



Product Support Notice

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PSN # PSN000200u Publication date 1-Mar-2005 Issue # 1 Issue date 1-Mar-2005 Severity level Medium

Name of problem Incompatible headset adapter cords being used with 4610SW and 4620SW IP Telephones

Products affected

4610SW and 4620SW IP Telephones

HIC and HIP headsets

Problem description

Audio may be poor when using a HIP headset adapter cord with a 4610SW IP Telephone, or with a 4620SW IP Telephone that was manufactured from November 2004 to present.

The far endpoint may experience more echo when using a HIC headset adapter cord, instead of the HIP cord, with a 4620SW IP Telephone manufactured prior to November 2004.

Resolution

For the 4610SW IP Telephone (700274673), the HIC cord (408122950) is recommended.

For 4620SW IP Telephones manufactured prior to November 2004, the HIP cord (700212442) is recommended. This represents no change from prior recommendations.

For 4620SW IP Telephones manufactured from November 2004 to present, the HIC cord is recommended. You can identify this version of the 4620SW by the number of openings in the microphone housing (front right corner of the telephone). This version of the telephone has one microphone opening.

Avaya services will verify equipment model and vintage then authorize warranty replacement of cables.

Remarks

Incompatible headset adapter cords may have been recommended for use with the 4610SW and 4620SW IP Telephones

For additional support, contact your Authorized Service Provider. Depending on your coverage entitlements, additional support may incur charges. Support is provided per your warranty or service contract terms unless otherwise specified.

Avaya Support Contact	Telephone
U.S. Remote Technical Services - Enterprise	800-242-2121
U.S. Remote Technical Services – Small Medium Enterprise	800-628-2888
U.S. Remote Technical Services – BusinessPartners for Enterprise Product	877-295-0099
BusinessPartners for Small Medium Product	Please contact your distributor.
Canada	800-387-4268
Caribbean and Latin America	786-331-0860
Europe, Middle East, and Africa	36-1238-8334
Asia Pacific	65-6872-8686

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