

Spectralink DECT Handset Battery Issue

This technical bulletin explains the details of an issue with battery fit and battery life impacting a select group of Spectralink DECT handset models.

System Affected

The following Spectralink DECT handset models are impacted by these battery issues.

<i>Part Number</i>	<i>Description</i>
75-Series	
02430000	Spectralink 7520 Handset, 1G8
02430009	Spectralink 7520 Handset, Australia
02431000	Spectralink 7520 Handset, 1G9
02620000	Spectralink 7522 Handset, 1G8
02450000	Spectralink 7540 Handset, 1G8
02450009	Spectralink 7540 Handset, Australia
02451000	Spectralink 7540 Handset, 1G9
76-Series	
02510000	Spectralink 7620 Handset, 1G8
02510020	Spectralink 7620 Handset, Australia
02510030	Spectralink 7620 Handset, New Zealand
02511000	Spectralink 7620 Handset, 1G9
02520000	Spectralink 7640 Handset, 1G8
02520020	Spectralink 7640 Handset, Australia
02520030	Spectralink 7640 Handset, New Zealand
02521000	Spectralink 7640 Handset, 1G9
77-Series	
02530000	Spectralink 7710 Handset, 1G8
02530020	Spectralink 7710 Handset, Australia
02530030	Spectralink 7710 Handset, New Zealand
02531000	Spectralink 7710 Handset, 1G9
02540000	Spectralink 7720 Handset, 1G8

<i>Part Number</i>	<i>Description</i>
02540020	Spectralink 7720 Handset, Australia
02540030	Spectralink 7720 Handset, New Zealand
02541000	Spectralink 7720 Handset, 1G9
02550000	Spectralink 7740 Handset, 1G8
02550020	Spectralink 7740 Handset, Australia
02550300	Spectralink 7740 Handset, New Zealand
02551000	Spectralink 7740 Handset, 1G9

Description

Two specific issues exist that may impact customers with the handset models provided above. First we will cover the potential battery fit issue. Then we will cover the potential issue with battery performance. Both issues are the result of normal parts obsolesces preventing Spectralink from selling the previous battery, resulting in the need to introduce a new battery. The new battery, part number 84743428, was introduced in into the Spectralink 7522 handsets in June 2015 and all other handset models in August 2015. The new battery was also introduced into RMA in August 2015.

Battery Fit

The new battery introduced was unfortunately out of Spectralink tolerances and specification. This has lead to an improper fit in the handset. Handsets that experience drops, impacts or other sudden decelerations may cause the battery to lose contact resulting in the phone powering off.

Spectralink has implemented corrective actions to ensure production of batteries to meet our specifications and tolerances. For products already in the field, temporary measures have been introduced to correct impacted batteries. A small plastic shim has been placed onto the battery to ensure a snug fit into the phone.

If you received a battery produced between June 2015 and October 2015 then you may have a battery without the shim in place. You are entitled to a free replacement battery that is corrected to prevent the loss of contact between the battery and handset. If you received a battery after October 2015 then you already have a corrected battery and will not experience fit related issues.

Battery Performance

Due to the need to replace the existing battery, original part number 84743424, with the new battery type, part number 84743428, there were some unexpected impacts to the battery discharge profile. Since the original battery was introduced there have been significant

improvements and changes in lithium ion technology which has resulted in a more consistent discharge profile. As a result of these changes in the discharge profile between the old and new batteries, the handset's battery management software encounters what it believes is a low battery state much sooner than it should on the discharge curve. At a point where as much as 50 to 60% of the battery life remains. This means a significant reduction in standby and talk time on the handset.

To accommodate the newer battery technology, firmware was introduced into the handsets to correct the battery management software's view of the discharge profile. Firmware versions PCS15K_ or newer contains the necessary changes to support the newer batteries. By default, phones with this firmware version will assume they are using the new battery type.

Unfortunately firmware is unable to automatically detect whether a battery is of the old or new type. So, for handsets loaded with this firmware version and still utilizing the older battery type, it will be necessary to issue a Service Code on the handset to optimize the battery management software. Service Code *99956* has been added to the handsets.

The new batteries were introduced into new production handsets in August 2015, except for the Spectralink 7522 handset which was in June 2015. All new production handsets will automatically received the latest software release and will be able to take advantage of the new battery type.

The new batteries were introduced into repair or replacement usages in August 2015. Customers that received a replacement battery via RMA or as part of normal replacement for their handset will need to download the latest software to take full advantage of the new battery type.

The new firmware is available from the Spectralink website.

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