

<b>Title:</b> Some headsets connected to IP-210, IP-530 and IP-560 phones may produce hum when phone is locally powered			
<b>Category:</b> Technical Bulletin			
<b>Technical Note Number:</b> 0137			
<b>Release Date:</b> 06/16/04			
<b>Products Affected:</b>		<b>Hardware:</b> <input type="checkbox"/>	<b>Software:</b> <input type="checkbox"/>
SG-8: <input type="checkbox"/>	SG-12: <input type="checkbox"/>	SL3, r4: <input type="checkbox"/>	SL4, r1: <input type="checkbox"/>
SG-24: <input type="checkbox"/>	SG-T1: <input type="checkbox"/>	SL4, r2: <input type="checkbox"/>	SL4, r3: <input type="checkbox"/>
SG-E1: <input type="checkbox"/>	ShoreTel Converged Conference Bridge: <input type="checkbox"/>		
<b>Teleworker:</b> <input type="checkbox"/>		<b>IP Phones:</b> <input checked="" type="checkbox"/>	

## Product/Versions Affected:

IP-210, IP-530, IP-560

## Description of Problem:

ShoreTel has found that the use of wired headsets on the IP-210, IP-530, or IP-560 phone will result in a humming noise being heard by all parties on a call (the party using the headset will hear the hum in their earpiece and the party on the other end will hear the hum as well). Some wired headsets may induce the hum more than others. **The hum is induced on any wired headset whenever the IP phone is powered using the ShoreTel Power Adapter (SKU # 10157).**

## Workaround:

Hum is not induced whenever an 802.3af Power over Ethernet switch is used to power the phone instead of the ShoreTel Power Adapter.

Also, a Linksys Power Adapter (model – WAPPOE) may be used to power the phone, and no hum will be present. The WAPPOE is available through online retailers.

If using the ShoreTel Power Adapter, the following wireless headsets have been tested by ShoreTel and found not to exhibit a hum:

- GN Netcom 9120
- Plantronics CL50

## Resolution:

ShoreTel will correct this issue with a new ShoreTel Power Adapter. A fixed date is not yet available for delivery. Please contact ShoreTel Inside Sales for information regarding availability of the new Power Adapters.

Marc Liebmann – (408) 331-3362

Steven McCutcheon – (408) 331-3556