

## TECHNICAL BULLETIN CS-07-02

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Intermittent Power Failures on PTB4xx Wireless Telephones

**Notification Date:** 4/18/07

**Originator:** Matt Jerger

**Effective Date:** 4/25/07

**Approvers:** Wayne McAllister (VP Cust. Svc)  
Mark Hamilton (VP S/W Dev.)

**Systems Affected:** Link

**Hardware Affected:**

PTB4xx Wireless Telephones

**Status:** Approved

**Access Level:** General

**Revision:** A

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**Summary:**

Intermittently the PTB4xx Wireless Telephones will power off.

**Description:**

One cause of this can be contributed to incorrect battery removal. When the oval battery removal button is not depressed fully when removing a battery, damage could occur to both the silver clip on the phone along with the plastic tab on the battery pack. Over time, damage to either of these parts could lead to a loose connection between the battery and the phone, resulting in intermittent power failures.

**Resolution:**

Proper care in removing the battery pack can reduce the amount of wear on clips of the phone and battery. To remove the battery, press down fully on the oval battery removal button on the back of the phone. Slide the battery pack towards the bottom of the phone until it stops, then lift up.

To replace the battery pack, first properly align the top of the battery with the arrows on the label. The battery will drop down into the grooves of the phones. Gently slide the battery pack up towards the top of the phone until it snaps into place.

