OpenScape WLAN Phone WL4

Service Guideline

Unify CaC UCC PH SME PM

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Contents

Summary, key aspects of this issue

new WLAN Phone WL4

1 Introduction

1.1 General

This service guideline describes product-specific features regarding installation, setup and maintenance of the product OpenScape WLAN Phone WL4.
This document does not contain descriptions of the global processes and structures of the Unify service organizations. We assume that the users at whom this document is aimed have a sound working knowledge of the general service procedures.

This document is subject to the requirements of DIN ISO 9001 and in this respect is a controlled document. For certification in accordance with DIN ISO 9001 it is necessary to inform all organizational units concerned without exception.
This document is subject to the CIP (Continuous Improvement Process). Suggestions for improvement are welcome and should be sent to your contractual agreed contact partner.

1.2 Country specifics

Country specifics will be dealt with in the individual sections if necessary.

2 Product information

2.1 Product description

The OpenScape WLAN Phone WL4 handsets are an advance variant of telephones for mobile workplaces that use WLAN technology.

These endpoints can be deployed in environments with the appropriate Unify platforms (supported platforms see chapter 1.1.2) and use WLAN infrastructure which supports the dominant infrastructure standards IEEE 802.11a/b/g/n/ac.

In addition, these handsets support not only wireless telephony, but also messaging and alarming as options.

The OpenScape WLAN Phone WL4 family consists of:

- the endpoints: OpenScape WLAN Phone WL4 and OpenScape WLAN Phone WL4 Plus
- the tools: Portable Device Manager (PDM) and Wireless Service Gateway (WSG)
- different chargers and accessories

Communication with Unify platforms is enabled through SIP.
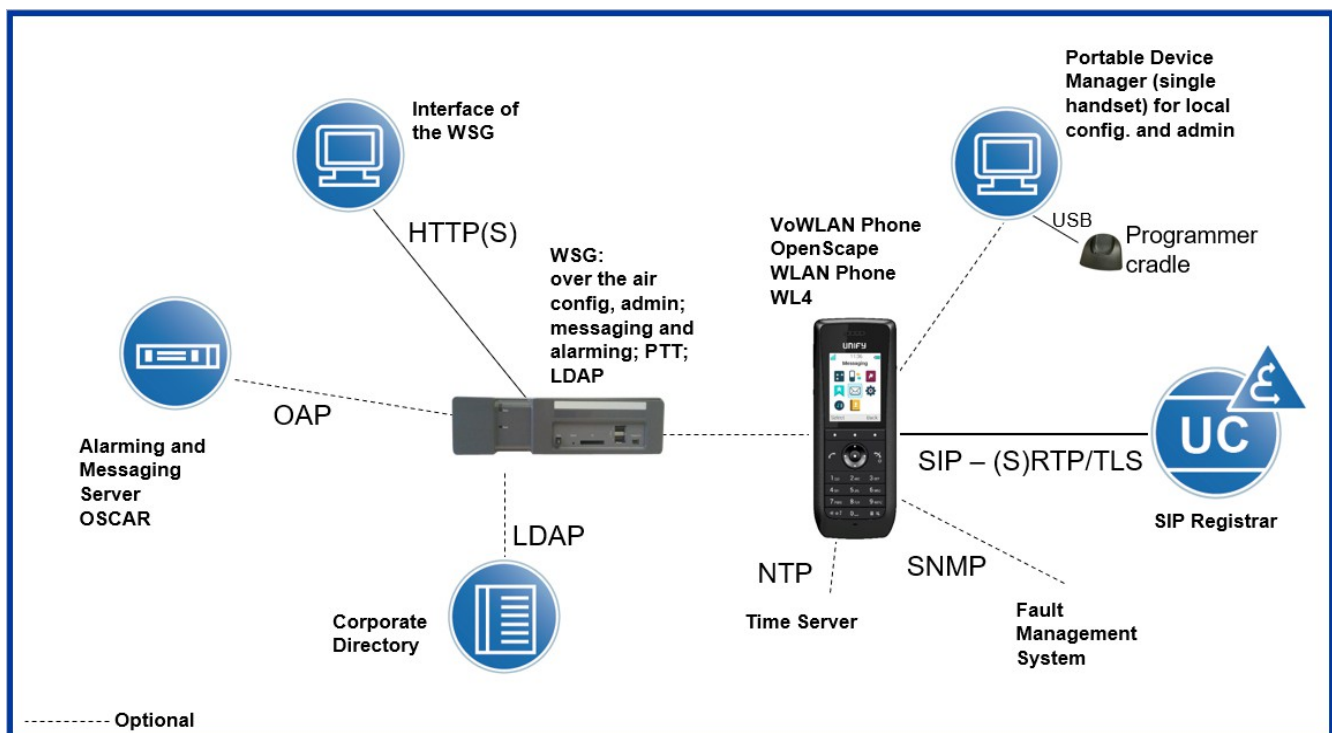
OpenScape WLAN Phone WL4 portfolio overview

For more detailed information about core features of the product please refer to Sales Information. Technical details are listed in the related data sheet.

2.2 Limitations / dependencies

The OpenScape WLAN Phone WL4 portfolio is released on the following Unify platforms:

- OpenScape Business, from V3
- OpenScape Voice, from V9
- OpenScape 4000, from V10

The interface for the solution in the platforms is SIP.

For dependencies on other versions or products, see Sales Information.

2.3 Product introduction

As a client/partner of Unify additional information on this can be obtained via Partner Portal (SEBA) or from your contractual agreed contact partner.

2.4   Delivery

2.4.1   Scope

Delivery Packages of phones:

OpenScape WLAN Phone WL4 WLAN Handset	L30250-F600-C327
OpenScape WLAN Phone WL4 Plus WLAN Handset	L30250-F600-C328

2.4.2   License handling

The OpenScape WLAN Phone WL4 may be upgraded by a license key to use messaging. It is possible to upgrade an OpenScape WLAN Phone WL4 by downloading a license from the OpenScape License Management Server.

The following license is available:

- OpenScape WLAN Phone WL4 Messaging License

Unify's Central License Server (CLS) is the central tool for both product and service license management, respectively. When products and/or software support services have been ordered at Unify, the CLS will provide the corresponding licenses. License activation, thereby, follows defined rules that are described in detail in the CLS User Guide.
Initially, licenses are shown at the CLS account of the partner who has ordered the respective products and services. Licenses can be easily identified or searched for by using their corresponding LAC which has been sent to the Partner in the Delivery note.
At the CLS, product licenses and service licenses are associated by defined numbers. Additionally, each product base and each service base license carry their own SIEL-ID before license activation.

2.5   Reporting

2.5.1   GSI.Flow data

Product Family	Client & Devices
Product Group	OpenScape WLAN Phones
Product Type	OpenScape WLAN Phone WL4
Product Version	V1
SW Version	unassigend

Product Family	Client & Devices
Product Group	OpenScape WLAN Phones
Product Type	OpenScape WLAN Phone WL4 Plus
Product Version	V1
SW Version	unassigend

Product Family	Client & Devices
Product Group	OpenScape WLAN Phones
Product Type	OpenScape WLAN Phone WL4 Messaging
Product Version	V1
SW Version	unassigend

Product Family	Client & Devices
Product Group	OpenScape WLAN Phones
Product Type	OpenScape WLAN Phone WL3/WL4 WinPMD
Product Version	V1
SW Version	unassigend

2.5.2   GO Support Model (GSI.Flow / SNOW Workgroups)

Please follow the support model of the connected switch.

2.5.3   Service Knowledge Base data

Main Category	Client & Devices
Product Family	OpenScape WLAN Phones
Product	OpenScape WLAN Phone WL4
Product Version	OpenScape WLAN Phone WL4 V1
Product Item Number	P30152-P1676-A1-1 (V1 R0.0.0)

Main Category	Client & Devices
Product Family	OpenScape WLAN Phones
Product	OpenScape WLAN Phone WL4 Plus
Product Version	OpenScape WLAN Phone WL4 Plus V1
Product Item Number	P30152-P1676-A2-1 (V1 R0.0.0)

Main Category	Client & Devices
Product Family	OpenScape WLAN Phones
Product	OpenScape WLAN Phone WL4 Messaging
Product Version	OpenScape WLAN Phone WL4 Messaging V1
Product Item Number	P30152-P1676-A3-1 (V1 R0.0.0)

Main Category	Client & Devices
Product Family	OpenScape WLAN Phones
Product	OpenScape WLAN Phone WL3/WL4 WinPMD
Product Version	OpenScape WLAN Phone WL3/WL4 WinPMD V1
Product Item Number	P30152-P1676-A4-1 (V1 R0.0.0)

2.6 Services

2.6.1 General

Global Services deliver world class services and solutions that delight our customers, drive business value for them and profitable growth for us. We constantly evolve our offerings and develop our people to position our organization for the future..

Service Operating Model
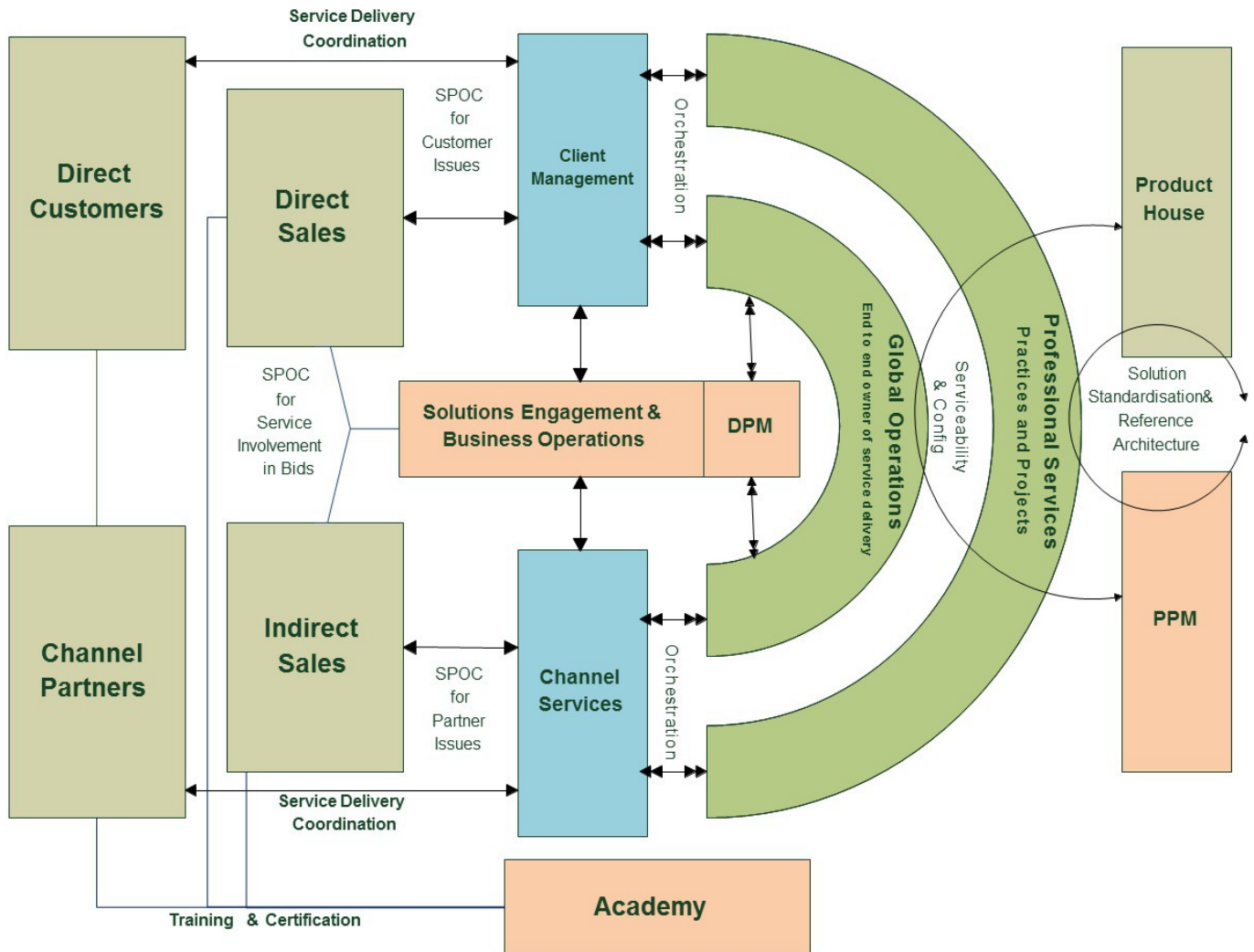
2.6.2 Professional Services

As a client/partner of Unify additional information on this can be obtained via Partner Portal (SEBA) or from your contractual agreed contact partner.

2.6.3   Support and Maintain Services, Managed Services

The following Offerings for Support and Maintain as well as Managed Service respectively Service Elements apply for this product.

		8x5	10x5	12x6	24x7
Software Support		x			
Hardware Support		x			
Remote Service Platform					
Solution Maintenance (Total Care)		x			
xAdoption and Enabling		x			
Managed Service Desk **Consulting, Design and Integration Services**		x			
Service Level Management					
ProActive Fault Monitoring					
Backup & Recovery Services					
Proactive Patch Management					
Firewall Patching Services					

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2.6.4   Customer Network Analysis

When marketing VoIP solutions, it is essential to be familiar with the type of infrastructure the customer has so that the VoIP solutions can be integrated into an existing network. This means that it is imperative to perform a network assessment during the pre-sales phase or, alternatively, for the customer to guarantee (in writing) observation of the required IP network criteria. This guarantees that the customer communication network is suitable for the installation of the planned solution, therefore avoiding foreseeable problems when implementing VoIP solutions and in turn leading to improved customer satisfaction.

If this analysis is not authorized by the customer and, despite customer assurance, the required IP network criteria are not fulfilled, any service expenses and/or additional customer apparatus costs incurred as a result of this will be added to the invoice.

The Service Tool „IP Service" shall be used to perform the above mentioned Services.

3   Installation / start-up / maintenance

3.1   Requirements placed on service personnel / skills

3.1.1   General skill requirements

As defined for Service personnel which works at Call Desk, Service Desk, Incident Management / Back End Support / Problem Management and Onsite.

3.2   Installation and start-up

3.2.1   Site Survey

WLAN networks with 3 access points or more require a site survey of the customer environment, especially if:
- several floors or buildings are to be included in the WLAN range,
- the solution must coexist with other WLAN installations, or
- other strong radio sources are being operated in the environment

In the site survey it should be considered:
- In a WLAN network compliant with IEEE Standard 802.11 a/b/g/n, there are channels that do not overlap. It is therefore necessary and important to plan the channels.
- To achieve acceptable call quality, minimum field strength must be guaranteed to be available to the OpenStage WL4 telephone at all times. To ensure successful handovers, the cells of the access points must overlap with at least a minimal field strength value.
- To avoid as much as possible interference between two access points transmitting on the same channel, and to provide the telephone with clear information for making a handover decision, a field strength difference must be maintained.

You can find much more to those requirements on the wiki page, click here.

3.2.2   Installation

It is recommended to use the Device Manager in WSG to install and maintain handsets in a large network.

3.2.3   Start-up

First configuration is done using the Portable Device Manager (PDM). In small systems where it is possible to collect all handsets to update settings, daily maintenance is also done by using the PDM.OpenStage WL3/WL4 WSG Server makes it possible to administrate the handsets centrally via a web interface without the need to collect the handsets. The handset behavior can be customized to suite each user profile.

Notice regarding revision of the delivered SW version:
In case of applications the actual version, preferably with the latest fix release, will be delivered on CD. Before installing the application, basic PC SW like OS, IE or JRE has to be updated with the newest update/patches to cover late upcoming security issues.
HW deliveries with preinstalled SW contain the most reasonable version from a technical and economical point of view at least the actual minor release. It needs to be proved in individual cases whether to update the product with the latest release which has been provided by SWS server or not.
In case of IP-endpoints it has to be checked in either case if the actual version has been delivered.
Otherwise the product has to be updated with the latest release which has been provided by SWS server using DLS. This task is already covered by the calculated installation time.

3.3   Maintenance process

3.3.1   Software corrections

Software errors/problems will be addressed via software update, provided that a version which includes the fix is available. Required SW corrections will be provided as Minor Release / Fix Release / Hotfix as Delta and/or Full Release versions.
Available and released corrections are documented with Release Notes in the Service Knowledge Base (G-DMS).

3.3.2   Hardware corrections

In case of defective HW, the complete Device will be replaced.

3.3.3   Software supply

Required SW corrections will be provided via the global SWS Supply System.
Additional information is described in the SW-Release Management Concept. Detailed Information you'll find at the Academy for Professional Training (APT). In the web based training (WBT) "SIRASWRM" (Software Release Management SVU on Demand) the new concept will be presented and explained. The WBT can be booked free of charge by everybody.
As a client/partner of Unify additional information on this can be obtained via Partner Portal (SEBA) or from your contractual agreed contact partner.

3.3.4   Problem escalation to GO / GVS

If it is necessary to exchange troubleshooting information like error log files or trace files and the file size is above the limit of your email system it is recommended to use „File Exchange Service" provided by Unify IT.

3.4   On-site system access

On-site system access via WBM or local menue.

3.5   Remote system access

Remote access to the WSG is possible via RSP.
The purpose of RSP is to provide a cost-effective toolset to help Partner enterprises to achieve operational advantages and enrich their service processes. Unify offers a solution for standard remote access in order to reduce the installation and maintenance costs regarding the Partner's time and travelling expenses, and to amend response and resolution times for the Partner and for Unify SER. This will gain trust and therefore raise the acceptance of the Unify product portfolio.

3.5.1   Description of remote system access

User Interface: The Remote Users are entitled to work on the Windows Terminal Server (WTS) and use the Equipment Explorer (EqE) as main User Interface. The EqE provides a powerful and detailed search machine to find customer devices and build up secured RSP connections. The additional SSDP GUI will be available as long SSDP is on duty.
Toolset on RSP: A powerful Service toolset enables the Remote User to maintain the whole Unify portfolio in an efficient way. Tools for diagnostic, file transfer, configuration, SW Management and remote MACs are already offered. This toolset will be enhanced continuously.
Security: Best security currently available due to RSP.servicelink connection with Server- and Client certificates and 256 bit AES encryption. RSP.servicelink offers Firewall friendly set up for the customer. Only outgoing Port 443 needs to be open. All incoming ports can be turned off for maximum customer protection. This is currently seen as "gold standard" security solution for VPN transfers and even used by government to protect security relevant transfers. IPSec VPN offers similar security as RSP.servicelink but without Client Certificates.
Usability: The Unify Entitlement enables maximal security and comfortable handling for the Remote User to access the RSP. IC Partners use a special Service Partner Access (SPA) to get access to the RSP. The Single Sign On feature enables Remote Users to access the Customer device without entering Account credentials for the device. Service Automation uses the same access using the stored credentials (if allowed).The EqE provides a quick and very detailed search machine showing a lot of important information about the device, customer or customer access policies.
Connectivity Types: These connectivity methods support the whole Unify portfolio incl. legacy products.
1) RSP.servicelink is an easy to install connectivity and is based on OpenVPN technology and SSL VPN protocol. With client and server certificates it offers the highest security standard.
2) IPSecVPN is an established industry standard but needs complex configuration.
3) Dial-up for legacy products
Data Center: The RSP infrastructure is centralized in a Data center in Germany. High availability will be guaranteed with 2 geo redundant locations. The virtualized and scalable server farm covers the future need of increasing performance.

3.5.2   SESAP / SSDP / SIRA / HiSPA Support

You will find general information as well as product related information regarding these issues within the Service Knowledge Base or the Intranet.

Remote Service Platform - RSP Intranet

3.6   Data backup

Product provides standard backup features, no additional description necessary. Please see Service documentation.

3.7   Upgrades

n/a

3.8   Tools / test equipment

3.8.1   Installation, generation, and administration systems

n/a

3.8.2   Tools / test equipment

The radio coverage provided by the access points is not part of the product and must be considered separately. Special services are available for this (see Sales Release)

3.9   Service information

Service information (software and hardware releases / modifications) will be filed in the Service Knowledge Base (G-DMS).

3.10   Escalation process

3.10.1   Standard

Via the Customer Support Portal you will find out more about the global Remote Services Organization and the GO Service processes.

3.10.2   Escalation path for OpenScape WL4

Please use the escalation path of the connected switch.

4 Training

4.1 General

The service market introduction training is the intellectual property of Unify CaC PH and the further use (also internally) requires the agreement of Unify CaC PH.

4.2 Client information on the training offer

As a client/partner of Unify additional information on this can be obtained via Partner Portal (SEBA) or from your contractual agreed contact partner.

5 Documentation

5.1 Service documentation

Title
OpenScape WLAN Phone WL4, Battery Pack Charger, Installation Guide
OpenScape WLAN Phone WL4, Configuration Manual
OpenScape WLAN Phone WL4, Data Sheet
OpenScape WLAN Phone WL4, Handset Charging Rack, Installation Guide
OpenScape WLAN Phone WL4, Handset, Quick Reference Guide
OpenScape WLAN Phone WL4, Migration Guide
OpenScape WLAN Phone WL4, Personal Device Manager WinPDM, Administrator Documentation
OpenScape WLAN Phone WL4, Portable Device Manager (WinPDM), Installation Guide
OpenScape WLAN Phone WL4, Quick Reference Guide
OpenScape WLAN Phone WL4, Safety and Regulatory Instructions
OpenScape WLAN Phone WL4, System Planning, Planning Guide
OpenScape WLAN Phone WL4, User Guide
OpenScape WLAN Phone WL4, Wireless Service Gateway (WSG), Administrator Documentation
OpenScape WLAN Phone WL4, Wireless Service Gateway (WSG), Installation Guide

As a client/partner of Unify additional information on this can be obtained via Partner Portal (SEBA) or from your contractual agreed contact partner.

6 Spare parts / logistics

6.1   Spare parts

Name	Part number	Repair code
OpenScape WLAN Phone WL4 WLAN Handset	S30122-X8008-X60	y
OpenScape WLAN Phone WL4 Plus WLAN Handset	S30122-X8008-X61	y
OpenStage WL3 / OpenScape WLAN Phone WL4 charger EU	S30122-X8008-X24	n
OpenStage WL3 / OpenScape WLAN Phone WL4 charger UK, US, AUS	S30122-X8008-X26	n
OpenStage WL3 / OpenScape WLAN Phone WL4 charger (no power cabel)	S30122-X8008-X27	n
OpenStage WL3 / OpenScape WLAN Phone WL4 rack char. for up to 6 handsets EU	S30122-X8008-X28	y
OpenScape WLAN Phone WL4 rack char. for up to 6 batteries EU	S30122-X8008-X65	y
OpenScape WLAN Phone WL4 carrying case	S30122-X8008-X62	n
OpenScape WLAN Phone WL4 swivel clip	S30122-X8008-X63	n
OpenStage WL3 / OpenScape WLAN Phone WL4 security chain	S30122-X8008-X32	n
OpenScape WLAN Phone WL4 standard battery	S30122-X8008-X64	n
OpenStage WL3 / OpenScape WLAN Phone WL4 desktop program.	S30122-X8008-X33	n
OpenStage WL3 / OpenScape WLAN Phone WL4 WSG	S30122-X8008-X34	y
OpenStage WL3 / OpenScape WLAN Phone WL4 WSG mount. kit front	S30122-X8008-X35	n
OpenStage WL3 / OpenScape WLAN Phone WL4 WSG mount. kit reverse	S30122-X8008-X36	n

*

6.2   Spare parts supply

For more information about Service Logistics and ordering login to the [Customer Partner Portal](#).

6.3   Ordering procedure

All users (internal / Partner) may access the Order Entry tool using the [Customer Partner Portal.](#) After login to SEBA the Order Entry Logon will be reached via "Ordering / Spare Parts Logistics"

7 Data protection and information security

It is mandatory to adapt the systems default settings. The Security Checklist gives recommendations how to harden the product according to best-practice security measures. It presents a checklist to ensure all necessary installation and configuration steps can be taken and adapted to the individual customer's environment and security policy.
General Data Protection Regulation compliant data protection and privacy for all individuals within the European Union is only provided on our latest solutions or product versions. Please upgrade your systems always to assure up-to-date security and compliance with legal requirements.
A print-out of the Security Checklist can be used to document the deviations of the security settings on customer wish.
The latest Security Checklist should be used with every update of a product to a newer major or minor version.
The document can be found via Partner Portal in e-docu.
Country-specific regulations must be observed.

8 Abbreviations

APT	Academy for Professional Training
BES	Back End Support
CSC	Common Service Catalog
ELM	Enterprise Line Manager
EMEA	Europa / Naher Osten / Afrika
ENScore	Enterprise Networks Service Configuration and Pricing System
FE	Front End
FSE	Field Service Engineer
GBK	Division code (Geschäfts – Bereichs – Kennzeichen)
G-DMS	Global Document Management System
GO	Global Operations
GVS	Global Vendor Support
HiSPA	HiPath Serviceability Platform for Applications
ICTS	International Case Tracking System
IMT	Incident Management
JRE	Java Runtime Environment
MAC	Move, Add, Changes
MTBF	Mean Time Between Failure
PMT	Problem Management
RAS	Remote Access Server
RDP	Remote Desktop Protocol
RSE	Remote Service Engineer
RSP	Remote Service Platform
RuAD	Repair and Replacement Service (Reparatur und Austausch Dienst)
SCM	Supply Change Management
SE	Service Elements
SEBA	Partner Portal
SESAP	Secured Enterprise Service and Administration Platform
SIRA	Secured Infrastructure for Remote Access
SLM	Service Line Manager
SPoA	Single Point of Access
STM	Service Time Management
SVU	Synchronous Virtual University
SWS	Software Supply
VPN	Virtual Private Network
WTS	Windows Terminal Server
ZOC	SSH/telnet client and terminal emulator