



Avaya 1600 Series IP Deskphone Software Release 1.3.3 Readme

This file is the Readme for the Avaya 1600 Series IP Deskphone Software Release 1.3.3 (H.323 1.3 Maintenance Release 3). This file describes the content of the April 2013 Maintenance Release software distribution package. It also includes Product Advisements related to known issues with this Software Release.

Avaya 1600 Series IP Deskphone H.323 Software Release 1.3.3 is supported on the 1603, 1603-I, 1603SW, 1603SW-I, 1608, 1608-I, 1616, and 1616-I IP Deskphones only. It will not load or operate on any other models.

Aura® Communication Manager, IP Office and B5800 Branch Gateway users are advised to consult their respective product publications for information regarding support of this release on their platform.

This Maintenance Release supersedes all previous Avaya 1600 Series IP Deskphone Service Packs. Avaya recommends that all customers upgrade both new and installed 1600 Series IP Deskphones to this version at their earliest convenience.

To upgrade 1600 Series IP Deskphone:

1. Install zip package on Avaya Utility Server. The package can be unzipped in the root directory of any HTTP server for the alternative upgrade
2. Make any adjustments required by your environment to the 46xxsettings.txt
3. Reset Avaya 1600 Series IP Deskphone

Avaya Servers Compatibility

Servers	Supported versions	Comments
Avaya Aura® Communication Manager (CM)	5.2.1 and higher	<p>Avaya recommends using the latest Communication Manager release with these models of IP Deskphone. See the "Communication Manager Software & Firmware Compatibility Matrix" at http://support.avaya.com for the supported software/firmware versions of the Media Server, Media Gateway, and circuit packs.</p> <p>CM 5.2 is the minimum version required to support the following features:</p>

		<ul style="list-style-type: none"> Native support of 1600 Series IP Deskphone <p>CM releases prior to 5.2 do not provide native support for the 1600 Series IP Deskphone. Avaya recommends that the 1616/1616-I IP Deskphone be administered as a 4620/4621 IP Deskphone, other models be administered as a 4610 IP Deskphone, and the BM32 as a EU24 expansion module.</p> <p>For more details, please refer to the H.323 configuration section in the CM Administration Guide which can be downloaded from http://support.avaya.com.</p>
Avaya IP Office (IPO)	6.0 or later and IP500 V2 hardware only	Customers are requested to consult the IP Office Technical Bulletin(s) or Release Notes for compatibility with specific IP Office releases
Avaya B5800 Branch Gateway (B5800)		Please consult the B5800 Release Note(s) for details on specific B5800 software compatibility.

H.323 1.3.3 Package Content

The H.323 Software Release 1.3.3 package contains all the files necessary to upgrade Avaya new or previously installed 1600 Series IP Deskphones to H.323 R1.3.3.

The following files are included in this package:

H.323 1.3 Maintenance Release 3 List of Firmware files and supported Phones			
Hardware		Software	
Comcode	Model	Boot Code	Application Code
700415540	1603	hb1603ua1_330D.bin	ha1603ua1_330D.bin
700476849	1603-I	hb1603ua1_330D.bin	ha1603ua1_330D.bin
700458508	1603SW	hb1603ua1_330D.bin	ha1603ua1_330D.bin
700858524	1603SW-I	hb1603ua1_330D.bin	ha1603ua1_330D.bin
700415557	1608	hb1608ua1_330D.bin	ha1608ua1_330D.bin
700458532	1608-I	hb1608ua1_330D.bin	ha1608ua1_330D.bin
700450190	1616	ha1616ua1_330D.bin	ha1616ua1_330D.bin
700458540	1616-I	ha1616ua1_330D.bin	ha1616ua1_330D.bin

- GBM32_B_1_1_0.hex - Button Module firmware version 1.1.0 for BM32.
- 16xxupgrade.txt – To upgrade to R1.3.3, you must change your 16xxupgrade.txt file. The sample upgrade script that is included in the package is generic, in that it will upgrade all existing 1600 Series IP Deskphones to R1.3.3. If you have other phones that are using this script for other software upgrades and installations, please note the changes between the scripts. Make a backup copy of your current upgrade script, and incorporate the binary name changes for release R1.3.3 into your 16xxupgrade.txt file.
- Ten predefined language files for phone display:
 - mlf_Sage_v69_dutch.txt
 - mlf_Sage_v69_french_can.txt
 - mlf_Sage_v69_french_paris.txt
 - mlf_Sage_v69_german.txt
 - mlf_Sage_v69_italian.txt
 - mlf_Sage_v69_japaneseKat.txt
 - mlf_Sage_v69_portuguese.txt
 - mlf_Sage_v69_russian.txt
 - mlf_Sage_v69_spanish.txt
 - mlf_Sage_v69_spanish_latin.txt
- Five configurable language files for the phone display:
 - mlf_Sage_v69_arabic.txt
 - mlf_Sage_v69_chinese.txt
 - mlf_Sage_v69_trad_chinese.txt
 - mlf_Sage_v69_hebrew.txt
 - mlf_Sage_v69_korean.txt
- Five configurable font files for the five languages above
 - Arabic_S11_V34.rbm.lzma (Font file for Arabic Language)
 - GB_S11_V34.rbm.lzma (Font file for Simplified Chinese Language)
 - Big5_S11_V34.rbm.lzma (Font file for Traditional Chinese Language)
 - Hebrew_S11_V34.rbm.lzma (Font file for Hebrew Language)
 - KSC_S11_V34.rbm.lzma (Font file for Korean Language)
- release.xml
- The signatures in the signatures subdirectory of the .zip distribution packages are only intended to be used by the file server, and the file server that is on the CM 6.0 Utility Server is the only file server that currently supports this.

Refer to the 1600 Series IP Deskphone Administration Guide on <http://support.avaya.com> for more information on the use of FONTFILE and LANGxFILE.

System specific parameters should be entered into the 46xxsettings.txt file which is available for separate download at <http://support.avaya.com>. Warning: Before modifying your 46xxsettings.txt file, please make a backup copy of that file before incorporating any feature changes.

New Features implemented in Avaya Deskphone H.323 1.3 Maintenance Release 3

Feature	Feature description
Call Center Administration	<p>Feature allows turning on/off the "Hold", "Conference", "Drop", "Mute", "Headset", Switch hook and "Transfer" buttons to meet the Call Center requirements.</p> <p>These buttons are now controlled via the following settings file parameters:</p> <ul style="list-style-type: none"> • CCBTNSTAT – Call Center button permission flag • CONFSTAT – Conference button permission flag • DROPSTAT – Drop button permission flag • HEADSTAT – Headset button permission flag • HOLDSTAT – Hold button permission flag • MUTESTAT – Mute button permission flag • XFERSTAT – Transfer button permission flag • HOOKSTAT – Switch hook permission flag <p>For more detailed information please refer to the 46xxsettings.txt at http://support.avaya.com.</p>
PROCPSWD Security Enhancement	<p>Starting 1.3.3 release the default password now is "CRAFT", in the previous releases it was empty. Now to access to the "Local Procedures" the user should enter the password and then "Local Procedures". For example there is a phone with default password and we would like to configure the phone by "ADDR" procedure then the full command will be: "Mute", "C", "R", "A", "F", "T", "A", "D", "D", "R", "#".</p>

Resolved issues in Avaya 1600 Deskphone H.323 1.3 Maintenance Release 3

Area	Defect ID	Defect Name
Audio	SAGE16XX-634	1616-I call center phones have almost half the volume (44 db) coming out of the headset as opposed to the handset (71 db).
	SAGE16XX-630	1616i type IP phones have a delay of 2sec to send the RTP to the right port.
	SAGE16XX-656	Handset audio improvements (noise/levels/frequency/response/compressor).
	SAGE16XX-703	1603/08/16 handset audio improvements (noise/levels/frequency response/compressor).
	SAGE16XX-710	1608/1616 headset volume is 5dB too quiet. Gains need a balancing for the noise improvements. Fix for the frequency response.
	SAGE16XX-712	1616 non-CR headset gains need adjusting.
	SAGE16XX-715	1616 handset digital gains need corrections for TIA810.
Performance	SAGE16XX-661	1603 reboots every 10 minutes after receiving HP3800 router MAC 08:2e:5f:68:1f:00

Area	Defect ID	Defect Name
	SAGE16XX-641	1616-I with BM32 continually reboots after a restart of the phone.
	SAGE16XX-649	1616 IP phones with expansion button modules continuously reboots on IPO 500v2 (8.1.43/8.0.44).
	SAGE16XX-698	Phone restarts sometimes when receives URQ message.
	SAGE16XX-675	1603 phone freezes.
	SAGE16XX-673	Phone is in loop of reboot when setting incorrect L2QVLAN in DHCP.
	SAGE16XX-683	1608 has abnormal lamp behavior.
	SAGE16XX-654	1608-I phones stop working after upgrade.
	SAGE16XX-642	Firmware corruption occurs during production.
	SAGE16XX-704	Phone reboot due to buffer allocation issue.
	SAGE16XX-636	Phone freezes and then reboots.
Backup\Restore	SAGE16XX-663	Compatibility Backup/Restore with IIS7/7.5
	SAGE16XX-662	Phone does not prompt the user for new credentials when invalid credentials are entered in case of authenticated Backup/Restore with IIS-7 server
	SAGE16XX-664	Backup failed message is displayed on the top line for the first manual backup after the settings are cleared.
	SAGE16XX-670	Backup failed when all information is deleted in backup file
	SAGE16XX-660	For the first manual backup after reboot, screen changes from backup/restore to screen/sound.
	SAGE16XX-699	Phone shows strange characters in screen for entering the credentials when Phone does an automatic restore, if the BRURI points to a child folder in root folder of IIS7.
Push	SAGE16XX-617	16xx phones subscribe to push server when registering in unnamed mode.
	SAGE16XX-669	The phone can't receive audio push (unicast mode) from push server.
Application\UI	SAGE16XX-638	Redial button doesn't work on the 1616-I IP Phone after upgrading 1.3 SP2 firmware.
	SAGE16XX-598	The name getting cropped on the call connected screen of 1608i phone in IPO.
	SAGE16XX-686	Call Timer and call log not working.
	SAGE16XX-702	The backlight of the phone A isn't turned off when the idle timer of incoming call on Phone A is equal to the value of BAKLIGHTOFF.
	SAGE16XX-718	Phone is displayed ringing status in menu and call log screen after the call is released.
Security	SAGE16XX-692	Do not allow DEBUG to be invoked unless PROCPSWD is non-default.
BM32	SAGE16XX-693	DND button on BM32 doesn't get activated after reboot.
	SAGE16XX-580	Call screening buttons on button module don't get activated after reboot.
Network	SAGE16XX-676	PC cannot authenticate and access network when connect to PHY2 interface of the phone.
	SAGE16XX-644	Phone does not send per hop trace route information under RTCP packet Subtype 5.
	SAGE16XX-706	RTCP packets from 16xx phone show erroneously high jitter value.

Known Issues in Avaya 1600 Deskphone H.323 1.3 Maintenance Release 3

Defect Number	Description	Details/Workaround
SAGE16XX-700	Phone 1616 with SBM32 attached can be frozen while entering credentials during automatic Backup/Restore and when the BRURI points to a child folder of the root folder of IIS7.	Do not configure the child folder.
SAGE16XX-612	Second BM is not upgrading when two BMs are connected during phone's software upgrade to R1.3 SP1.	<p>While upgrading the 1616 IP Deskphone to release 1.3200, if there are Button Modules (BMs) attached to the 1616 IP Deskphone being upgraded, then the BMs will also be upgraded.</p> <p>Note: You will need to carry out the following procedure, when updating phones with more than one Button Module attached.</p> <p>When the BM software is being upgraded, each of the BM LEDs will turn ON and then OFF in a sequential fashion. The sequence will stop after the 19th LED has turned ON as if the upgrade process has stopped. The phone will display the messaging, "Updating, Do not Unplug", while the upgrade is going on.</p> <p>After the first Button Module has upgraded, the LEDs on the second Button Module may appear to start blinking RED and GREEN. But to force the second Button Module to upgrade, you must press a button on the FIRST Button Module to start the upgrade of the SECOND Button Module. The SECOND Button Module upgrades with the same sequence of LEDs' activities as the first Button Module.</p> <p>If a phone is registered with an IP office, it may have a 3rd button module attached. In such case, the Third Button Module must be disconnected before the phone is upgraded to the new software. If this is not done, and the phone is updated before disconnecting the 3rd Button Module from the phone, the THIRD Button Module might become dysfunctional during the upgrade and it cannot be revived. The THIRD Button Module has to be upgraded independently by connecting it to any other 1616 phone</p>

Defect Number	Description	Details/Workaround
		<p>or by connecting it to the same phone as above, but only after the first two button modules have been disconnected. It should be noted that Avaya doesn't recommend connecting/disconnecting Button Modules to/from the phone, while it is powered up.</p> <p>Access the 'A' menu to check the version of Button Module software, and to confirm if all the button modules have been upgraded. It should display: GBM32_B_1_1_0</p>
SAGE16XX-609	Periodic transmit noise heard from 1616i headset call with 1.300b.	NA
SAGE16XX-505	In some instances, parties at the other end of the call have reported very low volume and 'heartbeat' kind of noise, when 1616 is used along with a headset.	NA
SAGE16XX-665	Voice is clipped or disappears when high level speaker volume.	NA
SAGE16XX-749	Phone can't get HTTPPORT from DHCP or 46xxsetting.txt	Port 80 should be used on the server
SAGE16XX-750	Hold Recall – Phone displays wrong screen "Call: Incoming" after it drops call on 2nd line	<p>There are two possible workarounds:</p> <ol style="list-style-type: none"> 1. Toggle between Call Appearance lines 2. Press Phone button to avoid the issue
SAGE16XX-607	1616 phones may reboot if a buttons beyond the 6th button of the second Button Module are administered as Call Appearance or Bridged CA buttons and one of these buttons is pressed, when the phone is registered to IP Office.	NA

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