

Technical Bulletin CS-11-06

8400 Series Phone will stop or reset during boot up



Problem

8440/8450 Phone will stop at Polycom Logo/White screen or will stop at “Starting Application” screen and Reset during boot up.

System Affected

Spectralink 8440 and Spectralink 8450

Description

During boot up the 8440/8450 Phone will stop at Polycom Logo/White screen and become unusable. The handset must be returned for RMA if this occurs.

It is also possible the 8440/8450 will boot to the “Starting Application” screen, then Reset in an endless loop. If this occurs, update the phone to 4.0.0.27447.

Resolution

If the 8440/8450 Phone stops at the Polycom Logo/White screen or boots to the “Starting Application” screen and then reboots, please contact Polycom Support.

It is required that all 8400 Series handsets be updated to version 4.0.0.27447 and above to prevent this issue from occurring.

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: 10/17/2011