PRODUCT SUPPORT NOTICE • AVAYA 1600 SERIES

Recommended Action

Because of the recent problems with firmware releases 1.3.2,1.3.4A, and 1.3.4B rendering some Avaya 1600 series IP phones inoperable, it is recommended that all 1600 series IP phones be upgraded by customers to the latest release of firmware, 1.3.5.

Due to recent problems that were causing Avaya 1600 series IP phones unusable. It is recommended that all 1600 series IP phones be upgraded to the latest release of firmware 1.3.5. Firmware releases that were affected 1.3.2,1.3.4A, and 1.3.4B.

Downloadable update available on Avaya's website: Firmware 1.3.5

Details

Avaya has released Product Support Notices (PSN) for the firmware update 1.3.5. PSN #PSN004134u states if a newly purchased Avaya 1600 series IP phone with firmware 1.3.3 is installed on a system with firmware 1.3.2 available, the phone will become corrupted and inoperable. PSN #PSN004151u states that if 1.3.4B or 1.3.4A is installed on the phone, it might corrupt at anytime and become not usable. If either of these scenarios occur, the phone would need to be repaired or replaced.

This is not covered under the AtlasPhone's warranty.

IP Office Releases Impacted

The following are releases of IP Office software that are known to have the flawed firmware included.
- R9.0.2.0.860
- R9.0.1.0.829
- R8.1.79
- R8.1.81

The 1600 series IP phone firmware should be replaced with the latest firmware 1.3.5. Avaya Aura (Communication Manager) uses the same firmware versions and should be replaced as necessary. IP Office Releases with Fixed Firmware

The latest release of IP Office R9 and R8.1 include the corrected firmware for Avaya 1600 series IP phones.
- R9.0.3.0.94
- R8.1.85n