

Technical Bulletin CS-16-09

84-Series White LCD Issue

This technical bulletin explains a hardware software compatibility issue with some 84-Series handsets when running software older than 4.12.0.x053.

System Affected

All Spectralink 84-Series handset models

Description

Spectralink releases incremental hardware changes to products on a regular basis to address continual improvement and parts obsolescence. Some parts require software to support which then creates a new minimum software requirement for that hardware.

In February 2016, a new LCD display was introduced into new product manufacturing and product repair facilities. This new LCD display requires software drivers that were introduced in the Q4-2015 software release for the 84-Series handsets. Along with any hardware changes that require specific software releases a configuration bit is normally set in the handset as well. This bit prevents the handset from downgrading to software versions that will not support the hardware in the handset. Unfortunately, this step was missed as part of the normal production process and as a result handsets were produced without this bit. Handsets produced between February 1, 2016 and April 19, 2016 do not have the software bit set to prevent downgrading to unsupported software versions.

This oversight allows the end-customer to downgrade the software on their 84-Series handsets to a version that no longer properly supports the new LCD display in the handset. The user experience is typically where a white screen is displayed, usually after the idle timeout shuts off the display and then the user wakes the handset back up. This white screen persists until the handset is rebooted and then will recur every time the handset goes to sleep.

To resolve this issue, you must run software version 4.12.0.x053 or newer on the handset. All handsets shipping currently are delivered with release 4.14.0.x071 which does support the LCD. If you encounter this issue on your handset, please ensure you are running the latest software. If after updating to the latest software, the issue persists then please contact Spectralink Technical Support so we can investigate and provide you with an RMA replacement handset.

We apologize for the inconvenience this issue has caused to many of our customers. We have rectified the setting of this bit in the handsets but there are already a large number of handsets in the field. Spectralink is investigating additional ways to resolve this issue or prevent it from

happening again. But if you encounter this issue you will want to ensure you are running the latest software.

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