

Technical Bulletin CS-16-10

# PIVOT Self-Test

This technical bulletin explains how to leverage the PIVOT self-test functionality to validate the functionality of your PIVOT handset's hardware.

## System Affected

All PIVOT 87-Series handset models

## Description

The Spectralink PIVOT handset includes a built-in self-test function that will allow an admin or user to perform tests of the handset's hardware. The self-test menus are accessible via the handset recovery menu. To access this menu, power off your handset and then press and hold the volume down button and press the power key. The handset will vibrate three quick times to indicate that recovery mode will start. Figure 1 below shows an image of the icon that will appear on the screen.



Figure 1

Within the recovery menu you have the option to enter into the phone's Self Test mode at the bottom of the list. Figure 2 shows what the menu looks like. You will use the volume keys to navigate the menu; volume up to move up, and volume down to move down. You can then use the power key to select the option that is highlighted.

To enter self-test, use the volume down key until you've highlighted "self test" on the screen. Then press the power key to continue. The screen will change to indicate that the self-test has begun and it will display the phone's serial number and the beginning of the self-test. Figure 3 shows the start of the test.

Depending on the software version of your handset, you can then access the Recovery Menu in the following ways. For releases prior to 2.0, simply press the volume down key again to be presented with the Recovery Menu. For release 2.0 or newer, you must press and hold the power key and then press the volume up key to access the Recovery Menu.

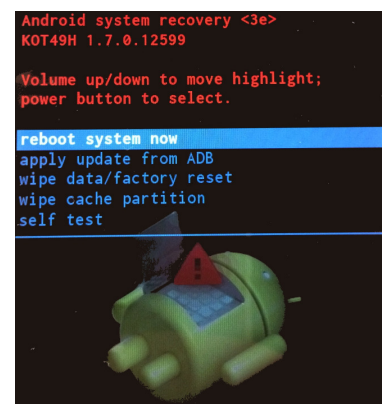


Figure 2

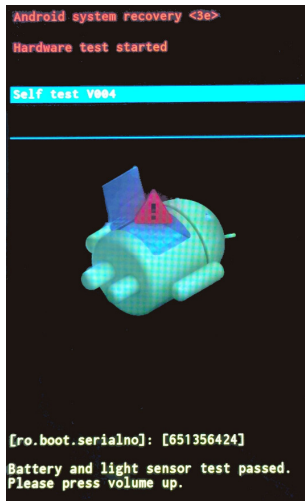


Figure 3

The following is the list of tests the phone will perform and the keys you will use to navigate through either a successful or failed test.

1. Battery and light sensor test – test completes automatically
  - a. Press volume up to continue
2. 1000Hz in front speaker – you will hear a 1000Hz tone played from the front speaker
  - a. Press volume down to continue
3. 2000Hz in rear speaker – you will hear a 2000Hz tone played from the rear speaker
  - a. Press Power key to continue
4. Loop audio from front speaker to front microphone – you can hear audio received at front microphone play out front speaker
  - a. Press PTT key to continue
5. Loop audio from rear speaker to rear microphone – you can hear audio received at rear microphone play out rear speaker
  - a. Press Alarm key to continue
6. Press PTT key to display test green – screen will turn green, press PTT key again to return to menu
  - a. If test failed press Power key
7. Press PTT key to display test red – screen will turn red, press PTT key again to return to menu
  - a. If test failed press Power key
8. Press PTT key to display test blue – screen will turn blue, press PTT key again to return to menu
  - a. If test failed press Power key
9. Press PTT key to display test white – screen will turn white, press PTT key again to return to menu.
  - a. If test failed press Power key
10. Press PTT key to perform minimum intensity test – screen will dim to minimum intensity
  - a. If test failed press Power key
11. Press PTT key to perform maximum intensity test – screen will increase to maximum intensity
  - a. If test failed press Power key
12. Press PTT key to start vibrator test – vibrator will activate with constant intensity

- a. If test failed press Power key
  - b. Press PTT Key to continue
13. Proximity sensor test is next, cover the proximity sensor in top right of screen and press PTT key to test
- a. Screen will indicate if sensor passed test or not
  - b. Press PTT key to continue
14. If all tests passed then phone will display “ ALL TESTS PASSED!”
15. Press PTT key to exit self-test mode, phone will now reboot into normal operation

If at any time a test fails during this process and you press the Power key to exit the test, the phone will exit the self-test and reboot.

Each of the tests in the process are designed to validate the functionality of the handset's hardware. If there is a specific failure with hardware components in the phone related to one of these tests then you will need to submit an RMA request to have the handset replaced.

If you have any questions about these tests or would like more information about requesting an RMA, please contact Spectralink technical support at 800-775-5330. Please be aware that if your handset is out of warrant or not covered by an active maintenance agreement there will be a charge for the RMA replacement.

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