

INSTALLATION AND OPERATION MANUAL

Portable Device Manager (WinPDM)

Abbreviations and Glossary

CSV	Comma Separated Values Commonly used format to transfer data from one table-oriented application to another, for example, relational database applications.
DECT	Digital Enhanced Cordless Telecommunications
EAP	Extensible Authentication Protocol
MAC	Media Access Control The address that uniquely identifies the Ethernet network adapter of an IP device.
PBX	Private Branch Exchange A telephone system within an enterprise that switches calls between local lines, and allows all users to share a certain number of external lines.
UI	User Interface
Wi-Fi	A family of radio technologies that is commonly used for implementing a WLAN. Used generically when referring to any type of IEEE 802.11 network.
WLAN	Wireless Local Area Network A type of LAN in which data is sent and received via high-frequency radio waves rather than cables or wires. The most common radio technology used for a WLAN is Wi-Fi, implementing the IEEE 802.11 standards.
VoIP	Voice over IP
VoWiFi	Voice over Wi-Fi It is a system running VoIP over WLAN.

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1 Introduction

This document describes the use of the WinPDM application, designed for administration and configuration of devices. WinPDM is feasible in small sites where a small number of devices exist, or can be used in cases when a quick change of parameter values is required, for example, in a lab environment or when a test installation should be run locally on one device before centralized management.

This version of the document provides installation, configuration, and operation procedures of the WinPDM application running the latest released software. Some information in this version of the document might be not applicable to the earlier software releases, therefore it is recommended to use the latest software version to get up-to-date information from this document as well as the most from your WinPDM.

Features described in this document might be unavailable because they are not supported by your devices.

The following devices can be programmed using WinPDM:

- VoWiFi handsets: Ascom i62, Ascom i63
- DECT handsets: Ascom d43, Ascom d63, Ascom d83
- Paging devices: Ascom a51, Ascom a71, Ascom a72, U914D
- Central units: T942C
- Advanced chargers

2 Installation of WinPDM

This section describes the basic installation procedure required to get started with WinPDM.

The sequence in which the installation should be completed is as follows:

1. Install the WinPDM software, see [2.1 Install WinPDM, page 2](#).
2. Install Java as described in [2.2 Install Java, page 2](#).

2.1 Install WinPDM

Do not connect any devices to the computer before installation.

1. Locate the software provided by your supplier. Alternatively, download the software from <https://slp.ascom.com/software>
2. Open the `Setup.exe` file located in the `Ascom WinPDM X.X.X` folder, where `X.X.X` represents the software version of WinPDM.
3. Follow the instructions given by the Setup Wizard.
If an older version of WinPDM is installed, the Setup Wizard will uninstall it before installing the newer WinPDM version.

2.2 Install Java

You can use either Java from Oracle (subscription needed) or any open source, for example Microsoft (free). Below is the instruction on how to install the open source Java environment on Windows 10 and Windows 11 to be used with the latest WinPDM software:

1. Download the Microsoft Build of OpenJDK(.msi) from <https://learn.microsoft.com/en-gb/java/openjdk/download>
2. Install the he Microsoft Build of OpenJDK. For additional details on installation, refer to <https://learn.microsoft.com/en-gb/java/openjdk/install>
3. Start the WinPDM.

3 Start WinPDM (Initial Startup)

1. In Windows, search for **Ascom WinPDM**.
2. Start the application.
The first time that WinPDM starts, the **Create site** dialog appears.



Windows may show firewall notifications about PMServer. You can ignore these notifications, as they will not affect WinPDM.

3. In the **Site name** box, enter a site name.
4. In the **Description** box, enter a description of the site (optional).
5. Select **OK**.

A screenshot of the 'Create site' dialog box. It has a title bar with 'Create site' and a close button (X). Inside, there are two text input fields: 'Site name:' and 'Description:'. At the bottom right, there are two buttons: 'OK' and 'Cancel'.

If you need to create additional sites, see [7 Site Management, page 18](#).

4 Basic Configuration of WinPDM

The basic configuration of WinPDM refers to:

- Creating a site (initial startup); see [3 Start WinPDM \(Initial Startup\)](#), page 3.
- Setting COM ports (required if devices should be connected to WinPDM via COM port).

Depending on the implementation, you can also perform the following configurations:

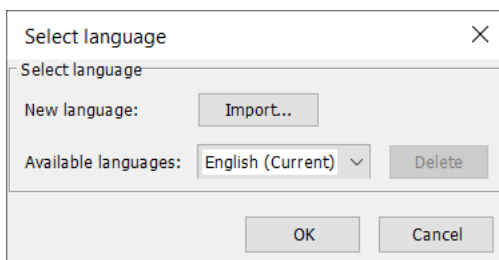
- Establish language settings; see [4.1 Establish Language Settings for WinPDM](#), page 4.
- Set up options for devices without numbers or with unsaved numbers that connect to WinPDM; for details, see [4.2 Device Wizard](#), page 4.

4.1 Establish Language Settings for WinPDM

In WinPDM, you can select the language for the menus by importing a language file with file extension .xml. The default language is English and it is stored as a default translation file in the installation directory (C:\Program Files\Ascom\WinPDM\Client\default-translations.xml)

This file can be copied and edited to create a new language and then imported as described below:

1. On the **Options** menu, select **Select language**.
2. Select **Import**.
3. Select the language file (.xml) to be imported and select **Open**.
4. In the **Available languages** list, select the language to be used.
5. Select **OK** to import.



For details on how to add a new language to a device, see [11 Language Management](#), page 34.

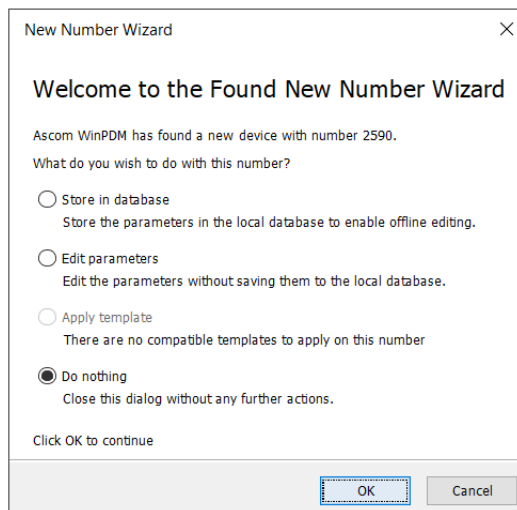
4.2 Device Wizard

When a device without a number is connected to WinPDM, the **Device Wizard** dialog appears. There are four options in the wizard:

- Associate with number, see [6.6 Associate Numbers with Devices](#), page 17.
- Edit parameters, see [10.6 Edit Parameters for a Number](#), page 32.
- Apply template, see [8.4 Apply Templates to Numbers](#), page 22.
- Do nothing

When a new device with an unsaved number is connected, the **New Number Wizard** dialog appears. There are four options in the wizard:

- Store in database
- Edit parameters, see [10.6 Edit Parameters for a Number](#), page 32.
- Apply template, see [8.4 Apply Templates to Numbers](#), page 22.
- Do nothing

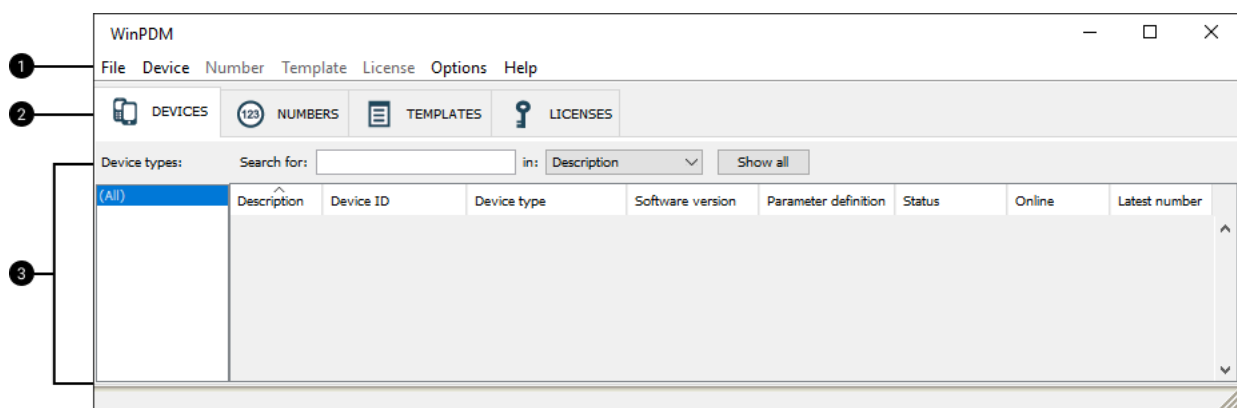


5 WinPDM User Interface

The WinPDM UI has the following components:

- 1 Menu bar Gives you access to different options, depending on the tab selected on the toolbar.
- 2 Toolbar Contains different tabs. The tabs show specific information about devices, numbers, templates, and licenses.
When you select a tab, the available device types are shown on the left-hand pane of the work area.
- 3 Work area The upper part of the work area has search fields with different search criteria for each tab. The right pane of the work area shows devices, numbers, templates, and licenses already configured.

Figure 1. WinPDM overview



The operations that you can perform in WinPDM are done from the tabs and from the menu bar. Different menus are accessible for the different tabs.

Search for Information in a Column

You can perform searches in all the columns of a specific tab, as follows:

1. Select the tab on which you want to perform the search.
2. Under the toolbar, in the dropdown list, select the column on which you want to perform the search.
3. In the **Search for** box, start typing what you are looking for.
When the search box turns green, it means that there are possible matches to the search criteria that you have entered, and the search results are displayed under the **Search for** box.
When the search box turns red, it means that no matches have been found.

Sort Lists

By default, the lists are sorted by the first column.

The sort order is indicated by an up or down arrow in the column header.

- To sort a list by any other column, select the column header.
- To change the order of the column data (ascending or descending), select the arrow button in the column header.

Filter Lists

By default, the list on each tab shows all the available devices, numbers, or templates.

To filter a list, on the left pane of the work area, select a device type.

5.1 WinPDM Tabs

WinPDM displays data on different tabs:

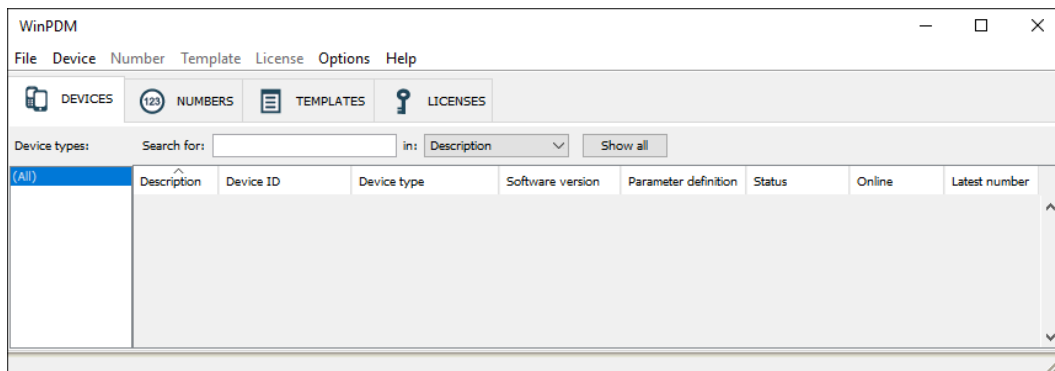
- **DEVICES**, see [5.1.1 Devices Tab, page 7](#).
- **NUMBERS**, see [5.1.2 Numbers Tab, page 8](#).
- **TEMPLATES** — see [5.1.3 Templates Tab, page 10](#).
- **LICENSES**, see [5.1.4 Licenses Tab, page 10](#).

Some of the information on the tabs overlaps, for example, “Device ID”, which is tied to both a specific device and a specific number.

You can change the order of the columns in the tab lists and the application will keep the changes.

5.1.1 Devices Tab

The **DEVICES** tab shows all the devices configured at a site.



The following columns can be displayed:

Description	Shows optional information for a device, for example, the user name.
Device ID	Shows the unique identifier of the device.
Device type	Shows the device model.
Software version	Shows the version of the software installed on the device.

Parameter definition

Shows the version of the parameter definition on the device. It is used to determine the compatibility with the device software.

— If the version is shown in bright red, no supported parameter definition is found in WinPDM.

— If the version is shown in dark red, a compatible parameter definition is found, but it does not have the same parameter definition as the one used by the software, that is, the used definition file cannot be used any longer.

— If **OK** is shown, the supported parameter definition file is found in WinPDM.



Not all devices have a parameter definition. If not applicable, the column stays empty.

Status

Shows the software download status.



Indicates that the software download is in progress.

It is also possible to see a progress bar when the device is being downloaded.



Indicates that the software download is pending, request sent, or accepted.



Indicates that the software download is scheduled or that WinPDM is trying to download the file again.



Indicates that the software download aborted or failed.

If the download failed, the **Warning** icon is also shown.



Indicates that the software cannot be downloaded to or deleted from the devices. In this case, an error log is created.

If a file cannot be downloaded or deleted, the **Warning** icon is shown in the **Status** column. The error log contains errors for all the devices.

To view the error log, select **Error(s) on XX device(s)**.

To remove entries from the error log, select the checkboxes next to the entries and then select **Clear**.

Once you have downloaded the software successfully, the error will be automatically removed.

Online

Shows the device status in WinPDM. The **Check mark** icon indicates a device that is online.



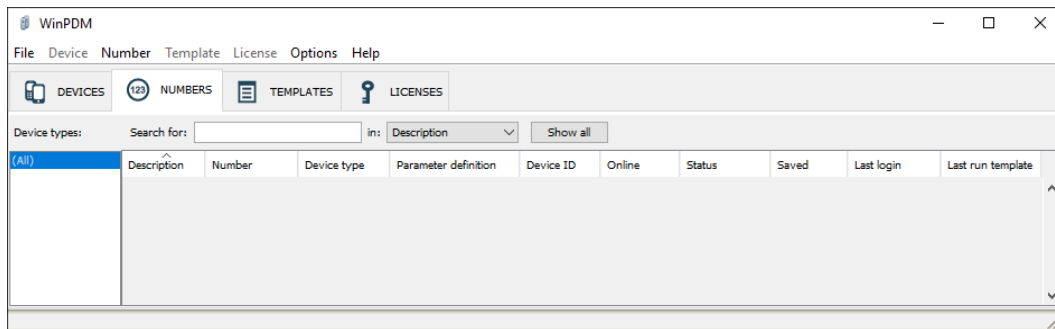
When connecting a device to WinPDM, it might take some time before the device goes online.

Latest number

Shows the latest known number for a device.

5.1.2 Numbers Tab

The **NUMBERS** tab shows all the numbers configured at a site.



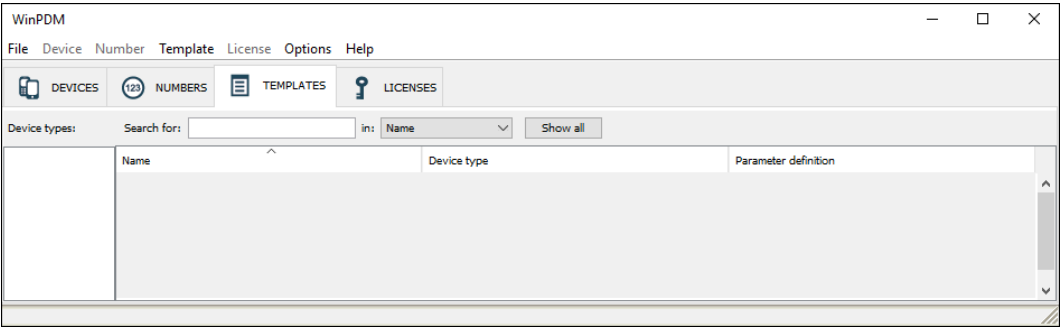
The following columns can be displayed:

Description	Shows optional information for a number, for example, the user name.
Number	Shows the unique number assigned to a device.
Device type	Shows the device model to which the number is allocated.
Parameter definition	Shows the version of the parameter definition on the device. It is used to determine the compatibility with the device software. — If the version is shown in bright red, no supported parameter definition is found in WinPDM. — If the version is shown in dark red, a compatible parameter definition is found, but it does not have the same parameter definition as the one used by the software, that is, the used definition file cannot be used any longer. — If OK is shown, the supported parameter definition file is found in WinPDM.  Not all devices have a parameter definition. If not applicable, the column stays empty.
Device ID	Shows the unique identifier of the device to which the number is associated.
Online	Shows the device status in WinPDM. The Check mark icon  indicates a device that is online.  When connecting a device to WinPDM, it might take some time before the device goes online.
Status	Shows the parameter synchronization status. A number can be also queued for synchronization. Several different indications are used, for example, Synchronizing, Synchronized, Sync queued, and so on. When the number is offline, the Synchronized or Not synced status is shown.
Saved	Shows if the number's parameters have been stored in the database. The Check mark icon  indicates that the parameters have been stored.

- Last login**
Last run template
- Shows the latest date and time when the device was online in WinPDM.
Shows the last template used for that number.

5.1.3 Templates Tab

The **TEMPLATES** tab shows all the templates configured for a site.
Templates are used to configure several devices with similar settings.



The following columns can be displayed:

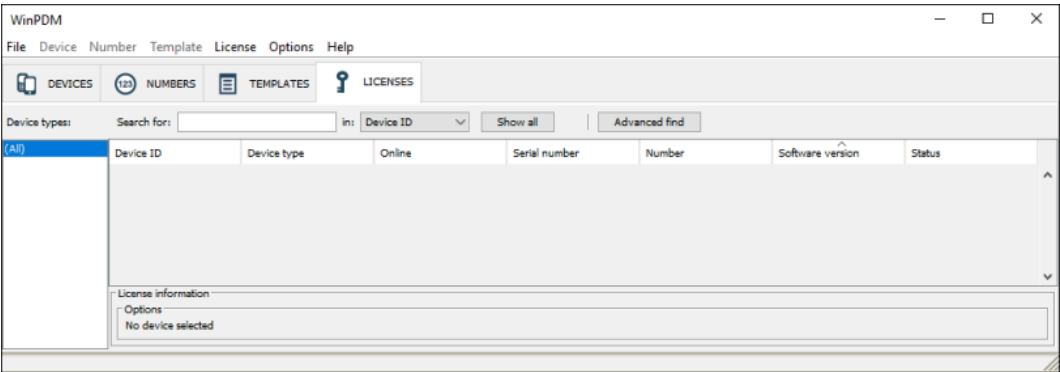
- Name**
Device type
Parameter definition
- Shows the name of the template.
Shows the device model for which the template is intended.
Shows the version of the parameter definition on the device. It is used to determine the compatibility with the device software.
— If the version is shown in bright red, no supported parameter definition is found in WinPDM.
— If the version is shown in dark red, a compatible parameter definition is found, but it does not have the same parameter definition as the one used by the software, that is, the used definition file cannot be used any longer.



Not all devices have a parameter definition. If not applicable, the column stays empty.

5.1.4 Licenses Tab

The **LICENSES** tab shows all the devices configured at a site.



The following columns are displayed:

Device ID	Shows the unique identifier of the device.
Device type	Shows the device model.
Online	Shows the device status in WinPDM. The Check mark icon  indicates a device that is online.  When connecting a device to WinPDM, it might take some time before the device goes online.
Serial number	Shows the unique number that identifies the device hardware.
Number	Shows the unique number associated with the device.
Software version	Shows the version of the software installed on the device.
Status	Shows the license synchronization status. The following examples represent statuses that can be shown: • OK — The device has been updated with the license information obtained from the license server. • Sending — WinPDM is sending license information to the device. • Server failure — There is some error when communicating with the license server. • Needs update — An attempt to move a license from one device to another has been made, but the latest license does not exist on the device.

At the bottom of the work area, the license options for the selected device are listed and whether the options are enabled or not.

6 Initial Configuration of Devices

This section applies to new devices that are configured for the first time. It is assumed that the devices only have factory settings from the manufacturer. The initial settings and the recommended sequence in which they should be completed are illustrated in the following image.

Figure 2. Initial configuration of devices



6.1 Import Package Files

Package files (.pkg) are tied to a certain device type and include parameters allowed to be used in the device configuration.

A package file delivered by Ascom (Sweden) AB may include different types of files, for example:

- Software files (.bin) — Used for upgrading a device.
- Parameter definition files (.def) — Include the definitions of all parameters for a specific device version.
- Templates — Can include, for example, parameter settings for different exchange systems.

To import package files into WinPDM, take the following steps:

1. On the **File** menu, select **File management**.
The **File management** dialog is displayed.
2. Select the **Parameter definition** tab, then select **Add**.
3. Browse to the location of the package file (.pkg) to be imported, select it, then select **Open**.



It is recommended to import the latest released package file for your devices.

After you import the package file, you can view the imported files in the following locations:

- Parameter definition files — **File** → **File management** → **Parameter definition**. For details, see [6.2.1 View Parameter Definition Files List, page 13](#).
- Software files — **File** → **File management** → **Software**.
- Templates — **TEMPLATES** tab.

6.2 Import Parameter Definition Files

A parameter definition file (.def) is tied to a certain device type and includes all the parameters that can be configured for that device type.

The parameter definition file is distributed by your supplier and is normally included in a package file (.pkg). For details, see [6.1 Import Package Files, page 12](#).

To import parameter definition files into WinPDM, take the following steps:

1. On the **File** menu, select **File management**.
The **File management** dialog is displayed.
2. Select the **Parameter definition** tab, then select **Add**.

3. Browse to the location of the parameter definition file (.def) to be imported, select it, then select **Open**. The .def file is normally included in the package file (.pkg) distributed by your supplier. You can also select the .pkg file to import the .def file.



It is recommended to import the latest released files for your devices, because, if new parameters have been added, you will not be able to edit them if you are still using old definition files.

Check the Release Notes delivered together with the software to know if a new definition file shall be used to match the new parameters.

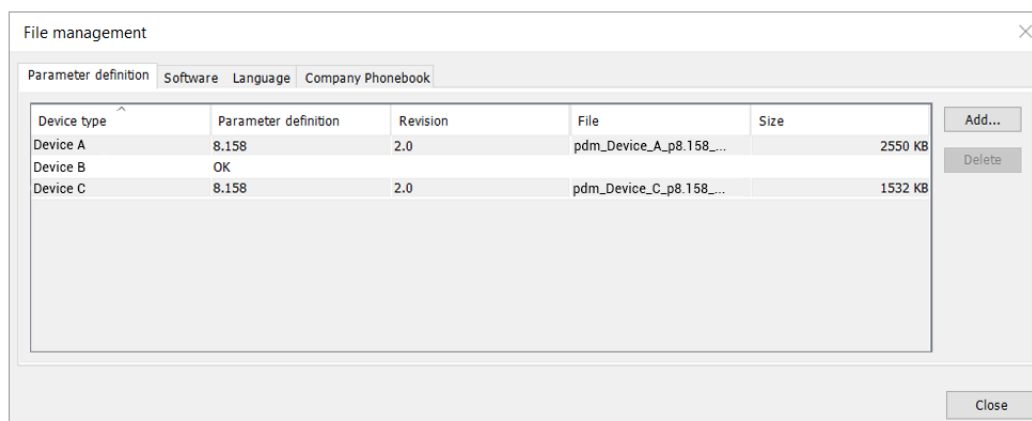
The definition file is now imported into WinPDM and is visible in the **Parameter definition** tab.

6.2.1 View Parameter Definition Files List

A parameter definition file (.def) is tied to a certain device type and includes all the parameters that can be configured for that device type.

To view a list of all the imported definition files for a site, take the following steps:

1. On the **File** menu, select **File management**.
The **File management** dialog is displayed.
2. Select the **Parameter definition** tab.



The following columns are displayed:

Device type

Shows the device model.

Parameter definition

Shows the version of the parameter definition on the device.

It is used to determine the compatibility with the device software.

— If the version is shown in bright red, no supported parameter definition is found in WinPDM.

— If the version is shown in dark red, a compatible parameter definition is found, but it does not have the same parameter definition as the one used by the software, that is, the used definition file cannot be used any longer.

— If **OK** is shown, the supported parameter definition file is found in WinPDM.



Not all devices have a parameter definition. If not applicable, the column stays empty.

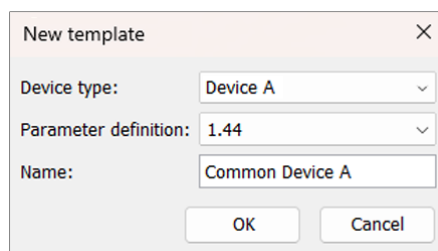
Revision	Shows the revision number of the parameter definition file.
File	Shows the name of the imported software file.
Size	Shows the size of the imported software file.

6.3 Create Templates with Common Settings

A template contains general settings for a specific device type.

The following procedure describes how to create a template, which can be later applied to the device type's numbers.

1. Select the **TEMPLATES** tab.
2. On the **Template** menu, select **New**.



3. In the **Device type** list, select the device type to which the template will apply.
4. In the **Parameter definition** list, select the parameter definition version on which the template will be based.

The parameter definition version determines which parameter settings are available for the selected device type. It is recommended to select the latest parameter definition version to obtain full compatibility with the device.



This option might be disabled for some device types. In that case, all imported parameter definitions for that device type will be used when the template is created.

5. In the **Name** box, enter an appropriate name for the template.
6. Select **OK**.

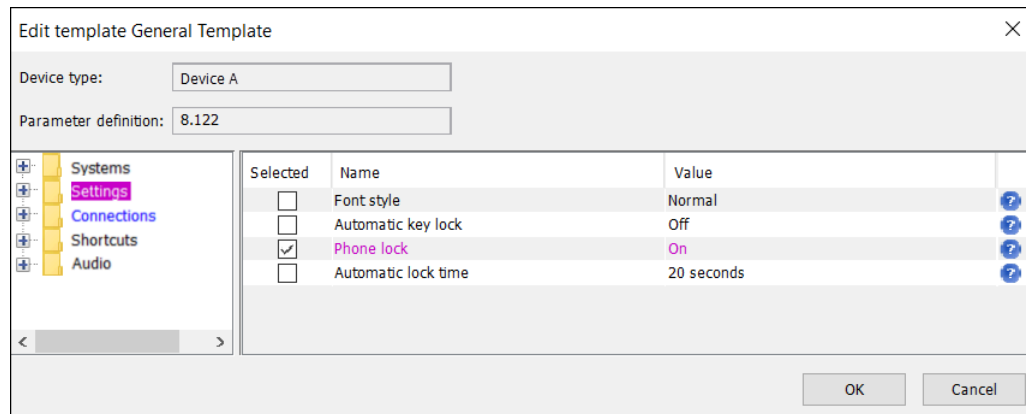
The **Edit template [template name]** dialog opens, displaying a group of settings organized in a tree structure on the left pane.

7. On the left pane, select a folder or function.
The corresponding parameters and their values are displayed on the right pane.



The functions and parameters displayed in the **Edit template [template name]** dialog depend on the device type, on the version of the device type, and on your specific implementation.

8. Optionally, to view a specific parameter description, on the right pane, select the **Help** icon . In addition, also refer to the manual of the device for more information about the parameter.



9. On the right pane, select the checkboxes corresponding to the parameters that you want to include in the template and change their values as needed.

The following color coding is used:

Color	Description
Black	Normal
Dark blue	The parameter has been edited during the current session.
Purple	The parameter is included in the template (selected).
Red	The value is not valid.
Turquoise	The value differs from the default value.

10. Select **OK** to save the settings.

For more information on templates, see [8 Template Management, page 20](#).

6.4 Add Devices to a Site

This section describes how to add devices that are not connected to any system and cannot, therefore, log in to WinPDM. In this case, the devices can be added in advance by entering the device IDs. Also, you can add new devices to WinPDM for later association.

1. Select the **DEVICES** tab.
2. On the **Device** menu, select **Add device**.
3. In the **Device type** list, select the device type that you want to add.
4. In the **Parameter definition** list, select the parameter version to be used on the device.
Select the same parameter definition version that you used when you created the template for the respective device type.



This option might be disabled for some device types. In that case, all imported parameter definitions for that device type will be compatible when adding a new device.

5. In the **Device ID** box, enter the ID of the device.
The device ID is unique for each device and can be found on the device box or in the device UI.
 - For DECT handsets, enter the IPEI number.
 - For VoWiFi handsets and chargers, enter the MAC address.

To simplify the input when handling many devices, you can use a barcode reader to read the barcode on the device box. The barcode reader should send a carriage return after each item. If a carriage return is not sent, you need to select **Create** after each read item.

6. Optionally, if you want to add more devices, select the **Continuous registration** checkbox to keep the **Add devices** dialog open after every addition.
7. Select **Create**.
8. Optionally, to add more devices to the list, repeat steps 3–7.

6.5 Create Numbers and Apply Templates

A number represents the complete settings for a single device, tied to a specific identity.

The following procedure describes how to create numbers that will be later associated with devices. In addition, the common settings will be also applied to the numbers through the templates that you have already created.

1. Select the **NUMBERS** tab.
2. On the **Number** menu, select **New**.
The **New numbers** dialog is displayed.

3. In the **Device type** list, select the device type for which the number is created.
4. In the **Parameter definition** list, select the same parameter definition version that you used when you created the template (for details, see [6.3 Create Templates with Common Settings, page 14](#)) and when you added the devices (for details, see [6.4 Add Devices to a Site, page 15](#)).
5. In the **Template** list, select the template that will be applied to the number.
6. Optionally, in the **Prefix** box, enter the prefix to be added to the number.
7. Take one of the following actions:
 - To create a single number, select the **Single** option and enter the number in the corresponding box.
 - To create a range of numbers, select the **Range** option, then enter the start number and end number in the **Start call number** and **Stop call number** boxes.



The maximum range that can be added at a time is 100 numbers.

8. Select **OK**.

For more information on numbers, see [10 Number Management, page 30](#).

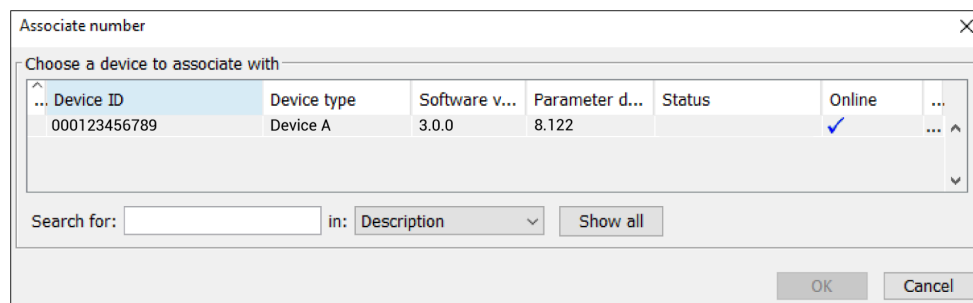
6.6 Associate Numbers with Devices

Before being able to synchronize parameters between WinPDM and a device, it is necessary to associate a number with the device. This section describes how to associate devices with the numbers that you have already created.



- You can only associate one number at a time.
- Do not assign numbers to handsets that already have numbers.

1. Select the **NUMBERS** tab.
2. In the work area list, select the number to be associated with the device.
3. On the **Number** menu (or right-click the number), select **Associate with device**.
The **Associate number** dialog is displayed.



4. Select the device to be configured with the selected number.



If you cannot find the device in the list, the device is not compatible with the parameter version used when you created the number. In this case, the device's software must first be upgraded and then you can associate the number with the device.

5. Select **OK**.
If the selected device is online, it will immediately be updated with the selected number. If the selected device is not online, it will be updated the next time it is online.

7 Site Management

You can create several sites to manage the installation, devices, licenses, and software separately for each customer. The settings are saved in a database.

7.1 Create Sites

1. On the **File** menu, select **Site management**.
2. Select **New**.
3. In the **Site name** box, enter a site name.
4. In the **Description** box, enter a description for the site (optional).
5. Select **OK**.

7.2 Import Sites

When you import a site, numbers with parameters and devices are imported, but templates, software, and parameter definition files are not imported.

1. On the **File** menu, select **Site management**.
The **Site management** dialog is displayed.
2. Select **Import**.
3. Browse to the site file (.ste) to be imported, select it, and then select **Open**.
4. In the **Input** dialog, enter a name for the site and select **OK**.

7.3 Open or Load Sites



You cannot open or load a site that is currently open or loaded.

1. On the **File** menu, select **Site management**.
The **Site management** dialog is displayed.
2. Select a site from the list, then take one of the following actions:
 - To open the selected site, select **Open**.
The **Site management** dialog is automatically closed. This allows you to start working with devices in the opened site.
 - To load the selected site, select **Load**.
The **Site management** dialog does not close automatically. This allows you to continue working with site management tasks, such as creating or deleting sites.

7.4 Export Sites

1. On the **File** menu, select **Site management**.
The **Site management** dialog is displayed.
2. Select the site that you want to export, and then select **Export**.
3. Browse to the location where you want to store the file.
4. Change the file name of the site (.ste) as needed.
5. Select **Save**.

7.5 Edit Sites

1. On the **File** menu, select **Site management**.
The **Site management** dialog is displayed.
2. Select **Edit**.
3. Change the site name or description, as needed.



You cannot change the name of a site that is currently open or loaded.

4. Select **OK**.

7.6 Delete Sites

1. On the **File** menu, select **Site management**.
The **Site management** dialog is displayed.
2. Select the site that you want to delete from the list, and then select **Delete**.



You cannot delete a site that is currently open or loaded.

If there is only one site in the list, it cannot be deleted.

3. In the confirmation dialog, select **Yes**.
The site has been deleted.

8 Template Management

A template consists of settings for a specific device type, enabling you to simultaneously apply the same configuration to several devices of the same device type.

Templates are also an efficient way to give good control over which changes are applied to each device. Templates created for one site can also be selected in other sites.

8.1 Create Parameter Templates

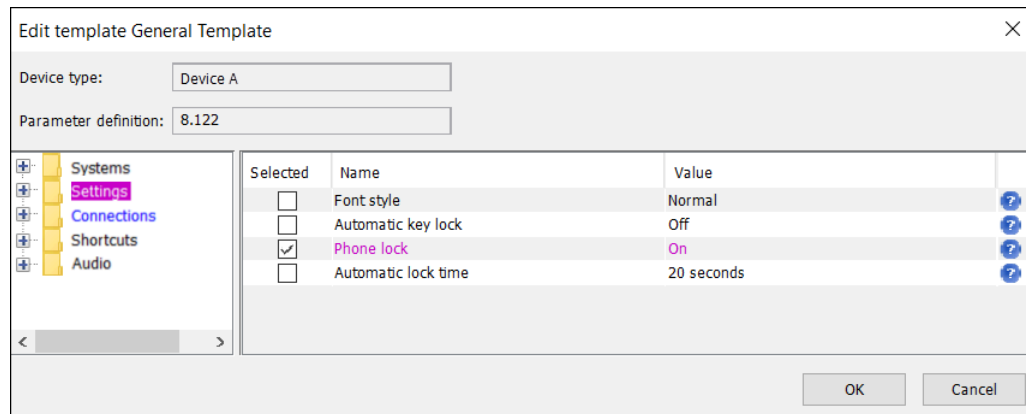
It is usually preferable to create a customized parameter template that can be applied to all devices of a certain device type.

The number of parameters in a template affects the time it takes to apply the template to a selected device. In order to minimize the workload, it is recommended to set only those parameters that are planned to be used on the device.



When creating a template both in WinPDM and Device Manager, the templates must be identical to avoid that the parameters override each other when synchronizing the device.

1. Select the **TEMPLATES** tab.
2. On the **Template** menu, select **New**.
The **New template** dialog is displayed.
3. In the **Device type** list, select the device type to which the template will apply.
If you don't find the needed device type in the list, you need to update WinPDM with new parameter definition files; for details, see [6.2 Import Parameter Definition Files, page 12](#).
4. In the **Parameter definition** list, select the parameter definition version on which the template will be based.
The parameter definition version determines which parameter settings are available for the selected device type. It is recommended to select the latest parameter definition version to obtain full compatibility with the device.
This option might be disabled for some device types. In that case, all imported parameter definitions for that device type will be compatible when adding a new device.
If you don't find the needed parameter version in the list, you need to update WinPDM with new parameter definition files; for details, see [6.2 Import Parameter Definition Files, page 12](#).
5. In the **Name** box, enter an appropriate name for the template.
6. Select **OK**.
The **Edit template [template name]** dialog opens, displaying a group of settings organized in a tree structure on the left pane.
7. On the left pane, select a folder or function.
The corresponding parameters and their values are displayed on the right pane.
8. Optionally, to view a specific parameter description, on the right pane, select the **Help** icon . In addition, also refer to the manual of the device for more information about the parameter.



9. On the right pane, select the checkboxes corresponding to the parameters that you want to include in the template and change their values as needed.
The following color coding is used:

Color	Description
Black	Normal
Dark blue	The parameter has been edited during the current session.
Purple	The parameter is included in the template (selected).
Red	The value is not valid.
Turquoise	The value differs from the default value.

10. Select **OK** to save the settings.

8.2 Create Parameter Templates from Numbers

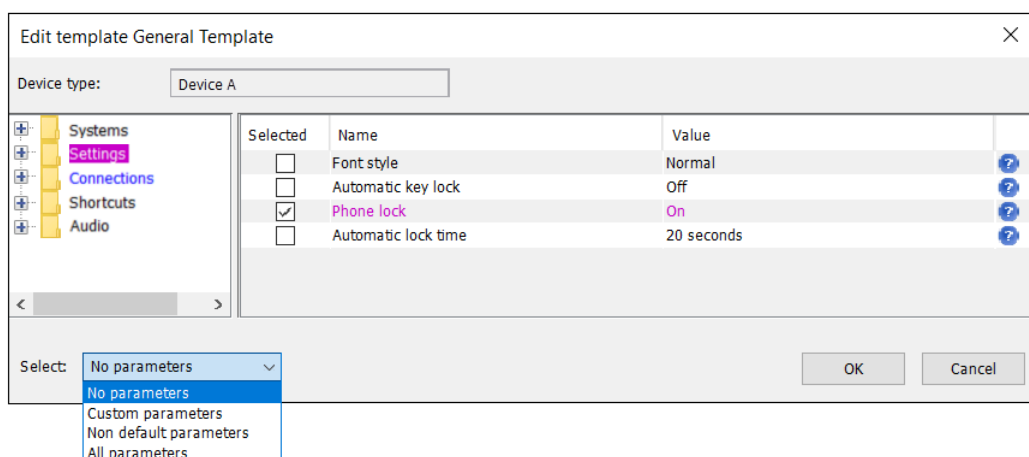
In WinPDM, you can create a template from a number. All the parameters included in the number will be saved in the template. This is useful when you want to save settings in a template that can be later applied to other numbers.

You can also create a template from a device that is online but not stored in the database. The template will contain all the parameters from the device, except those that are number specific.

1. Select the **NUMBERS** tab.
2. Select the number whose settings will be saved in the template.
3. On the **Number** menu (or right-click the device number), select **Use as template**.
4. Enter a name for the template, then select **OK**.

The **Edit template [template name]** dialog is displayed, showing a group of settings organized in a tree structure on the left pane.

When you select a folder or function on the left pane, the corresponding parameters and their values are displayed on the right pane.



5. To determine which parameters shall be copied from the device number, in the bottom-left corner, select one of the following options:
 - **No parameters** — Clears all the checkboxes. In this case, no parameters will be applied when running the template.
 - **Non default parameters** — Selects only the parameters that do not use the default values. Only those parameters will be applied when running the template.
 - **All parameters** — Selects all parameters. All parameters will be applied to the number when running the template. In this case, the synchronization time will be longer.
 - **Custom parameters** — Allows to manually select which parameters shall be included in the template (if the options above are not applicable). For example, if a mix of non-default parameters and default parameters shall be included in the template, you have to select each parameter manually.
6. If applicable, change the values of the parameters as needed.
7. Select **OK**.

8.3 Copy Templates

When you copy a template, you are practically creating a new template based on an existing one. The parameters copied from the existing template can be edited in the new template.

A template may include parameters that are not applicable for all the devices of a certain device type. However, the template can still be applied to all the devices of that device type, but the devices may discard parameters that are not applicable.

1. Select the **TEMPLATES** tab.
2. Select the template that you want to copy.
3. On the **Template** menu (or right-click the template), select **Copy**.
The **Copy template** dialog is displayed.
4. In the **New name** box, enter a name for the new template and then select **OK**.

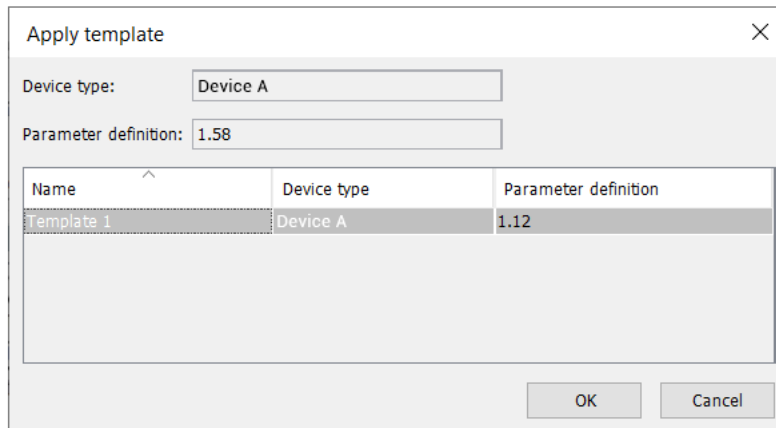
The new template is displayed in the **TEMPLATES** tab list.

8.4 Apply Templates to Numbers

You can apply templates to one or several numbers.

Apply Template to a Number

1. Select the **NUMBERS** tab.
2. Select the number to which you want to apply a template.
3. On the **Number** menu (or right-click the number), select **Apply template**.
The **Apply template** dialog is displayed.

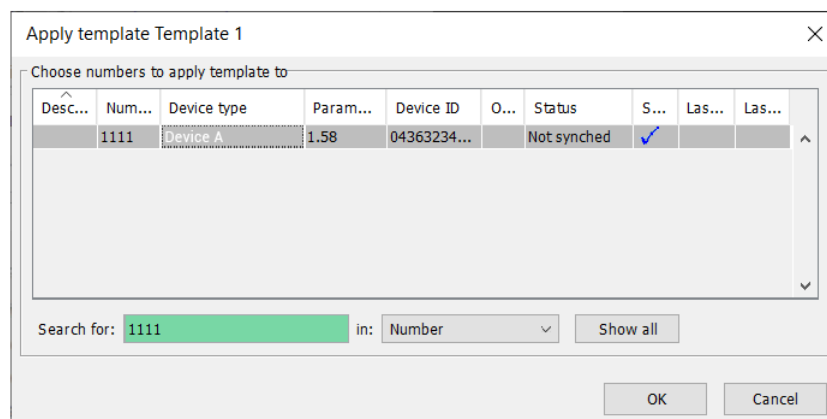


4. Select a template to apply to the selected number, and then select **OK**.
The template has been applied to the number.
If the parameters at the site have been edited but not yet sent to the device, the **Status** column will display **Not synced** or **Update queued**.

If the number has not been associated yet with a device, it is now possible to do so by connecting a device and associating it with a number in the database. The parameters will be sent automatically from WinPDM to the device. For more details, see [6.6 Associate Numbers with Devices, page 17](#).

Apply Template to Several Numbers

1. Select the **TEMPLATES** tab.
2. Select the template that you want to apply.
3. On the **Template** menu (or right-click the template), select **Apply to**.
The **Apply template [template name]** dialog is displayed.



4. Select one or several numbers to which you want to apply the selected template.
You can search for a number using the **Search for** box at the bottom of the dialog.
Select **Show all** to display all the numbers.

5. Select **OK**.

8.5 Rename Templates

1. Select the **TEMPLATES** tab.
2. Select the template that you want to rename.
3. On the **Template** menu (or right-click the template), select **Rename**.
The **Rename template** dialog is displayed.
4. In the **New name** box, enter a new name for the template, and then select **OK**.

The new name is displayed in the **TEMPLATES** tab list.

8.6 Edit Templates

You can change the parameters included in a template.

A template may include parameters that are not applicable for all the devices of a certain device type. However, the template can still be applied to all the devices of that device type, but the devices may discard parameters that are not applicable.

1. Select the **TEMPLATES** tab.
2. Select the template that you want to edit.
3. On the **Template** menu (or right-click the template), select **Edit**.
The **Edit template [template name]** dialog is displayed.
4. On the left pane, select the folder or function that contains the parameters that you want to modify.
5. On the right pane, perform the following actions, as needed:
 - Select the checkboxes corresponding to the parameters that you want to include in the template.
 - Clear the checkboxes corresponding to the parameters that you want to remove from the template.
 - Modify the parameter values.

The following color coding is used:

Color	Description
Black	Normal
Dark blue	The parameter has been edited during the current session.
Purple	The parameter is included in the template (selected).
Red	The value is not valid.
Turquoise	The value differs from the default value.

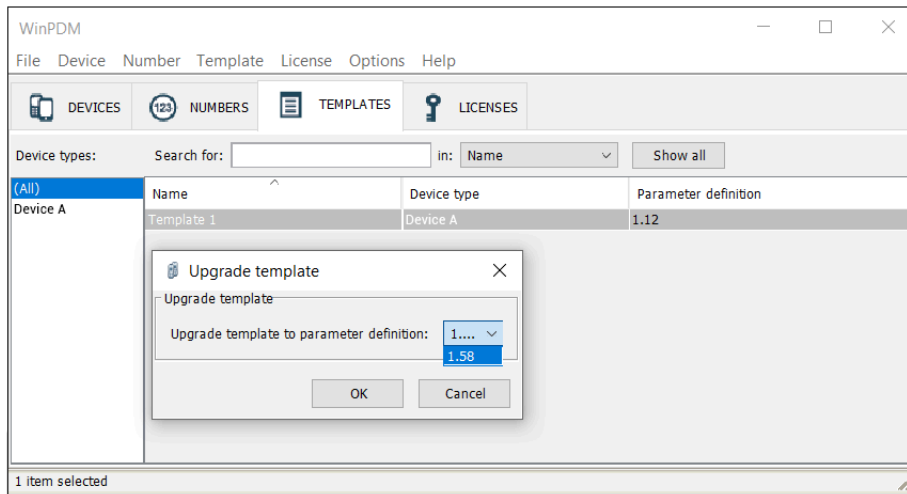
6. Select **OK** to save the changes.

8.7 Upgrade Templates

In order to upgrade a template, the new parameter version must have the same major version as the old parameter version. For example, upgrading from 25.8 to 25.9 works, but upgrading from 25.8 to 26.x does not work.

1. Select the **TEMPLATES** tab.
2. Select the template that you want to upgrade.

- On the **Template** menu (or right-click the template), select **Upgrade**.
The **Upgrade template** dialog is displayed.
- Select the parameter definition version to which you want to upgrade, then select **OK**.



8.8 Import Templates

You may need to import templates when you want to use a template existing in another WinPDM or when your supplier provides an updated template for your device.

- On the **File** menu, go to **Import → Templates**.
- Browse to the files that you want to import (*.tpl), select them, and then select **Open**.
If there is a naming conflict when importing a template, the new template is saved with a digit within brackets added after the file name. The old template's name is not affected.

8.9 Export Templates

You may need to export templates when you want to use them in another WinPDM or when you want to create template backups.

- Select the **TEMPLATES** tab.
- Select the template (or templates) that you want to export.
- On the **Template** menu (or right-click the template), select **Export**.
The **Export templates** dialog is displayed.
- Browse to the location where you want to save the file and give it a purposeful name.
The default name is `Templates.tpl`.
- Select **Save**.

8.10 Delete Templates

- Select the **TEMPLATES** tab.
- Select the template that you want to delete.
- On the **Template** menu (or right-click the template), select **Delete**.
- In the confirmation dialog, select **Yes**.

9 Device Management

All the work with devices is performed on the **DEVICES** tab, where you can transfer settings between devices, upgrade devices with new software, reset devices to factory settings, and so on.

9.1 Assign a Number to a Device



This feature is not applicable to DECT devices.

You can assign a number to a device that has not been assigned a number yet. You can use this procedure if parameters have been changed on a device prior to its connection to WinPDM.



Do not assign a number to a device that already has a number.

To assign a number to a device, take the following steps:

1. Select the **DEVICES** tab.
2. Select the device to which you want to assign a number.
3. On the **Device** menu (or right-click the device), select **Assign number**.
The **Assign number to device** dialog is displayed.
4. Optionally, in the **New prefix** box, enter a prefix for the number.
5. In the **New number** box, enter a number for the device.
6. Select **OK**.
The new number appears in the **Numbers** tab, in the **Number** column.
If the device number does not appear in WinPDM, you may need to restart the device.

9.2 View Device Properties

To view the properties of a device, take the following steps:

1. Select the **DEVICES** tab.
2. Select the device whose properties you want to see.
3. On the **Device** menu (or right-click the device), select **Properties**.
The **Device properties** dialog is displayed, showing the following information:
 - Under **DEVICE INFORMATION** — The device ID, device type, parameter definition, software version, last known number, online status, device description.
 - Under **CURRENT UPLOADS** — Any current upload of software, language, and so on. You can cancel any current uploads by selecting **Cancel**.
 - Under **SCHEDULED EVENTS** — Any scheduled event. You can cancel an upload by selecting **Cancel**.

Device properties

DEVICE INFORMATION

Device ID: 00013E24371D

Device type: Device A

Parameter definition: ca2ee0cca75f70e8cd503dde07bb9744

Software version: 4.0.0

Boot software version:

Last known number: 2590

Online: Yes

Device description:

CURRENT UPLOADS

Phonebook

Status: complete Cancel

Scheduled date:

Progress:

SCHEDULED EVENTS

There is currently no scheduled events

Close

9.3 Edit Device Description

You can modify the description of a device, which will be visible in WinPDM; for example, you can add or edit the location of the device or the device user.

To modify the device description, take the following steps:

1. Select the **DEVICES** tab.
2. Select the device whose description you want to change.
3. On the **Device** menu (or right-click the device), select **Enter description**.
4. In the **Description** box, enter a description for the device, and then select **OK**.

9.4 Device Synchronization

This section describes how synchronization works between a device and WinPDM.

When a device is connected, it synchronizes with the database stored in WinPDM.

When a device is being synchronized, parameters that have been changed on the device are uploaded to WinPDM, and parameters that have been changed in WinPDM are sent to the device.

- If a parameter has been changed on the device, it is transferred to WinPDM, and vice versa.
- If a parameter has been changed in WinPDM while the device was offline, the changes are applied once the device is online.
- If a parameter has been changed both on the device and WinPDM, the setting made in WinPDM will take precedence.

When a device is being synchronized, a progress bar together with the *Synchronizing* text are displayed in the **NUMBERS** tab (in the **Status** column). Once synchronized, the *Synchronized* status is displayed in the **Status** column.

9.5 Replace Devices



This feature is not applicable to DECT devices.

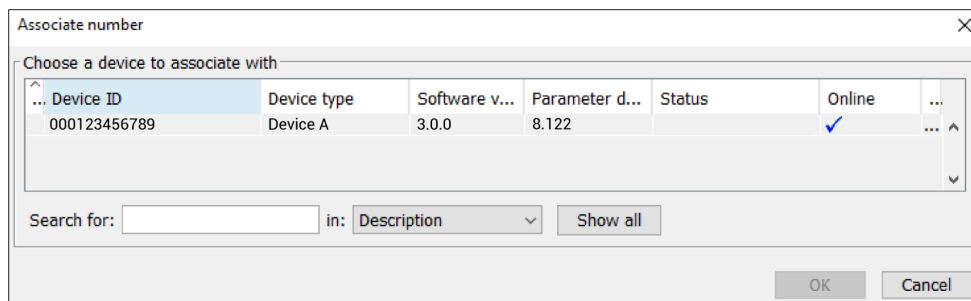
If a device should be replaced with a new one, the number and settings of the replaced device can be transferred to the new device. The new device must be of the same device type as the old one.



Certificates are not transferred to the new device. Any existing certificates have to be imported. For details on importing certificates, see [14.1 Import Certificates, page 42](#).

To replace a device, take the following actions:

1. If the device to be replaced is still working, make sure that it is synchronized.
 - a. Select the **DEVICES** tab, then right-click the device to be replaced.
 - b. Select **Go to number**.
The **Numbers** tab is displayed.
 - c. In the **Status** column, check that the status of the device shows *Synchronized*.
2. Switch off the device to be replaced. The device is shown as offline after a while.
3. Connect the new device to WinPDM.
4. Associate the new device to the number associated to the old device as follows:
 - a. Select the **NUMBERS** tab.
 - b. In the work area list, select the number to be associated with the device.
 - c. On the **Number** menu (or right-click the number), select **Associate with device**.
The **Associate number** dialog is displayed.



- d. Select the device to be configured with the selected number.



If you cannot find the device in the list, the device is not compatible with the parameter version used when you created the number. In this case, the device's software must first be upgraded and then you can associate the number with the device.

- e. Select **OK**.

If the selected device is online, it will immediately be updated with the selected number. If the selected device is not online, it will be updated the next time it is online.

Following the procedure, the number will no longer be associated with the old device.

For additional details on the replacement procedure, refer to your device documentation.

9.6 Restart Devices

In WinPDM, you can restart one device at a time or restart several devices simultaneously¹.

1. Select the **DEVICES** tab.
2. Select the devices that you want to restart.
3. Select **OK**.

9.7 Factory Reset Devices

“Factory reset” means that all the device parameters are restored to the factory default settings. The number in the database that is associated with the device, as well as the software and licenses are left intact. When you perform a factory reset, the device must be online.

1. Select the **DEVICES** tab.
2. Browse to the device that you want to factory reset and select it.
3. On the **Device** menu (or right-click the device), select **Factory reset**.
4. In the confirmation dialog, select **Yes**.
The device restarts.

9.8 Delete Devices from a Site



It is not possible to delete a device that is online in WinPDM.

1. Select the **DEVICES** tab.
2. Select the device to be deleted.
3. On the **Device** menu (or right-click the device), select **Delete**.
4. In the confirmation dialog, select **Yes**.

1. This applies only to a71/a72 devices.

10 Number Management

Numbers work as a placeholder for all the settings made for a device in WinPDM. This means that all the settings have to be associated with a number to be able to synchronize the settings with a device later on.

10.1 Create Numbers

In WinPDM, you can create a single number or a range of numbers for devices.



Do not assign numbers to devices that are already configured and functional. When you assign numbers to devices that already exist in the system, WinPDM will automatically overwrite the parameters existing on the devices, because those devices are not saved in WinPDM.

1. Select the **NUMBERS** tab.
2. On the **Number** menu, select **New**.
The **New numbers** dialog is displayed.
If you receive a message saying that there are no definition files available, you need to import parameter definition files first, as described in [6.2 Import Parameter Definition Files, page 12](#).
3. In the **Device type** list, select the device type for which you are creating the number.
4. In the **Parameter definition** list, select the same parameter definition version used when you created the template for the device type.



This option might be disabled for some device types. In that case, all imported parameter definitions for that device type will be used when creating the number.

5. Optionally, if you want to apply a template to the number, select it in the **Template** list.
For additional details on templates, see [8 Template Management, page 20](#).



The parameter version of the template must not be older than the selected parameter definition version.

6. In the **Prefix** box, enter the prefix (if needed) to be added to the number.
7. Take one of the following actions:
 - To create a single number, select the **Single** option, and then, in the **Call number** box, enter the number.
 - To create a range of numbers, select the **Range** option, and then enter the start call number and the end call number in the corresponding boxes.
The maximum range that can be added at a time is 100 numbers.

8. Select **OK**.

The number that you have created is displayed in the **NUMBERS** tab list.

10.2 Save Numbers in WinPDM

A saved number makes it possible to configure a device without having the device connected. Any configurations made for a device's number will be synchronized with the device when it is connected again.

To save a number in WinPDM, take the following steps:

1. Select the **NUMBERS** tab.
2. Select the number that you want to save.
3. On the **Number** menu (or right-click the number), select **Save**.

10.3 Copy Numbers

When you copy a number in WinPDM, you are practically creating a new number that has the parameter settings and device type of the copied number.

You can further associate the new number with a device, as described in [6.6 Associate Numbers with Devices, page 17](#).

1. Select the **NUMBERS** tab.
2. Select the number that you want to copy.
3. On the **Number** menu (or right-click the number), select **Copy**.
The **Copy number** dialog is displayed.
4. Optionally, in the **New prefix** box, enter a prefix.
5. In the **New number** box, enter the new number.
6. Select **OK**.

10.4 Edit Number Description

You can modify the description of a number, for example, the user of the number.

1. Select the **NUMBERS** tab.
2. Select the number whose description you want to change.
3. On the **Number** menu (or right-click the number), select **Edit description**.
The **Edit description** dialog is displayed.
4. Enter the number description and select **OK**.

The description is visible in the **Description** column.

10.5 Rename Numbers

When you rename a number, you replace an existing number with a new one. You cannot replace a number with a number that already exists.



You cannot rename a number that has the parameter definition version shown in red, because the parameter settings will no longer apply to the number.

1. Select the **NUMBERS** tab.
2. Select the number that you want to rename.

3. On the **Number** menu (or right-click the number), select **Rename**.
The **Rename number** dialog is displayed.
4. Optionally, in the **New prefix** box, enter a prefix.
5. In the **New number** box, enter the new number.
6. Select **OK**.

10.6 Edit Parameters for a Number

1. Select the **NUMBERS** tab.
2. Select the number whose parameters you want to modify.
3. On the **Number** menu (or right-click the number), select **Edit parameters**.
The **Edit parameters for [number]** dialog is displayed, showing a group of settings organized in a tree structure on the left pane.
4. On the left pane, select a folder or function.
The corresponding parameters and their values are displayed on the right pane.



The functions and parameters displayed in the **Edit template [template name]** dialog depend on the device type, on the version of the device type, and on your specific implementation.

5. Optionally, to view a specific parameter description, on the right pane, select the **Help** icon . In addition, also refer to the manual of the device for more information about the parameter.
6. Change the parameters to the required values.
The following color coding is used:

Color	Description
Black	Normal
Dark blue	The parameter has been edited during the current session.
Red	The value is not valid. You cannot save a parameter definition with invalid parameters.
Turquoise	Parameter has not been changed during the current session but differs from the default value.

7. Select **OK** to save the changes.

If the device is online in WinPDM, the parameters are automatically sent to the device. If the device is offline, the parameters will be synchronized with the device number once the device becomes online in WinPDM.

10.7 Import Numbers

You may need to import numbers when you want to move them between sites.

The parameter settings of each number are included in the import file.

1. On the **File** menu, go to **Import → Numbers**.
2. Select the number file to be imported (*.xcp) and then select **Open**.
The number is imported.

If there is a number conflict when importing numbers, an error message is displayed.

10.8 Export Numbers

You may need to export numbers when you want to move them between sites.

You can only export the numbers stored in the database. There is no restriction on the device type when performing an export.

The parameter settings of each number are included in the export file. You can further use the file when producing new devices for the customer.

1. Select the **NUMBERS** tab.
2. Select the number that you want to export.
3. On the **Number** menu (or right-click the number), select **Export**.
The **Export numbers** dialog is displayed.
4. Browse to the location where you want to save the file and give it a purposeful name.
5. Select **Save**.

10.9 Delete Numbers

1. Select the **NUMBERS** tab.
2. Select the number that you want to delete.
3. On the **Number** menu (or right-click the number), select **Delete**.
4. In the confirmation dialog, select **Yes**.

11 Language Management

You can add a language to a device by following this sequence:

1. Import the language file (.lng) delivered by Ascom (Sweden) AB into WinPDM. For more details, see [11.1 Import Language Files for Devices, page 34](#).
2. Upload the imported language file to the device. For more details, see [11.2 Upload Languages to Devices, page 34](#).

11.1 Import Language Files for Devices

1. On the **File** menu, select **File management**.
The **File management** dialog is displayed.
2. Select the **Language** tab, then select **Add**.
The **Import files** dialog is displayed.
3. Browse to the language files (.lng) that you want to import, select them, then select **Open**.

You have imported the selected language files into WinPDM.

For details on applying a language to a device, see [11.2 Upload Languages to Devices, page 34](#).

11.2 Upload Languages to Devices

You can upload several languages to a device, if the device supports language uploads.

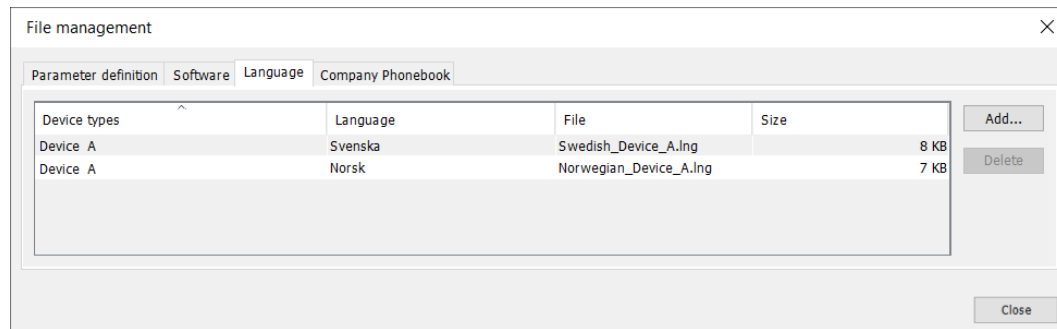
1. Select the **DEVICES** tab.
2. Select the device to which you want to upload a language.
You can select several devices, but you can only select devices of the same type.
3. On the **Device** menu (or right-click the device), select **Upload language**.
The **Upload language** dialog is displayed.
4. In the **Available files** list, select the language file that you want to upload.
If the **Available files** list is disabled or the language file that you need is not shown in the list, select the **Import** button, browse to the needed language file, select it, and then select **Open**.
5. In the **Upload language** dialog, select **OK**.

You have uploaded the language to the device.

11.3 View Language Files List

To view a list of all the language files imported into WinPDM, take the following steps:

1. On the **File** menu, select **File management**.
The **File management** dialog is displayed.
2. Select the **Language** tab.



The following columns are displayed:

Device types	Shows the device model.
Language	Shows the language to be used on a device.
File	Shows the name of the imported language file.
Size	Shows the size of the imported language file.

11.4 Delete Language Files from WinPDM

You can delete from WinPDM the language files that will no longer be used.

1. On the **File** menu, select **File management**.
The **File management** dialog is displayed.
2. Select the **Language** tab, then select the language that you want to delete.
3. Select **Delete**, then, in the confirmation dialog, select **Yes**.

12 Company Phonebook and Contacts

12.1 Manage Company Phonebook Files

A company phonebook contains entries that cannot be edited by the user of a device.

You can upload a company phonebook to a device if the device supports the phonebook feature.

The company phonebook file (.cpb) is normally created using the company phonebook tool (.xls) that helps to extract the information and create the phonebook file. The company phonebook tool is delivered by Ascom (Sweden) AB. For details on how to create a company phonebook file, refer to your device documentation.

To add a company phonebook to a device, follow this sequence:

1. Import the phonebook file into WinPDM. For more details, see [12.1.1 Import Company Phonebook Files, page 36](#).
2. Upload the imported phonebook file to the device. For more details, see [12.1.2 Upload Company Phonebook to Devices, page 36](#).

12.1.1 Import Company Phonebook Files

1. On the **File** menu, select **File management**.
The **File management** dialog is displayed.
2. Select the **Company Phonebook** tab, then select **Add**.
The **Import files** dialog is displayed.
3. Browse to the phonebook files that you want to import, select them, and then select **Open**.
Only the files with a corresponding extension are displayed, such as .cpb and .txt.

You have imported the company phonebook files into WinPDM.

12.1.2 Upload Company Phonebook to Devices

You can upload a company phonebook to a device if the device supports the phonebook feature.

When you upload a company phonebook to a device, the entries from the device's contacts and those from the company phonebook will be merged.

The company phonebook entries cannot be edited by the user of a device.

To upload a company phonebook to a device, take the following steps:

1. Select the **DEVICES** tab.
2. Select the device to which you want to upload the company phonebook.
You can select several devices at the same time, but they need to be of the same type.
3. On the **Device** menu (or right-click the device), select **Upload company phonebook**.
The **Upload company phonebook** dialog is displayed.



Not all the device types support the company phonebook feature, therefore, the **Upload company phonebook** option is not available for all device types.

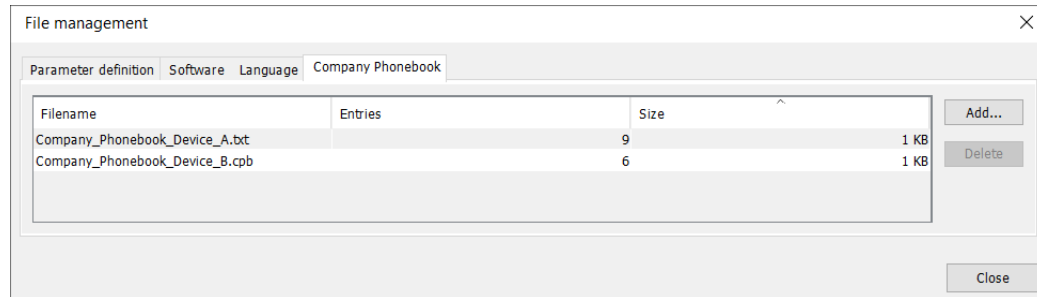
4. In the **Available files** list, select the company phonebook that you want to upload.
If the **Available files** list is disabled or the company phonebook that you need is not shown in the list, select the **Import** button, browse to the needed company phonebook file, select it, and then select **Open**.
5. In the **Upload company phonebook** dialog, select **OK**.

If a company phonebook already exists on the device, a message is displayed, asking you whether you want or not to replace the existing company phonebook. Select **Yes** to continue.

12.1.3 View Company Phonebook Files

To view a list of all the company phonebook files imported into WinPDM, take the following steps:

1. On the **File** menu, select **File management**.
The **File management** dialog is displayed.
2. Select the **Company Phonebook** tab.



The following columns are displayed:

Filename	Shows the name of the imported company phonebook file.
Entries	Shows the number of contacts written in the imported company phonebook file.
Size	Shows the size of the imported company phonebook file.

12.1.4 Delete Company Phonebook Files

1. On the **File** menu, select **File management**.
The **File management** dialog is displayed.
2. Select the **Company Phonebook** tab, then select the company phonebook that you want to delete.
3. Select **Delete**, then select **Yes** in the confirmation dialog.

12.2 Managing Contacts



Before you import contacts to a device, you need to make sure that the number of the device has already been saved in WinPDM. For details, see [10.2 Save Numbers in WinPDM, page 31](#).

12.2.1 Import Contacts from Files

You can import a file containing contacts into WinPDM and synchronize it with a device. This can be useful, for example, when you want to transfer contacts from old devices to newer devices.



When you import the file, the device's existing contacts (if any) are overwritten by the contacts in the imported file.

Additionally, the import works only if the device can store all the contacts included in the file. For example, if the file contains 100 contacts, the device must have support for storing at least 100 contacts. If needed, you can change the number of contacts in the file by using Excel or any other compatible application.

1. Select the **NUMBERS** tab.

2. Select the number whose contacts you want to import.
3. On the **Number** menu (or right-click the device number), point to **Import contacts**, and then select **From file**.
4. Browse to the file that contains the contacts (.csv, .txt, or .skv), select it, then select **Open**.
5. Select **Yes** in the confirmation dialog.

The contacts in the imported file are synchronized with the device.

12.2.2 Import Contacts from a Number

You can make a copy of a device's contact list and paste it directly to another device's contact list. This means that the contact list does not need to be saved, for example, on a computer.

The import works only if the receiving device can store the entire contact list of the device whose contacts you are importing. For example, if the contact list contains 100 contacts, the receiving device must have support for storing at least 100 contacts.

The company phonebook contacts included in the contact list are not transferred to the other device using this feature. For more details, see [12.1 Manage Company Phonebook Files, page 36](#).



When you import contacts from a number, the receiving device's contacts (if any) are overwritten by the imported contacts.

1. Select the **NUMBERS** tab.
2. Select the number of the device from which you want to copy the contacts.
3. On the **Number** menu (or right-click the device number), point to **Import contacts**, and then select **From number**.
4. Select the number of the device to which you want to paste the contacts.
5. Select **OK**, then select **Yes** in the confirmation dialog.

The contacts are now imported to the device.

12.2.3 Export Contacts

You can make a copy of a device's contact list, which can be used as a backup (.csv) or imported to another supporting device. For more details, see [12.2.1 Import Contacts from Files, page 37](#).

1. Select the **NUMBERS** tab.
2. Select the number of the device whose contacts you want to export.
3. On the **Number** menu (or right-click the device number), select **Export contacts**.
4. Enter a descriptive file name and select **Save**.

13 Device Software Management

This chapter describes how to manage device software in WinPDM.

13.1 Import Software Files



WinPDM does not support software upgrade for T942C central unit and U914D pocket receiver.

Before you can upgrade the software on a device, you need to import the software file (.bin) applicable to that device into WinPDM. The software file is delivered by Ascom (Sweden) AB distributed by your supplier and is normally included in the package file (.pkg). If the package does not include a certain file, it can be imported separately.

It is always recommended to use the latest software version.

1. On the **File** menu, select **File management**.
The **File management** dialog is displayed.
2. Select the **Software** tab.
3. Select **Add**.
The **Import files** dialog is displayed.
4. Browse to the software files to be imported, select them, and then select **Open**.
Only the files with a corresponding extension are displayed, such as .bin and .pkg.

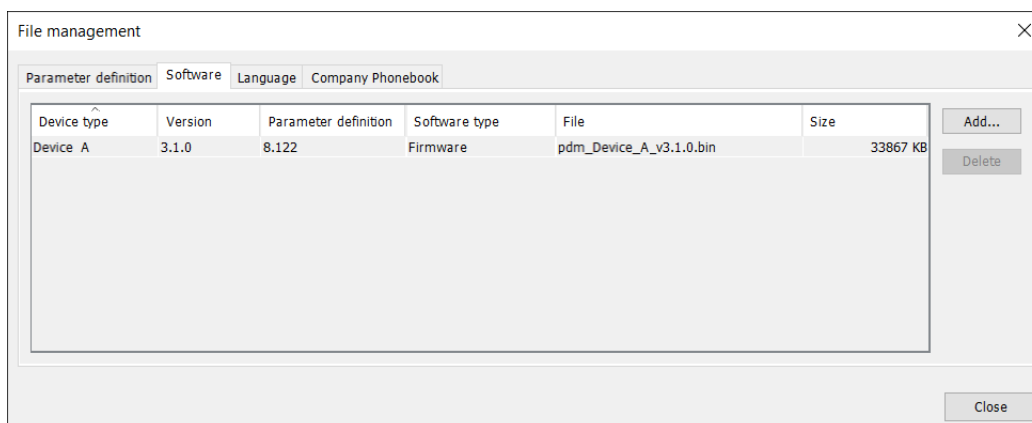
The selected files are imported to WinPDM and are displayed in the **Software** tab.

13.2 View Software Files List

To view a list of all the imported software files, take the following steps:

1. On the **File** menu, select **File management**.
The **File management** dialog is displayed.
2. Select the **Software** tab.

The following columns are displayed:

**Device type**

Shows the device model to which the software applies.

Version

Shows the version number of the software file. It is used to determine which software file is the most recent.

Parameter definition

Shows the version of the parameter definition on the device. It is used to determine the compatibility with the device software.

— If the version is shown in bright red, no supported parameter definition is found in WinPDM.

— If the version is shown in dark red, a compatible parameter definition is found, but it does not have the same parameter definition as the one used by the software, that is, the used definition file cannot be used any longer.

— If **OK** is shown, the supported parameter definition file is found in WinPDM.



Not all devices have a parameter definition. If not applicable, the column stays empty.

Software type

Shows if the software type is a boot software or a firmware. Currently, boot software is only applicable to fixed devices.

File

Shows the name of the imported software file.

Size

Shows the size of the imported software file.

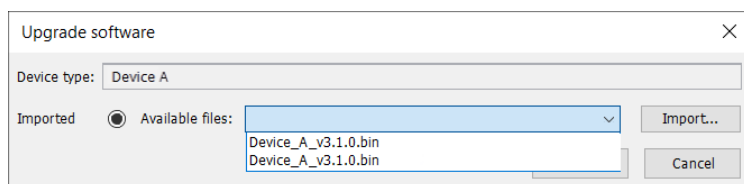
13.3 Upgrade Device Software



WinPDM does not support software upgrade for T942C central unit and U914D pocket receivers.

To upgrade a device with new software, take the following steps:

1. Select the **DEVICES** tab.
2. Browse to the device you want to upgrade and check if it is online.
Online devices have the **Checkmark** icon  displayed in the **Online** column.
If the device is online, the software will be installed right away.
If the device is not online, the software will be installed the next time it is online in WinPDM.
3. Select the device you want to upgrade.
You can select several devices, but you can only select devices of the same type. Use **Ctrl** or **Shift** to select several devices simultaneously.
4. On the **Device** menu (or right-click the device), select **Upgrade software**.
The **Upgrade software** dialog is displayed.
5. In the **Available files** list, select the software that you want to upload.
If the **Available files** list is disabled or the software you need is not shown in the list, select the **Import** button, browse to the needed software, select it, and then select **Open**.



6. In the **Upgrade software** dialog, select **OK**.

The software will be downloaded to the device. For some device types, a progress bar is displayed in the **Status** column, showing the progress of the download.

The device will restart automatically after a successful download.

7. Optionally, to cancel the upgrade, right-click the device and select **Cancel current upload**.

When cancelled, the **Download aborted** icon  together with the **Download cancelled** text will be shown in the **Status** column.

When the device has been upgraded, the **Download complete** text together with the new software and parameter versions for the device will be shown in the list.

13.4 Delete Software Files

You can delete from WinPDM the software files that will no longer be used.

1. On the **File** menu, select **File management**.
The **File management** dialog is displayed.
2. Select the **Software** tab.
3. Select the row corresponding to the software that you want to delete, select **Delete**, and then select **Yes** in the confirmation dialog.
The software file has been deleted from WinPDM.

14 Certificate Management



This section is not applicable to DECT devices.

Certificates are used for authentication between handsets and systems (for example, WLAN and IP-PBX).

Authentication is the process of verifying the identity of handsets and systems. This can be used to ensure that only communication between trusted handsets and trusted systems can be established.

There are two types of certificates that can be imported to the handsets:

- **Trusted certificate** — All certificates that the handset should trust are imported to the handset's "Trust list". When a system sends its certificate to authenticate itself to the handset, the handset checks if the certificate is trusted. The system's certificate or Certificate Authority (CA) certificate that trusts the system's certificate can be imported.
- **Application certificate** — A certificate that the handset uses to authenticate itself by sending the certificate to the system; depending on how the system is configured, it might check if the application certificate is trusted.

14.1 Import Certificates



The import of nested certificates (that is, certificate chains) in one common file is not supported. Instead, you need to import each certificate as a separate file.

1. Select the **NUMBERS** tab.
2. Select the number for which you want to import a certificate.
3. On the **Number** menu (or right-click the device number), select **Manage Certificates**. The **Manage Certificates** dialog is displayed.
4. Take one of the following actions:
 - a. To import a trusted certificate, select the **Trust list** tab.
 - b. To import an application certificate, select the **Application certificates** tab.
For details on the certificate types, see [14 Certificate Management, page 42](#).
5. Select **Browse** and then select the certificates to import.
 - For the trusted certificates, the allowed formats are: `.cer`, `.der`, `.crt`, `.pem`, `.p12`, `.pfx`, and `.p7b`.
 - For the application certificates, the only allowed format is `.p12`.
6. If the certificate is password protected, in the **Enter password** dialog, enter the password and then select **OK**.
The **Confirm certificate** dialog opens, showing the details of the certificate.
7. Select **Yes** to import the certificate to the device.

If needed, repeat steps 4-7 to import additional certificates.



Additional settings for certificates might be needed on specific handsets. To this purpose, refer to the handset documentation.



After a handset is factory reset, you need to import again to WinPDM the certificates associated to the handset's number.

When a handset is replaced, you need to remove its associated certificates and import them again to WinPDM. For details on removing certificates, see [14.3 Remove Certificates, page 43](#).

14.2 View Certificate Details

1. Select the **NUMBERS** tab.
2. Select the number whose certificates you want to view.
3. On the **Number** menu (or right-click the selected number), select **Manage certificates**.
4. Take one of the following actions:
 - a. To view the trusted certificates, select the **Trust list** tab.
 - b. To view the application certificates, select the **Application certificates** tab.
5. If certificates are available for the selected number, select the **Information** icon ⓘ next to a certificate. The **Certificate details** dialog is displayed, showing the information available for that certificate. If no certificates are available for the selected number, the **Information** icon ⓘ appears dimmed.

14.3 Remove Certificates

1. Select the **NUMBERS** tab.
2. Select the number whose certificates you want to remove.
3. On the **Number** menu (or right-click the selected number), select **Manage certificates**.
4. Take one of the following actions:
 - a. To remove a trusted certificate, select the **Trust list** tab.
 - b. To remove an application certificate, select the **Application certificates** tab.
5. Next to the certificate that you want to remove, select **Remove**.
6. In the confirmation dialog, select **Yes**.

The certificate is removed from the list.

15 License Management

 This feature might not be available for some devices.

An overview of the device licensing concept is described in the *Product Licensing Overview, Function Description, TD 92677EN* documentation.

15.1 View Device License Options

To view the license options that exist for a device, take the following steps:

1. Select the **LICENSES** tab.
2. Select a device in the list.

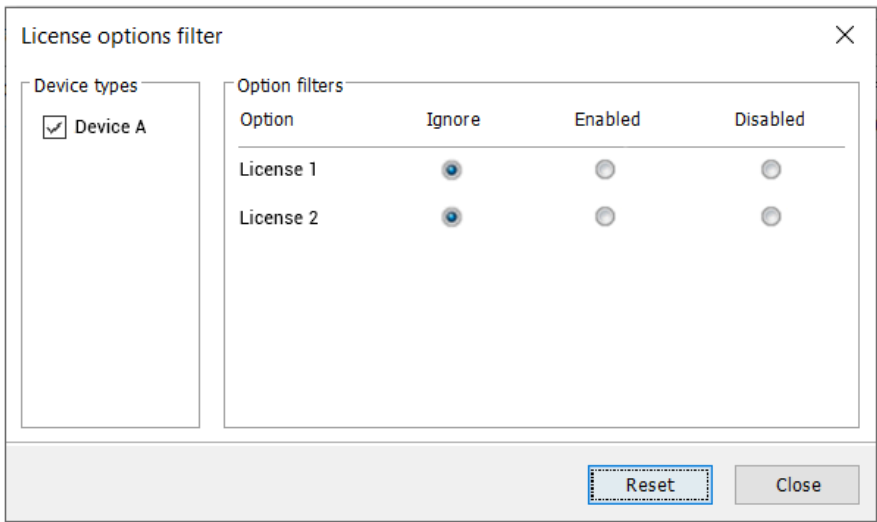
At the bottom of the work area, the available license options for the selected device are displayed, including details whether the options are enabled or not.

To change an option, you have to update the license on the License webpage.

15.2 Filter License Options

In WinPDM, you can search and select devices that have the same license options. The advantage of selecting devices with the same license options is that you can apply additional licenses to the devices simultaneously. You can upgrade the selected devices with additional licenses by exporting a product information file to the License webpage. For more details, see [15.6.2 Export and Import Licensing Information, page 46](#).

1. Select the **LICENSES** tab.
2. Select the **Advanced find** button.
The **License options filter** dialog is displayed.
3. Under **Device types**, select one or more device types to be included in the filter.



The dialog box titled "License options filter" contains two main sections. On the left, under "Device types", there is a list with "Device A" selected. On the right, under "Option filters", there is a table with three columns: "Option", "Ignore", "Enabled", and "Disabled". The "Ignore" column has radio buttons selected for "License 1" and "License 2". At the bottom right, there are "Reset" and "Close" buttons.

Option	Ignore	Enabled	Disabled
License 1	☒	☐	☐
License 2	☒	☐	☐

4. Under **Option filters**, select the status of the license options.
The option filters will apply to all the devices that you have selected under **Device types**. You can choose one of the following options:
 - **Ignore** — To show all devices.

- **Enabled** — To show the devices with a certain license option enabled.
- **Disabled** — To show the devices with a certain license option disabled.

When you are selecting the device types and license options, the search result is updated in real time in the background, in the **LICENSES** tab list. A **Filtered list** icon  is displayed next to the **Advanced find** button to indicate that the search result is filtered.

5. Take one of the following actions:
 - a. To display the filtered search result, select **Close**.
 - b. To remove the applied filter and show all the devices, select **Reset**.

15.3 Update License Information

If a device is already registered in WinPDM and a new license has been purchased from the License webpage, the device information needs to be updated.



This feature requires an Internet connection to the license server.

1. Select the **LICENSES** tab.
2. Select the device whose license information you need to update.
3. On the **License** menu (or right-click the selected device), select **Refresh**.
The device license information in WinPDM is synchronized with the information on the license server and transferred to the device.
Depending on the used device, it might restart.
4. Verify that the device has been upgraded according to the license option.

15.4 Move Licenses



This feature requires an Internet connection to access the license server.

If supported by the device, a license can be moved from one device to another device of the same device type, for example, when a device is broken.

1. Select the **LICENSES** tab.
2. Select the device whose license you want to move.
3. On the **License** menu (or right-click the selected device), select **Move license**.
The **Move license** dialog is displayed.
If there are no devices displayed in the list, then no devices are available for receiving the license.
4. If there are devices available in the list, select the device to which you want to move the license, and then select **OK**.
5. If the device type of the receiving device is not updated in WinPDM, select the receiving device, then, on the **License** menu, select **Refresh** to complete the transfer of the license.
The device type of the receiving device is now updated in WinPDM.

Refer to the device documentation for detailed instructions on how to move licences.

15.5 Remove Devices from the Licenses Tab

1. Select the **LICENSES** tab.

2. Select the device that you want to remove from the list.
3. On the **License** menu (or right-click the selected device), select **Delete**.
4. In the confirmation dialog, select **Yes**.

15.6 License Upgrade Alternatives

You can upgrade the device licenses using the following methods:

- Automatic license upgrade — Used when WinPDM has an Internet connection to access the license server. For more details, see [15.6.1 Automatic License Upgrade, page 46](#).
- License upgrade using export or import — Used when WinPDM does not have an Internet connection. For more details, see [15.6.2 Export and Import Licensing Information, page 46](#).
- Manual license upgrade — Used when the serial number of a device cannot be exported to a file because WinPDM is not used.

15.6.1 Automatic License Upgrade



This feature requires an Internet connection. The communication is done via HTTPS and, normally, via port 443.

An automatic license upgrade is a way of upgrading automatically to the correct license for a device. The first time a device logs in to WinPDM, it asks the license server for the latest license for the device. When the device logs in at a later time, there is no automatic check for licenses. If changes have been made, a manual upgrade must be done, as described in [15.3 Update License Information, page 45](#).

In order to get a purchased license for a device, a connection with the license server is made. WinPDM automatically receives the serial number from the device, sends it to the license server, which returns a license key that WinPDM sends to the device. The device upgrades and the correct license information is shown in WinPDM and the device.

15.6.2 Export and Import Licensing Information

To upgrade licenses on devices when WinPDM does not have an Internet connection to the license server, follow this procedure.

1. Export information needed for licensing a device from WinPDM to a file as follows:
 - a. Select the **LICENSES** tab.
 - b. Select the device whose license you want to upgrade.
 - c. On the **License** menu (or right-click the selected device), select **Export**.
 - d. Enter a name for the file (.xml) and then select **Save**.
The file determines which additional license options are available for the device. You can also use the file to view the current license options of the device on the License webpage.
2. To purchase the license upgrade, go to <https://slp.ascom.com/license/viewlicense> and use the file exported in the first step.
A license file containing the license keys for the device is generated.
3. Import the purchased license file to WinPDM, as follows:
 - a. On the **File** menu, go to **Import → Licenses**.
 - b. Select the license file that you want to import (.xml) and then select **Open**.WinPDM communicates the license key (included in the license file) to the device.

The device may restart, depending on its type.

4. Verify that the device has been upgraded according to the license option.

16 Administration

16.1 Data Backup

All settings in WinPDM, such as configuration, sites, and templates are stored as database files. It is recommended to perform backups on a regular basis. Device software, definition files, templates, devices, and numbers including parameters are included in the backup.

Backup the WinPDM Database Files

1. Close WinPDM.
2. Go to the database files, which are saved in the **WinPDM** folder, located at: `C:\Users\<User>\AppData\Roaming\Ascom\`
3. Copy the **WinPDM** folder to, for example, a network drive.

Restore the WinPDM Database Files

1. Close WinPDM.
2. Retrieve the saved copy of the **WinPDM** folder.
3. Copy the **WinPDM** folder to: `C:\Users\<User>\AppData\Roaming\Ascom\`

16.2 Uninstall WinPDM

In Windows, select to uninstall WinPDM. Refer to your vendor documentation for more information about how to uninstall a program.

17 Troubleshooting

When troubleshooting WinPDM, it is always a good idea to examine the log files, because they provide additional information that may prove useful. When reporting an error to the supplier, always include the appropriate log file.

Log files are stored at C:\Users\<User>\AppData\Roaming\Ascom\WinPDM\log.

The log files are rotated every 10 MB and are time-stamped with 1 ms resolution.

Fault	Visual C++ Redistributable - Setup Error appears when installing WinPDM.
Solution	Uninstall any previous versions of Visual C++ redistributable packages and then install WinPDM again.

Fault	An error message A Java Runtime Environment or AdoptOpenJDK has to be installed appears when starting WinPDM.
Solution	– No Java is installed, see 2.2 Install Java, page 2. – The system environment variable for Java is missing. Java 1. Open cmd (command line). 2. Type where java 3. Press Enter. 4. Make a note of the path printed out in the cmd. Windows 1. Open Environment Variables. 2. In the <i>System Variables</i> section, edit the path variable and the path for Java. 3. Restart the computer.

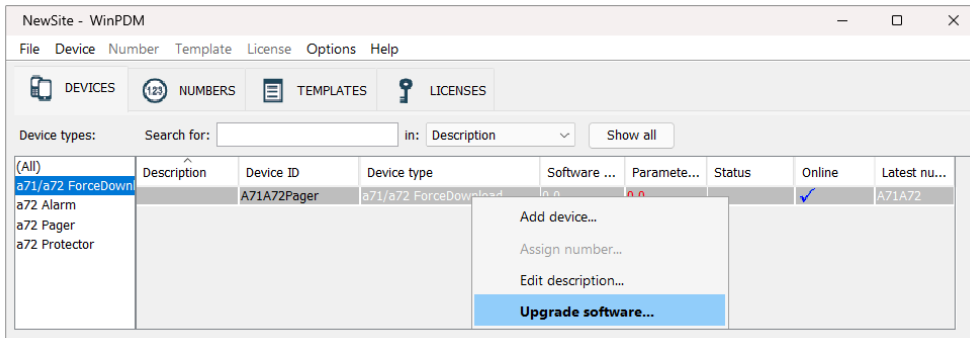
Fault	WinPDM does not start or installation fails.
Solution	To run WinPDM, the computer must match the requirements listed in the <i>Portable Device Manager (WinPDM), Data Sheet, TD 92324EN</i>. If you do not have the correct software versions installed, contact your system administrator. To install WinPDM, you must have administrator rights on the computer. Contact your system administrator if you are not able to install WinPDM.

Fault	The WinPDM stays in the connecting state.
Solution	Restart the WinPDM.

Fault	Connected device does not appear in WinPDM.
Solution	- Restart the WinPDM. - Make sure the device is properly connected, or try disconnecting and reconnecting the device. - Make sure that the USB or pager COM port is configured correctly. For a71/a72 devices, it is recommended to set Options → Preferences → Pager COM port to Auto. - Check the connection and reinstall the drivers and/or software for the device.

Fault	Connected device appears in WinPDM but not online.
Solution	Restart the WinPDM.

Fault	Device's software is not recognized/synchronization fails.
Solution	- The device might have software with a parameter set that is newer than the version recognized by WinPDM. WinPDM will then be unable to send parameters to the device. - The Upgrade aborted  symbol in the <i>Status</i> column for the selected device indicates that the synchronization between the device and WinPDM was not successful. If this is the case, WinPDM should be updated with the new software and definition files, see 6.1 Import Package Files, page 12.

Fault	During the software upgrade, the device stays in a pending state.
Solution	- Right-click the selected device and select Cancel current upload. Try to upgrade the software again. - If device remains in a pending state, disconnect the device and remove the battery, then try to upgrade the software again. - For a71/a72 devices, perform the forced software upgrade. When running software updates on multiple devices simultaneously, it is recommended to use a separate COM port for devices that require the forced software download. For this to work, set Options → Preferences → Pager COM port (force download) option to the required COM port. Ensure that the correct COM port is selected by checking in the Windows Device Manager. Follow the steps below to perform the forced software upgrade: 1. Identify the device in a pending state and disconnect it from the DP2 adapter. 2. Remove the battery and reinsert the battery. NOTE: The device screen stays blank. 3. Connect the device to the correct COM port configured for forced software upgrade. 4. On the DEVICES tab, select dedicated <i>a71/a72 ForceDownload</i> line. Right-click it and select Upgrade software.  5. Select Force software upgrade.  NOTE: During the upgrade, the device screen will remain blank until the software upgrade is complete. Once finished, the device will appear online in WinPDM. 6. Verify that the device has successfully received the new software.

Fault	Upgrade of the device's software fails (aborted).
Solution	The device does not support the software version. Use another software version.

Fault	The <code>Parameter conflict</code> dialog appears.
Solution	If a device is detected and the same number has been used by another device in the system there will be a parameter conflict. A dialog appears, asking the user to decide whether to use the number settings in WinPDM or the number settings on the device. One typical situation when this parameter conflict occurs is if a device's hardware has been replaced. For example, a replacement device has first been registered with the same number as the damaged device. When the replacement device is connected to WinPDM, it will warn for a parameter conflict. In this case, select WinPDM to transfer the phonebook of the damaged device (located in WinPDM) to the new device. If Device is chosen in this situation, the phonebook belonging to the damaged device and located in WinPDM will be deleted (and replaced with the empty phonebook in the replacement device). For more information about device replacement, refer to the documentation of the respective device.

Appendix A WinPDM Keyboard Shortcuts

General

Shortcut	Description
Ctrl + H	Open the File management dialog.
Ctrl + Tab	Switch tab.
Alt + F4	Close the application.

Devices

Shortcut	Description
Ctrl + N	Add a new device.
Enter	Upgrade the selected device(s).
Delete	Delete the selected device(s).
Ctrl + F	Find a device.
Ctrl + Enter	Open the Device properties dialog for the selected device.

Numbers

Shortcut	Description
Ctrl + N	Add a new number.
Enter	Edit the selected number.
Ctrl + C	Copy the selected number.
F2	Rename the selected number.
Ctrl + S	Save the selected number to the site.
Delete	Delete the selected number from the site.
Ctrl + F	Find a number.

Templates

Shortcut	Description
Ctrl + N	Add a new template.
Enter	Edit the selected template.
Ctrl + C	Copy the selected template.
F2	Rename the selected template.
Delete	Delete the selected template.
Ctrl + F	Find a template.

Licenses

Shortcut	Description
Delete	Delete the selected license(s).
Ctrl + F	Find a license.

Appendix B Related Documents

Portable Device Manager (WinPDM), Data Sheet, TD 92324EN

Product Licensing Overview, Function Description, TD 92677EN

Appendix C Document History

Version	Date	Description
U	26 September 2025	2 Installation of WinPDM, page 2: Updates for Java installation. 4 Basic Configuration of WinPDM, page 4: New chapter. 6 Initial Configuration of Devices, page 12: New chapter. 7.1 Create Sites, page 18: New chapter. 7.2 Import Sites, page 18: New chapter. 7.3 Open or Load Sites, page 18: New chapter. 7.5 Edit Sites, page 19: New chapter. 8.8 Import Templates, page 25: New chapter. 11.4 Delete Language Files from WinPDM, page 35: New chapter. 12 Company Phonebook and Contacts, page 36: New chapter. 12.1.1 Import Company Phonebook Files, page 36: New chapter. 12.2 Managing Contacts, page 37: New chapter. 17 Troubleshooting, page 49: Added new troubleshooting issues.
T	07 March 2024	Updated: 2.2 Installing Java , page 2
S	24 November 2020	2.1 Software Installation on page 4: Removed the paragraph about installing Microsoft Visual C++ Redistributable. 2.1.2 Installing Java on page 5: Added information about Java installation. 2.2.2 Settings for COM Ports on page 5: Added recommendation for connecting pagers. 3.5 Associate Number with Device on page 16: Added a note DECT devices limitation to support number association. 4.5.7 Associate a Number with a Device on page 34: Added a note DECT devices limitation to support number association. 4.6.4 Replace a Device on page 37: Added a note DECT devices limitation to support number association. 4.6.6 Assign a Number on page 38: Added a note DECT devices limitation to support number association.
R	27 May 2020	1.1 Abbreviations and Glossary on page 2: Added AdoptOpenJDK +Hotspot. 7. Troubleshooting on page 53: Updated the error message to include AdoptOpenJDK.
Q	02 August 2017	2. Installation and Configuration of WinPDM: Microsoft Visual C++ Redistributable installation added. 7. Troubleshooting: Troubleshooting for “A Java Runtime Environment has to be installed” added.
P	25 October 2016	1. Introduction on page 1: Clarified that features in WinPDM are device dependent.
O	26 August 2015	2.2.3 Settings for 942C Central Unit on page 7: Note updated.

N	23 April 2015	2.2.4 Settings for 912/914 Pocket Receiver on page 7: Support for 912 added. 4.5.4 Manage Certificate for a VoWiFi Handset on page 32: Supported certificate formats added. Name of tabs changed to “Trusted Certificate” and “Application Certificate”. Devices Tab on page 20: Old status icons replaced with new ones 4. Operation on page 18: Screen shots updated because updated WinPDM GUI.
M	21 November 2013	2.2.4 Settings for 912/914 Pocket Receiver on page 7: parameter for clearing storage rack location settings added. 3. Initial Configuration of Devices on page 10. 4.5.4 Manage Certificate for a VoWiFi Handset on page 32: note regarding Nested Certificates added. 4.5.11 Import Contacts on page 35: clarified the requirement of the receiving device.
L	11 January 2013	2.2.3 Settings for 942C Central Unit on page 7: New section. 2.2.4 Settings for 912/914 Pocket Receiver on page 7: New section. 2.2.2 Settings for COM Ports on page 5: figure updated due to new 942C parity parameter. 7. Troubleshooting on page 53: troubleshooting for 912/914 added.
K	25 October 2012	1.2 Requirements on page 3: JRE 32-bit and JRE 64-bit added. 2.2.2 Settings for COM Ports on page 5: new screen shoot. Numbers Tab on page 22: updated due to new columns
J	23 January 2012	Support for Windows Vista removed.
I	26 September 2011	5 Uninstall the PDM, Uninstallation of Unite Host Router removed
H	01 February 2010	See change bars for more information.
G	17 November 2009	4.6.9 Device Properties: New section. 4.8 Licenses: New section. 4 Administration: New section. 4.7.7 Upgrade a Template: New section. 4.7.8 Apply a Template: New section. 4.6.9 Device Properties: Updated. 7. Troubleshooting: Updated.
F	16 February 2009	Added new features. Minor updates.
E	22 October 2008	Added new features; languages, phonebook, new menus.
D	26 June 2008	Major technical changes and new document structure.
C	18 December 2006	Name of the default installation folder is changed

B	17 May 2006	Clarifications and new instructions because of changes in the GUI
A	20 February 2006	First released version.

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