import', and 'export'.

Configuration Ascom IP-DECT-BASE-STATION and d43/d63/d83-Handsets

And click on **new** to add new user.

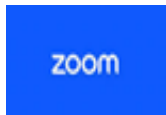


The screenshot shows the 'IP-DECT Base Station' configuration interface. On the left, there is a sidebar with 'Configuration' and 'Administration' sections. The 'Users' tab is selected under 'Administration'. The main area displays the 'Edit User' dialog box. The dialog box has a 'User type' section with 'User' selected. Below this, there are fields for 'Long Name', 'Display Name', 'Name', 'Number', 'Auth Name', 'Password', 'Confirm Password', 'IPEI / IPDI', 'Idle Display', and 'Auth Code'. The 'Auth Code' field is pre-filled with '6687'. There are 'OK', 'Apply', and 'Cancel' buttons at the bottom of the dialog box.

- The user is presented with the Edit User web page.
- Long Name can be any descriptive name that shows this user.
- Name used to register with ZOOM telephony system.
- The Number field is the extension assigned to this user.
- The Password field is the password used to register with the Zoom.us phone.
- The box below Password is to confirm the password and the value entered for the Password field must be entered here.
- Display Text is the text string that will be displayed on the LCD screen of the Ascom DECT Handset.
- The user auth code configured as shown in screenshot above must be used when pairing the handset with the base station.

Make sure DECT user configuration corresponds with the fields below from zoom provision Menu (ref: below Zoom Provision table) which supplies details.

Please see chapter “4.14 Add users” in the Ascom IPBS3 Installation and Operation Manual



Configuration Ascom IP-DECT-BASE-STATION and d43/d63/d83-Handsets

(11.9.x) for further information about adding users.

User type
☒ User
☐ User Administrator

Long Name D63 127
Display Name D63 127
Name [Redacted] 5704173
Number 127
Auth. Name [Redacted] (SIP only)
Password [Redacted]
Confirm Password [Redacted]
IPEI / IPDI [Redacted]
Idle Display D63 127
Auth. Code [Redacted]
Feature Status [Redacted]

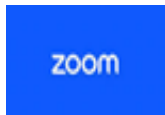
Call Waiting On
CFB 139

OK Apply Delete Unsubs. Logout Cancel

- Name : Zoom User Name
- Auth Name : Zoom Authorisation ID
- Password: Zoom Password

Zoom Provision Menu

Refer section 4.3 "Access Provisioning Menu" to get this Provisioning information specific to the user and the tenant.



Configuration Ascom IP-DECT-BASE-STATION and d43/d63/d83-Handsets

Provisioning

MAC Address: 00-00-00-00-00-00

Device Type: Other

You will need to enable TLS1.2 for SIP registration and enable SRTP for secure calling on your IP phone. Please refer to your manufacturer's instructions for these processes.

You'll need following information for manual provisioning.

SIP Account 1:

1. SIP Domain: 192.204.13.6
2. Outbound Proxy: 192.204.13.6
3. User Name: 192.204.13.6
4. Authorization ID: 192.204.13.6
5. Password: 192.204.13.6

Please download [DigiCert Global Root CA](#), [DigiCert Global Root G2](#), [DigiCert Global Root G3](#), [DigiCert TLS RSA4096 Root G5](#) and import to your IP phone if they are not in the trust list of the device.

Note: Please note that Zoom support team will not be able to troubleshoot or configure IP phones that are provisioned in this manner. Some Zoom Phone features may not work on manually provisioned phones. It may vary depending on your desk phone model.

- From a web browser open a connection to the Ascom IP-DECT Master Base Station.
- Navigate to the Users frame by clicking Users then clicking Users and then clicking show.
- The Registration state of "Not Subscribed" indicates that an Ascom DECT Handset has not registered to the Ascom IP-DECT Base Station and a registration is requested by that extension.
- A Registration state of "Subscribed" indicates that an Ascom DECT Handset has connected to the Ascom IP-DECT Base Station and is requested by that extension.
- Displays the IP Address of the Zoom.us phone indicates the extension has successfully registered to both the Ascom IP-DECT Base Station and Zoom.us phone.

IP-DECT Base Station

ascom

Configuration: Users Anonymous Logout

General

LAN

IP4

IP6

LDAP

DECT

Unite

Services

Advanced

Administration

Users

Device Overview

DECT Sync

Traffic

Gateway

Backup

Update

Diagnostics

Reset

PARK

PARK 3rd pty

Auth Code 1111

Master Id 0

show

new

import

export

User Administrators

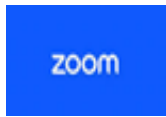
Long Name Name

User Administrators: 0

Users

Long Name	Name	No	Fty	Display	IP/EI / IPDI	AC	Prod	SW	EE	Registration
D83 127		173	127	ctb-139	D83 127	7748				192.204.13.6
D83 137		106	137	+	D83 137	8913				Subscribed
D83 138		138		+	D83 138	5298				Subscribed
D83 139		139		+	D83 139	2167	d83-Talker	1.3.2		192.204.13.6

Users: 4, Registrations: 2



Configuration Ascom IP-DECT-BASE-STATION and d43/d63/d83-Handsets

The handset subscribe and pairing procedure does not require the SIP registration on the IP-DECT base station to be successful. The handset should stay close to the base station during initial pairing.

Protection OFF for initial pairing; once set the admin of the DECT system can decide to turn ON/OFF .

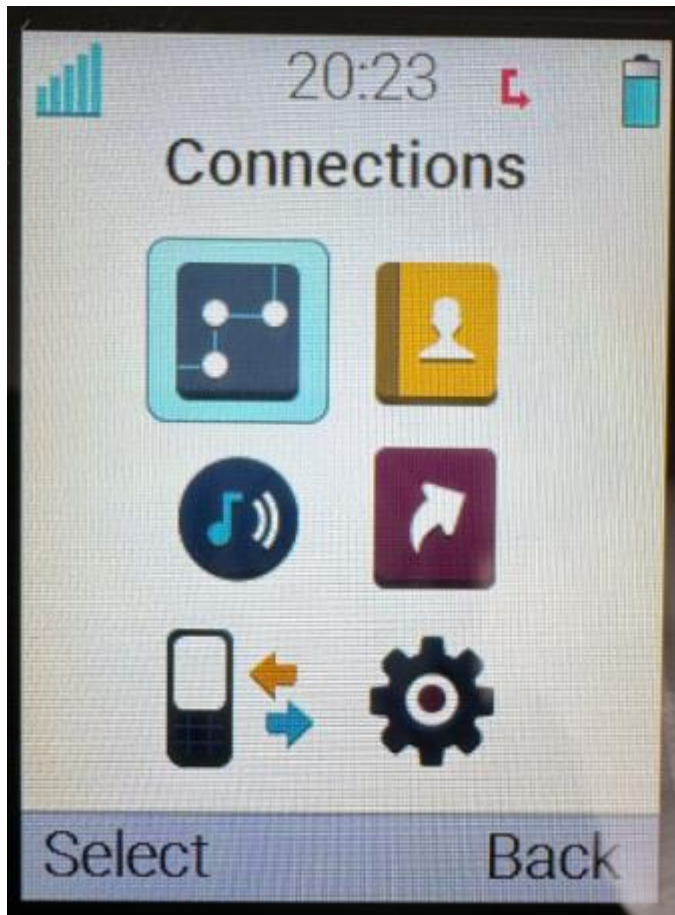
Configuration Ascom IP-DECT-BASE-STATION and d43/d63/d83-Handsets

7 (USER) Base station configuration:



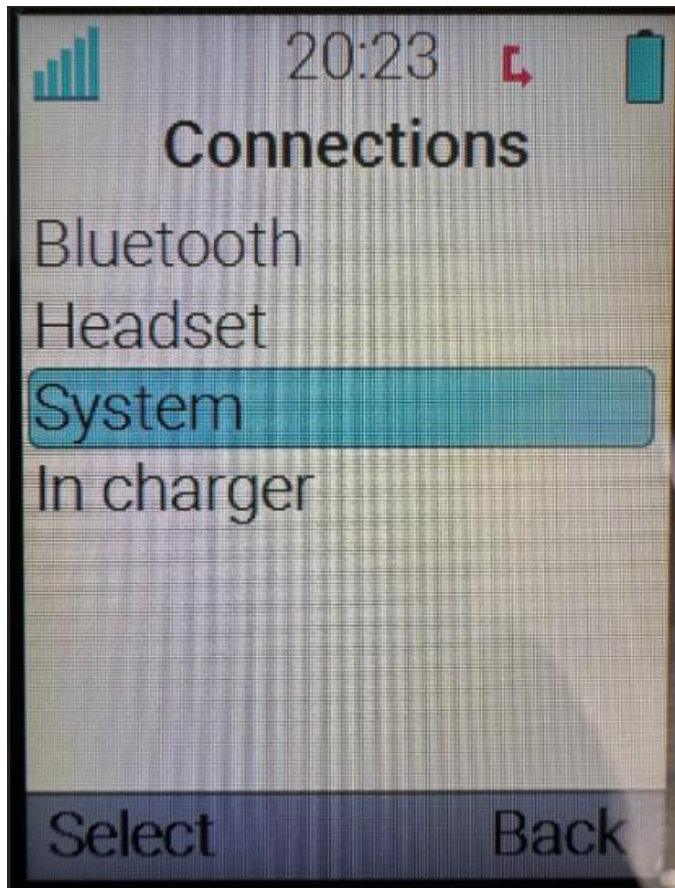
- Switch on the handset device **d43/d63/d83**
- Select Menu on the base station LED > Navigate Connections tab >

Configuration Ascom IP-DECT-BASE-STATION and d43/d63/d83-Handsets



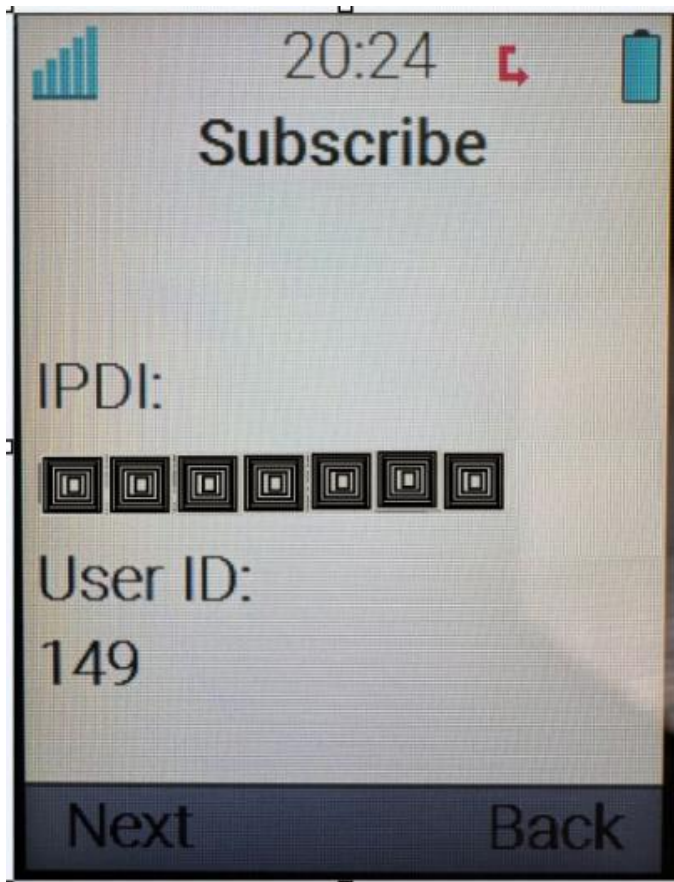
- Select to System tab >

Configuration Ascom IP-DECT-BASE-STATION and d43/d63/d83-Handsets

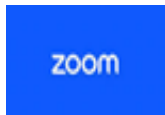


- Select Subscribe >
- Enter IPDI and User ID > IPDI is default, Enter the user ID (example Station extension)

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- Click Next and Enter system Name >
- Change the system AC number to a random 4 digit number and change to 'use System AC'. This is done on the Ascom IP-DECT base station. Refer to the screenshot of Configuration->DECT->System..
- Manually Enter the PARK and AC in the handset , important to leave the Auth. Code section as default (Administration-User-Users)
- then Enter PARK and AC and save protection ON or OFF to register the phone.
- **Note that protection ON locks out the option on the handset to delete the active pairing with the DECT system. Thereafter, the pairing can only be modified from Ascom WinPDM (PC)/Device Management (remote).**
- Find the PARK and AC information from the base station administration. Click OK to subscribe the phone



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Handset screen showing registration fields and buttons. The screen displays the time 20:25, a signal strength indicator, and a battery level icon. The word "Subscribe" is prominently displayed. Below it, the number "123" is shown. There are two input fields labeled "PARK:" and "AC:". At the bottom, there are three buttons: "Next", "Clear", and "Back".

- The successful registered phone will list in the Administration user tab as below:

IP-DECT Base Station administration interface. The interface shows a sidebar with navigation options: Configuration, Users, Anonymous, and Logout. The main content area displays the "Users" tab, which includes a table of registered users and a "PARK" configuration section.

Configuration

Users

Anonymous

Logout

PARK

PARK 3rd party

Auth Code 1111

Master id 0

show

new

import

export

User Administrators

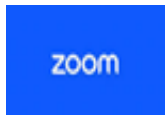
Long Name Name

User Administrators: 0

Users

Long Name	Name	No	Fty	Display	IPEI / IPDI	AC	Prod	SW	EE	Registration
D83 127		173	127	cfb 139	D83 127	7748				192.204.13.6
D83 137		106	137	+	D83 137	8913				Subscribed
D83 138		138	138	+	D83 138	5298				Subscribed
D83 139		139	139	+	D83 139	2167	d83-Talker	1.3.2		192.204.13.6

Users: 4, Registrations: 2



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See Ascom's documentation for further details.

Configuration->DECT->Supplementary Services:

- DECT->Suppl.Services check the following settings: (From Call Completion to Logout User)
- Navigate to DECT > Suppl. Serv
- Mark the Enable check box to activate the following supplementary services
- Configure the MWI mode
- Click "OK".

☒ Enable Supplementary Services

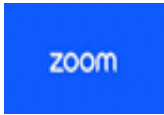
	Activate	Deactivate	Disabl
Call Forwarding Unconditional	.	.	☒
Call Forwarding Busy	.	.	☒
Call Forwarding No Reply	.	.	☒
Do Not Disturb	*42#	#42#	☐
Call Waiting	*43#	#43#	☐
Call Completion	.	.	☒
Call Park	.	.	☒
Interception	.	.	☒
Call Service URI	.		☒
Call Service URI (Argument)	.		☒
Soft key	.		☒
Logout User	.		☒
Clear Local Setting	*00#		☐
MWI Mode	Both numbers users dependent		

Login/Reg handset

Assign the handset to any User , subscribed or unsubscribed , on any Master defined in the DECT system by calling the desired Master id, Extension and the optional individual User AC code and then hang up.

Example Where 0 is the Master id and 200 is the extension and 1 234 is the User AC code:

*0*200*1 234#.



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If 200 is occupied by another handset , the new handset will be assigned this identity and the old handset will be moved to the anonymous list when logging in the new handset.

Limitation : Only one PSTN number assigned per Ascom handset.

7.1 VERIFY DEVICE IS SIGNED IN:

1. Verify the Device Status is Online
2. Verify the User Assigned is showing right in the User Section with the Extension.

☐	Display Name	Device Type	MAC Address	Assigned to	Status	Firmware Version	IP Address	Hot Device (Signed In)
☐	Ascom 143	Other	[REDACTED]	[REDACTED] Ext. 126	Online Last Provision Date: Mar 29, 2024 (UTC) Provision Info	--	192.168.1.235	Unsupport
☐	Ascom 144	Other	[REDACTED]	[REDACTED] Ext. 127	Online Last Provision Date: Mar 29, 2024 (UTC) Provision Info	--	192.168.1.235	Unsupport

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8 Config file or Backup

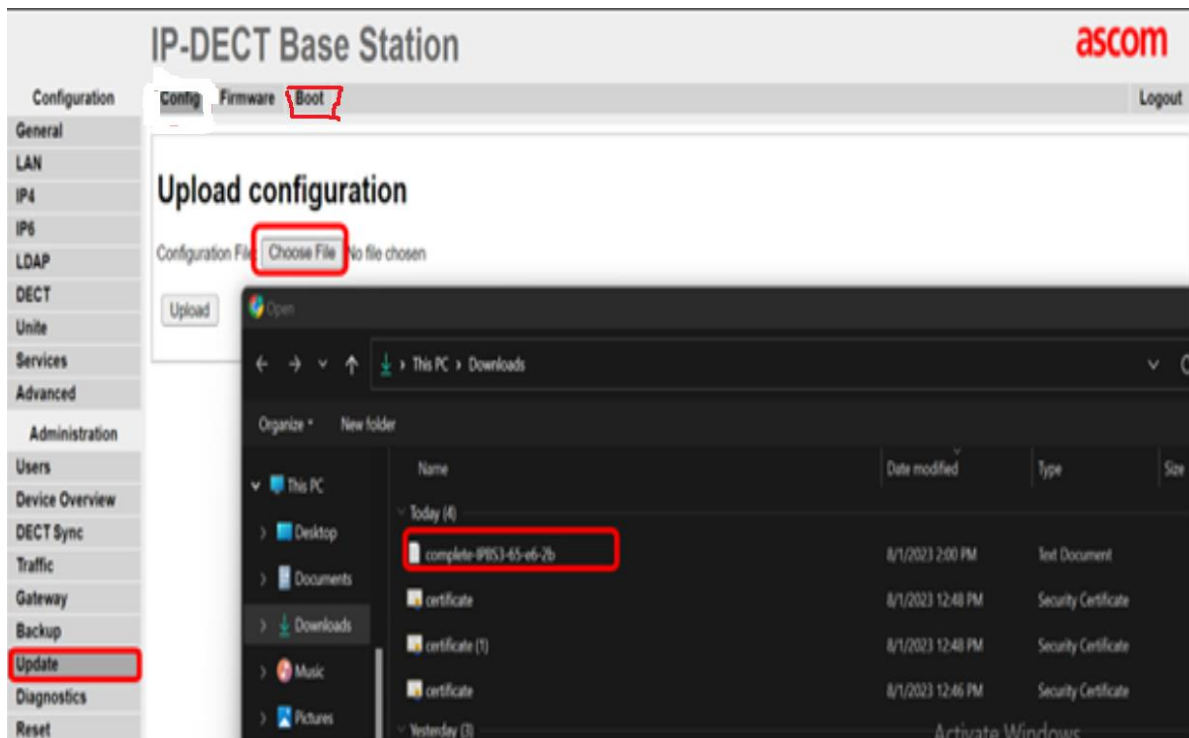
The IPBS configuration can be downloaded and saved on a disc or a server.

- Select Backup > Config.
- Click "download"
- Click "Save" in the dialogue window and browse to the place where the configuration should be saved.
- Click "Save"

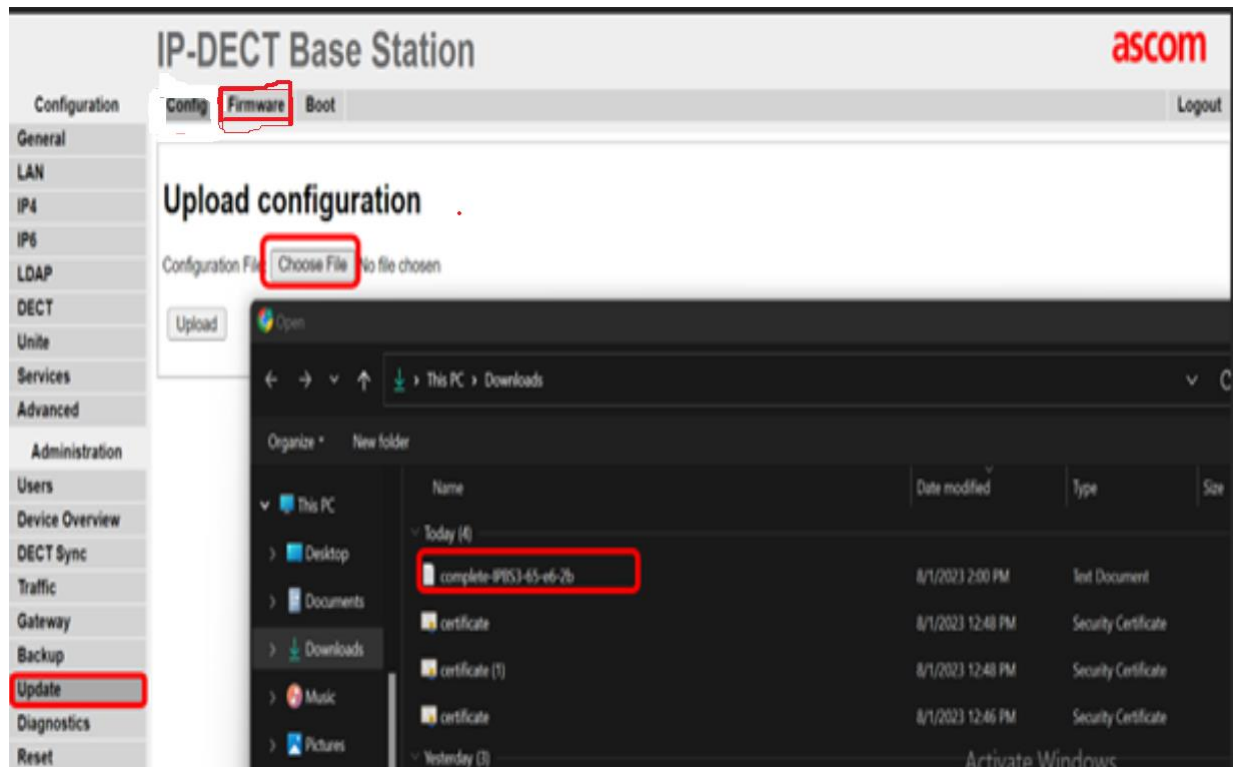
8.1 UPLOAD BOOT/FIRMWARE/CONFIGURATION

Upgrade firmware and boot (boot loader)

- Administrator -> Update -> Boot/Firmware
- Update the boot file first.
- Upload the firmware after the boot file has been installed and the base station has been rebooted.

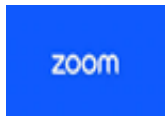


Configuration Ascom IP-DECT-BASE-STATION and d43/d63/d83-Handsets

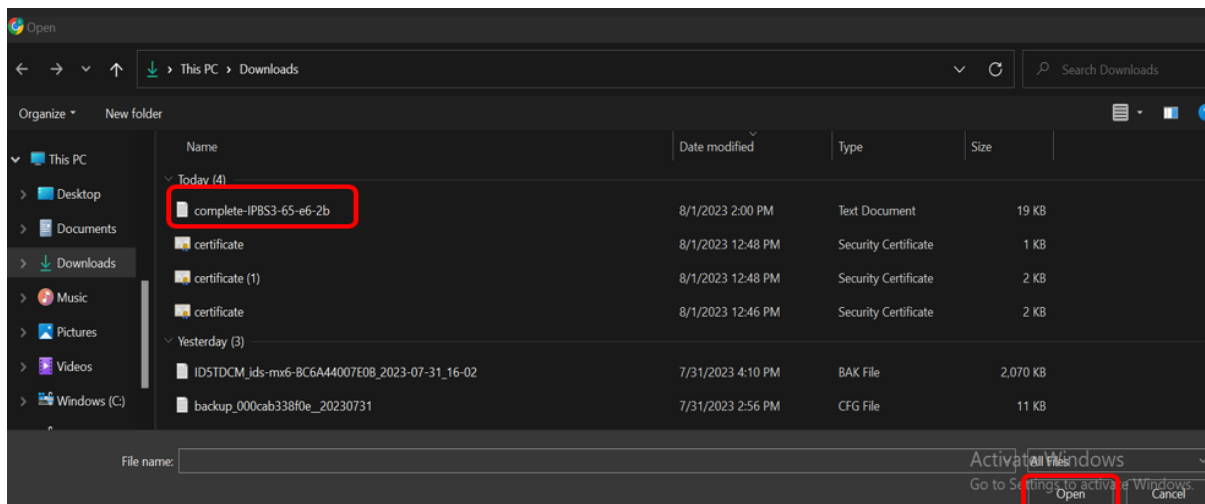
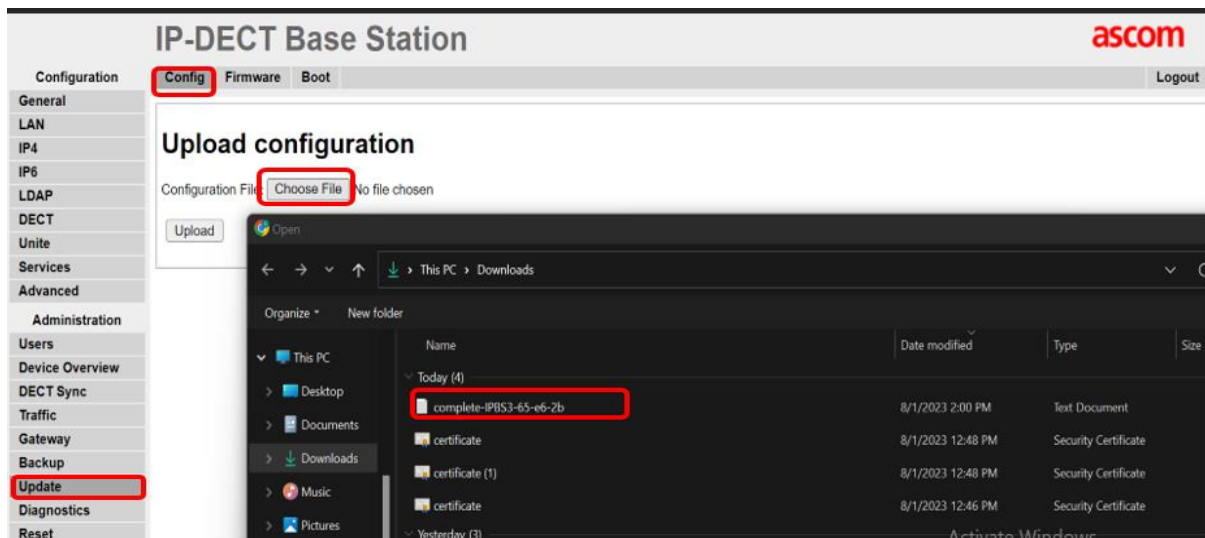


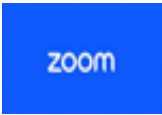
This section describes how to do the following configurations and settings.

- Update Configuration
- Update Firmware
- Update the Boot File Update Configuration A previously saved configuration can be loaded and activated on the IPBS.
- Select Update > Config.
- Click "Browse..." and browse to the saved configuration.
- Click "OK"
- Reset to make the changes take effect.



Configuration Ascom IP-DECT-BASE-STATION and d43/d63/d83-Handsets





Configuration Ascom IP-DECT-BASE-STATION and d43/d63/d83-Handsets

Configuration

General

LAN

IP4

IP6

LDAP

DECT

Unite

Services

Advanced

Administration

Users

Device Overview

DECT Sync

Traffic

Gateway

Backup

Update

Diagnostics

Reset

IP-DECT Base Station

ascom

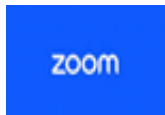
Config Firmware Boot Logo

Upload configuration

Configuration File: Choose File complete-IPBS3-65-e6-2b.txt

Upload

Activate Windows
Go to Settings to activate Windows.



Configuration Ascom IP-DECT-BASE-STATION and d43/d63/d83-Handsets

9 RESET

Reset Some configuration changes require a reset to take effect.

A reset reboots the software. There are two ways to perform a reset:

- Idle reset - waits until there are no active calls in the IPBS.
- Immediate reset - clears all calls and resets the IPBS.

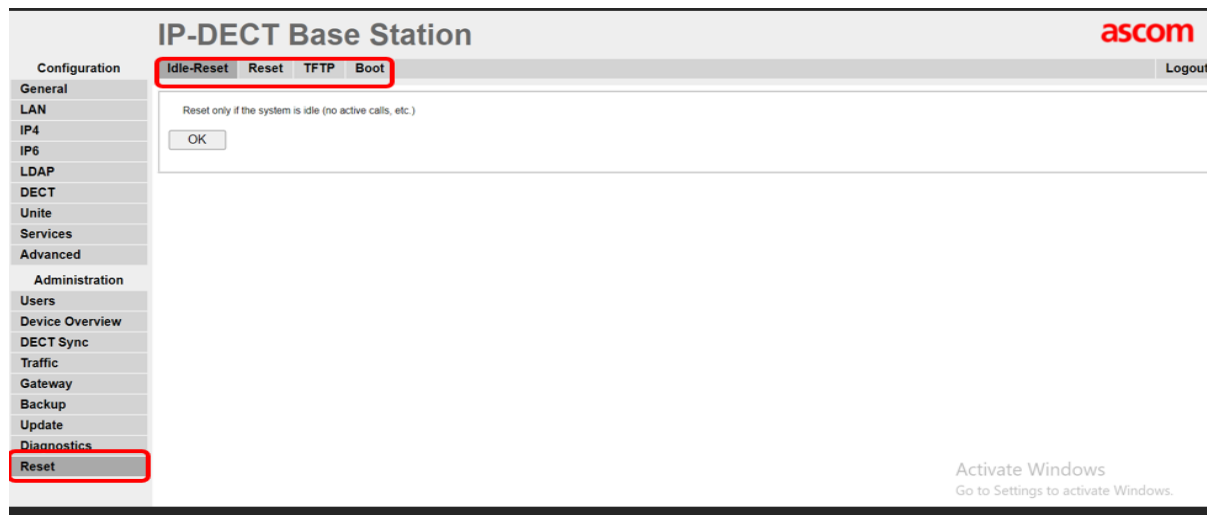
9.1 IDLE RESET

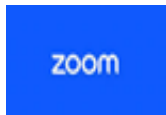
- Select Reset > Idle Reset.
- Click "OK".
- The IPBS will reset when there are no active calls.

9.2 IMMEDIATE RESET

- Select Reset > Reset.
- Click "OK".
- The IPBS will terminate all active calls and reset.

Reset Using the Reset Button It is possible to do a hardware reset of the IPBS by pressing the reset button.





9.3 PERFORM A FACTORY RESET

Note: Suggest to factory reset the handset if it is not brand new out-of-box or may be used by others.

When a factory reset is performed on handset, all configuration settings are restored to their default values and PBX subscriptions and all data are removed. This includes contact , messages , etc .The software is left intact .

Clarification:

A full Factory reset may fix the following:

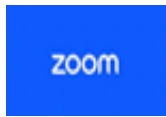
Routing Errors, Can't Connect to the Internet errors, Slow connection speeds, Choppy VOIP, Port Connection Issues and Device Issues **etc** . Reset will revert back the Network name and password when it received first. We can find this on Sticker of Modem need to use the original login credentials used for login for the first time.

Factory Reset using WinPDM (PC) /Device Manager (Remote)

1. In WinPDM/Device Manager, click the **Devices** tab and mark the handset to be factory reset. Note that the handset must be online.
2. In the Device menu, select the **Factory reset**. Alternatively, right-click the handset and select **Factory reset**.
3. A Reset Devices dialogue appears. Click **Yes** . The handset is restarted.

Factory Reset using Handset

1. To activate the Admin Menu , enter the call time screen and press >*<*<
2. Select **Factory Reset**.
3. A Reset portable ? dialogue appears , press **Yes** . The handset is restarted .



10 Help

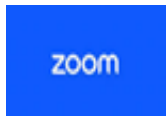
Ascom partner portal:

-<https://oneascom.sharepoint.com/sites/AscomPartners>(requires partnes account)

-general interoperability inquiries: interop@ascom.com

-public info : [DECT and VoWiFi phones](#)

-<https://apps.ascom.com/products-and-services/mobile-devices/dect-and-vowifi-phones>



11 Global customer support

email: support@ascom.com

contact: <https://www.ascom.com/about-us/who-we-are/contact-us/>