

Configuration - ShoreTel

When the handset have lost connection to the WLAN and then enters coverage it will send a de-registration followed by a registration to the SIP server. It has been noticed that under some circumstances these two messages are sent too close in time and the handset might end up in a unregistered state.

To avoid this issue it is strongly recommended to add the following command to the Ascom phones SIP profile in the ShoreTel configuration (case sensitive).

```
DelayUnregister=15
```

The delayed unregister command is available from ShoreTel version 10.2.

Please consult either Ascom support or ShoreTel support for additional information.

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<http://support.shoretel.com>

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