

Technical Bulletin CS-08-10

SpectraLink 8020/8030 Battery CRC Error, “Battery Failed” Message



Problem

SpectraLink 8020/8030 Wireless Telephones will display “Battery Failed”.

System Affected

SpectraLink 8020/8030 SRP Wireless Telephones

Description

Polycom has determined older revisions of SpectraLink 8020/8030 SRP firmware can occasionally introduce a CRC error condition in batteries. If a battery encounters this condition the 8020/8030 Wireless Telephone will display “Battery Failed”.

Resolution

The root cause for this particular battery failure has been traced back to the software version running on the Wireless Telephone. The latest GA software will prevent these CRC errors from occurring and will resolve some CRC error conditions. Please keep in mind that this may not resolve all CRC errors.

We recommend all customers upgrade to the latest software release as soon as possible to ensure no other batteries are affected. The software can be downloaded at www.polycom.com. The following software release (or greater) should be downloaded to the Wireless Telephones to prevent future CRC issues with batteries:

SpectraLink 8020/8030	Version 122.018
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Please contact your service provider in the case that batteries still fail after the Wireless Telephone software has been upgraded. Return the remaining bad batteries for replacement but ensure all sites experiencing issues begin running the latest software to prevent further failures.

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