

# ascom

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## ADDENDUM Ascom i62/i75 ShoreTel SIP

### Ascom

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#### **Configuration - ShoreTel**

When the handset have lost connection to the WLAN and then enters coverage it will send a deregistration 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 recomended 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.

techsupport@ascomwireless.com

http://support.shoretel.com

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