

Technical Bulletin 59503

Polycom® SoundPoint® IP 550 Electronic Hookswitch Incompatibility



This technical bulletin describes the behavior and provides a recommendation for correcting an incompatibility between certain revisions of the Polycom® SoundPoint® IP 550 phone and electronic hookswitch (EHS) capable headsets.

Overview

Hardware versions of SoundPoint IP 550 phones shipped between January 2010 and April 20, 2010 may have resulted in the loss of compatibility between the phone and EHS capable headsets, including Jabra/GN Netcom and Plantronics models.



This affects ONLY the SoundPoint IP 550 phone and is independent of the software version that is installed on the phone.

An end user will encounter loss of EHS communication between the headset and the SoundPoint IP 550 phone. As a result, the end user will be unable to take the phone off hook or go on hook remotely using the headset controls. Audio will only work when both the affected phone and the headset have EHS disabled.

For more information on using EHS, see Technical Bulletin 35150, *Using an Electronic Hookswitch with SoundPoint IP and Polycom VVX 1500 Phones*, available from Documents & Software → Voice → Polycom UC Software

If you determine that your SoundPoint IP 550 is affected by this issue, contact Polycom Global Services at the following numbers:

Location	Phone Number	Times Available
Asia Pacific (including Australia and New Zealand)	+61-2-9978-8049 or +65-6389-9138	7:00 A.M. to 10:00 P.M. AEST, Monday to Friday
Europe (English)	+44 1753-723260	8:30 A.M. to 5:00 P.M. CET, Monday to Friday
Europe (German)	+49 8119994131	8:30 A.M. to 5:00 P.M. CET, Monday to Friday
Europe (French)	+33 141 32 19 50	8:30 A.M. to 5:00 P.M. CET, Monday to Friday
North America	1-800-963-7627	8:00 A.M. to 8:00 P.M. EST, Monday to Friday
Central and South America	1-978-292-5516	8:00 A.M. to 8:00 P.M. EST, Monday to Friday

Implementation Date

SoundPoint IP 550 phones with the hardware version detailed in this bulletin started to arrive at customers and distributors in March 2010. Due to the distribution network, it is possible that some phones arrived sooner than this date and phones with this hardware version will continue to be received by customers for several months after March 2010.

You can identify a phone with this hardware version by looking at the date code on the back of the phone. The date code starts with the following Chinese

characters **生产日期** followed by the Date Code format **YYYYMMDDLL**. This will identify when the unit was built. (The suffix LL indicates location code.)

The following figure shows the location of the date code on the console label (located on the back of the phone).



The SoundPoint IP 550 phones affected by this issue have date codes in the range specified below. You can find the date code either on the phone console (as specified above), or on the outside of the phone’s packaging.

Platform	Console Part Number	Date Code
SoundPoint IP 550	2201-12550-001	20100122 -> 20100331
SoundPoint IP 550	2201-12551-001	20100122 -> 20100331



If you have difficulty determining the date code, contact your Polycom Reseller.