

Technical Bulletin CS-10-01

PTQ360 / QPS101A Incompatibility



Problem

The QPS101A power supply labeled HK-JP06-A120 is incompatible with the PTQ360 charger.

System Affected

Polycom 6000 and 8000 installations that use the PTQ360 single charger for the PTBxxx series of wireless telephones.

Description

The new QPS101A universal power supply, labeled HK-JP06-A120 is electrically incompatible with the PTQ360 single battery charger. Attempting to use the new QPS101A with a PTQ360 will not damage the charger or power supply, but the battery will fail to charge. The primary symptom is that the power LED on the PTQ360 will not illuminate when power is applied.

The information provided in the Polycom technical bulletin is provided "as is" without warranty of any kind. No obligation or liability will arise out of Polycom rendering technical or other advice or service in connection herewith.

Polycom® and the Polycom logo design are registered trademarks of Polycom, Inc. in the U.S. and various countries. All other trademarks are the property of their respective companies.

Effective Date: 11/1/09

Figure 1: PTQ360 Single Charger



The information provided in the Polycom technical bulletin is provided "as is" without warranty of any kind. No obligation or liability will arise out of Polycom rendering technical or other advice or service in connection herewith.

Polycom® and the Polycom logo design are registered trademarks of Polycom, Inc. in the U.S. and various countries. All other trademarks are the property of their respective companies.

Figure 2: QPS101A - HK-JP06-A120 - **INCOMPATIBLE**



Figure 3: QPS360 - HK-L106-U120 - **COMPATIBLE**



Resolution

The QPS100 and QPS101A power supplies have been discontinued. Please use part QPS360.