

Technical Bulletin CS-10-12

SpectraLink 8020/ 8030 Rev C Handset Software Compatibility



Problem

Recent hardware changes affect Polycom SpectraLink 8000 series Handsets.

System Affected

SpectraLink 8020 & SpectraLink 8030 Handsets

Description

The changes require a minimal software version to run on the handset for both SRP and SIP protocols. The affected products can be identified by a "Rev C" on the label. The following is the list of minimum software levels for the Rev C phones:

Model Version

SRP 122.024

SIP 131.029

The default software installed at the factory will not allow older versions of code to be downloaded to these handsets, either over the air or via the Handset Administration Tool.

Resolution

If a site is setup to download older code over the air (from a TFTP server), Rev C handsets will silently fail to download the code, will boot to the functional code currently installed and will display a download icon with an X through it to indicate the download failed due to incompatible software. See the System Icon section in section 1 of the [SpectraLink 8020/8030 Wireless Telephone User Guide with Session Initiation Protocol \(SIP\)](#) or [SpectraLink 8020/8030 Wireless Telephone User Guide with SpectraLink Radio Protocol \(SRP\)](#) for details on the failed download icon.

If an admin attempts to download down-rev code to the phone using the HAT tool, HAT will display an error and fail to download the code.

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Note that due to this behavior, it is possible that a site may be running older code on pre- Rev C handsets and newer code on Rev C handsets. This is an acceptable configuration, but users should be aware that there may be slight changes in behavior with different versions of software.