



## Configuration - ShoreTel

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**Issue:** After adding Ascom Wireless SIP phones to a site with a ShoreTel Voice Switch, the Ascom phones begin locking up and show No Access. All SIP call processing on the V switch stops until rebooted. Voicemail and non-SIP calls continue to function.

**Scenario:** Issue involves Ascom i62 WiFi phones only. These phones use some components of SIP not supported by ShoreTel until version 13 (SIP UPDATE).

**Resolution:** To prevent this condition:

1. Ensure you are running either ShoreTel 11.2 build 16.44.5000+ or ShoreTel 12.3 build 17.62.4200+.
2. Create a SIP profile for the i62 WiFi phone. Add the "DontAdvertiseUpdate=1" parameter to the SIP profile. \*\*See attached screenshot for detailed example

The screenshot shows the 'SIP Profile' configuration page for 'Ascom i62'. The page includes buttons for 'New', 'Copy', 'Save', 'Delete', and 'Reset', along with a 'Help' link. The 'Edit this record' section has a 'Refresh this page' link. The 'Name' field is 'Ascom i62', 'User Agent' is 'Ascom i62.', and 'Priority' is '100'. The 'Enable' checkbox is checked. The 'System Parameters' section lists: OptionsPing=0, SendEarlyMedia=0, MWI=none, 1CodecAnswer=1, StripVideoCodec=0. The 'Custom Parameters' section lists: OptionsPing=0, MWI=notify, FakeDeclineAsRedirect=1, XferFailureNotSupported=1, AddGracePeriod=90, DelayUnregister=15, and DontAdvertiseUpdate=1. A red arrow points to the 'DontAdvertiseUpdate=1' parameter. A warning message at the bottom states: 'Warning! Please use ShoreTel's recommended SIP profile configurations to ensure optimal functionality. Improper customization may lead to faulty operation of telephone features.'

**Note:** This issue has only been reported with ShoreTel Voice Switches. The following SIP profile was tested with Ascom firmware version 2.5.9.

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

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<http://support.shoretel.com>

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