

# DECT Handset dropped call issue

This technical bulletin explains an issue identified with Spectralink 7xx2 series handsets that has been resolved in the Q3-2016 software release.

## System Affected

<i>Part Number</i>	<i>Description</i>
02601000	Spectralink 7202 Handset, 1G9
02611000	Spectralink 7212 Handset, 1G9
02600000	Spectralink 7202 Handset, 1G8
02610000	Spectralink 7212 Handset, 1G8
02620002	Spectralink 7202 Handset, Australia
02610002	Spectralink 7212 Handset, Australia
02600003	Spectralink 7202 Handset, New Zealand
02610003	Spectralink 7212 Handset, New Zealand
02620000	Spectralink 7522 Handset, 1G8
02620002	Spectralink 7522 Handset, Australia
02621000	Spectralink 7522 Handset, 1G9
02630000	Spectralink 7532 Handset, 1G8
02630002	Spectralink 7532 Handset, Australia
02631000	Spectralink 7532 Handset, 1G9
02640000	Spectralink 7622 Handset, 1G8
02640020	Spectralink 7622 Handset, Australia
02640030	Spectralink 7622 Handset, New Zealand
02641000	Spectralink 7622 Handset, 1G9
02650000	Spectralink 7642 Handset, 1G8
02650020	Spectralink 7642 Handset, Australia
02650030	Spectralink 7642 Handset, New Zealand
02651000	Spectralink 7642 Handset, 1G9
02660000	Spectralink 7722 Handset, 1G8
02660020	Spectralink 7722 Handset, Australia
02660030	Spectralink 7722 Handset, New Zealand

<i>Part Number</i>	<i>Description</i>
02661000	Spectralink 7722 Handset, 1G9
02670000	Spectralink 7742 Handset, 1G8
02670020	Spectralink 7742 Handset, Australia
02670030	Spectralink 7742 Handset, New Zealand
02671000	Spectralink 7742 Handset, 1G9

## **Description**

Spectralink has identified a software issue with our PP7 handsets, as detailed in the list above, where users may experience higher than expected abnormal releases/dropped calls on handsets. This issue was discovered in the field and manifests to the user as random and frequent dropped calls. This could occur at any time and may even occur when in close proximity to an available base station.

To remedy this behavior, Spectralink recommends that all customers update their handset firmware to the Q3-2016 release PCS16P. This release can be obtained from the Spectralink support portal at <http://support.spectralink.com>. Please navigate to your specific handset model and click on the Software link on the product page to find the release.

If after updating to this release, you are still experiencing high rates of dropped calls, please contact Spectralink Technical Support for assistance as there may be other deployment or design issues that are impacting performance of the handsets.

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