

IP DECT Administrator Guide

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Preface

This manual describes how to use the DAP Manager for configuring and maintaining an IP DECT system and is valid for IP DECT Software release R6.8.0

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Great care has been taken to ensure that the information contained in this handbook is accurate and complete. Should any errors or omissions be discovered or should any user wish to make a suggestion for improving this handbook, they are invited to send the relevant details to:

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Contents:

Preface	2
Contents:	3
1 Introduction	4
2 Subscriptions	5
2.1 General Information	5
2.2 How to find Handset.....	5
2.3 How to Subscribe a Handset	6
2.4 How to Disable a Subscription.....	7
2.5 How to Terminate a Subscription.....	7
2.6 How to change attributes of a subscription.....	8
2.7 How to use the Filter	8
2.8 Present/Absent Statuses	8
2.9 Add Number Range	10
2.10 Export subscriptions.....	10
3 DECT Access Points	12
3.1 General information	12
3.2 How to find a DAP.....	12
3.3 How to perform an action on a DAP	12
3.4 How to use the Filter	13
4 Provisioning	14
4.1 General Information	14
4.2 Manual - Automatic Update	15
4.3 Procedures to define new packages.....	15
4.4 Procedures to add handsets to the update process	16
4.5 Monitoring firmware update progress	16
5 Indications on the DAP Manager	18
5.1 System Page.....	18
5.2 Alarm Indications	18
5.3 Example	18
5.4 Multicast Errors	19
5.5 Redundancy Indications.....	19
6 Special Features	21
7 Bluetooth Location Solution	22

1 Introduction

This chapter gives you an overview of the DAP Manager application for IP DECT. It will guide you through the main window.

If you have received an e-mail message with a link to the DAP Manager application, you should use that link to start the DAP Manager via Web Browser. If not, you can start the Web Browser and browse to the internet address (URL) of the DAP Manager (e.g. `http://localhost/cds`). You will see the following screen:

The screenshot shows the DAP Manager application interface. At the top, there is a navigation bar with tabs for 'System', 'Subscriptions', 'Access Points', 'Provisioning', and 'Admin'. Below this is a blue header bar displaying 'NEC DAP Manager INT R6.8.0 Build 1499'. The main content area is divided into two sections: 'Alarms' and 'Info'. The 'Alarms' section lists various system components and their status: System (DAP, Multicast, Internal error, License, DAP incompatibility, Disk-space), Services (DDS, DMLS, PCR, FWU, TFTP), and Miscellaneous (Multiple users). The 'Info' section provides system statistics: Site name (VLS-ST), PARI / SARI (1025BFD0 / 100F0601 (VLS)), Number of handsets (4 / 4), Number of Access Points (9 / 9), Active browser sessions (1 / 1), and Active application sessions (0 / 0).

On the System page you see the actual alarm indication of the system parts. More details can be found in chapter [5 Indications on the DAP Manager](#).

The Admin page is described in the IP DECT Installation Guide.

2 Subscriptions

2.1 General Information

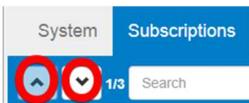
Before a handset (also known as portable telephone, portable part or PP) can be used, it must subscribe to the system. That means that it must be subscribed to the IP DECT system via the DAP Manager.

Note: If the extension numbers that you want to subscribe are not available in the list, you must enter the required extension numbers using the “Admin>Subscriptions>Add number range” menu item (see chapter [2.9 Add Number Range](#))

2.2 How to find Handset

Finding a handset can be done in various ways:

- Use the scroll bar of the browser
- Click on the next or previous page via the Arrow down or Up button:



- Start typing the number of the Handset in the quick Search field:

A screenshot of the Subscriptions search results. The search field contains '40' and shows '1/1' results. The table below lists handset numbers and their status.

Number ▲	Status	RPN	Presence	Registration status
4001	Free			
4003	Subscribed	002	Absent	Absent
4007	Subscribed	015	Present	Registered
4031	Subscribed	015	Present	Registered
4032	Subscribed	002	Present	Registered
4033	Subscribed	115	Present	Registered
4041	Subscribed	011	Present	Registered
4042	Subscribed	015	Present	Registered
4055	Subscribed	001	Present	Registered
4056	Free			
4065	Subscribed			

- Start typing the fragment of the handset name or comment in the quick Search field:

A screenshot of the Subscriptions search results. The search field contains 'BX' and shows '1/1' results. The table below lists handset numbers and their status.

Number ▲	Status	RPN	Presence	Registration status	Handset type	SW version	Handset name	Comment
246	Subscribed	010	Absent	Absent	G566	2.01.99.99	PBX-246	Hello
247	Subscribed	010	Present	Registered	G566	2.01.90.01	PBX-247	

and

A screenshot of the Subscriptions search results. The search field contains 'Hel' and shows '1/1' results. The table below lists handset numbers and their status.

Number ▲	Status	RPN	Presence	Registration status	Handset type	SW version	Handset name	Comment
246	Subscribed	010	Absent	Absent	G566	2.01.99.99	PBX-246	Hello

- Or by using a filter as described in section [2.7 How to use the Filter](#).

2.3 How to Subscribe a Handset

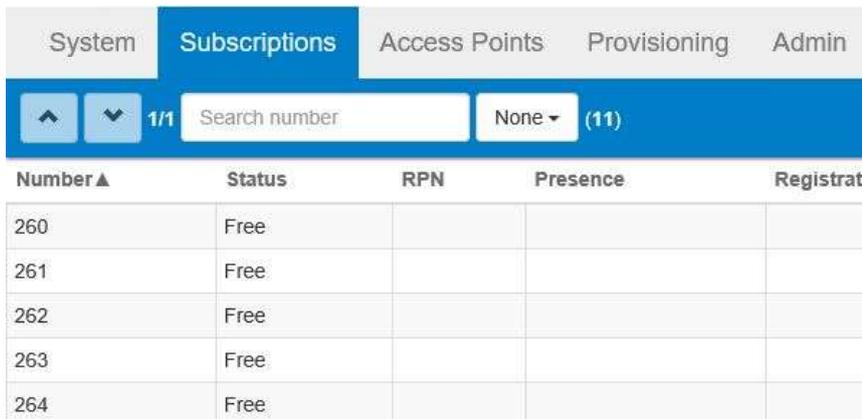
PROCEDURE: How to Subscribe a Handset

Preconditions

- The extension number must already have been assigned in the DAP Manager and also in the PBX to which the IP DECT system is connected.
- The handset must have a charged battery.

Actions

1. Select the required available extension number(s). If the required number is not visible on your screen, you can search for the number in the quick search number field.

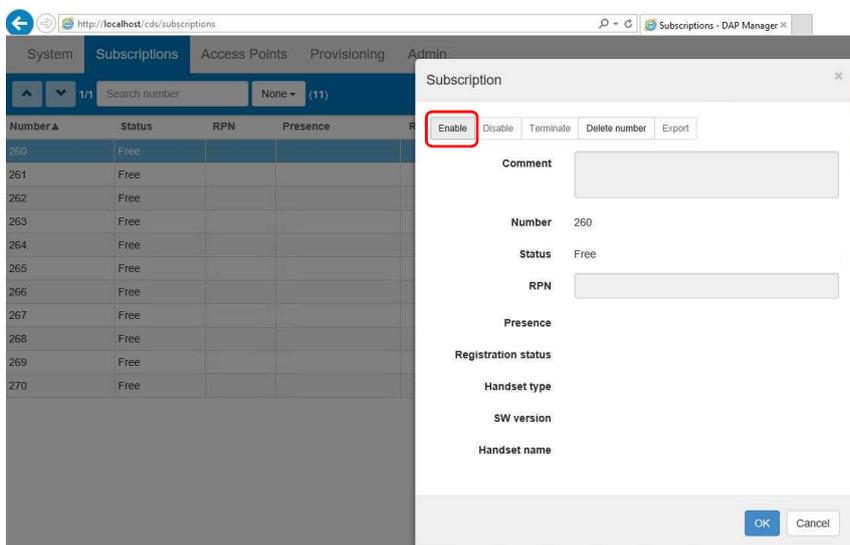


The screenshot shows the 'Subscriptions' tab in the DAP Manager interface. At the top, there are navigation tabs: System, Subscriptions (selected), Access Points, Provisioning, and Admin. Below the tabs is a search bar with '1/1' on the left, a 'Search number' input field, a 'None' dropdown menu, and '(11)' on the right. The main content is a table with the following columns: Number, Status, RPN, Presence, and Registrat. The table contains five rows of data:

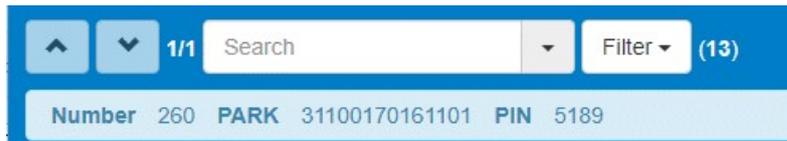
Number	Status	RPN	Presence	Registrat
260	Free			
261	Free			
262	Free			
263	Free			
264	Free			

2. Right-click on selected number then "Subscription" dialog is opened. Click on **Enable** or **Enable for Multi-Site** button.

Note: *Enable for Multi-Site* is only visible if the system has a SARI. The Secondary Access Rights (SARI) is used if you want to use a handset on more than one DECT system but with the same subscription record in the handset. You subscribe the handset to one system and copy the subscription record to other systems, all having the same SARI. You don't need to subscribe the handset to the other systems but export it from this system and import it in the other system(s). When you are not sure, use "Enable".



- Now the PIN will be shown. A Personal Identification Number (PIN) is generated by the DAP Manager on each subscribe operation and only displayed while the subscription status is 'enabled'.



(If required, you can change the displayed PIN code. When the subscription is in the “enabled” state and the PIN code is displayed, click the PIN code and change the code into a code that you prefer and click “OK”. This can be useful when subscribing a handset that requires a fixed PIN (Authentication) code.) Note that the subscription status will only be 2 minutes in the enable status. Thus you have to complete the procedure within 2 minutes.

- Start the registration procedure on the handset

In general the handset will request for the PARK (Portable Access Rights Key) during the subscription procedure. You need to enter this PARK only if there are other DECT systems in the environment which are operational and in Subscription mode. The PARK is displayed in the same window.

In the next step the handset will ask for the PIN code or Access Code.

In case the subscription fails, you will see:



You can now click on retry and a new pin code will be generated.

2.4 How to Disable a Subscription

PROCEDURE: How to disable a subscription

Actions

- Select the required available extension number(s).
(Use shift and click to select a range.)
- Right-click on selected number and select Disable.

Note: When a subscription is disabled, it is put in the blacklist. The system will try to reach the handset and remove the subscription data from it. So, make sure that the handset is within reach and operational. The extension number is free again and the handset can be subscribed again (e.g. with another extension number). Note that the user cannot make and receive calls while the handset is disabled.

2.5 How to Terminate a Subscription

WARNING: Be careful using this option. Only use it if the handset is not available anymore (e.g. broken or lost). When a subscription is terminated, the subscription data in the handset is not cleared. It must be done manually on the handset afterwards.

PROCEDURE: How to terminate subscription

Actions

- Select the required available extension number(s).
(Use shift and click to select a range.)
- Right-click on selected number and click Terminate.

2.6 How to change attributes of a subscription

PROCEDURE: How to change attributes of a subscription

Actions

1. Select the required extension number to change.
2. Right-click on selected number and change the attribute and click on OK.

The following attributes can be changed:

- Comment
- RPN
- Username/Password

This is only applicable for certain PBX platforms, where it is needed to have a different username/password per subscription on SIP level.

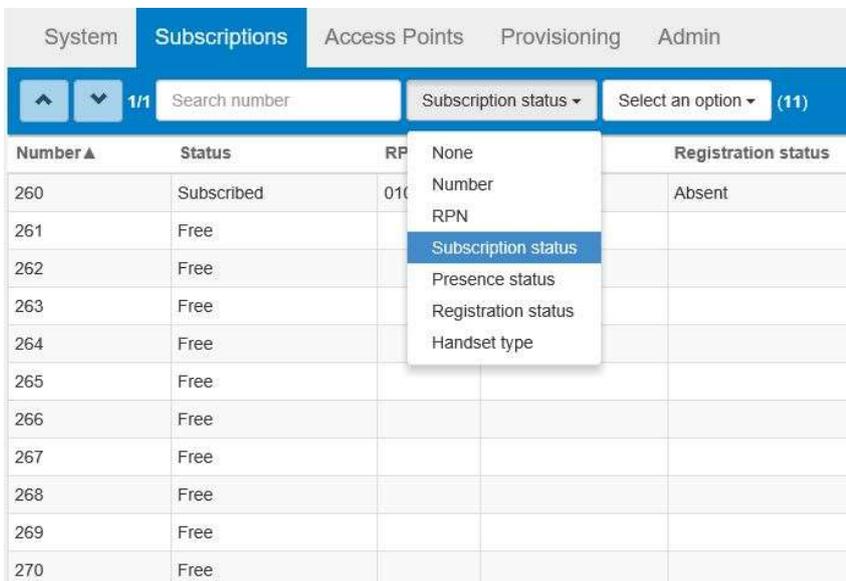
Note: The extension number of a handset cannot be changed. If you do want this, then you have to disable/terminate the handset and subscribe it on another free number. This number must be configured in the PBX.

Note: The handset name can only be changed in the handset itself or for some platforms the handset comes from the PBX.

2.7 How to use the Filter

The Filter allows you to display certain numbers or numbers with certain characteristics.

When you click the filter drop down list the following options are displayed:



The screenshot shows a web interface with a navigation bar containing 'System', 'Subscriptions', 'Access Points', 'Provisioning', and 'Admin'. The 'Subscriptions' tab is active. Below the navigation bar is a search and filter area with a search input, a 'Subscription status' dropdown, and a 'Select an option' dropdown with '(11)' next to it. The main area contains a table with columns: 'Number', 'Status', 'RPN', and 'Registration status'. A dropdown menu is open over the table, listing filter options: 'None', 'Number', 'RPN', 'Subscription status' (highlighted), 'Presence status', 'Registration status', and 'Handset type'. The table data is as follows:

Number	Status	RPN	Registration status
260	Subscribed	010	Absent
261	Free		
262	Free		
263	Free		
264	Free		
265	Free		
266	Free		
267	Free		
268	Free		
269	Free		
270	Free		

The menu items that are displayed are self-explaining.

2.8 Present/Absent Statuses

The Subscriptions window in the "DAP Manager IP DECT" shows two columns indicating the status of a handset:

- Presence

This shows the presence status of the handset in the DECT system. When the IP DECT system detects that the handset is not present anymore, the status changes from Present to Absent. Changing the status to absent can happen if one of the following cases occurs:

- Handset is switched off.
 - Handset is put in charger in “silent charging mode”.
 - Handset is out of reach. The system may detect that the handset is not reachable anymore and automatically changes the status to Absent. This function and timing involved depends on system customized settings. If this function is enabled in the IP DECT system, it takes 15 to 60 minutes before the system detects that the handset is not reachable anymore.
- Registration status

This reflects the status of the handset in the PBX. It can be Registered, Absent or show that the registration is unsuccessful.

 - If the status is Registered, the handset is registered in the PBX and usually can be used.
 - If the status is Absent, it means that the handset is not registered in the PBX and cannot make calls.
 - If the handset is not registered in the PBX, a call to the handset will normally be treated as “number not obtainable” or “Logged out” (depending on the type of PBX).

System Subscriptions Access Points Provisioning Admin								
1/1 Search number None (11)								
Number	Status	RPN	Presence	Registration status	Handset type	SW version	Handset name	Comment
260	Subscribed	010	Present	Registered	G566	1.15.00.03		
261	Subscribed	010	Absent	Absent	G566	1.15.00.03		
262	Free							
263	Free							

Note: The Presence status of a handset can be Absent while the “Registration status” is still Registered in the PBX. This condition may exist for a short time only. Normally, the “Registration status” will automatically adapt to the correct status. Note that in some PBX types the “Registration status” remains in the Registered condition although the “Presence” status of the handset is Absent.

In case the registration at the PBX is unsuccessful, the “Registration status” will contain an error code, e.g.

9002	Subscribed	010	Present	Not Found (404)	G566	1.19.00.03		
------	------------	-----	---------	-----------------	------	------------	--	--

Code	Meaning
1	No handset ID data in the PBX
2	Un-authorized or Restricted to register
3	Double assignment (other equipment already registered on the same number)
5	Illegal LEN
7	PH card/function un-available
9	Illegal equipment type
15	PH could not provide all requested channels
16	Exceeded registration license capability
17	Resource un-available
18	Message contains error “Contents parse error”
100	Registration pending
101	Registration pending timed out
253	Socket error

254	Time out on PBX connection. Can be a registration problem for a handset or no connection at all to PBX.
4xx	SIP only! Client Failure responses from the SIP Server. For more info consult the SIP Error explanation of you SIP Server or on the Internet.
5xx	SIP only! Server failure responses from the SIP Server. For more info consult the SIP Error explanation of your SIP Server or on the Internet.
6xx	SIP only! Global Failure Responses. For more info consult the SIP Error explanation on the Internet

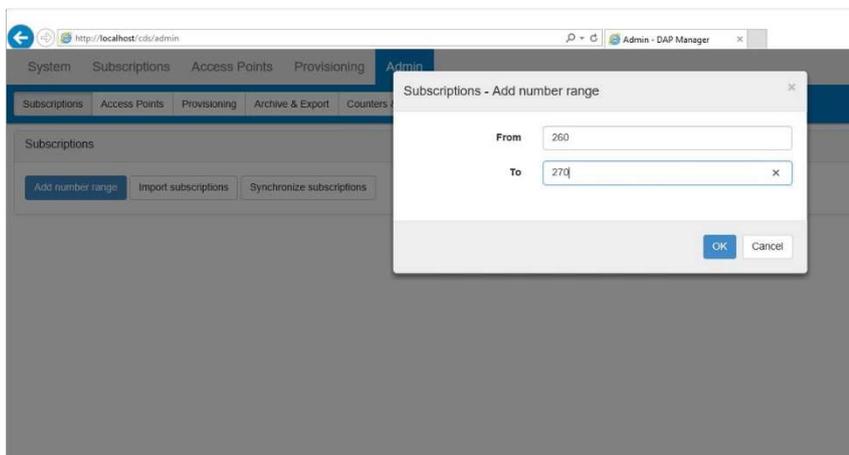
In the example above, the SIP error code 404 was returned by the PBX, meaning “Not Found”. The most common error codes are thus translated by the DAP Manager in human friendly text.

2.9 Add Number Range

Before you can enable subscriptions, you must define available extension numbers.

You can enter the subscription numbers manually or you can import extension numbers from a file.

You can find “Add number range” item from Admin>Subscriptions.



Note: The numbers that you enter here must also have been assigned in the PBX to which the IP DECT system is connected.

2.10 Export subscriptions

Especially multi-site subscriptions can be exported with the purpose to import them in another system that has the same SARI.

PROCEDURE: How to export subscriptions

Actions

1. Select the required available extension number(s).
(Use shift and click to select a range.)
2. Right click and press Export
3. Only select “Remove exported subscription...”, when you are preparing subscriptions for another system.
4. Press OK

Number	Status	RPN	Presence	Registration
1013	Subscribed	116	Present	Registered
1018	Subscribed			
1019	Subscribed	012	Present	Registered
1028	Subscribed	003	Present	Registered
1029	Free			
1030	Subscribed	101	Present	Registered

Export subscriptions

Number of subscriptions to export: 2

Remove exported subscriptions from this DECT system

OK Cancel

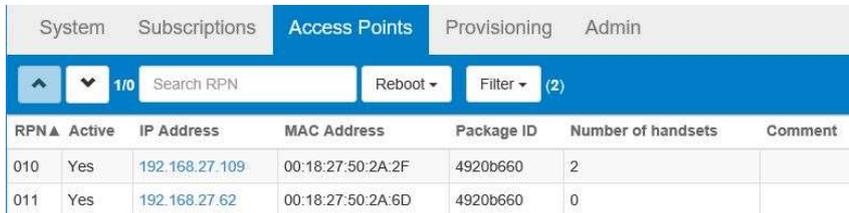
Now a file is generated that can be imported in another system. Usually this is only done for multi-site subscriptions and having a SARI.

3 DECT Access Points

3.1 General information

The DECT Access Point (DAP) is the actual DECT transmitter/receiver.

When you click on Access Points in the menu list, you will see the following screen:



RPN▲	Active	IP Address	MAC Address	Package ID	Number of handsets	Comment
010	Yes	192.168.27.109	00:18:27:50:2A:2F	4920b660	2	
011	Yes	192.168.27.62	00:18:27:50:2A:6D	4920b660	0	

DECT Access Points (DAPs) are identified by their Radio Part Number (RPN). In the work space, the DAP Manager displays the status of the present DAPs. The other information is for the engineer. It is generated by the system and cannot be changed here.

3.2 How to find a DAP

Finding a handset can be done in various ways:

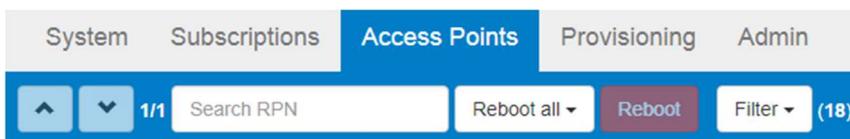
- Use the scroll bar of the browser
- Click on the next or previous page via the Arrow down or Up button
- Start typing the RPN in the quick Search field
- Start typing a fragment of the Comment field
- Use the filter as specified in section [3.4 How to use the Filter](#).

3.3 How to perform an action on a DAP

By right clicking on a DAP you can see a pop-up menu where you can:

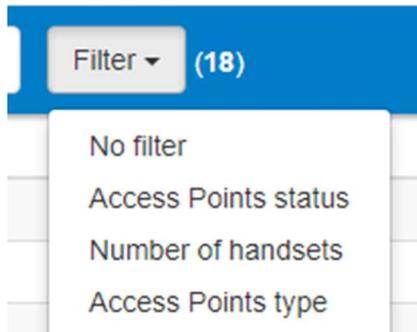
- Delete a non-operational DAP
Delete is used to remove radios that are defect and cannot be repaired anymore. However, delete should only be used by a qualified engineer because it can have serious consequences for the system regarding subscriptions and synchronization structure.
- Reboot a DAP..
You may want to reboot a DAP for a software upgrade or if the DAP is not functioning properly anymore.
- Retrieve extra information in a file, when asked by NEC for troubleshooting purposes.
- Add a comment, e.g. the location of the DAP
- Change the RPN of the DAP.
This should only be done by authorized personal.

When pressing the Reboot drop down menu, the user can reboot selected DAPs. Note that you have to confirm the action by pressing the red Reboot button:

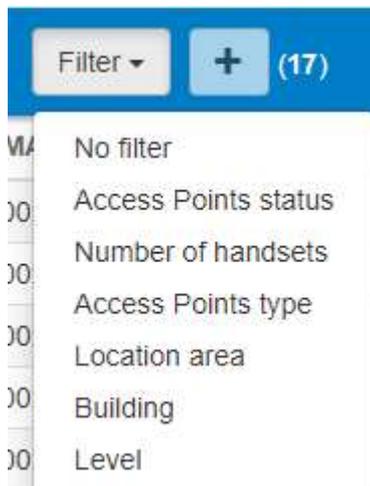


3.4 How to use the Filter

Via the Filter drop down list DAPs can be filtered on various categories:



In special situations (in general for VLS systems) more categories can be available, e.g:



4 Provisioning

4.1 General Information

Provisioning allows you to update handsets with new firmware over the air (DECT)

There are a few important remarks:

- Firmware Updating does not disturb the normal operation of the handset. The user will NOT notice that firmware updating takes place.
- The new firmware package is automatically activated when the handset is in the charger at the end of the upload process. When the handset is not in the charger at the end of the upload process, the new firmware will not be activated. In that case, the handset will immediately start updating the firmware at the moment the handset has been put on the charger. Depending on the handset type, an indication will be seen on the display or the top LED of the handset starts flashing rapidly.

There are a few important notes:

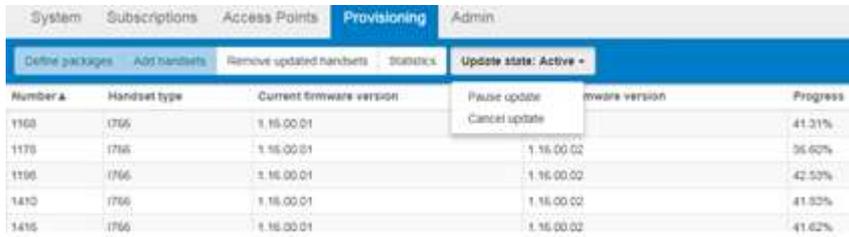
Note: *Firmware update is available for handsets that support this feature. When you go to the “Define Packages”, you will see a list of handsets that allow firmware updating via this feature.*

Note: *The FWU service must be running. If not, a qualified engineer must start the service first.*

4.2 Manual - Automatic Update

There are two operation modes: Manual updating and Automatic updating. This can be configured in the Admin menu.

If (automatic) update is in progress, then you have to pause the update process first.



Number	Handset type	Current firmware version	Update state	Firmware version	Progress
1168	1766	1.16.00.01	Update state: Active		41.21%
1178	1766	1.16.00.01		1.16.00.02	56.60%
1186	1766	1.16.00.01		1.16.00.02	42.53%
1410	1766	1.16.00.01		1.16.00.02	41.82%
1416	1766	1.16.00.01		1.16.00.02	41.62%

4.3 Procedures to define new packages

PROCEDURE: How to define handset firmware packages

Pre-condition:

- Update state must be idle or paused

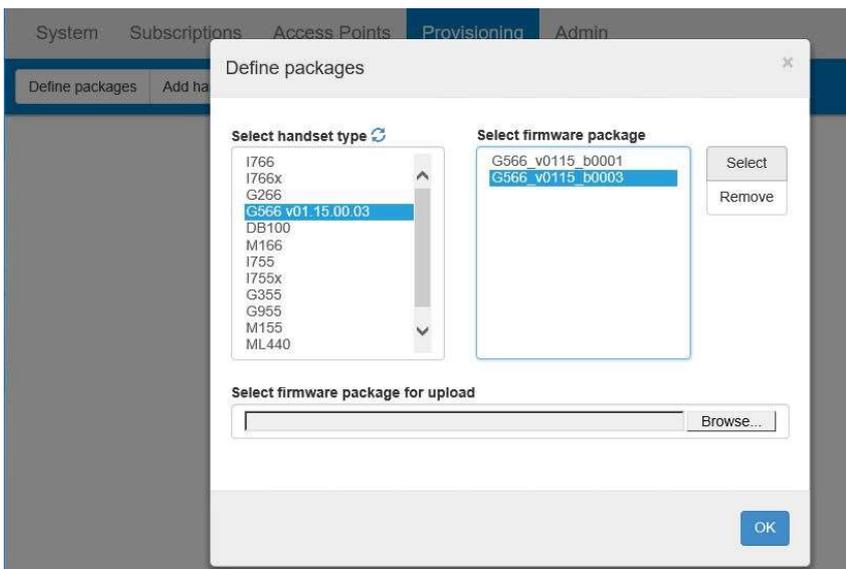
Actions

1. Make sure that you have the required firmware file(s). The file extension of such a file should be .bin.
2. Put the firmware file in the following directory:

C:\ProgramData\Nec\DAP Controller\

When it is not possible to put the firmware packages in the above mentioned directory, you can browse to the package in one of the following steps.

After step 2 you should see this/these package(s) displayed.



3. In the pane Select Handset Type, select the handset type that you want to provide with new software.

- If you have copied the firmware already into the system directory (see step 2 in this procedure) you can skip this step.

Browse to the new firmware package (e.g. G566_v0115_b0003.bin) and click the Open button. Open means that the package is visible in the right hand pane.

Note: After you have clicked “Open” it can take some time before you see the package displayed in the right hand pane. Just wait.

- Click the handset/package relation in the left hand pane, to show the available firmware packages in the right column.
- In the right hand pane, click the package and then click **Select**.
- Execute step 1 to 6 for all handset types that needs to have a new package.
- If all handset packages that are relevant have been defined, then either:
- Resume the update process (in case of automatic firmware update) or
- Add the handsets to be update as described in the next section.

4.4 Procedures to add handsets to the update process

PROCEDURE: How to add handsets

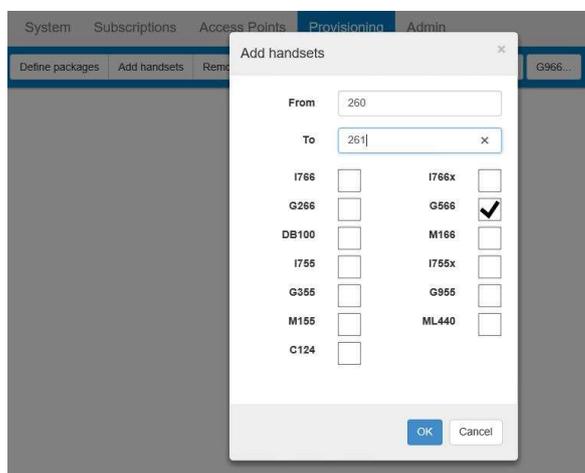
Pre-condition

- Automatic firmware update is off, because in Automatic Update mode, the handsets are automatically added.

Actions

1. Add Handsets.

In the window that is displayed, add the handsets that you want to involve in the firmware update. See following screen.



After you have entered the handset extension number range or selected the handset type(s), click OK.

You see a list of handsets involved in the update process.

- Click **Update state:idle** button and select **Start update** OR click **Update state:paused** button and select **Resume update** in order to (re)start the update process.

4.5 Monitoring firmware update progress

The update will start according to the time schedule that you have defined.

In **Provisioning** menu, you see the actual status of the update process. See following screen capture.

Handset Number	Handset type	Current firmware version	Update firmware version	Progress	State	Number of retries	Last communication time	Last retry time
260	G566	1.15.00.01	1.15.00.03	0.02%	Busy	0	2017-10-11 12:51	-
261	G566	1.15.00.01	1.15.00.03	0.02%	Busy	0	2017-10-11 12:51	-

When the update procedure is finished, the handset will still be using the old firmware package. To activate the new firmware, the handset must be put in the charger. The handset immediately starts updating the handset firmware. Depending on the handset type an indication will be shown on the display or the top LED of the handset starts flashing rapidly.

In Automatic Update mode, handsets that have the new firmware activated, will be removed from the list automatically.

If Automatic Update mode is off:

1. You can clean up the handsets list using the menu item **Remove updated handsets**.
2. You can select one or more handsets and via the right mouse perform certain actions:
 - Reschedule a handset in case it is in the failed state.
 - Remove the handset from the list if it is idle or ready.

5 Indications on the DAP Manager

5.1 System Page

On the System page you see the actual (alarm) indications of the all system parts. For example:

The screenshot shows the NEC DAP Manager interface. At the top, there is a navigation bar with tabs for System, Subscriptions, Access Points, Provisioning, and Admin. Below this is a blue header bar displaying 'NEC DAP Manager INT R6.8.0 Build 1499'. The main content area is divided into two sections: 'Alarms' and 'Info'. The 'Alarms' section displays a horizontal bar of colored boxes representing different alarm types: 'DAP' (green), 'Multicast' (red), 'Internal error' (green), 'License' (green), 'DAP incompatibility' (green), and 'Disk-space' (green). Below these are 'Services' (DDS, DMLS, PCR, FWU, TFTP) and 'Miscellaneous' (Multiple users). The 'Info' section provides system details in a table format.

Info	
Site name	VLS-ST
PARI / SARI	1025BFD0 / 100F0601 (VLS)
Number of handsets	4 / 4
Number of Access Points	9 / 9
Active browser sessions	1 / 1
Active application sessions	0 / 0

5.2 Alarm Indications

It is possible to make alarms visible on the status bar of the web browser. There is a number of items that can be monitored. These items are IP DECT related Services, Processes and other items.

Note: Alarms will only be displayed if they are enabled in the IP DECT Configurator, in the section "Performance / Email settings", tab "Alarm settings". This is explained in more detail in the IP DECT Installation Guide. There are three options for each alarm type:

- Alarm type will never be visible in the DAP Manager.
- Alarm type will only be visible when the alarm occurs and is active. It appears in red.
- Alarm type will be visible all the time in "green". When the alarm occurs and is active, the alarm item will be red.

5.3 Example

When only the DDS and the DMLS are enabled for indication in the DAP Manager, you will see the following:

Number	Status	RPN	Presence	Registration status	Handset type	SW version	Handset name	Comment	Multi-sit
1000	Subscribed				1766	1.15.00.01			No
1001	Subscribed				1766	1.15.00.01			No
1002	Subscribed				1766	1.15.00.01			No
1003	Subscribed				1766	1.15.00.01			No
1004	Subscribed				1766				No
1005	Subscribed				1766				No
1006	Subscribed				1766	1.15.00.01			No
1007	Subscribed				1766	1.15.00.01			No
1008	Subscribed				1766	1.15.00.01			Yes
1009	Subscribed				1766	1.15.00.01			Yes
1010	Subscribed				1766	1.15.00.01			No

DDS DMLS

Both are permanently visible. When red, there is a problem, when green there are no problems. In this case, the DDS is running and the DMLS is down.

5.4 Multicast Errors

Multicast errors indicate a problem in the IP network.

Please note, that when this indication is shown, you can click on this item and will jump to following menu, where you can click on “View multicast problem(s)”. The information should be interpreted by qualified maintenance engineers.

System Subscriptions Access Points Provisioning **Admin**

Subscriptions Access Points Provisioning Archive & Export Counters & Visibility Network Installation Troubleshooting

Access Points

History Import Access Points Access Points overview View multicast problem(s)

DDS DMLS

5.5 Redundancy Indications

When your IP DECT System is running in Redundant mode, you will see a status indication in the right top corner.

The redundancy status is either:

- Active - **Green**

This indicates that you are on the DAP Manager interface on the Primary DAP Controller. The secondary DAP Controller is also up-and-running.



- Active - Red

This indicates that you are on the DAP Manager interface on the Primary DAP Controller. The Secondary DAP Controller is down, or not reachable.



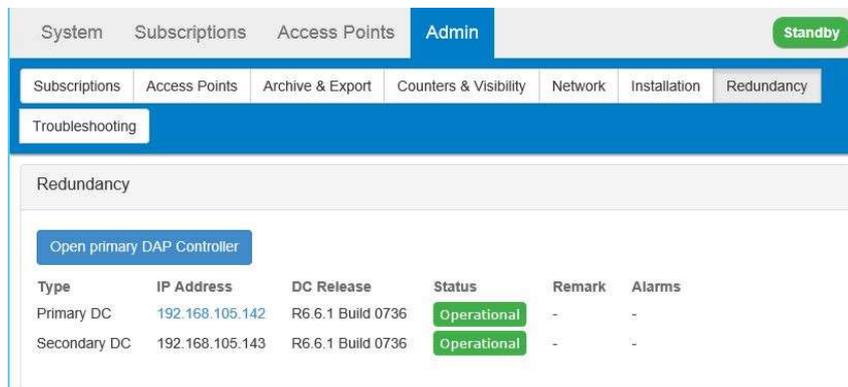
- Standby.

You are on the DAP Controller Page, on the Secondary DAP Controller.

Note: Because you are on the DAP Manager page on the Secondary DAP Controller, many items on the page cannot be changed and are grayed out.



Please note, that on the Standby DAP Controller, you can easily switch to the Primary DAP Manager page by means of clicking the “Open primary DAP Controller” button on **Admin>Redundancy**.



6 Special Features

It is possible to perform special commands on the DAP Manager via the following URL:

<http://localhost/cds/command/handlequerystring?<query>>

for the following commands (Note: dnr = extension number):

- Add Number, status is Free

Where <query> is:

- add=<dnr>
- add=<dnr1>-<dnr2>

Add an extension number or range, with status "Free".

- Get a file from DataDir folder

Where <query> is:

- get_file=filename

Save file dialogue is opened. Select the option to save the file.

7 Bluetooth Location Solution

For the Bluetooth Location Solution, special features of the DAP manager have been introduced. These become visible only after importing a .plan file.

Please refer to document “BLE Location Solution – IP DECT” for full information on this solution.