

Polycom® SoundStation Duo™

Flash Timing Persistency Issue

This engineering advisory provides information about a flash timing persistency issue for Polycom® SoundStation Duo™ conference phones that run UC Software (UCS) 4.0.1 or earlier. Phones that have the issue and are rebooted will not retain a flash timing value other than the default value.

This engineering advisory applies to SoundStation Duo phones that are connected in PSTN mode and run UCS 4.0.1 or earlier.

About the Issue


The flash timing value—the length of time before a hook flash times out—is based on the country of origin that you specify when you set up your phone for PSTN use. If you set a country that has a flash timing value other than 600ms (the default value), the phone will use the default value after the phone reboots. If the flash timing value is reset in this way, the phone will not flash the line, since the hook flash will not be recognized by the private branch exchange (PBX) or the telephone company's central office (CO).

Phones that run UC software 4.0.2 (targeted for release in early 2012) or later will not have this issue.

Identifying Affected Phones

SoundStation Duo phones that run UCS 4.0.1 or earlier and operate in PSTN mode have the issue. To see if your phone has the issue, locate the phone's software version.

To find out the phone's software version:

- Press  on your phone, and then select **Status > Platform > Application > Main**. The software version is listed on the Main screen.
- Or
- Log in to the Polycom Web Configuration Utility for your phone. The Home page lists the software version your phone uses.



Web Info: [How to Use the Polycom Web Configuration Utility](#)

For information on using the utility, see the [Polycom Web Configuration Utility User Guide](#).

Solution

To solve the issue, set the flash timing value manually using the phone's menu system or through the Web Configuration Utility for your phone. The flash timing value is only available if your phone is set up to operate in PSTN mode, or your phone operates in Auto mode, is connected to a PSTN line, and does not have a SIP registration.


Or, upgrade your phone's software to UCS 4.0.2 when it is available in early 2012. The new software will be available from the [SoundStation Duo Support](#) Web page.



Note: Shipped Phones and UCS 4.0.2

As of February 2012, the SoundStation Duo will be shipped with UCS 4.0.2. For more information, see [February 2012 Product Shipping Configuration Change Notice](#) (Engineering Advisory 75429), available from the [Feature Descriptions & Technical Notifications Support](#) Web page.

To set the flash timing value using the phone's menu system:

- 1 Press  on your phone, and select **Settings > Advanced**.
- 2 From the Password screen, enter your user or administrator password, and press the **Enter** soft key. The default password for a user is *123*. The default password for an administrator is *456*.
- 3 From the Advanced screen, select **PSTN Configuration**.
- 4 From the PSTN Configuration screen, select a **Flash Timing** value, press the **OK** soft key, and press the **Back** soft key.
- 5 From the Network Configuration screen, press the **Select** soft key to save the new configuration.

To set the flash timing value from the utility:

- 1 Log in to the Polycom Web Configuration Utility for your phone as an administrator. The default password for an administrator is *456*.
- 2 From the **Settings** tab, select **PSTN Settings**.
- 3 On the PSTN Settings page, select an **LCL Flash Timing** value.
- 4 Press **Save**.



Web Info: How to Use the Polycom Web Configuration Utility

For information on using the utility, see the [Polycom Web Configuration Utility User Guide](#).



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