

Dual Mode Phone FAQ

TECHNICAL SPECIFICATION

1. Which are the main GSM bandwidths supported by the phone?

Pirelli Dual Mode Phone support GSM 900/1800/1900MHZ.

DP-L10 support also the GPRS Class B, multi-slot class 10

2. Which kind of WiFi standard it is supported by the phone?

The phone supports 802.11 b/g with a 2.4 GHZ frequency.

3. Which RTP codec are supported by the phone?

The phone can support G.711a, G711u, G.726 and G.729 codec depending of software release.

4. What are DP-L10 characteristics in term of battery duration?

Talking Time

240 min under GSM mode

160 min under Wi-Fi mode

Standby Time

180 Hrs under GSM mode based

150 Hrs under Wi-Fi mode based on no periodic scan for roaming

Wi-Fi or GSM Preferred Mode:

150 Hours for GSM and connected Wi-Fi (typical Home Scenario)

30 Hours for GSM and searching for Wi-Fi (typical out of home Scenario)

5. Does the phone support the SIM Tool Kit and which release?

The phone support a subset of functionalities of SIM Tool Kit Phase 2+, release 99.

6. Which language could be supported by the phone?

The phone can support in the same release up to two different language like: German-English; Italian-English; French-English; etc.

7. Which kind of additional service could be supported by the phone?

The phone can support CALL NOTIFICATION, CALL WAITING and CALL HOLD for both

GSM and WiFi calls. Moreover it can manage traditional services like SMS over GSM and

MMS over GPRS and WiFi. On SIP/WiFi side it can manage the "SIP transparent dial mode"

*typically used to manage special services over SIP (For example if the sequence *21*<number> is dialed for supplementary service activation (i.e. call divert), this sequence will be transparently forwarded by the DMP to the SIP server.)*

8. How many calls can I manage at the same time?

The phone can manage a maximum number of 2 calls. It means that you can have two VoIP calls or two GSM calls or one GSM and one VoIP call at the same time.

9. Which kind of DTMF tones is supported by the phone?

The phone can support only in band tone with tone duration of 100 msec.

10. How many entries could be stored inside phone memory?

The phone can store into the phone memory up to 500 contacts with 3 telephone number, e-mail address and postal address for each contact.

11. Which type of encryption could be supported?

The phone supports open, WEP-64, WEP-128, WPA-PSK-TKIP and WPA2-PSK-AES 128, EAP-TLS

12. Can I use PEM certificate for authentication purpose?

Yes the phone can support certificate in PEM and PFX format.

13. How many Wi-Fi profiles can I configure into the phone?

You can configure up to 5 different WiFi profile.

14. How many SIP profile can I configure into the phone?

You can configure only one SIP profile.

15. How many different MMS, WAP and MAIL profile can I configure into the phone?

You can configure up to:

20 different MMS profiles

20 different WAP profiles

5 different MAIL profiles

16. How I check the version of the release?

You must press " # # # 5 2 0 # " on the DMP

17. Why the profiles are in another language?

Changing the language the DMP doesn't change the profile names language. It's possible to change them manually. It's possible to choose the profile name in next release.

18. Why if I change the AP network the call go down?

You must configure all AP with the same SSID for ability the handover functionality. DMP manage Handover only between AP with the same SSID and with the same DHCP server.

19. The DMP can be upgraded by remote control?

The DMP support the provisioning functionality for upgrading by OTAP SMS message on GSM network. The SMS information, can provision the SIP configuration, WAP configuration, WI-FI configuration, MMS configuration and then it can upgrade the DMP with new release.

Concerning the release upgrading, the OTAP SMS are used for to do instruction to DMP about the transferring of the file release over wi-fi network. Therefore the WI-FI network must be up.

20. The DMP support the call hold?

Yes, the DMP support the calls hold and the Swap Calls on the GSM network and on SIP network.

21. This phone has a QoS ability that is ability to reserve bandwidth at the wireless router end for VOIP?

This phone sends packets with TOS=7 (QoS At layer 3) and the AP must understand this traffic and must convert This setting to the upstream traffic for the IP network. This setting Of the DMP is not modifiable because is a defaults settings for the DMP. A QoS at layer 2 (WMM for priority access to the physical layer) is Also supported by DMP.

22. Can the DMP be upgraded to support UMTS and EGPRS?

DMP isn't UMTS and EGPRS isn't supported

23. Can I change the settings about time period of the scanning wi-fi network?

It's not possible because the DMP check another wi-fi network every 6 min and this parameter is a default setting.

24. Does the phone support MWI?

No it doesn't support it on GSM side. It's possible to develop MWI on VoIP side.

25. Is the sip client Nortel certified?

Pirelli is working to obtain that certification.

26. What is the platform the phone is developed on?

It's Nucleus OS.

27. Does DMP support VPN?

No it doesn't.

28. How can I do the firmware upgrading?

DMP sends periodically a request to a HTTP server looking for new firmware releases. If a new firmware is available it asks users for upgrade the release

29. How can I do the parameters provisioning?

Three ways are available:

- 1) DMP could contain a setup wizard which helps the user to configure the phone.*
- 2) Pirelli developed Home Access Gateway that is able to configure automatically the phone.*
- 3) Service provider can send a SMS to configure a lot of parameters. The protocol used is OTAP.*

It's also possible to pre-configure WiFi settings as default or to change it manually on each DMP.

30. Does DP L10 support wap 2.0 protocol?

Yes, it support wap 2.0 (http, ssl) TCP-IP based. Anyway certain functions wap related as e-mail fast download or MMS require the Network support to become effective.

WIFI

31. Which is the meaning of WiFi Preferred mode?

DMP keep WiFi as preferred NW but measure GSM. In wi-fi preferred mode a dual mode phone, if it is correctly connected and registered, send out automatically the call using the WiFi connection. Else the voice is sent out the call using the GSM network by selection "Call via GSM" into the Options.

32. Which is the meaning of GSM Preferred mode?

*DMP keep GSM as preferred NW but measure WiFi. In GSM preferred mode the phone send out the call using the GSM network and only if the phone is out of the covered GSM area, and WiFi is available, the call will be forwarded over the WiFi connection by selection "Call via WiFi" into the Options. Anyway if you want to force a call to the WiFi or GSM you have simply to set above the dialed number the string #### or *** respectively. (i.e. <*** + Number> will force the phone to use the GSM network for this call, <### + Number> will force the phone to use the WiFi/VoIP network)*

33. Which are the main Wi-Fi statuses shown in Wi-Fi status menu?

Time out:

Association response exceeds timeout value, e.g. signal is weak, or AP is busy.

Association refused:

Refused by AP during association phase, e.g. AP is resource-constrained.

Authentication refused:

Refused by AP during authentication phase, e.g. incorrect key, filtered by AP's ACL.

Not available:

General WLAN connection error, e.g. the SSID does not exist.

When the phone is correctly connected it shows all the network information like SSID name and IP phone address

SIP

34. How I can check if my VoIP account is now working?

To check the state of your VoIP account you have to check the following menu page WLAN → SIP Status → registered server. If in this field you can see an IP address the VoIP is working. If you see different things like SIP NOT READY, AUTH. FAIL, etc. please check before your WiFi connection and the you SIP parameters.

35. Which is the main SIP Status shown in SIP status menu?

SIP not ready:

VoIP initialization failed, e.g. phone didn't get IP address, DNS resolving failed.

Server no response:

Registration response exceeds timeout value, e.g. the network can't reach registration server.

Authentication fail:

Registration refused by registrar server, e.g. password incorrect.

Not found:

Username not found.

When the phone is correctly registered on the network you can see the IP address of the Registrar server in SIP STATUS → Register server

36. What I can do if I see Auth. Fail in SIP Status?

Check before your Sip account parameter like username, authentication name and password. Please Check if NW is encrypted and in case YES be sure that you have the Encryption Key.

GENERAL

37. Could I synchronize Outlook contacts with phone's phone book?

Yes. With PC Utility you can synchronize Outlook express and Outlook 2003 with the DMP phonebook.

38. How I can upload/download images and tones to/from the phone?

Using the PC Utility you can easy download/upload files like images, ring tones, wallpaper, etc.

39. Can I use the phone as an USB stick?

No. Using PC Tool you can only upload and download supported file like ring tones, wallpaper, etc.

40. Does the DP-L10 support the roaming between GSM and Wi-Fi network?

No roaming between GSM and Wi-Fi is supported during the call. If the network connection (GSM or Wi-Fi) is lost when a call is running, the call will be interrupted and you need to restart it; the phone automatically will choose the network still available if GSM preferred or Wi-Fi preferred settings have been selected in network profile.

41. Does the DMP support the e-mail functionalities?

Yes, it does, it supports POP3 and SMTP.

42. Does the DP-L10 support the conference call?

Yes it does. Up to 6 GSM parties; but it doesn't support WiFi conference

43. Does the DP-L10 support the emergency call?

Yes it does. The emergency calls are always sent via GSM network.

44. Does the DP-L10 support OTA Provisioning?

Yes it supports OMA client provisioning v1.1.

45. Which profile could be provisioned using OTA messages?

Using OTA provisioning you can configure all Wi-Fi, MMS, WAP and also the SIP profile. Moreover you can also upgrade the information IP address for firmware download. Già detto, ripetizione

46. How I connect the DMP to the PC?

You must install the driver USB and then you can connect The DMP using the PC Utility.

47. How I install the drivers?

You must use the CD Rom and copy on your PC the Driver folder. Please launch the SetUp Config file following any of the automatic procedure. Doing that the PC should know a new hardware and then the software should install automatically the drivers (two times). It's very important that you wait until both drivers have been installed.

48. How I use the PCutility?

You must open the software and then you must click on the "connect" button and insert the correct code: " 0 0 0 0 ".

49. The time phone needs to connect to a Wi-Fi AP is too long.

The handset tries to connect to AP every 6 minutes. It's possible to force the connection using the right click on the Joystick below at the screen

50. I configured the DMP correctly but it isn't registered.

Please check WLAN status in Menu/WLAN/Wi-Fi Status and look below.

51. I try to upgrade the handsets firmware after about 5% I get a System Resource error saying please shut down some programs and try again.

Please restore the phone to factory settings (Menu/Settings/Restore factory) and try again.

52. Which is the factory phone code?

The code is 0000

53. I've just update the phone but it doesn't seem to work fine. Why?

Do you restore the factory settings (Menu/Settings/Restore factory)? Please try to do it.

54. Where can I find the manual?

Onto the CD Rom inside the Packaging. Or on Pirelli Web site:

<http://www.pirellibroadband.com/web/products-solutions/solutions/sme-net/terminals/default.page>

55. Is Bluetooth supported?

No it isn't.

56. When I remove the battery from the phone it loses time and date. Is it a normal behavior?

Yes it is. This is the only case in which time and date are restored to default value.

57. Currently I have selected "All Profiles", can I roam between all open AP?

If you select "All profile" the phone tries to connect to all APs saved in profile list. (DMP scans one by one all the settled profiles). To add an open AP to your profile, you have to choose a profile and then to make "site survey" to associate the SSID.

58. How long is the firmware upgrade?

It depends by network condition. Generally it requires 4-5 minutes to download new firmware in DMP memory and then 2-3 minutes to activate the release on the phone.