

Technical Bulletin CS-09-11

8020/8030 Battery Error Condition – I2C Battery Error



Problem

8020/8030 wireless handset displays I2C Battery Error when powered on.

System Affected

8020/8030 Wireless Handsets

Description

Some customers have experienced a battery error condition on the 8020/8030 wireless handsets that presents with the error message “I2C Battery Error” on the handset display. Some handsets may present the problem as appearing to “hang” during initialization and simply display the handset’s MAC Address on the display without proceeding into normal boot up.

Resolution

The I2C Battery Error is the result of the I2C bus in the 8020/8030 battery becoming “stuck”. The batteries are not faulty and can be easily field repaired by placing them in a quad charger or the rear slot of a dual charger for approximately 30 seconds. This will reset the I2C bus in the battery and allow it to function normally again.

However, there is also software that is required for the handset to resolve the issue and prevent it from resurfacing. Without the new software it is possible that a handset may cause a battery to once again display the I2C Battery Error.

To obtain the appropriate handset software, please, contact Polycom Technical Support at 1-800-Polycom or direct at 1-800-775-5330.

SRP Software Version – 246.003

SIP Software Version – 214.010

Nortel Software Version – 201.048

Avaya Software Version – 215.002

Alcatel Software Version – 228.030

OEM software versions can also be obtained by contacting the appropriate OEM support team.

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