Technical Release Notes of 8214 DECT handset when connected to Call Server OXO Connect/Connect Evolution

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Revision history

Edition 1: October 17, 2023   Creation of the document for first version R200 v0690 b0002 for OXO Connect R6.0 MD1

Edition 2: November 4, 2023   Update of the document for version R200 v0690 b0003 for OXO Connect / Connect Evolution

Note: Modifications compared to previous edition in blue text

Legal notice:

Table of contents

1 Overview

This document provides the technical release notes of the 8214 DECT handset when connected to OXO Connect.

Prior to read the release notes, it is recommended to learn about the 8214 DECT handset by reading:

- **8214 DECT handset Datasheet**

    o Especially, to get the technical specifications, list of main features and supported accessories.

    o Link for Salesforce users: https://al-enterprise.lightning.force.com/a4F5I000000OnHDUA0

    o Link for MyPortal users: https://myportal.al-enterprise.com/a4F5I000000OnHDUA0

Ed.02: This edition of the Release Notes is about:

- **The 8214 DECT handset R200 software version v0690 b0003**

- **The new supported use case with OXO Connect/Connect Evolution for R5.2 ≤ OXO < R6.0 MD1.**

Ed.01: The first edition of the Release Notes is about:

- The 8214 DECT handset R200 software version v0690 b0002

- The first supported use cases with OXO Connect/Connect Evolution:

    o OXO Connect R6.0 MD1 only (note: 8214 not yet supported on previous releases of OXO Connect / Connect Evolution => planned with next version)

    o 8214 DECT handset registered in GAP mode to OXO Connect R6.0 MD1 through IBS or xBS DECT infrastructure.

    o 8214 DECT handset registered in CAT-iq mode to OXO Connect R6.0 MD1 through SIP-DECT 8328 Single BS.

2 SW Version Details

2.1 Version 0690 b0003

2.1.1 New Features

New supported use case: It is now possible to install 8214 DECT handset with OXO Connect / Connect Evolution R5.2 ≤ OXO < R6.0 MD1, in GAP mode (generic GAP handset) for registration on IBS or xBS DECT infrastructure (note: 8214 in CAT-iq mode with SIP-DECT 8328 is not supported with R5.2 ≤ OXO < R6.0 MD1).

The first 8214 DECT handset products delivered by ALE in November 2023 are equipped with SW version 0690 b0003.

2.1.2 Corrections in 0690 b0003 compared to version 0690 b0002.

Not Applicable.

R&D Identifier	BP Identifier (SR)	Description of the problem and solution
CRTX8214-194		**8214 R200 connected to R5.2 ≤ OXO < R6.0 MD1: Sometimes can't make a call between two 8214 handsets**

2.2 Version 0690 b0002 – First Version Released

2.2.1 New Features

See the product description and features in 8214 DECT handset Datasheet

2.2.2 Corrections in 0690 b0002

Not Applicable.

R&D Identifier	BP Identifier (SR)	Description of the problem and solution

3 Compatibility

3.1 OXE/OXO Call Servers

8214 DECT handset is supported with:
- OXO Connect / Connect Evolution
  - R6.0 MD1 starting with version 116.001.
    - **GAP mode (IBS, xBS).**
      - **Handset recognized as 8214 GAP by the OXO system.**
      - **SUOTA available for SW upgrade**
    - **CAT-iq mode (SIP-DECT 8328)**
      - **Handset recognized as 8214 SIP.**
      - **SUOTA available, managed by SIP-DECT 8328 for SW upgrade.**
  - **R5.2 ≤ OXO < R6.0 MD1**
    - **GAP mode (IBS, xBS).**
      - **Handset recognized as generic GAP handset by the OXO system.**
      - **SUOTA not available for SW upgrade => Manual upgrade with UST.**
    - **CAT-iq mode: not supported.**
  - **OXO < R5.2**
    - **GAP mode: Not supported.**
    - **CAT-iq mode: not supported.**
- OXE N2 starting with: Not yet supported.

Following tables provide details about integration of 8214 DECT handset versions in OXE/OXO call servers Release/Version **for SUOTA**

OXO Connect R6.0 MD1 / OXE N2 MD6 => released H2/2023

8214 Release	8214 Version	Integrated from OXO R6.0 MD1	Integrated from OXE N2
R200	0690 b0002	ONE 060 / 116.001	Not yet supported
R200	**0690 b0003**	**ONE 060 / 117.001**	Not yet supported

3.2 Unified Support Tool (UST)

In case UST is needed to manage 8214 DECT handset (example: manual SW upgrade, trace configuration), it is necessary to use UST v0050 or upper: refer to UST release notes TC2320.

3.3 DECT Infrastructures

Note   The 8214 DECT handset can be registered to only one DECT system at a time.

8214 DECT handset offers two DECT registration modes:
- GAP mode => displayed as "OXE/OXO PBX" in the handset registration menu
- CAT-iq mode => displayed as "SIP mode" in the handset registration menu

Deployment of 8214 on ...	8214 Registration Mode	Call Server	With OXE ≥ N2 MD6
IBS, IP-xBS	In GAP mode	OXO ≥ R5.2	Supported
IBS, IP-xBS	In GAP mode	OXO < R5.2	Use case not Supported
RBS	In GAP mode	OXO	Use case not Supported
IBS, RBS, IP-xBS	In GAP mode	OXE ≥ N1 (R100.0)	Not yet supported
IBS, RBS, IP-xBS	In GAP mode	OXE < N1 (R100.0)	Use case not Supported
IBS, RBS, IP-xBS	In CAT-iq mode	OXE, OXO	Use case not Supported
SIP-DECT 8328	In CAT-iq mode	OXO ≥ R6.0 MD1	Supported
SIP-DECT 8328	In CAT-iq mode	OXO < R6.0 MD1	Use case not Supported
SIP-DECT 8328	In CAT-iq mode	OXE ≥ N2 MD6	Not yet supported
SIP-DECT 8328	In CAT-iq mode	OXE < N2 MD6	Use case not Supported
SIP-DECT 8328	In GAP mode	OXE, OXO	Use case not Supported
IP-DECT 4080 DAP	Whatever the mode	OXE, OXO	Use case not Supported
IP-DECT 8340 DAP	Whatever the mode	OXE, OXO	Use case not Supported
SIP-DECT 8318	Whatever the mode	OXE, OXO	Use case not Supported
SIP-DECT 8368	**Whatever the mode**	**OXE, OXO**	**Use case not Supported**

DECT Terminals - OXE and OXO Connect Call Servers
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3.4 SUOTA (Software Update Over the Air)

8214 DECT handset supports SUOTA. To operate, SUOTA must also be **available** for 8214 handset model on call server side **(this means that the handset must be recognized as 8214 by the system, which is only the case for OXO ≥ R6.0 MD1 and OXE ≥ N2 MD6)**.

Deployment of 8214 ...	On Call Server	Call server Release	SUOTA
In GAP mode	OXO Connect	≥ R6.0 MD1	**Available**
In GAP mode	OXE	≥ N2 MD6	**Available**
In GAP mode	OXO Connect	R5.2 ≤ < R6.0 MD1	Not **Available** => manual with UST
In GAP mode	OXE	N1 ≤ < N2 MD6	Not **Available** => manual with UST
In GAP mode	OXO Connect	< R5.2	Use case not **Supported**
In GAP mode	OXE	< N1	Use case not **Supported**
In Cat-iq mode (8328)	OXO Connect	≥ R6.0 MD1	**Available**
In Cat-iq mode (8328)	OXE	≥ N2 **MD6**	**Available**
In Cat-iq mode (8328)	OXO Connect	< R6.0 MD1	Use case not **Supported**
In Cat-iq mode (8328)	OXE	< N2 MD6	Use case not **Supported**

3.5 Accessories

This section lists some supported accessories which are not mentioned in the 8214 Datasheet

3.5.1 : Headsets

3.5.1.1 Jack headsets

- Pegasus AH21JII

- Pegasus AH22JII

3.6 Hardware

The first 8214 DECT handset products delivered by ALE in November 2023 are equipped with SW version 0690 b0003.

4 Product Features

This chapter does not cover all product features. It provides precisions about some features which might be difficult to understand when reading the official product documentation.

4.1 PIN codes in CAT-iq mode

There are currently 2 PIN codes implemented in the 8214 used in CAT-iq mode:
- **Lock PIN code**
- **Admin Connectivity PIN code**

How to change the Lock PIN code ?
- **This PIN code can be changed under the following menu: Settings/Security/Phone Lock/Change Pin**

How to change the Connectivity PIN code ?
- **For 8214 version ≤ v0690 b0004, this PIN code can be changed under the following menu: Settings/Security/Change PIN**
- **For 8214 version > v0690 b0004, for better understanding the menu will be moved from Security Menu to Connectivity menu and renamed: Settings/Connectivity/Change Admin PIN**

Note: In GAP mode there is no Lock PIN code.

5 Product Restrictions

Note: This table keeps the history of restrictions since version 0690 b0002

How to read the "Domain" column ?
- If a restriction applies to both GAP mode and CAT-iq mode, there is no specific indication of the mode (example "MMI Screen Saver").
- If a restriction applies to GAP mode only, it starts with "GAP mode …" (example "GAP mode Voicemail").
- If a restriction applies to CAT-iq mode only, it is documented in TC3081 Release Notes about SIP-DECT 8328 Single BS with OXE/OXO.

Domain	Description	Details/Workaround	Introduced In version	Removed In version	Applies to	Identifier
GAP mode Voicemail	No way to configure voicemail number on key 1 which has the corresponding voicemail icon	Configure the voicemail number on one of the programmable soft keys (associated to keys 2 to 9). Then a long press on the corresponding key will trigger the call to the voicemail	0690 b0002	A fix to configure voicemail on key 1 is planned in version 0690 b0005	OXE OXO	CRTX8214-162
GAP mode Voicemail	No way to notify arrival of messages in the voicemail	No workaround The corresponding configuration menu will be removed in version 0690 b0004	0690 b0002	No plan to remove the restriction	OXE OXO	00706257
GAP mode *reset*	The *reset* command doesn't work. In CAT-iq mode *reset* is a workaround if the user has lost the PIN code to unlock. In GAP mode only long press to unlock (Lock has no PIN code) so the *reset* is useless and by the way unavailable	Use feature "Master reset" in the service menu if a reset of the handset is needed	0690 b0002	No plan to remove the restriction	OXE OXO	00706252

GAP mode Registration	No way to customize the name during the registration process	Use manual configuration after registration: - Network name "Registration 0" can be manually changed => Menu > Connectivity > Edit network > Network name - Handset name can be manually added => Menu > Settings > Handset name	0690 b0002		OXE OXO	00706159 CRTX8214-191
GAP mode MMI	When getting a call from a record in the local phone book, the display shows the telephone number twice, instead of the name and the number	No workaround	0690 b0002		OXO	00706206 CRTX8214-187
service	The service menu does not provide the feature "Reset user data"	Use feature "Master reset" instead, but registration will also be lost	0690 b0002		OXE OXO	
MMI Screen Saver	8214 idle screen saver only works when placed in charger (Black screen otherwise to save battery charge)	No workaround	0690 b0002	No plan to remove the restriction	OXE OXO	00706705 CRTX8214-197
MMI SUOTA	No icon displayed on the screen at the end of download	Check completion of SUOTA download in call server diagnostic tools	0690 b0002	No plan to remove the restriction	OXE OXO	00707177
Power-up in desktop charger	When 8214 is powered off, it automatically powers up when placed on the desktop charger	Place the handset on the table next to the charger so that it remains powered off. Or Place it in the charger and after a few minutes on the desktop charger, the screen goes black (provided that dimmed idle screen is not activated)	0690 b0002	No plan to remove the restriction	OXE OXO	

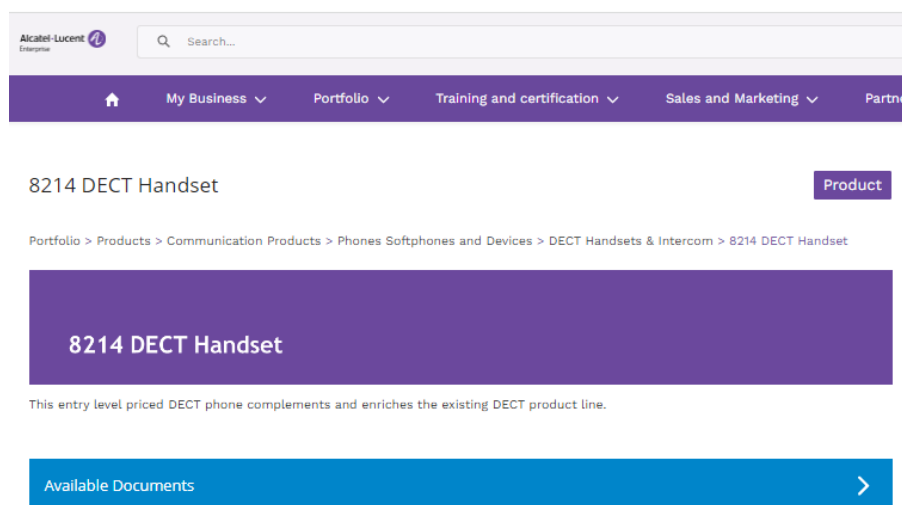| GAP mode (Generic GAP handset, when it is not recognized as 8214 by the OXE/OXO system)	Each time 8214 is powered on, date/hour are lost and restored to factory values	User must manually adjust date/hour in Settings menu, each time 8214 is powered on	0690 b0002	A fix to keep date/hour after power on is planned in version 0690 b0005	OXE OXO	00713080 CRTX8214-202 CRTX8214-204

6 Software download

6.1 Location

In most cases, you don't have to manipulate the 8214 DECT handset software, as it is updated over the air (SUOTA) from the system to which it is registered. Anyway, you can download the software from MyPortal, in case you need to manually update 8214 handsets with UST.

8214 DECT Handset Page on MyPortal
- Salesforce users: https://al-enterprise.lightning.force.com/a6f5I000000bwOCQAY
- MyPortal users: https://myportal.al-enterprise.com/a6f5I000000bwOCQAY

6.2 Delivered files

The following files are delivered in the zip package "8214-v0690b0002.zip":
- Directory Firmware: 8214DECT_v0690_b0002.fwu
- Directory Firmware: 8214DECT_spi_v0690_b0002.hex   => The SW file to be used with UST
- Directory test: Rsx_8214DECT_v0690_b0002.exe   => To collect traces with UST, when needed

6.3 Version numbering

8214 version number is organized as **wxyz**. Numbering of 8214 DECT handset Release R200 starts with **wxyz** = 0690. It is complemented by the last four digits which correspond to the version build b0002.

What is counter-intuitive, and confusing is the fact that first two digits **wx** are incremented before incrementing the last two digits **yz**. It means for example that the software version 6190 is older than version 6091 although the number is higher.

A version may have several builds. Builds numbers are normally incremented.

7 Maintenance and Troubleshooting

7.1 Documentation

You can get much information about maintenance and troubleshooting in the Maintenance Manual available on MyPortal. The document covers all 82x2 and 82x4 DECT handsets:

- am_82xx_Maintenance_Manual_8AL90630ENAD_1_en.pdf: 82xx DECT Handset - Maintenance Manual
- Link for Salesforce users: https://al-enterprise.lightning.force.com/a4F5I000000YOPYUA4
- Link for MyPortal users: https://myportal.al-enterprise.com/a4F5I000000YOPYUA4

For manual SW update or collecting logs and traces, use UST whose manual is available on MyPortal:

- im_Dect_Unified_Support_Tool_8AL90330ENAH_1_en.pdf : "DECT Handsets Unified Support Tool – Installation manual"
- Link for Salesforce users: https://al-enterprise.lightning.force.com/a4F5I000000YOIDUA4
- Link for MyPortal users: https://myportal.al-enterprise.com/a4F5I000000YOIDUA4

7.2 Service Request (SR)

In case of creation of SR to report an issue, please provide details about the use case:

- Type of call server: OXE, OXO
- Software Release/Version of call server
- Type of DECT infrastructure: IBS, RBS, xBS, 8328
- Software version of 8214 DECT handset
- Registration mode of 8214 DECT handset

8 Related Documents

8214 DECT handset Datasheet

- Especially, to get the technical specifications, list of main features and supported accessories.

    - Link for Salesforce users: https://al-enterprise.lightning.force.com/a4F5I000000OnHDUA0
    - Link for MyPortal users: https://myportal.al-enterprise.com/a4F5I000000OnHDUA0

8214 GAP user manual (GAP mode)

- OXO users

    - Link for Salesforce users: https://al-enterprise.lightning.force.com/a4F5I0000004ploUAA
    - Link for MyPortal users: https://myportal.al-enterprise.com/a4F5I0000004ploUAA

- OXE users

    - Link for Salesforce users: https://al-enterprise.lightning.force.com/a4F5I0000004plAUAQ
    - Link for MyPortal users: https://myportal.al-enterprise.com/a4F5I0000004plAUAQ

8214 SIP user manual (CAT-iq mode)

- When connected to OXE/OXO via SIP-DECT 8328 Base Station
    - Link for Salesforce users: https://al-enterprise.lightning.force.com/a4F5I000000OnTJUA0
    - Link for MyPortal users: https://myportal.al-enterprise.com/a4F5I000000OnTJUA0

9 Glossary

AGAP	Alcatel GAP. Proprietary protocol to enrich telephonic features
ALE	Alcatel-Lucent Enterprise
BP	Business Partner
BS	Base Station
CAT-iq	Cordless Advanced Technology—internet and quality (CAT-iq) is a technology initiative from the Digital Enhanced Cordless Telecommunications (DECT) Forum, based on ETSI TS 102 527 New Generation DECT (NG-DECT) European standard series. NG-DECT contains backward compatible extensions to basic DECT GAP (Generic access profile) functionality which allow bases and handsets from different vendors to work together with full feature richness expected from SIP terminals and VoIP gateways. CAT-iq defines several profiles for high quality wideband voice services with multiple lines.
CS	Call Server (in this document = OXO or OXE)
FW	Firmware (in the document terms "firmware" and "software" have the same meaning)
GAP	Generic Access Profile
OXE	OmniPCX Enterprise
OXO	OXO Connect / OXO Connect Evolution
SIP	Session Initiation Protocol
SR	Service Request
SUOTA	Software Upgrade Over The Air
SW	Software (in the document terms "firmware" and "software" have the same meaning)
UST	Unified Support Tool

Submitting a Service Request

Please connect to our eService Request application.

Before submitting a Service Request, please be sure:
- The application has been certified via the AAPP if a third party application is involved.
- You have read the release notes that list new features, system requirements, restrictions, and more, and are available in the Technical Documentation Library.
- You have read through the related troubleshooting guides and technical bulletins available in the Technical Documentation Library.
- You have read through the self-service information on commonly asked support questions and known issues and workarounds available in the Technical Knowledge Center.

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