



SoundPoint[®] IP Family Technical Bulletin – TB 36988

Various SoundPoint IP 430, IP 501, and IP 601 phones operating in the presence of or nearby intentional RF emissions or unintentional emissions may be susceptible to audio interference on the handset or headset receiver causing a deterioration of perceived audio quality.

This information applies to:

Model	Revision of affected units as indicated on Back Label (note on Page 2)	Revision of affected units as indicated on outside of Boxes and Cartons
SoundPoint IP 430	Rev F or previous	Rev E or previous
SoundPoint IP 501	Rev H to L inclusive	Rev H to K inclusive
SoundPoint IP 601	Rev G or previous	Rev K or previous

SYMPTOMS

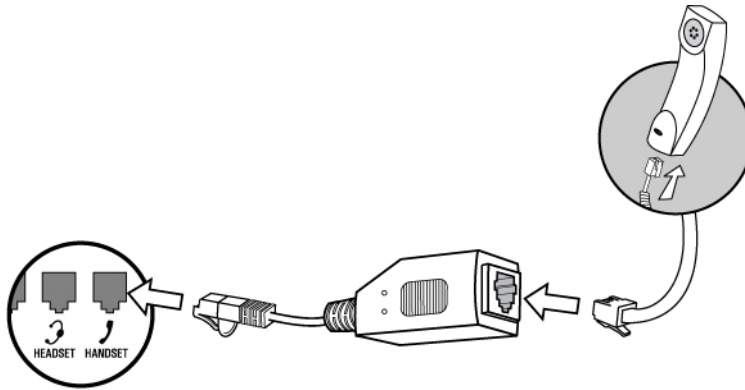
When off hook, the user hears various undesired sounds on their headset or handset receiver. In the case of AM or FM radio or their associated sidebands--intentional RF emissions--this may be intelligible. In the case of florescent lighting fixtures using switching ballast supplies--unintentional emissions--the interference is better described as a 'hum' noise.

RESOLUTION

The portion of the phone circuit responsible for the undesired RF susceptibility has been identified by Polycom and a solution has been tested.

For phone models already built and packaged or already deployed in the field, Polycom has developed an "RF Dampener" adapter, which strongly suppresses the interfering signal. In all cases tested, this adapter reduced the interference to inaudible levels.

The adapter is available to Polycom customers at no charge with reference to the original PO associated with the purchase of defective goods.



In cases where the customer is not able or unwilling to adopt the dongle remedy, the RMA procedure remains an option. This will be subject to the manufacturing delay associated with changing over to the new revision of the SoundPoint IP 430 and IP 601. The current revision of the SoundPoint IP 501 is unaffected. Recently-released platforms, such as SoundPoint IP 330/320, 550, and 650 are not susceptible to this issue

STATUS

The following SoundPoint IP phones are no longer susceptible to stray RF emissions:

- SoundPoint IP 430, back label Rev G (see note below)
- SoundPoint IP 501, back label Rev M
- SoundPoint IP 601, back label Rev H

The “RF Dampener” adapters are now available through PGS channels for immediate shipment.

Note: The part numbers detailed in the introduction are the numbers read off the label on the back of the phone.

