

Technical Bulletin CS-15-14

Issue on RFP6 Base Stations

This technical bulletin explains production issues on 4- and 8-channel RFP6 base stations produced between January 25th and October 12, 2015 (production week 15W04 - 15W42).

System Affected

The following part numbers are impacted:

- 02440700: 4 Channel, 1G8 version
- 02440701: 4 Channel, 1G9 version
- 02440710: 8 Channel, 1G8 version
- 02440711: 8 Channel, 1G9 version

Description

The issue results in approximately a 10 dB reduction of the signal strength and the disabling of the antenna diversity. This will result in reduced system performance, which could contribute to handover issues and/or poor audio quality.

Suggested Solutions

Spectralink DECT 2500 and 8000 Systems

Please update your server software to the latest release; firmware version PCS15J_. The server will automatically check for the issue on each connected base station as the base station powers up. If detected, the server will automatically verify, correct and log all base stations affected by this issue. There is no new software required on the base stations to correct this issue.

Other systems including KIRK Wireless Server 1500 Systems

Please be aware that the Spectralink KWS1500 system is no longer supported product by Spectralink.

In order to correct issues with RFP6 base stations installed on one of these older systems you must attach it to a Spectralink DECT 2500 or 8000 Server with firmware version PCS15J_ or newer using a converter cable. Following the update procedure, the base station will no longer have the problem, even if connected to other systems, including KIRK Wireless Server 1500 systems.

Spectralink will not provide customers with a server to correct this issue on older systems. Please consider upgrading to a DECT 2500 or 8000 server. Alternatively, you may request a complimentary RMA from Spectralink for the affected base station(s).

Base Stations in Stock

There are options available to customers and partners with base stations in stock. You can choose to either, attach a base station to a DECT 2500 or 8000 server with firmware version PCS15J_ or newer using a converter cable, or allow an updated server to correct the base station during normal installation. This will allow the server to automatically verify, correct and log all base stations affected by this issue.

Conclusions

Once a system is updated to the latest release; firmware version PCS15J_, you may choose to downgrade to a previous release. This will be acceptable as long as the software has been left on the server long enough to correct the issue on any affected base stations. Verify that base stations have been updated by viewing the system log for confirmation. Once all base stations have been checked and corrected by the system you may then downgrade to previous releases as desired. No software is required on the base stations to correct this issue.

Questions

If you have any questions, please contact technical support at technicalsupport@spectralink.com.

We deeply apologize for the inconvenience.

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