

Technical Bulletin 00-14



Bulletin #: CS-00-014

Product Type: PTB4XX

Software Version: 0005311554 or greater

Hardware Revision: All

Access Level: Internal ONLY

Originator: Matt Jerger

Status: Approved

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Date: September 19th, 2000

Title: Headset Ring not working on Wireless Telephones.

Symptoms:

The Wireless Telephone does not ring through the headset. When the Ring Type in the Wireless Telephone is set to "Soft Ring" and a headset is plugged in, the user does not get a ring in their headset.

Problem:

The operating software in the Wireless Telephone does not support ringing through the headset. This will only happen on a small set of Wireless Telephones with serial numbers beginning with 7XX, and that have version 0004111558.

Resolution:

The Wireless Telephone needs to be replaced with one that has the correct version of software (version 0005311554 or greater). If the Wireless Telephone is in warranty or you have a current maintenance contract, SpectraLink will replace the phone. Contact SpectraLink Customer Support at 1-800-775-5330 to obtain an RMA.

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