

Product Correction Notice (PCN)

Issue Date: 29-July-2014
Supplement Date:
Archive Date: 29-July-2015
PCN Number: 1961H

SECTION 1 - CUSTOMER NOTICE

Products affected by this PCN:
 1603-I IP Deskphone: 700476849
 1603-I IP Deskphone (icon): 700508259
 1603SW-I IP Deskphone: 700458524
 1603SW-I IP Deskphone (icon): 700508258
 1608-I IP Deskphone: 700458532
 1608-I IP Deskphone (icon): 700508260
 1616-I IP Deskphone: 700458540
 1616-I IP Deskphone (icon): 700504843

Note that older models of 1600 Series IP Deskphones with different Product Codes than those above are not covered under this PCN since they are at End of Life status and are no longer supported.

Note that Avaya IP Office® customers running older, un-supported software releases are not covered by this PCN, and are advised to upgrade to a supported IP Office Service Pack as soon as possible.

Description: This PCN is being released to document an issue that has been observed on 1600 Series IP Deskphones when upgrading to 1600 Series H.323 Software Version 1.3.4.B (with Avaya Aura®) which was available on the Avaya Support portal from Aug 27, 2013 to Feb 20, 2014. This issue has also been observed with 1600 Series H.323 Software Version 1.3.43B (with Avaya IP Office®), which was available until May 2014.

1600 Series H.323 IP Deskphone models upgraded to Software Version 1.3.4.B or 1.3.43B could experience a rolling reboot condition during the upgrade, or after some period of operation after a successful upgrade. In some cases, the 1600 Series IP Deskphones will begin the boot cycle, stay in that cycle for up to 10 seconds (typically 3-4 seconds), and then reboot, repeating the cycle indefinitely.

It is expected that only a small percentage, if any, units will get into the rolling reboot state. If you have 1600 Series IP Deskphones units that are in the rolling reboot state described in this PCN, these units cannot be recovered in the field. Customers or Partners who have 1600 Series IP Deskphones included under this PCN that are in the rolling reboot state should follow the process described below to get free of charge replacement units.

If you downloaded 1600 Series Software Version 1.3.4.B from the Avaya Support portal during the Aug 27, 2013 to Feb 20, 2014 timeframe, and /or upgraded 1600 Series IP Deskphones to Software Version 1.3.4.B, please discard all copies and upgrade the 1600 Series IP Deskphones to Software Version 1.3.5 or higher as soon as possible. Note that 1600 Series IP Deskphones Software Version 1.3.5 was available on the Avaya Support portal since April 7, 2014. An interim SW release, 1600 Series SW 1.3.4.D, was available on the Avaya Support portal since March 11, 2014, which also

corrected the issue.

Customers with Avaya Aura® Call Servers and 1600 Series IP Deskphones should plan to upgrade the Aura Call Server platform with 1600 Series Software Version 1.3.5 as the default 1600 Series Software Version as soon as possible so that all phones are upgraded and maintained at this Software Version or higher.

Customers with Avaya IP Office® Call Servers and 1600 Series IP Deskphones should plan to upgrade to 1600 Series Software Version 1.3.5 as soon as possible, which was included as part of the IP Office Service Packs 8.1.9 and 9.0.3 available from the Avaya Support portal since May 19, 2014.

Level of Risk/Severity
Class 1=High
Class 2=Medium
Class 3=Low

Class 2

Is it required that this PCN be applied to my system?

It is recommended that Customers and Partners upgrade all systems and 1600 Series IP Deskphones to the most recent 1600 Series H.323 Software Version 1.3.5 or higher as soon as possible.

The risk if this PCN is not installed:

Customers will continue to be at risk for the rolling reboot issue and other issues on the 1600 Series IP Deskphones until the units have been successfully updated to 1600 Series Software Release 1.3.5 (or SW R1.3.4.D).

Is this PCN for US customers, non-US customers, or both?

Global

Does applying this PCN disrupt my service during installation?

Upgrading Call Servers and 1600 Series IP Deskphones to the most recent 1600 Software Version should be a planned activity to avoid service interruption.

Installation of this PCN is required by:

This PCN 1961H should be applied by Avaya Authorized Partners or Avaya Customers who have the capability to upgrade IP Deskphone software on systems.

Release notes and workarounds are located:

Additional information including Release Notes (Read Me Document), Administration documents, and User Documentation is available on the Avaya Support portal at: <http://support.avaya.com>

- For 1600 Series customers attached to Avaya Aura® Call Server platforms, 1600 Series Software Version 1.3.5 is the most current software (at the time this PCN 1961H was originally published). At the Avaya Support page, choose 'Downloads & Documents', and enter '1600 Series IP Deskphones' and select 'Release 1.3.x' from the pull down menu. Then

select Software Version 1.3.5 (or higher) to access the most current 1600 Series Software Version for download.

- For 1600 Series customers attached to [Avaya IP Office®](#) platform, 1600 Series Software Version 1.3.5 was available on May 19, 2014 with IP Office Service Packs 8.1.9 and 9.0.3. At the Avaya Support page, choose 'Downloads & Documents', and enter 'IP Office' and select 'Release 8.x or 9.x' from the pull down menu. Then select the IP Office User CD file to access 1600 Series Software Version 1.3.5 for download. Note that IP Office customers running older, un-supported software releases are not covered by this PCN, and are advised to upgrade to a supported IP Office Service Packs as soon as possible.

What materials are required to implement this PCN
(If PCN can be customer installed):

Avaya Partners and customers can access the 1600 Series IP Deskphone H.323 Software Version 1.3.5 (or higher) at the Avaya Support portal, and follow the process steps that are described in the Product Documentation to upgrade the Call Server and IP Deskphones to the latest Software Version.

To receive free of charge replacement units for 1600 Series IP Deskphones with product codes listed in this PCN and which are in the Rolling Reboot state, customers should contact their Avaya Partner who then should follow the instructions detailed under the 'Provisioning Instructions' section in Section 2 of this PCN. Order codes for free of charge replacement units are below. Note that IP Office customers running older, un-supported IP Office software releases are not covered by this PCN, and are advised to upgrade to a supported IP Office Service Packs as soon as possible.

How do I order this PCN
(If PCN can be customer installed):

Use the following Product codes to order free of charge replacement units and stands for 1600 Series IP Deskphones that have gotten into the rolling reboot state described in this PCN. Customers should order the Product Codes for a replacement phone and replacement phone-stand for the same model as the defective unit they have. Customers will need to return the defective units through an RMA to avoid being charged for the replacement units they've received.

Replacement units and stands will be sent in advance, and customers should return the defective units including stands under an authorized RMA. If customers prefer to keep their existing phone stands from defective units, then a replacement stand is not required and should not be ordered. If local 5V AC adapters are used to power the existing 1600 Series phones, the customer should keep their existing 5V power adapter since a replacement power adapter will not be sent.

1600 Series IP Deskphone Model	Product Code on Original IP Deskphone (Defective)	Product Code to Order for Free of Charge Replacement <u>Phone</u> Unit	Product Code to Order for Free of Charge <u>Stand</u>
1603-I IP Deskphone	700476849	700476849	700415615
1603-I IP Deskphone (icon)	700508259	700508259	700415615
1603SW-I IP Deskphone	700458524	700458524	700415615
1603SW-I IP Deskphone (icon)	700508258	700508258	700415615
1608-I IP Deskphone	700458532	700458532	700415714
1608-I IP Deskphone (icon)	700508260	700508260	700415714
1616-I IP Deskphone	700458540	700458540	700415722
1616-I IP Deskphone (icon)	700504843	700504843	700415722

Finding the installation instructions (If PCN can be customer installed):

The Installation Instructions are included within the Administration documents for 1600 Series located at: <http://support.avaya.com>.

For customers using the 1600 Series IP Deskphones with **Avaya Aura®**, go to 'Downloads & Documents', enter the Product as '1600 Series IP Deskphones, Release 1.3.x', to access the Download for Software Version 1.3.5 (or higher).

For 1600 Series customers attached to **Avaya IP Office®** platform, 1600 Series Software Version 1.3.5 was made available on May 19, 2014 with IP Office Service Packs 8.1.9 and 9.0.3. At the Avaya Support page, choose 'Downloads & Documents', and enter 'IP Office' and select 'Release 8.x or 9.x' from the pull down menu. Then select the IP Office User CD file to access 1600 Series Software Version 1.3.5 for download. Note that IP Office customers running older, un-supported software releases are not covered by this PCN, and are advised to upgrade to a supported IP Office Service Packs as soon as possible.

SECTION 1A – SOFTWARE SERVICE PACK INFORMATION

Note: Customers are required to backup their systems before applying the Service Pack.

How to verify the installation of the Service Pack has been successful:

To confirm that the upgrade has been successful, Software versions may be checked by using the About Avaya function from the phone UI.

- From the phone UI – Verify .bin files with software matches what's show for "Application" and "Boot" for the minimum version of 1.3.5
- Press the "A" menu key → Select Network Information → Select Miscellaneous
 - Scroll to the Application line and verify the string includes 1.3.5 or newer (E.g. ha1616ua1_35.bin)
 - Scroll to the Boot line and verify the string includes 1.3.5 or newer (E.g. hb1616ua1_35.bin)

What you should do if the Service Pack installation fails?

Please escalate a ticket to the Avaya Global Services Support Team.

How to remove the Service Pack if malfunction of your system occurs:

Downgrade to the prior release, using the standard upgrade / process.

SECTION 1B – SECURITY INFORMATION

Are there any security risks involved?

N/A.

**Avaya Security
Vulnerability
Classification:** N/A

Mitigation: N/A

SECTION 1C – ENTITLEMENTS AND CONTACTS

Material Coverage Entitlements: Customers / Partners will receive free of charge replacement units for 1600 Series units that are covered under this PCN that are in the Rolling Reboot state, since these are not recoverable in the field.

Avaya Customer Service Coverage Entitlements: Avaya is issuing this PCN as installable by the customer. If the customer requests Avaya to install this PCN, it is considered a billable event as outlined in Section 4 (*Software Updates and Product Correction Notices*) of the Avaya Service Agreement Supplement (Full Maintenance Coverage) unless the customer has purchased an Avaya Services enhanced offer such as the Avaya Services Product Correction Support offer.

Additionally, Avaya on-site support is not included. If on-site support is requested, Avaya will bill the customer current Per Incident charges unless the customer has purchased an Avaya Services enhanced offer such as the Avaya Services Product Correction Support offer.

Customers under the following Avaya coverage:

- Full Coverage Service Contract*
- On-site Hardware Maintenance Contract*

Remote Installation	Current Per Incident Rates Apply
Remote or On-site Services Labor	Current Per Incident Rates Apply

*Service contracts that include both labor and parts support – 24x7, 8x5.

Customers under the following Avaya coverage:

- Warranty
- Software Support
- Software Support Plus Upgrades
- Remote Only
- Parts Plus Remote
- Remote Hardware Support
- Remote Hardware Support w/ Advance Parts Replacement

Help-Line Assistance	Per Terms of Services Contract or coverage
Remote or On-site Services Labor	Per Terms of Services Contract or coverage

Avaya Product Correction Notice Support Offer

The Avaya Product Correction Support Offer provides out-of-hours support for

remote and on-site technician installable PCNs, and Avaya installation for all Avaya issued PCNs that are classified as “Customer-Installable”. Refer to the PCN Offer or contact your Avaya Account Representative for complete details.

**Avaya
Authorized
Partner
Service
Coverage
Entitlements:**

Avaya Authorized Partner

Avaya Authorized Partners are responsible for the implementation of this PCN on behalf of their customers.

**Who to contact
for more
information:**

If you require further information or assistance please contact your Authorized Service Provider, or visit support.avaya.com. There you can access more product information, chat with an Agent, or open an online Service Request. Support is provided per your warranty or service contract terms unless otherwise specified in the Avaya support [Terms of Use](#).