

Technical Bulletin CS-11-02

Audible buzz in audio when charging 6020/8020/8030 while in call



Problem

Charging the 6020/8020/8030 handset may result in an audible buzzing noise if the handset is in an active call state. Buzzing is heard in both transmit and receive audio.

System Affected

SpectraLink 8020 and SpectraLink 8030 Wireless Telephones
SpectraLink 6020 Wireless Telephone

Description

It has been reported that when the SpectraLink 6020/8020/8030 Wireless Telephone is placed in the charging dock while in an active voice call that an electrical buzz is heard in both transmit and receive audio paths. The 6020/8020/8030 user will hear the buzzing via the earpiece, speakerphone and headset; while the person being called by the 6020/8020/8030 user will hear the buzzing in their receive audio as well.

The buzzing was introduced as a result of the worldwide introduction of a universal power supply for the SpectraLink product. Universal power supplies utilize a switching transformer to allow them to operate on 50Hz and 60Hz power sources. Previous power supplies utilized a linear transformer which did not exhibit the buzzing behavior.

Resolution

There are currently no steps to eliminate the buzzing on the latest release of product. It is not recommended for handsets to be charged while in an active call if possible.

The buzzing is only present when placed in a charger being supplied by a switching power supply. Utilizing a linear power supply will mitigate the buzzing but Polycom cannot supply customers with linear power supplies. We apologize for any inconvenience this may cause.

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