

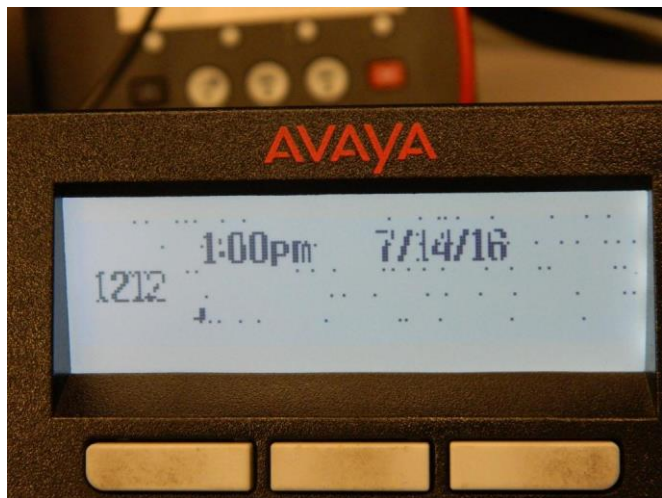
Product Correction Notice (PCN)

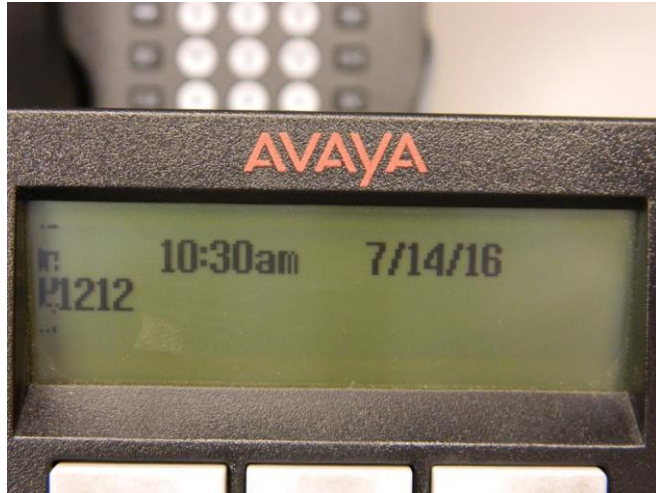
Issue Date: 19/Dec/2016
Supplement Date: 15/Jun/2017
Expiration Date: 19/Dec/2017
PCN Number: 2037H

SECTION 1 - CUSTOMER NOTICE

| Products affected by this PCN: | Code | DESCRIPTION |
|--------------------------------|-----------|-------------------------------------|
| | 700510909 | 1408 TELSET CM/IPO/IE UpN ICON 4 PK |
| | 700504841 | 1408 TELSET FOR CM/IPO/IE UpN ICON |
| | 700469851 | 1408 TELSET FOR CM/IPO/IE UpN |
| | 700500202 | 1408 TELSET FOR I5 S0 |
| | 700508194 | 1416 TELSET FOR CM/IPO/IE UpN ICON |
| | 700510910 | 1416 TELSET CM/IPO/IE UpN ICON 4 PK |
| | 700469869 | 1416 TELSET FOR CM/IPO/IE UpN |
| | 700500203 | 1416 I5 S0 TELSET FOR I5 |

Description: **Jun. 15, 2017 - Supplement 3:** Expanded serial number range for both the 1408 and 1416.
Jan. 23, 2017 - Supplement 2: Added 1416 sets and expanded serial number range.
Jan. 18, 2017 - Supplement 1: Corrected the expiration date to.
Dec 19 2016 - Initial issue: Avaya has determined that some 1408 and 1416 Digital phone LCDs may show residual characters when connected to Integral 5 or 55, IP Office and Aura Communication Manager.





The root cause problem has been identified as an IC failure.

The PCN enables customers who have the affected 1408 or 1416 digital phone to a free of charge replacement unit via the RMA process.

This issue only affects the functionality of the display. There is no impact to ability to make or receive calls, and it is possible that decreasing the contrast level allows the display to be readable.

Based on current returns the boundary is as below, it could change in the future.

For 1408:
Affected product range is 14WZ27xxxxxx to 16WZ40xxxxxx
For 1416:
Affected product range is 14WZ27xxxxxx to 16WZ52xxxxxx

Level of Risk/Severity
Class 1=High
Class 2=Medium
Class 3=Low

Level 3

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

This PCN is applicable only if your phone exhibited the symptoms described; that is; residual characters appearing as dark spots.

The risk if this PCN is not installed:

Minimal as the issue affects only the display of incomplete characters; all other functionalities of the phones are not affected.

Is this PCN for US customers, non-US customers, or both?

Does applying this PCN disrupt my service during installation?

No

Installation of this PCN is required by:

Customer or Avaya Authorized Business Partner

Release notes and workarounds are located:

N/A

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

To replace the telset (the IC is not field replaceable – must do in a qualified rework center)

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

Please contact Avaya Services or Authorized Business Partner and refer to this PCN

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

No, The repair shall be conducted by Avaya

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

N/A

Pack has been successful:

What you should do 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

SECTION 1C – ENTITLEMENTS AND CONTACTS

Material Coverage Entitlements: The customers who has the affected 1408 or 1416 digital phone shall handle the returns via RMA at no charge of the material to them.

Avaya Customer Service Coverage Entitlements: Return/Replacement process
Customers with affected 1408 or 1416 sets either in warranty or out of warranty will be replaced 1 for 1 on a free of charge basis.

- In all cases the customer must be able to provide;
- a. The order number.
 - b. Pictures of corrupted display.
 - c. Provide the serial no. from the back for the defective unit.

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Replacement 1408 or 1416 telset, can be installed by Customers or Avaya Authorized Partner.

| | |
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| 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. |

| | |
|---|--|
| 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 |

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| 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 |
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| 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](#).