

Product Correction Notice (PCN)

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SECTION 1 - CUSTOMER NOTICE

Products affected by this PCN:

Avaya is pleased to announce the availability of SIP Software Release 4.3 Service Pack 2 (SIP 4.3.2) for the 1100 Series and 1200 Series IP Deskphone models that support SIP software.

The following Avaya IP Deskphones are within scope of this PCN since they support SIP 4.x Software: 1120E (NTYS03xxE6), 1140E (NTYS05xxE6), 1165E (NTYS07xxE6), 1220 (NTYS19xx70E6), 1230 (NTYS20xx70E6) IP Deskphones. Note that the 1165E is not supported on all Avaya Communication Server platforms, as noted in the following list. SIP Software Release 4.3 Service Pack 2 is compatible with the following call servers:

- Avaya IP Office Release 9.0 (1220, 1230, 1120E, 1140E IP Deskphones only)
- Avaya Branch Gateway B5800 Release 6.2 (1220, 1230, 1120E, 1140E IP Deskphones only)
- Avaya CS1000 Release 7.0, 7.5, and 7.6. (1220, 1230, 1120E, 1140E, 1165E IP Deskphones)
- Avaya CS2100 Release SE13 and SE16. (1220, 1230, 1120E, 1140E, 1165E IP Deskphones)

Description:

This PCN announces the General Availability of SIP Software 4.3 Service Pack 2 for Avaya 1100 Series and 1200 Series IP Deskphones (SIP models only).

SIP Software 4.3 Service Pack 2 is supported on the 1120E, 1140E, 1165E, 1220, 1230 IP Deskphones, and is supported with the following Avaya Communication Server platforms, unless otherwise noted.

SIP Software Release 4.3 Service Pack 2 is compatible with the following Avaya Communication Server minimum release:

- Avaya IP Office Release 9.0 (1220, 1230, 1120E, 1140E IP Deskphones only)
- Avaya Branch Gateway B5800 Release 6.2 (1220, 1230, 1120E, 1140E IP Deskphones only)
- Avaya CS1000 Release 7.0, 7.5, and 7.6. (1220, 1230, 1120E, 1140E, 1165E IP Deskphones)
- Avaya CS2100 Release SE13 and SE16. (1220, 1230, 1120E, 1140E, 1165E IP Deskphones)

See the Readme Document for Avaya SIP Software Release 4.3 Service Pack 2 for 1100 Series and 1200 Series IP Deskphones for a summary of feature enhancements and quality improvements that are included in this Software Release.

To access the Readme document and software files related to this release, please go to: <http://support.avaya.com/>, and select "Downloads & Documents", and then enter the product name "1100 Series IP Deskphones", or "1200 Series IP Deskphones". Choose "SIP 4.x" from the 'Choose Release' pull-down menu and click on "SIP 4.3 Service Pack 2 for IP Deskphones".

Level of Risk/Severity Class 1=High

Class 3

**Class 2=Medium
Class 3=Low**

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

For all supported call servers, Avaya recommends that all customers upgrade both new and installed 1100 Series and 1200 Series IP Deskphones running SIP software to this software version at their earliest convenience.

**The risk if this
PCN
is not installed:**

People using the 1100 Series and 1200 Series IP Deskphones running SIP software will not have access to feature enhancements or 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
during
installation?**

To minimize service disruption, applying the Software Upgrade to the 1100 Series and 1200 Series 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>. Select "Downloads & Documents", and then enter the product name "1100 Series IP Deskphones", or "1200 Series IP Deskphones". Choose "SIP 4.x" from the 'Choose Release' pull-down menu and click on "SIP 4.3 Service Pack 2 for IP Deskphones".

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

Download 1100 Series or 1200 Series IP Deskphone SIP Software Release 4.3 Service Pack 2, including Readme file from the Avaya support portal.
For more details refer to the SIP software User Guides and Administration Guides that can be downloaded from <http://support.avaya.com> as follows:

- Avaya 1120E IP Deskphone with SIP Software User Guide NN43112-101
- Avaya 1140E IP Deskphone with SIP Software User Guide NN43113-101
- Avaya 1165E IP Deskphone with SIP Software User Guide NN43170-100
- Avaya 1100 Series Expansion Module for SIP Software User Guide NN43110-301
- SIP Software for Avaya 1100 Series IP Deskphones-Administration NN43170-600
- Avaya 1220 IP Deskphone with SIP Software User Guide NN43170-101
- Avaya 1230 IP Deskphone with SIP Software User Guide NN43170-102
- Avaya 1200 Series Expansion Module for SIP Software User Guide –

NN43139-100

- SIP Software for Avaya 1200 Series IP Deskphones-Administration - NN43170-601

For IP Office specific documentation, go to:

<http://support.avaya.com/css/Products/P0160/User%20Guides>

- Avaya 1120E IP Deskphone with SIP Software - User Guide - AV40050-104
- Avaya 1140E IP Deskphone with SIP Software - User Guide - AV40050-105
- Avaya 1200 Series IP Deskphones with SIP Software - User Guide - AV40050-111
- 1100/1200 Series Phone Installation for IP Office

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

Download the SIP Software Release 4.3 Service Pack 2 binary files for the 1100 Series and 1200 Series IP Deskphones including the Readme document from the Avaya support portal at:

<http://support.avaya.com>. Select “Downloads & Documents”, and then enter the product name “1100 Series IP Deskphones”, or ‘1200 Series IP Deskphones’. Choose “SIP 4.x” from the ‘Choose Release’ pull-down menu and click on “SIP 4.3 Service Pack 2 for IP Deskphones”.

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

Installation instructions are included in the documents listed above, and located online at:

<http://support.avaya.com>. Choose ‘Documentation’ and enter ‘1100 Series IP Deskphones’ or ‘1200 Series IP Deskphones’ when prompted for the Product Name.

For IP Office installation instructions are included in the “1100/1200 Series Phone Installation for IP Office” document at the same link.

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:

Please refer the documentation listed in this PCN.

What you should do if the Service Pack installation fails?

Please refer the documentation listed in this PCN.

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

Please refer the documentation listed in this PCN.

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 SIP Software Release 4.3 Service Pack 2 binary files for the 1100 Series and 1200 Series IP Deskphones including the Readme document from the Avaya support portal at <http://support.avaya.com>. Select “Downloads & Documents”, and then enter the product name “1100 Series IP Deskphones”, or ‘1200 Series IP Deskphones’. Choose “SIP 4.x” from the ‘Choose Release’ pull-down menu and click on “SIP 4.3 Service Pack 2 for IP Deskphones”.

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	Per Terms of Services Contract or coverage
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Assistance	
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

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

**Avaya
Authorized
Partner
Service
Coverage
Entitlements:**

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

[Contact Avaya Support](#)