

Technical Bulletin CS-09-05

SpectraLink 8020/8030 and SpectraLink e340/h340/i640 Compatibility



Problem

When combining SpectraLink e340/h340 or i640 Wireless Telephones with SpectraLink 8020/8030 Wireless Telephones on the same system, the correct configuration file must be used.

System Affected

SpectraLink 8020/8030 Wireless Telephones
SpectraLink e340/h340/i640 Wireless Telephones

Description

If you have a single system where a mixture of different models of phones being used then the proper slnk_cfg.cfg file must be placed in your TFTP server. This cfg file is used to point the phones to the correct files when upgrading software.

The SpectraLink 8020/8030 handset software package has the correct cfg file that is needed in the scenario. It is available from the Polycom website at: <http://www.polycom.com/support/voice/wi-fi/index.html>. Select either 8020 or 8030 and download the current version of software. This cfg file contains both the pointers for the 8020/8030 handsets along with the e340/h340/i640 handsets.

The software download for the e340/h340/i640 handsets will not contain a cfg file that can be used for the 8020/8030 handsets.

If the correct cfg file is not used, then it is possible that the 8020/8030 handsets will not work properly and could display a TFTP error. By loading the correct cfg file into your TFTP server it will correct this issue.

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