spectralink

Technical Bulletin CS-17-01

Product Firmware PCS17A Advisory Notice

This technical bulletin serves to inform you of issues relating to the latest Q1 2017 DECT Firmware release (PCS17A) and the need to roll back handsets to the previous release Q4 2016 DECT Firmware (PCS16W) for all 72-, 75-, 76- and 77-Series handsets.

System Affected

Due to issues with the newly implemented site survey functionality in the Q1 2017 release (PCS17A), Spectralink recommends to roll back handsets with the Q1/2017 release to the Q4 2016 release (PCS16W) on ALL installed 72x2 75x2. 76x2, 77x2 series handsets. Kindly note that Butterfly handsets are not affected.

Description

Due the implementation of the site survey functionality and changes in radio signal scanning algorithm, there has unfortunately been some unexpected problems introduced in the radio module. This causes the handset to perform below our high quality Spectralink standard in some situations and can cause bad audio as well as periodic loss of connection (call drops).

Action taken by Spectralink:
- The firmware PCS17A has been removed from our website http://support.spectralink.com/ from where customers can download the firmware)
- 72x2, 75x2, 76x2, and 77x2 series handsets will be shipped from factory with PCS16W until Q2 2017 release – expected 1st week of April 2017
- It is planned that the Q2 2017 release will have all improvements, added or changed features as the PCS 17A except the site survey functionality. Only the site survey feature will be suspended until further notice

Action for customers:
- Spectralink strongly recommends to roll back handsets with the Q1/2017 release (PCS17A) to Q4/2016 release (PCS16W)

Notes:

All improvements, added or changed features from PCS16W to PCS17A will be unavailable until our next release and the site survey functionality will be suspended until further notice. When the site survey functionality in handset is required ONLY to perform site survey but NOT to be used for general use - the PCS17A release can be used. If you have such a requirement, please contact Spectralink support – who can provide further details and access to the firmware.

When deploying always use the same version firmware on ALL Servers, Base Stations and handsets. Mixed firmware should ALWAYS be avoided, however, in this particular case there are no incompatibility when using PCS16W handset firmware with Q1 2017 firmware Base station and DECT server software.

For any further clarification – please contact Spectralink support
http://support.spectralink.com/

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