



Product Support Notice

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PSN # PSN006190u

Original publication date: 17 April 2023. This is Issue #03,
published date: 14 August 2023

Severity/risk level

High

Urgency

Immediately

Name of problem

IP Office IPO IP500 V2A - High pitched audible noise from 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

Ensure that you are signed up for Avaya E-notifications so that you will be notified when new issues of this PSN are posted.

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.

Resolution

Avaya has implemented a change in the IP500v2 at the factories to resolve this issue.

For customers who have units exhibiting this issue after installation and is deemed unacceptable in the surrounding environment, please submit a Service Request, and we will initiate the replacement of the unit.

Workaround or alternative remediation

N/A

Remarks

August 9, 2023: Issue 2 - clarification on original problem statement and recommendation

August 14, 2023: Issue 3 - Additional instructions are being provided to Partners/Distributers.

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

N/A

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

N/A

Mitigation

N/A

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](#).

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