Technical Bulletin CS-09-01

SpectraLink 6100 Systems with MOG500 Fail to Initialize after Reboot
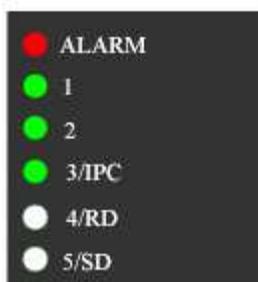
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Problem

A SpectraLink 6100 system with an MOG500 fails to properly initialize after being power cycled or losing power. The SCx516(s) display a constant initializing while the MOG500 displays a alarm with status 1,2,3.

System Affected

SpectraLink MOG500 OAI Gateways

Description

An internal failure has been identified in a number of MOG500 units that would cause the system to fail and lock up when power cycled. If the system (with an affected MOG500) is power cycled, the SCx516(s) will continue to initialize and power cycle while the MOG will display a sold red ERROR LED along with STATUS LEDs 1, 2 and 3 being solid green. During this failure the entire SpectraLink system will be unavailable.

The affected MOG500 units can be identified by their serial number. The affect units will have a serial number that falls between 508972273 and 508100161. All new units shipped and repaired after January 5th. 2009 have been corrected.

Temporary Workaround

The SpectraLink system can be brought back online if it has gone into this error by one of 2 methods:

The first option is to remove the MOG500 from the chain and have the system boot back up. This should allow the SCx516 units to initialize properly and then function correctly. However the system will no longer be able to use the OAI messaging capabilities that it had, but would restore the rest of the system for use.

The second option is to follow the steps listed below to remove the MOG500 from the system and reconnect it.

1. Remove the IPC cable from the MOG500 so that it is no longer connected to the rest of the system.

2. The SCx516 units will re-initialize back to their proper running state without the MOG500 connected. A power cycle of the SCx516 units may not be necessary, but can be done if desired.

3. Remove power from the MOG500 and wait a minimum of 30 seconds before powering back up.

    a. The MOG will initialize and the STATUS LEDs will be off.

4. Reconnect the IPC cable back into the MOG500.

    a. The entire system (SCx516(s) and MOG500) will reboot and initialize back to a proper running state.

Resolution

If you believe you have one of these MOG500 units in service which exhibit these problems and fall within the serial number range listed above, please contact your service provider for technical assistance and replacement.