

Technical Bulletin CS-10-11

SpectraLink 6300 Cards – Rev B Infrastructure



Problem

Customers have reported experiencing intermittent HW and IPC alarms potentially with static present in handset audio while running “Rev. A” controller cards.

System Affected

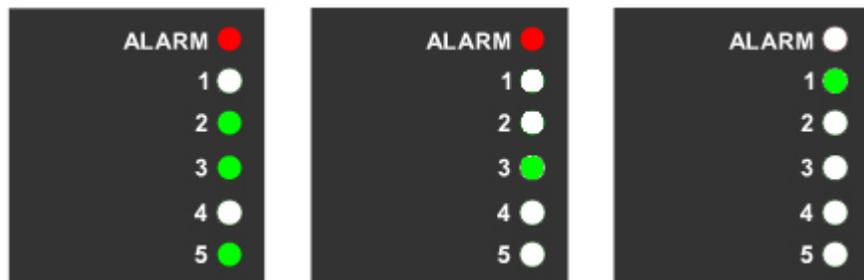
SpectraLink 6300 Controller Cards (CSx3xx) (Version .102 or below)

Description

There has been a component software change that affects the SpectraLink 6300 Controller Cards. The changes are due to an identified timing issue within a component on the cards, and will not add any new functions or features. The cards can be identified by a revision label on the front panel. They will be labeled “Rev. B” (see example below).



The LEDs on the front panel of the “Rev. A” card that is experiencing the errors would go through the following sequence: LEDs 2, 3 and 5 begin lit (green) along with the red ALARM LED. Then LED 3 being lit (green) along with the red ALARM LED, followed by LED 1 being lit (green) with all other LEDs being off. This cycle will repeat continuously with approximately 2 second pauses between LED patterns.



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Reviewing the system status via the chk3000 interface will indicate the cards experiencing errors. There will be an “!” next to the shelf to identify it as experiencing errors.

Resolution

If you are experiencing the errors described please contact your support representative to discuss options. It may be necessary to replace the “Rev. A” controller to obtain a “Rev. B” controller to resolve the issues.