

## TECHNICAL BULLETIN CS-06-02

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### Handset Display Appears to Lock up after Message is sent from Emergin Pager Server

**Notification Date:** 2/28/06

**Originator:** Jason Malone

**Effective Date:** 3/10/06

**Approvers:** Wayne McAllister  
Mitch Silver

**Systems Affected:** SW Versions = All

HW Revisions = i640, e340, h340

**Contact:** Jim Stampfle

**Status:** Approved

**Access Level:** General

**Revision:** A

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**Problem:** After a page from the Emergin paging server is sent, the display retains the display until the phone is power cycled.

#### **Description:**

This problem occurs when the Emergin WirelessOffice application sends display updates to the wireless phone with the "Retain display" flag set. This essentially tells the handset to keep the message on the display until the user acknowledges it by pressing the START button, or until the user goes into a PBX call. If a second page is received while viewing the first message and the END button is pressed, this will cause the phone to return to idle/standby with the message still on the display.

#### **Resolution:**

By disabling this "Retain Display" flag in the Emergin software the handset will operate normally after receiving a message from the paging server.

