

FAQ - Distinctive ring what happens after an update


Introduction

Here we would like to describe what happens when you update from an software < 2.26 to software 2.26.x or higher.

You need to take some actions to use the new functionality.

N.S. = Not supported

* = Default tone played when header is not recognized. (Default tone can be changed from software 2.29.0 or higher)

CallHandset		Selected melodies in handset example			
	Software	< 2.26	after update to 2.29 no new handset registration	after update to 2.29 with new handset registration	
Handset 1 R 650 H PRO	Internal ringtone	Call 3	Call 3	Call 3	<p>In software < 2.26, the system supports 2 ringtones.</p> <ol style="list-style-type: none"> 1. Internal (Only played when the Alert-Info header in the SIP Invite is recognized "alert-internal") 2. External (Played in all other cases.) <p>After the update to the software that supports the new ringtones the following happens.</p> <ul style="list-style-type: none"> • The DECT handsets will show the ringtones from the older software and not the new ringtones, but it will use the new ringtones. <ul style="list-style-type: none"> ◦ In the example, Handset 1 will show the Dunken ringtone but plays the Call 1 tone ◦ Handset 2 will show 07 Super 4 but plays the 09 Tone One <p>The following solutions are possible.</p> <ol style="list-style-type: none"> 1. Disable the new distinctive ring feature and it will work like before using the 2 ringtones (Internal and External) 2. Re-register your DECT handset and then the new ringtones are visible. Re-registration can be done: <ol style="list-style-type: none"> a. Manual re-registration b. Automatic re-registration (New in 2.29.0)
	External ringtone	Dunken*	Dunken shown but is played.	Call 1 *	
	Group Calls	N.S.	Not visible	Call 2	
	Door station	N.S.	Not visible	Call 3	
	Emergency	N.S.	Not visible	Cut	
	Optional	N.S.	Not visible	Not visible	
	All calls	N.S.	Not visible	Custom	
Handset 2 SL 750H	Internal ringtone	16 Evolve	16 Evolve	16 Evolve	<p>The following solutions are possible.</p> <ol style="list-style-type: none"> 1. Disable the new distinctive ring feature and it will work like before using the 2 ringtones (Internal and External) 2. Re-register your DECT handset and then the new ringtones are visible. Re-registration can be done: <ol style="list-style-type: none"> a. Manual re-registration b. Automatic re-registration (New in 2.29.0)
	External ringtone	07 Super 4*	07 Super 4 shown but is played.	09 Tone One *	
	Group Calls	N.S.	Not visible	10 Step to B	
	Door station	N.S.	Not visible	15 Dunken	
	Emergency	N.S.	Not visible	14 Piano	
	Optional	N.S.	Not visible	Not visible	
	All calls	N.S.	Not visible	Custom	
Handset 3 R 650 H PRO	Internal ringtone	Cut	Cut	Call 3	<p> The DECT handset menu is transferred during the DECT registration process. With the new distinctive ring feature, the DECT handset menu is changed but you will only see this when the DECT handset is new registered. Therefore new DECT registration is needed.</p>
	External ringtone	Call 2*	Call 2 shown but is played.	Call 1 *	
	Group Calls	N.S.	Not visible	Call 2	
	Door station	N.S.	Not visible	Call 3	
	Emergency	N.S.	Not visible	Cut	
	Optional	N.S.	Not visible	Not visible	
	All calls	N.S.	Not visible	Custom	