Technical Bulletin CS-08-03

SpectraLink Rev B Handsets (6020 / 8020 / 8030)

System Affected

SpectraLink 6020 Wireless Telephones
SpectraLink 8020/8030 Wireless Telephones

Description

There has been an internal component change within the Link 6020 and the NetLink 8000 series handsets. While functionality has not changed, these phones will require a minimum version of software to operate. The hardware revision can be identified on the label on the back of the handset. The following diagram shows an example of how the label will appear. Specific handset models may vary, but they will be identified by the "Rev. B" indication as shown in the examples below.

The following list indicates the model numbers affected and the minimum software version that is required for the handsets to operate.
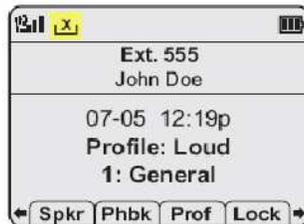
Model #	Software Version
SpectraLink 6020	110.017
SpectraLink 8020/8030 (SRP)	122.018
SpectraLink 8020/8030 (SIP)	131.003
Avaya 3641/3645	117.020
Nortel 6120/6140	115.016
Alcatel/Lucent MIPT 310/610	120.012

Effective Date: 01/20/08

While the handsets will ship with the appropriate software, it is possible that the customer has not updated their TFTP server with this software (for NetLink systems). When the phone now tries to check-in and download that previous version, the phone will not download and an icon on the display will alert the user of this. The handset will continue to run properly with the software it currently has. The following diagram shows the icon that will be displayed on the handset if this is the case (highlighted in yellow).

In the case that the handset does not download software, a syslog message will also be created. The message will indicate "Download Aborted, Code Incompatible".

Resolution

Since these handsets will not download previous versions of software, it is possible that a site may have various handsets with different versions of software. It is highly recommended that the site be upgraded to the current version of software so that all handsets would be up to date.

Additional Information

In addition to the phones not being able to over the air download incompatible versions of software, the Handset Administration Tool (using the USB cradle) will also not allow the phone to download previous versions of software.