



POLYCOM<sup>®</sup>

*KIRK<sup>®</sup> Release Notes*

**KIRK<sup>®</sup> 5020 and KIRK<sup>®</sup> 5040**

**Firmware Version** PCS 09Ha  
Q4, 2011

## Table of Contents

<b>1. INTRODUCTION.....</b>	<b>1</b>
1.1 TERMS AND DEFINITIONS .....	1
1.2 RELEASE .....	1
1.3 IMPORTANT NOTES.....	1
1.4 UPDATING THE DRIVER FOR THE USB ENABLED CHARGER.....	1
1.5 UPGRADING THE HANDSET.....	2
<b>2. DISTRIBUTION FILES.....</b>	<b>2</b>
<b>3. CHANGES .....</b>	<b>2</b>
3.1 VERSION PCS 09HA – Q4, 2011 .....	2
3.1.1 <i>Added or Changed Features</i> .....	2
3.1.2 <i>Removed Features</i> .....	2
3.1.3 <i>Corrections</i> .....	2
3.2 VERSION PCS 09AA – Q3, 2011 .....	3
3.2.1 <i>Added or Changed Features</i> .....	3
3.2.2 <i>Removed Features</i> .....	3
3.2.3 <i>Corrections</i> .....	3
3.3 VERSION PCS 08PA – Q2, 2011 .....	3
3.3.1 <i>Added or Changed Features</i> .....	3
3.3.2 <i>Removed Features</i> .....	4
3.3.3 <i>Corrections</i> .....	4
3.4 VERSION PCS 08NA – Q1, 2011 .....	4
3.4.1 <i>Added or Changed Features</i> .....	4
3.4.2 <i>Removed Features</i> .....	4
3.4.3 <i>Corrections</i> .....	5
3.5 VERSION PCS 08KA – Q4, 2010 .....	5
3.5.1 <i>Added or Changed Features</i> .....	5
3.5.2 <i>Removed Features</i> .....	5
3.5.3 <i>Corrections</i> .....	5
3.6 VERSION PCS 08JA – Q3, 2010.....	5
3.6.1 <i>Added or Changed Features</i> .....	5
3.6.2 <i>Removed Features</i> .....	5
3.6.3 <i>Corrections</i> .....	5
3.7 VERSION PCS 08FA – Q2, 2010 .....	6
3.7.1 <i>Added or Changed Features</i> .....	6
3.7.2 <i>Removed Features</i> .....	6
3.7.3 <i>Corrections</i> .....	6
3.8 VERSION PCS 08EA - Q1, 2010.....	6
3.8.1 <i>Added or Changed Features</i> .....	6
3.8.2 <i>Removed Features</i> .....	6
3.8.3 <i>Corrections</i> .....	6
3.9 VERSION PCS 08CA - Q4, 2009 .....	7
3.9.1 <i>Added or Changed Features</i> .....	7
3.9.2 <i>Removed Features</i> .....	7
3.9.3 <i>Corrections</i> .....	7
3.10 VERSION PCS 08AA - Q3, 2009 .....	7
3.10.1 <i>Added or Changed Features</i> .....	7
3.10.2 <i>Removed Features</i> .....	8

---

3.10.3	<i>Corrections</i> .....	8
3.11	VERSION PCS 07HA - Q2, 2009 .....	8
3.11.1	<i>Added or Changed Features</i> .....	8
3.11.2	<i>Removed Features</i> .....	8
3.11.3	<i>Corrections</i> .....	8
3.12	VERSION PCS 07AA - Q1, 2009 .....	8
3.12.1	<i>Added or Changed Features</i> .....	8
3.12.2	<i>Removed Features</i> .....	9
3.12.3	<i>Corrections</i> .....	9
3.13	VERSION PCS 06MA - Q4, 2008 .....	9
3.13.1	<i>Added or Changed Features</i> .....	9
3.13.2	<i>Removed Features</i> .....	9
3.13.3	<i>Corrections</i> .....	9
3.14	VERSION PCS 06LB - Q2, 2008.....	10
3.14.1	<i>Added or Changed Features</i> .....	10
3.14.2	<i>Removed Features</i> .....	10
3.14.3	<i>Corrections</i> .....	10
3.15	VERSION PCS 06FA - Q1, 2008.....	10

## 1. Introduction

### 1.1 Terms and Definitions

AEC Acoustic Echo Canceller

CISS Connection Independent Supplementary Services

CPT Call Progress Tones

CWI Call Waiting Indication

GUI Graphical User Interface

HAC Hearing Aid Compliance

HMP Handset Management Program KIRK 50-, 60-, and 70-Handset Series, v. 1.02

KWS KIRK Wireless Server

MSF Message Service Format. Contact [KIRK.Certified@Polycom.Com](mailto:KIRK.Certified@Polycom.Com) for detailed information

P-ID Production Identification

PPM Parts Per Million

### 1.2 Release

These combined release notes apply to the released versions of firmware for the KIRK 5020 and KIRK 5040 Handsets. This version specifically applies to version PCS 09Ha of the firmware. The release is a main release that replaces the PCS 09Aa release as the latest generally available (GA) release.

### 1.3 Important Notes

The basic functionality of these handsets is the same. KIRK 5020 supports a wired headset, and KIRK 5040 supports a wireless Bluetooth headset connection.



KIRK® 5040

Firmware:

1414 1251

KIRK® 5020

Firmware:

1414 1201



**NB: Handsets upgraded with incorrect firmware will malfunction!**

### 1.4 Updating the driver for the USB enabled charger

The Device Manager/USB Serial Port/Driver/Driver version should be 2.8.14.0 or later.

If needed, download and install the latest driver from this location:

<http://www.ftdichip.com/Drivers/VCP.htm>

## 1.5 Upgrading the Handset

Use the HMP to back up the phone book and/or settings prior to the upgrade.



If you upgrade a handset prior to version PCS 08Aa, you must activate the default factory settings.

The handset might reboot after the update to apply changes and updates to the non-volatile memory.

## 2. Distribution Files

Please click [here >>](#) to find firmware image of the KIRK 5020 handset.

Please click [here >>](#) to find firmware image of the KIRK 5040 handset.

## 3. Changes

### 3.1 Version PCS 09Ha – Q4, 2011

#### 3.1.1 Added or Changed Features

- Hourglass, exclamation and OK icons have been added to the login procedures.
- When selecting MSF function or External services from the Menu, the handset will show an hourglass with the caption “Connecting...” If a CISS connection is not established within 3 seconds, an exclamation icon with the caption “Connecting...Failed” will appear for 3 seconds.
- When a message is received, pressing OK will mark this message as read in the inbox.

#### 3.1.2 Removed Features

- The “System Busy” notification has been suppressed. However the red RF icon in the info bar will show up if the DECT base station is busy.
- The “Low Signal” notification has been suppressed.

#### 3.1.3 Corrections

- Erasing messages could cause the handset to reset or hang. This has now been corrected.
- The selection bar in *Menu/Status* could be uninitialized until up/down keys were pressed. This has now been corrected.
- The selection bar in *Menu/Settings/Advanced.../Language* could be uninitialized. Now the currently selected language is highlighted.
- Writing the Phonebook using the HMP could fail for certain names/numbers. This has now been corrected.
- The Bluetooth connection to a Plantronics® Voyager™ PRO+ was unstable. This has now been corrected.

## 3.2 Version PCS 09Aa – Q3, 2011

Please note that performing this upgrade will delete any customer logo loaded via the HMP.

### 3.2.1 Added or Changed Features

- Russian language has been added. Please note that when selecting Russian language the code page of the handset changes to CP1251 (Cyrillic).
- MSF signal *PPVersionReq* has been added.

### 3.2.2 Removed Features

None

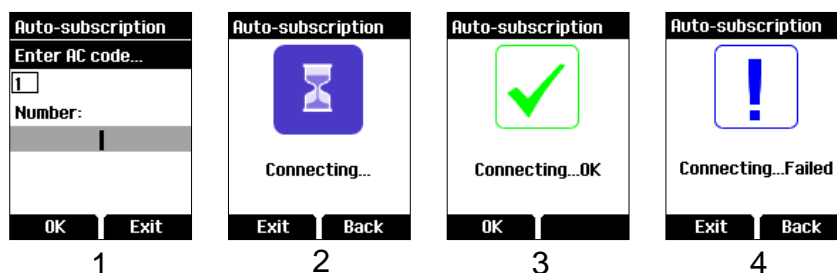
### 3.2.3 Corrections

- Hooking off while viewing a message in the inbox without a callback number could cause the handset to place a call using the callback number from a previous selected message. This has now been corrected.

## 3.3 Version PCS 08Pa – Q2, 2011

### 3.3.1 Added or Changed Features

- The AEC is enabled by default. It may be disabled using the HMP if needed.
- While making an outgoing call, the handset can display additional calling party information, received from the KWS.
- The backlight will turn on if information, such as CWI, is received during an active call.
- Auto-subscription:



1. When the handset is turned on and has not yet been subscribed to one or more DECT systems, it will prompt the user for an access code.
  - a. Enter access code 'AC code' and press OK to start Auto-subscription or,
  - b. press Exit to return to the main screen. (The original method for subscribing is unchanged).
2. Using the entered access code, the handset will now try to subscribe to ANY DECT system that allows subscription.
3. The result is one of the following:

- a. The handset was successfully subscribed. Press OK to return to idle screen.
- b. Auto-subscription failed. Press Back to try again or Exit to return to the main screen.

### 3.3.2 Removed Features

None

### 3.3.3 Corrections

Hooking off during an MSF containing a call-back number would sometimes cause the handset to start the call in Push-to-talk mode. This has now been corrected.

## 3.4 Version PCS 08Na – Q1, 2011

### 3.4.1 Added or Changed Features

- A new managed feature “Absent mode” has been added to the handset. In this mode the handset will reject calls and ignore messages while placed in the charger. The icon next to this text will appear in the display when this mode is active. The feature can only be enabled/disabled via HMP or MSF.
  - Readout of handset model has been added to *Menu/Status/Firmware version*.
  - Readout of P-ID has been added to *Menu/Status/Firmware version*.
  - Individual Long Key settings have been added.
  - A Push to talk-attribute may be added to an existing speed dial entry. In this mode the handset starts the call with the microphone muted. To un-mute, press and hold the “Mic on” soft key.
  - If an incoming call setup contains a Calling Party Name, this is shown in the Call list instead of the number unless an associated name exists in the phone book.
  - The handset can handle an incoming call setup containing a SIP-URI of up to 128 characters. This number can be redialed from the Call list by pressing the On/Off Hook key.
- NB:** A number containing a SIP-URI cannot be stored in the phone book or entered via the keypad.
- A phone number containing a ‘+’ can be entered from the keypad by pressing the ‘#’ key three times.
  - The phone book can handle numbers containing ‘+’.
  - The display of missed calls can be suppressed by the KWS.
  - Support of Virtual SIM has been added.



### 3.4.2 Removed Features

In previous versions the phone book allowed for multiple entries to have the same name. This feature has been removed to avoid that duplicate names are created using the GUI or HMP.

### 3.4.3 Corrections

- Start date in *Menu/Settings/Advanced/Time & date*, has been changed to 1/1-2011.
- In previous versions changing the setting Headset Alert using HMP did not take effect until the handset was power cycled. This has now been corrected.
- During low radio coverage or in reflective environments, the user would sometimes experience long silent periods in the received audio. This has been corrected by reducing the fading period considerably.
- An incoming call starting with '+' would appear correctly in the incoming call list, but re-dialing this number by pressing On/Off Hook key, failed. This has now been corrected.
- On rare occasions, pressing the '#' key in idle mode would be misinterpreted as a long press of the '0' key. This has now been corrected.
- Searching for an entry in the phone book, when adding a name to a speed dial key was malfunctioning. This has now been corrected.
- Long pressing the power key 'Left soft key' during an active call would terminate the call and enter the Turn off menu. This has now been corrected.

## 3.5 Version PCS 08Ka – Q4, 2010

### 3.5.1 Added or Changed Features

Portuguese language added.

### 3.5.2 Removed Features

None

### 3.5.3 Corrections

In some menus, depending on the selected language, the trailing three dots could be shown as a question mark by mistake. This has now been corrected.

## 3.6 Version PCS 08Ja – Q3, 2010

### 3.6.1 Added or Changed Features

- Added Intercom Call.
- Added support for XML-RPC *endpoint\_base\_stations*.

### 3.6.2 Removed Features

None

### 3.6.3 Corrections

- The Bluetooth error handling has been improved in cases where the headset loses its connection to the handset.

- The ringtone accompanying a received message was played back using the Ringing Volume setting. This has now been changed to use the Alerting Volume setting. See description of Alerting Volume setting in the User guide.

### **3.7 Version PCS 08Fa – Q2, 2010**

#### **3.7.1 Added or Changed Features**

None

#### **3.7.2 Removed Features**

None

#### **3.7.3 Corrections**

When using the handset to add new numbers to a phone book entry, names and phone numbers could get mixed up. This has now been fixed.

### **3.8 Version PCS 08Ea - Q1, 2010**

#### **3.8.1 Added or Changed Features**

None

#### **3.8.2 Removed Features**

None

#### **3.8.3 Corrections**

- On a KWS8000, crossing signaling could occur if the handset was hooked off, just as the KW8000 sends an alerting. This caused the handset to keep ringing in off-hook state. Hooking on and off resulted in distorted audio. This has now been fixed.
- Start date in *Menu/Settings/Advanced/Time & date*, has been changed to 1/1-2010.
- In rare situations, when an incoming call was answered on the handset at the same time as the calling party hung up, the Bluetooth audio connection could hang. The only way to make the Bluetooth connection work again was to power cycle the handset. This problem has now been fixed.
- As a precaution, extra acknowledgement has been added to the signalling between the Bluetooth and DECT chipset, to guarantee that the Bluetooth communication will not fail.
- Added arrow in internal/external incoming call icons according to user guide.
- Answering a call in silent mode and pressing R-key and hooking on, would cause the audio of the next received call to fail. A dial tone would be heard instead of the calling party. This has now been fixed.
- The display driver has been optimized for speed. This change does not apply to handsets produced before 2008.

### **3.9 Version PCS 08Ca - Q4, 2009**

#### **3.9.1 Added or Changed Features**

- Pressing the left navigation key in a call, will reject call waiting.
- Made full implementation of these messaging features:
  - AsciiStrReq
  - MenuSelectSetupReq

#### **3.9.2 Removed Features**

None

#### **3.9.3 Corrections**

- When hooking off, pressing Mute and calling an extension on a KWS300/6000, TX audio was not muted. This has been corrected.
- Receiving a call waiting indication from the system would mute both RX/TX audio as long as the call waiting tone was active. This has been corrected by mixing call waiting tone with the RX audio.

### **3.10 Version PCS 08Aa - Q3, 2009**

#### **3.10.1 Added or Changed Features**

- HAC Compliance.
  - When HAC is enabled:
    - The three lower steps of the volume control are disabled.
    - More bass is added to the received audio.
  - KIRK 50- Handsets sold in the US has HAC enabled from the factory.
  - HAC can be disabled/enabled using the HMP.
- Acoustic Echo Canceller.
  - The microphone can pick up audio from the earpiece. This echo can be heard by the calling party. It becomes more noticeable with higher volume and longer phone system latency.
  - The AEC is not enabled by default, but can be enabled using the HMP.
- The missed call(s) notification in the display can be disabled via the HMP. However, missed calls are still registered in the call register list.
- The maximum number of subscriptions has been raised from 10 to 15 systems.
- During an MSF text call, the up/down key on the 4-way navigation key can be sent to the messaging application.
- The internal organization of the phone book has been optimized for speed and memory usage.

### **3.10.2 Removed Features**

If an MSF with timestamp was received, the handset time and date would be set. This feature has been removed, to avoid that a delayed message sets back the handset clock.

### **3.10.3 Corrections**

- Grammatical changes to Danish language.
- The service code \*99950\* that deletes all phone book entries, messages, and subscriptions, now also clears the call register list. The default standby text is restored if changed by the system.

## **3.11 Version PCS 07Ha - Q2, 2009**

### **3.11.1 Added or Changed Features**

The handset will automatically upgrade the Bluetooth firmware.

### **3.11.2 Removed Features**

None

### **3.11.3 Corrections**

- Excessive messaging could cause the handset to restart or turn off. Problem fixed by optimizing heap usage.
- Time when returning from out of range back into range, improved from 10 to 3 seconds.

## **3.12 Version PCS 07Aa - Q1, 2009**

Initial release for KIRK 5040

### **3.12.1 Added or Changed Features**

- Added locally generated CPT for Australia and United Kingdom (relevant for the KWS300 and KWS6000 solutions). From the HMP the following country specific CPT can be selected:
  - Denmark
  - United States
  - United Kingdom
  - Australia
  - Germany
- When the keyboard is locked, a small lock icon is shown in the info bar at the top of the display instead of a big lock icon at the screen center.
- Via the HMP it is possible to personalize the standby logo of the handset.
- Ringer tone 5 has been replaced by the sound of an analog phone

- Ringer tone 6 has been replaced by ringer tone 6 from the KIRK 40-Handsets (high volume with high frequency tones).

### 3.12.2 Removed Features

None

### 3.12.3 Corrections

- Pressing the R-key when receiving a message during conversation would terminate the call. The message is now exited and the phone returns to the call display.
- Subscribed to a KWS600v3 system, the handset did not distinguish between internal and external incoming calls. This has now been corrected.
- Subscribed to a KWS300 or KWS6000 system, the volume of the dial tone could not be changed. This has now been corrected.
- Subscribed to a residential system, entering a number and pressing the R-key would make an internal handset to call. Now only a one digit number can be called. If entering more than one digit and pressing the R-key, the phone returns to idle.
- Subscribed to a KWS300 or KWS6000 system, CPT could not be heard in the Bluetooth headset. This has now been corrected.

## 3.13 Version PCS 06Ma - Q4, 2008

### 3.13.1 Added or Changed Features

If handset time and date is not set either manually or by the system, the time and date will not be visible in the info bar of the display, in the call history list or in the message inbox of the handset.

### 3.13.2 Removed Features

None

### 3.13.3 Corrections

- When accessing the phone book off-hook, dialing was malfunctioning in PCS 06Lb. This problem has now been resolved.
- Unnecessary mute period after off-hook MSF alerting has now been removed.
- In rare occasions, the display skewed like the display of a television with poor signal. This problem has now been fixed.
- Start and stop of ringer and vibrator will now follow the ringer cadence of an analogue PBX.
- Automatic line breaks in long strings, received via MSF in e.g. corporate directory, have been improved.

### **3.14 Version PCS 06Lb - Q2, 2008**

#### **3.14.1 Added or Changed Features**

- Finnish language added.
- A more accurate internal timer has been used to feed the “real time clock” with an accuracy of a few PPM. To improve clock accuracy, when the handset is out of radio coverage.
- The volume of alert tones caused by reception of Broadcast or MSF is attenuated to 9dB below lowest volume step if a voice call is active on the handset.

#### **3.14.2 Removed Features**

Standby text received in SS\_FACILITY was stored in EEPROM. Now, only the display is updated, not the EEPROM.

#### **3.14.3 Corrections**

- In the German language the soft key “Shortcut” is renamed from “Kurzwahl” to “Shortcut”.
- *Menu/Settings/Advanced/Time & Date/Change date* starts on 1/1/2008 instead of 1/1/2007.
- Reception of MWI did not update the display. Now the display lights up when the MWI is turned on/off.
- On some systems the CPN was not shown in the display when the call was transferred. It is now displayed on all systems.
- Headset alert settings did not work when called from “Shortcut” menu. Now, it works when called from the “Shortcut” menu.

### **3.15 Version PCS 06Fa - Q1, 2008**

Initial release for KIRK 5020