



## Product Support Notice

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PSN # PSN006190u

Original publication date: 17 April 2023. This is Issue #01, published date: 18 April 2023.

Severity/risk level

Medium

Urgency

When convenient

Name of problem

IP Office IPO IP500 V2A – High-pitched audible noise from the power supply

Products affected

IP Office IP 500 V2 A:

700514867

IPO IP500 V2A CNTRL UNIT

700514869

IPO IP500 V2A CNTRL UNIT TAA

Problem description

Some customers have reported a high-pitched audible noise coming from the power supply of the IP500 V2A system. This issue has been investigated and determined to be originating from a ceramic capacitor used in the design. The noise poses no risk to the operation of the system and does not affect it in any way. Customers who have installed the IP500 V2A system near personnel may find this noise uncomfortable. The level and frequency of the noise are affected by system source voltage, installed modules, system loading, and component variability used in the construction of the power supply.

Resolution

A solution for this issue is currently being tested with a planned implementation later in 2023.

If you are experiencing this issue, there is no need to return the chassis currently since the issue does not affect the operation of the product. There is a high probability that a replacement system using the same source voltage, installed modules, and system loading would exhibit a similar issue.

### Short-Term Mitigation Suggestions:

If possible, locate the IPO IP500 V2A in an equipment room away from personnel.

Relocate personnel from the immediate vicinity of the product.

The noise is very directional in nature, changing the orientation of the chassis may lower the perceived volume.

Workaround or alternative remediation

n/a

Remarks

n/a

### Patch Notes

The information in this section concerns the patch, if any, recommended in the Resolution above.

Backup before applying the patch

n/a

Download

n/a

Patch install instructions

Service-interrupting?

n/a

No

## Verification

n/a

## Failure

n/a

## Patch uninstall instructions

n/a

## Security Notes

The information in this section concerns the security risk, if any, represented by the topic of this PSN.

## Security risks

n/a

## Avaya Security Vulnerability Classification

Not Susceptible

## Mitigation

n/a

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