

# Technical Bulletin CS-09-13

8020/8030 Appears to Not Be Charging



## Problem

8020/8030 handset doesn't indicate it is charging when in an error state.

## System Affected

SpectraLink 8020/8030

## Description

When an 8020/8030 handset has been placed into a charger in a powered on state and experiences a network error that prevents the handset from acquiring the WLAN the handset display will not indicate the handset is charging. For example, a handset is powered on and in a standby state in the charger displaying "Charging" with the battery icon in the upper right corner cycling. The WLAN becomes unavailable which results in the handset displaying the error "No Net Found, No APs" and the battery icon continues to cycle. Once the error is displayed the handset will enter an idle state for 20 seconds before reinitializing. If the WLAN is still unavailable the handset will continue to display the same error message but now the battery icon will no longer cycle and may not be displayed nor will the handset display any other indication that the handset is charging.

The handset will continue to display the error message but continue to attempt to recover the network connection every 20 seconds for 2 seconds before once again reinitializing.

## Resolution

For the 20 second interval that the handset is idle it is unable to charge the battery. This is actually a safety factor as the handset's processor is powered off during this time and isn't able to monitor the battery for temperature, etc. However, the battery is charged during the 2 second period the phone is attempting to acquire the network. At all times the handset is drawing all necessary power to run the handset from the charger. This results in the battery being charged at approximately 10% of the expected normal rate. For example, if the handset is in the charger for 60 minutes in an error state that prevents it from acquiring the network then in reality the handset only charges for approximately 6 minutes out of the 60 minute time period in the charger.

This may result in the perception that the handset has not been charging over an extended period of time since the battery state may appear to have not improved. If a battery with a low charge is placed in a handset and left in the error state described above it would likely take up to 48 hours to completely charge that battery depending on the battery model being used.

It is always recommended that the error state be remedied prior to attempting to charge a handset. Alternatively, the handset should be powered off before

The information provided in the Polycom technical bulletin is provided "as is" without warranty of any kind. No obligation or liability will arise out of Polycom rendering technical or other advice or service in connection herewith.

Polycom® and the Polycom logo design are registered trademarks of Polycom, Inc. in the U.S. and various countries. All other trademarks are the property of their respective companies.

Effective Date: 8/12/09

attempting to charge the battery. This will result in the phone displaying “Charging...” with the battery icon cycling. The battery can also be removed from the phone and placed in the rear slot of a dual charger or a quad charger to fully charge the battery until the WLAN once again becomes available.