Product Support Notice

PSN #	PSN020286u	

Original publication date: 13-Feb-17. This is Issue #03, published date: 09-Feb-17.	Severity/risk level	Medium	Urgency	When convenient

Name of problem	Digital desk phone solutions requiring auxiliary power for button modules are now supported by a combination of the SPPOE or GSPPOE power units plus a special Y-Adapter cable.

Products affected

1400 Series Digital Deskphones

2400 Series Digital Deskphones

9400 Series Digital Deskphones

9500 Series Digital Deskphones

Problem description

Avaya is transitioning to a single global powering solution for desktop devices. The End of Sale of the 1151C1 means any digital desk phone solutions that require auxiliary power for button modules will now be supported by a combination of the SPPOE or GSPPOE power units plus a special Y-Adapter cable. This is for both new and replacement scenarios.

Originally, 14xx, 24xx, 94xx, and 95xx digital desk phones used 1151C1's (and older versions such as 1151B1) to connect and provide power to Button Modules for these digital desk phones. Faced with changes in regulations on external power supplies, Avaya discontinued some supplies and architected new solutions. This PSN solution is provided to support customers who need to provide aux power to Avaya digital desk sets that have button module adjuncts.

Power now is intended to be provided via the GSPPOE injector (power supply part number 700511266, available in kit 700512602), PLUS a Y-adapter.   The Y-Adapter Avaya ID/Comcode is 700511397 and is available in kit 700511777.

Notes:

As with prior power solutions, the AC mains cord is not included and must be ordered separately or sourced locally. It should be noted that the GSPPOE (700511266) uses a "C5" type connector   instead of the C13 such as was used on the 1151 series. Cords available from Avaya include:

700511982 - C5 Pwr Cord Nar	700511809 - C5 Pwr Cord Argentina
700511978 - C5 Pwr Cord Eu/Russia	700511812 - C5 Pwr Cord Saudi Arabia
700511810 - C5 Pwr Cord Brazil	700511975 - C5 Pwr Cord Australia/New Zealand
700511983 - C5 Pwr Cord Uk	700511980 - C5 Pwr Cord Israel
700511814 - C5 Pwr Cord Taiwan	700511977 - C5 Pwr Cord Italy/Chile
700511976 - C5 Pwr Cord China	700511979 - C5 Pwr Cord India/Bangladesh
700512336 - C5 Pwr Cord Thailand	700511813 - C5 Pwr Cord Switzerland
700511981 - C5 Pwr Cord Japan	700511811 - C5 Pwr Cord Denmark
700512334 - C5 Pwr Cord South Africa	700512335 - C5 Pwr Cord South Korea

1400 series phones use DBM 32 Button Modules whereas 9400/9500 series phones use BM12 Button Modules. The Y-Adaptor can also be used with legacy digital and BRI phones.

For information on GSPPOE Injectors (Avaya ID/Comcode 700511226) refer to the following:
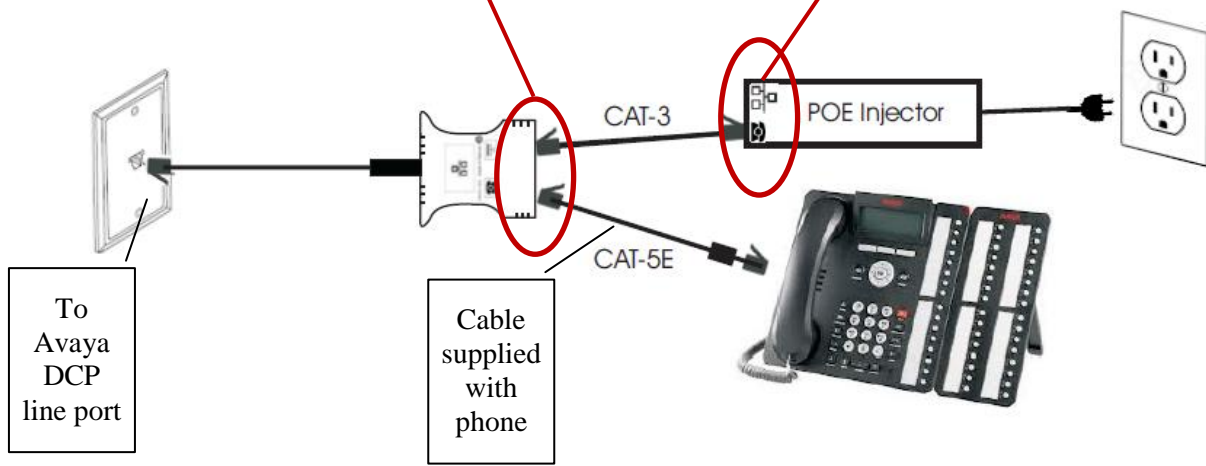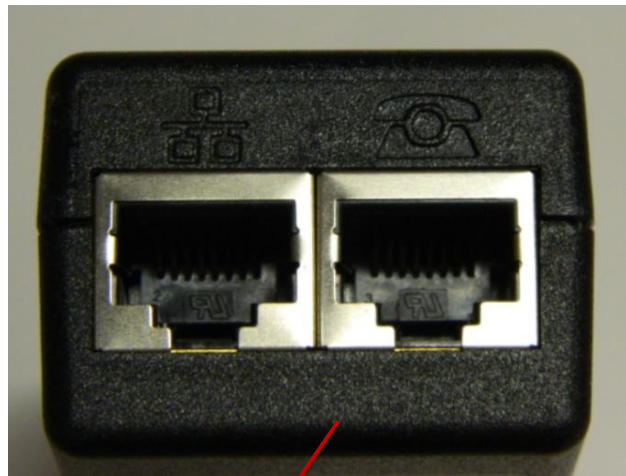https://downloads.avaya.com/css/P8/documents/101029093

Note that 700500725 SPPOE is no longer sold but can also be used with the Y-adapter for digital desk sets referenced above.
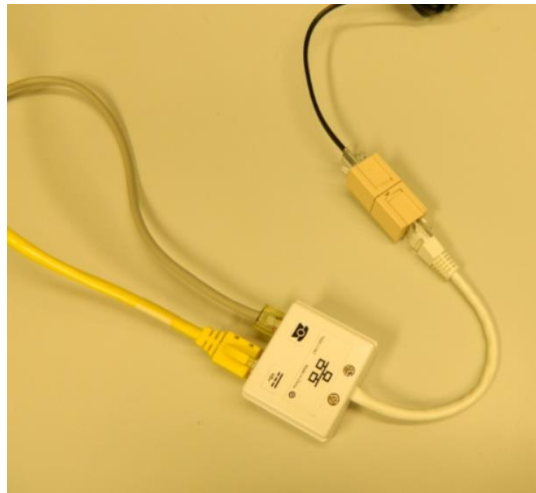
The GSPPOE and Y-adapter can also be used to power other devices formerly powered by the 1151C1 such as the 909A and the 302D1.

Resolution

When aux power is required for digital desk sets with button modules, ensure that a Y-cable (700511777) kit is ordered and used to correctly connect and provide power to the digital desk set. Connect per the wiring diagram included with the kit.

700511397 Made in China ©

48v

CAT-3

POE Injector

CAT-5E

To Avaya DCP line port

Cable supplied with phone

Avaya intentionally chose to put a 8-conductor plug on the Y-adapter as insertion of a 2, 4, or 6-wire plug into an 8-position jack could possibly permanently deform the outer contact pins so that they would no longer work in future applications. If a customer does not have their DCP line ports terminated with RJ45 connectors, Avaya strongly recommends use of an adapter and cable as shown in the photo on the right below.

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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