

**Tech Bulletin CS-06-07**

Phone case appears to have stripped screws

***Signature Authority:***

Name	Title
Manager Technical Support	Reviewer
VP, Cust. Svc.	Approver
VP, Software Engineering	Approver
Executive VP, Engineering/CTO	Reviewer

**Revision History**

Rev	Date	Description	Author	Released
A	8/8/06	Original document	Barb McVicker	
B	8/25/06	Included recommended changes by Mitch Silver	Mitch Silver, Barb McVicker, Jim Stampfle	

**Software Versions:** All

**Hardware Revisions:** Link PTB-400 and PTB-410 Phones

**Access Level:** General

**Problem:**

Link PTB-400 and Link PTB410 phone case opening at bottom, potentially causing intermittent power problems.

**Description:**

A plastics weakness has been identified in a small percentage of Link PTB-400/410 handsets manufactured between January 2006 and July 2006. The bottom plastic bosses that receive the screws used to hold the two outer cases of the phone together may fracture when the phone is dropped. When this happens, the screws can no longer grip into the boss and the bottom plates of the phone may open slightly. This in turn can cause the phone battery contacts to dislodge and may lead to intermittent power problems.

Link PTB-450 and 6020 handsets are unaffected. The problem has been rectified in all PTB400/410 phones manufactured after July 2006.

**Resolution:**

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**Standards/Quality**

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Affected phones must be replaced. SpectraLink will issue advance exchange replacements for any affected handsets.

**Additional Information:**

The arrows on the left, right and bottom point to where the phone casing can separate. There is no longer a solid tight fit. The other 2 arrows in the center show where the battery contacts may be missing.

