



SoundPoint[®] IP 320/330 Technical Bulletin – TB 41067

Headset output on SoundPoint IP 320/330 may not be operational upon start-up

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 320	Rev E or previous	Rev G or previous
SoundPoint IP 330	Rev E or previous	Rev G or previous

SYMPTOMS

When you power up the SoundPoint IP 320 or IP 330 the first time, there may be limited cases of no audio present on the output of the 2.5mm headset port. You would notice this when you press the Headset key; no dial tone is audible in the headset earpiece.

RESOLUTION

If this issue is noticed on the phone, reboot the phone (while powered) as directed by your system administrator. This will restore audible output on the headset port. You can also disconnect power to the phone; audio output will be restored when the phone is power up again.

Polycom's Manufacturing testing has revealed an internal condition on the headset amplifier within the phone that may trigger this condition. It should be noted that this condition has a very low anticipated frequency of occurrence. No field-reported instances of this condition have been reported to Polycom at this time.

A permanent fix for this issue has been identified by Polycom and will be introduced into manufacturing on platform revisions succeeding those noted above.