

Technical Bulletin CS-09-10

Polycom HAT Regulatory Domain Version Mismatch



Problem

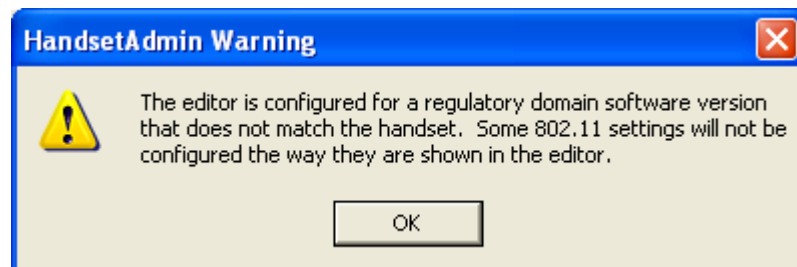
When configuring 8020/8030 handsets with the Polycom HAT tool some 802.11 configuration settings may not be included due to a regulatory domain mismatch between the HAT software version and the handset's software version.

System Affected

Polycom 8020/8030
Polycom HAT Software

Description

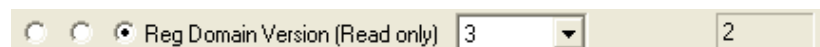
When using the HAT tool to configure the 8020/8030 wireless telephone users may receive the following error:



This error indicates a mismatch between the handset's regulatory domain version and the regulatory domain version selected in the Network Config tab of the HAT tool Settings Editor.

Resolution

In the Network Config tab of the Settings Editor it is possible to select different regulatory domain versions for backwards compatibility with older handset software. To determine the regulatory domain version of a particular handset simply place it in the cradle and click the Read Handset button at the top of the screen. In the Handset Settings section the current Reg Domain Version will be displayed.



By using the drop down box to select the appropriate Reg Domain Version to match the handset all 802.11 settings will be copied to the phone. Alternatively the Copy Settings button can be used to copy the handset's configuration to the

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Editable Settings fields which will also change the Reg Domain Version value to match the phone.

Once the values in the Reg Domain Version match all 802.11 settings will be properly copied to the phone without error.

Note: When loading new handset software onto a handset from a previous version it is necessary to power the handset on briefly in order for the new software to update the regulatory domain version.

For example, if an SRP handset with version 122.013 software which has a regulatory domain version of 2, is upgraded to 122.021 software which has a regulatory domain version of 3, via the HAT tool and the handset is not powered on before being configured then performing a Read Settings from that handset will result in a regulatory domain version of 2 being displayed. Once the software gets initialized through the handset being powered on the regulatory domain version will automatically update to match the software version loaded.

It is still possible to follow the steps described above rather than powering on the handsets which no ill effects. Once the handset is powered on after the software upgrade the regulatory version number will be updated to match the software version loaded on the handset. Subsequent Read Setting attempts on the handset will result in the correct regulatory domain version being displayed.

Note: Regulatory Domain Versions determine the availability of different regulatory domains in the handset. The latest handset software versions will utilize newer regulatory domains and thus will have newer regulatory domain versions.