

Technical Bulletin CS-08-19

SpectraLink 8000 Rev. A Infrastructure



Problem

SpectraLink 8000 Rev A Infrastructure requires updated software.

System Affected

SpectraLink TGx216, MOG7xx

Description

There has been a necessary hardware change that affects the SpectraLink 8000 series products referenced above. The changes are due to component obsolescence, and will not add any new functionality or features. For these products to operate properly, a new software revision is needed. The products can be identified by a "Rev A" label on the front panel (see example below).



Resolution

For these products to operate properly, they will need to have a minimum version of software loaded on them. While this software will be loaded at the factory, it is possible to download previous software versions into them. The following is the list of minimum software levels for the Rev A gateways:

Model Version
SCx216 32.115/33.115
MOG7xx 82.018

The default software installed at the factory does not prevent previous versions of software to be loaded into the TGx216, and if that does occur, then the Rev A gateway will not operate. The result will be an Ethernet connection and the serial connection that will not operate, and the Status LED 4 will stay lit solid on the front panel after it tries to boot up. This can only be resolved by a successful TFTP download using the previously configured TFTP server address. Once a previous version of software has been loaded into the Rev A unit, there is no way to go back and change the TFTP server address.

Keep in mind that systems using more than one TGx216 (including TGx116), that the software must be the same on all units. This would mean that all gateways will need to be updated to the version that is in the Rev A gateway.

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Recommendation

Polycom highly recommends that all SpectraLink infrastructure is updated to the versions listed above before installing a Rev A gateway.