

Product Correction Notice (PCN)

Issue Date: 8/15/2008
Archive Date: 8/14/2011
PCN Number: 1651B

SECTION 1 - CUSTOMER NOTICE

This PCN address issues with the following products and systems:

2402, 2410, 4601+, 4602SW+, 4610SW, QE 4610, 5402, 5410, 5601+, 5602SW+, 5610SW telsets

Does this PCN apply to me?

This PCN applies if you have a phone identified in the group below that is exhibiting issues going "off-hook" when the user removes the handset from the cradle to initiate a call.

Telsets that could experience this issue are:

- 2402, 2410, 4601+, 4602SW+, 4610SW, QE 4610, 5402, 5410, 5601+, 5602SW+ or 5610SW *and*
- Have an "N5" in the serial number
- Were produced between week 31 in 2006 and week 40 in 2008. See below to determine if your set is included in this range based on the serial number on the sticker on the back of the phone.
- Phones of these models outside of this range of serial numbers are not part of this communiqué.
- Phones in this range that have had this issue repaired are excluded from this PCN. Repaired phones have a material code ending in "R" (on the box) and are marked with a label indicating "PCN1651B" on the phone.

Serial numbers are in the following format:

"YYLLWWSSSSSS"

YY: 2 digit manufacturing year

LL: 2 digit location code

WW: 2 digit manufacturing week: 01 thru 52

SSSSSS:6 digit serialization

- Sets that potentially may exhibit this issue have the following serial number range: 06N531xxxxxx – 08N540xxxxxx

Part Numbers of Products covered in this PCN

ECG/GCS SETS

SMB SETS

IP

4601+	700381890
4602SW+	700381916
4610SW	700381957 or 700274673

IP

5601+	700381908
5602SW+	700381932
5610SW	700381965
QE 4610SW	700426026

DCP

2402	700381973
2410	700381999

DCP

5402	700381981
5410	700382005

PCN Update History	<ul style="list-style-type: none"> • August 15, 2008 PCN published • October 23, 2008 updated to include additional part number: 700274673 (4610SW) • December 8, 2008 updated to include weeks 31 and 32 of 2006 (extends serial number range back to 06N531, replacing prior starting point of 06N533); serial number end-range indicated at week 40 of 2008 (08N540) • January 27, 2009 updated to clarify non-service agreement customers are eligible for this PCN • April 21, 2009 updated to reflect 50-phone replacement limit per customer at a time. • August 4, 2009 updated to reflect identification of units with repairs for this issue already made
What you should do when you receive this PCN:	<p>No immediate action is required.</p> <p>Should you or your customer/account find telsets experiencing the below issue, please take action accordingly.</p> <p>Phones not exhibiting a problem do not need to be addressed.</p>
Description of PCN:	For phones included in this PCN (see model and serial number requirements in "Does this PCN apply to me?") a very low probability exists that after extensive on/off-hook cycling of the handset, the phone may experience issues going "off-hook" when the handset is removed from the cradle.
What is the nature of the PCN?	Hardware
This PCN addresses and resolves the following issues:	Phones that do not go off-hook when the handset is removed from the cradle.
Level of Risk/Severity Class 1=High Class 2=Medium Class 3=Low	Class 3
Is it required that this PCN be applied to my system?	Only as sets demonstrate the above issues.
The risk if this PCN is not installed:	Users will have trouble starting calls when using the handset.
Is this PCN for US customers, non-US customers, or both?	Both
Does applying this PCN disrupt my service?	No
Installation of this PCN is required by:	Customer or Avaya Authorized business partner
Release notes and workarounds are located:	

How to determine if your product is affected:

Affected phones will have trouble starting calls when using the handset. This can be tested for by picking up the handset and checking for dial-tone.

**Required materials
(If PCN can be customer installed):**

ECG/GCS SETS

SMB SETS

IP

4601+ 700381890R
4602SW+ 700381916R
4610SW 700381957R

IP

5601+ 700381908R
5602SW+ 700381932R
5610SW 700381965R
QE 4610SW 700426026R

DCP

2402 700381973R
2410 700381999R

DCP

5402 700381981R
5410 700382005R

(R suffix will appear only on box)

**Provisioning instructions
(If PCN can be customer installed):**

- Customers experiencing this issue will need to return the phone to Avaya.
- Phones still under Avaya warranty or an AGS maintenance contract may be returned through the normal Warranty/Maintenance process/exchange.
- Phones no longer under warranty may also utilize the same process, referencing this PCN in the return claim.
- Customer will be provided replacement phones with Advance Replacement

NOTES ON THIS ITEM:

- This issue is an exceptionally rare issue
- Avaya will replace with the same or similar phone
- Avaya will replace phones exhibiting this issue until the expiration of this PCN.
- Customers experiencing this issue should not be concerned that all of their population of sets will experience it. The probability of exhibiting the issue is random and rare.
- Avaya reserves the right to Audit/Inspect telsets used under these claims and may reject claims deemed to be false or in excess of actual need.
- Avaya may limit the return/replacement of any large number of phones at one time and require a return claim be executed in multiple waves of 50 phones.

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

[See above](#)

SECTION 1A – PATCH INFORMATION

How to verify the installation of the patch has been successful:

What you should do if the patch installation fails?

How to remove the patch if malfunction of your system occurs:

SECTION 1B – SECURITY INFORMATION

Are there any security risks involved? No

Avaya Security Vulnerability Classification:

Mitigation:

Material Coverage Entitlements: [PCN material will be provided at no cost, including to customers with no service agreement.](#)

Avaya Customer Service Coverage Entitlements: Avaya is issuing this PCN as installable by the customer. If the customer requests Avaya to install this PCN, it is considered a billable event as outlined in Section 4 (*Software Updates and Product Correction Notices*) of the Avaya Service Agreement Supplement (Full Maintenance Coverage) unless the customer has purchased an Avaya Services enhanced offer such as the Avaya Services Product Correction Support offer.

Additionally, Avaya on-site support is not included. If on-site support is requested, Avaya will bill the customer current Per Incident charges unless the customer has purchased an Avaya Services enhanced offer such as the Avaya Services Product Correction Support offer.

Customers under the following Avaya coverage: -Warranty -Full Coverage Service Contract* -On-site Hardware Maintenance Contract*	
Remote Installation	Current Per Incident Rates Apply
On-site Technician Labor	Current Per Incident Rates Apply

* Service contracts that include both labor and parts support – 24x7, 8x5.

Customers under the following Avaya coverage: -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 the Terms of the Service Contract
On-site Technician Labor	Per the Terms of the Service Contract

Per Incident Customer (No Avaya Warranty or Avaya Service Contract)	
Help-Line Assistance	Current Per Incident Rates Apply
On-site Technician Labor	Current Per Incident Rates Apply

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 BusinessPartner Service Coverage Entitlements:

Authorized BusinessPartner	
Avaya authorized BusinessPartners are responsible for the implementation of this PCN on behalf of their customers. Any support or work performed by Avaya may result in Per Incident charges.	

Avaya Contact List:

Avaya Contact	Telephone Number
Global Services Delivery (GSD)	800 - 242 - 2121
Remote Service Center - Hungary	361 - 345 - 4334
Caribbean and Latin America	786 - 331 - 0860
CALA (in-region)	+ 525 5 2787878
Canada Customer Care Center	800-387-4268
EMEA Services - Post Sales Technical Support	31-70-414-8720
Asia/Pacific Regional Support Center	+800-2-28292-78 / +65 6872 5141 and +008006501243 (India) +65 6872-8717

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