AVAYA

Product Correction Notice (PCN)

Issue Date:	**Jan 10, 2012**
Archive Date:	**Jan 10, 2013**
PCN Number:	**1840P**

SECTION 1 - CUSTOMER NOTICE

This PCN address issues with the following products and systems:	This PCN announces the General Availability of UNIStim Software Release 3.5 for Avaya 2000 Series IP Deskphones. This UNIStim 3.5 software provides several quality improvements and is supported on the 2001, 2002, and 2004 IP Deskphones (Phase 2 models). It is compatible with the following Avaya Call Servers: • Business Communications Manager (BCM) • Survivable Remote Gateway (SRG) • Communications Server 1000 (CS1000) • Communication Server 2100 (CS2100) The 2001, 2002, and 2004 IP Deskphones reached an end-of-sale status in November 2009, and this UNIStim Software Release 3.5 is being issued by Avaya to address some specific quality improvements and to include Avaya branding for information that is shown on the IP Deskphone display. Note that this UNIStim Software Release 3.5 does not apply to the 2007 IP Deskphone, which continues to be sold and which supports UNIStim Software Release 5.x which is available for download on the Avaya Support portal.
Does this PCN apply to me?	Yes, if you have 2001, 2002, 2004 IP Deskphones (Phase 2 models) running UNIStim Software.
What you should do when you receive this PCN:	Avaya recommends that all customers upgrade installed 2000 Series IP Deskphones (2001, 2002, 2004 IP Deskphone models) to this UNIStim Software Release 3.5 version of software at their earliest convenience. Go to http://support.avaya.com , choose 'Downloads' from the left side of the webpage, and enter '2000 Series IP Deskphones' when prompted for the Product. The software is posted under the pull down menu 'UNIStim 3.x' Download the Readme Document for a list of quality improvements included in this Software Release. Download the Software binary file. The following UNIStim software binary file is available for download for the Phase 2 2001/2002/2004 IP Deskphones: 0604DCO
Description of PCN:	This PCN announces the General Availability of Avaya UNIStim Software Release 3.5 for use with 2000 Series IP Deskphones (2001, 2002, 2004 Phase 2 models) which reached an End-of-Sale status in December 2009.

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What is the nature of the PCN?	Software
This PCN addresses and resolves the following issues:	UNIStim Software Release 3.5 addresses specific quality improvements including two customer reported issues related to random lock ups of these IP Deskphones. It also includes Avaya branding for information that is shown on the IP Deskphone display.
Level of Risk/Severity Class 1=High Class 2=Medium Class 3=Low	Class 3
Is it required that this PCN be applied to my system?	No, but Avaya recommends that all customers upgrade installed IP Deskphones to the latest version of software at their earliest convenience.
The risk if this PCN is not installed:	People using the 2001/2002/2004 IP Deskphones running UNIStim software may encounter issues that have been addressed with this latest Software.
Is this PCN for US customers, non-US customers, or both?	Both.
Does applying this PCN disrupt my service?	To minimize service disruption, applying the Software Upgrade to the 2001/2002/2004 IP Deskphones should be a planned activity.
Installation of this PCN is required by:	Customer and/or Avaya Authorized Partner.
Release notes and workarounds are located:	Additional information is included in the Readme Document included with the Software Package that is available at http://support.avaya.com
How to determine if your product is affected:	Customers with 2001/2002/2004 IP Deskphones running UNIStim Software should upgrade installed units to this version at their earliest convenience.
Required materials (If PCN can be customer installed):	Download the 2001/2002/2004 IP Deskphone UNIStim Software Release 3.5 binary file and the Readme document from the Avaya support portal.
Provisioning instructions (If PCN can be customer installed):	For more details refer to the User Guides and Administration Guides that can be downloaded from http://support.avaya.com
Finding the installation instructions (If PCN can be customer installed):	Installation instructions are included in the User Guide and Administration Guides located online at: http://support.avaya.com. Choose 'Documentation' and enter '2000 Series IP Deskphones' when prompted for the Product Name.

SECTION 1A – PATCH INFORMATION

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

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How to verify the installation of the patch has been successful:	N/A
What you should do if the patch installation fails?	N/A
How to remove the patch if malfunction of your system occurs:	N/A

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:	Download the Readme document and the UNIStim 3.5 Software binary file (0604DCO) for the 2001/2002/2004 IP Deskphones from the Avaya support portal at http://support.avaya.com

Avaya Customer Service Coverage Entitlements:

Avaya is issuing this PCN as customer installable. 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.

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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.

Avaya Contacts:
For assistance with this PCN contact your local or regional Service group.

http://support.avaya.com, under "Support Contact Options" (this may also be shown as Contact Us), under the "Heritage Nortel Part and Dispatch..." link.

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