AVAYA

Product Correction Notice (PCN)

Issue Date:	**15 Aug 2016**
Supplement Date:	**11/27/2017**
Archive Date:	**2/15/2018**
PCN Number:	**2035H**

SECTION 1 - CUSTOMER NOTICE

Products affected by this PCN:	700476005 - IP OFFICE 500 VERSION 2 CONTROL UNIT - **PCS versions 18 through 21 only**

Description:	**11/27/2017 -** Extending PCN to 2/15/2018
	8/15/2016 Initial release - A small number of recently installed IP Office 500 Control units (IP500v2) have a component issue that can cause audible clicking sounds on analog trunks when using the ATM 4U V2 analog trunk module. The clicking as observed on customer sites is in sporadic bursts 20-30 seconds apart. The clicking sounds similar to a hook-switch Flash or the far end hanging up. The trunk audio path is still usable, but the clicking is distracting.
	
	The problem only applies to systems with IP500v2 control units at <u>PCS versions 18 through 21</u>. These units started shipping in 2016. Avaya estimates less than 5% of systems will exhibit the problem.
	
	The problem only occurs when using analog trunks. It does not occur on set-to-set or on SIP or digital trunking calls. The issue Is independent of the base card that the ATM 4U V2 is hosted on, but does appear to be specific to slots 1 and 2 of the IP500v2 Control Unit.
	
	Affected analog trunk modules:
	
	    700503164 - IP OFFICE IP500 TRUNK ANALOG 4U V2
	    700504556 - IP OFFICE IP500 V2 COMBO CARD ATM V2
	
	Solution:
	
	Avaya is immediately implementing a design change on the IP500v2 control unit that resolves the issue. The revised units will be marked with **PCS version 23** or higher.
	
	Customers experiencing the Clicking issue on installed systems can request a replacement by contacting their Avaya Authorized partner or Avaya services using the RMA replacement process. Reference this PCN when contacting services.
	
	Avaya is in the process of reworking all Avaya held inventory up to PCS 23. Avaya will however continue to allow selling of existing Distributor inventory until we have sufficient re-worked units to be able to rotate Distributor stock. As estimate is less than 5% of systems would be impacted, we are not halting system sales.

PCN Template Rev .020816
© 2016 Avaya Inc. All Rights Reserved.

Avaya – Proprietary & Confidential.
Use pursuant to the terms of signed agreements or Avaya
policy. All other trademarks are the property of their owners.

Page 1 of 5
All trademarks identified by the ® or TM are
registered trademarks or trademarks,
respectively, of Avaya Inc.

Level of Risk/Severity Class 1=High Class 2=Medium Class 3=Low	**Class 3** – Minor failure due to Product Non-Conformance - Analog trunk audio path still works but clicking sound is distracting - Configuration dependent – some sites worked around by moving analog trunk modules to slot 3 or 4.
Is it required that this PCN be applied to my system?	PCN is optional. Customers not experiencing the clicking sound do NOT need to replace the unit.
The risk if this PCN is not installed:	Risk is low. Customer may hear sporadic clicking only. No other operational or security concerns.
Is this PCN for US customers, non-US customers, or both?	PCN is global. It applies to IP500v2 control units at <u>PCS versions 18 through 21</u>. These units started shipping in 2016.
Does applying this PCN disrupt my service during installation?	Swapping out the IP500v2 control unit will impact service. This involves powering down the system, replacing the control unit, and swapping out existing add-on modules and software. Total customer downtime would be approximately 30 minutes.
Installation of this PCN is required by:	Swapping out the IP500v2 control unit to be done by an Avaya Authorized partner or Avaya services.
Release notes and workarounds are located:	Initial problem report and work around suggestions described in PSN004760u
What materials are required to implement this PCN	PCN involves replacing the 700476005 IP500v2 control unit. Technician will need to power down and replace the control unit. All existing customer add-on modules and software SD card will be swapped into the new control unit. Replacement to be done by an Avaya Authorized partner or Avaya services.

PCN Template Rev .020816
© 2016 Avaya Inc. All Rights Reserved.

Avaya – Proprietary & Confidential.
Use pursuant to the terms of signed agreements or Avaya
policy. All other trademarks are the property of their owners.

Page 2 of 5
All trademarks identified by the ® or TM are
registered trademarks or trademarks,
respectively, of Avaya Inc.

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:	N/A
What if the Service Pack installation fails?	N/A
How to remove the Service Pack 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

Page 3 of 5
All trademarks identified by the ® or TM are
registered trademarks or trademarks,
respectively, of Avaya Inc.

AVAYA

	SECTION 1C – ENTITLEMENTS AND CONTACTS

Material Coverage Entitlements:	An advance replacement 700476005 IP500v2 control unit will be supplied to customer/partner at no material cost. The replaced unit must be returned to Avaya per RMA terms. Customer is to keep all existing add-on modules and IPO system software SD card.

Avaya Customer Service Coverage Entitlements:

Customers under the following Avaya coverage: -Full Coverage Service Contract* -On-site Hardware Maintenance Contract*	
Help-Line Assistance	Per Terms of Services Contract.
Remote or On-site Services Labor	Avaya Services will exclusively determine the delivery method of the PCN. The primary delivery method* will be via Remote Services if this is a software PCN. On-site Services technician delivery or a combination of Remote and On-site delivery may be required and will be determined exclusively by Avaya Services or Avaya Authorized Partner. Avaya Remote Services labor (*for 8x5 and 7x24 Services Contract customers*) to implement this PCN is 7x24, excluding Avaya designated holidays. On-site Services labor (*for 8x5 and 7x24 Services Contract customers*) to implement this PCN is billable at current per incident rates unless determined as required by Avaya Services or an Avaya Authorized Partner. This is per the contract terms found in the associated Services Agreement Supplement or Services Offer Definition. *Note: If this PCN is deemed remotely installable by Avaya, Customer requested On-site Services support is billable at current per incident rates.

PCN Template Rev .020816
© 2016 Avaya Inc. All Rights Reserved.

Avaya – Proprietary & Confidential.
Use pursuant to the terms of signed agreements or Avaya
policy. All other trademarks are the property of their owners.

Page 4 of 5
All trademarks identified by the ® or TM are
registered trademarks or trademarks,
respectively, of Avaya Inc.

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.

PCN Template Rev .020816
© 2016 Avaya Inc. All Rights Reserved.

Avaya – Proprietary & Confidential.
Use pursuant to the terms of signed agreements or Avaya
policy. All other trademarks are the property of their owners.

Page 5 of 5
All trademarks identified by the ® or TM are
registered trademarks or trademarks,
respectively, of Avaya Inc.