

**Product Correction Notice (PCN)**

**Issue Date:** 27/August/2013  
**Supplement 14 Date:** 28/Aug/2017  
**Archive Date:** NA  
**PCN Number:** 1825S

**SECTION 1 - CUSTOMER NOTICE****Products affected by this PCN:**

Avaya 9608/9611G/9621G/9641G/9641GS IP Deskphones using Avaya IP Deskphone H.323 software deployed with Avaya Aura® Communication Manager, Avaya IP Office or Avaya Branch Gateway B5800

**Description:**

Aug 28, 2017 – Supplement 14 - This PCN announces the General Availability of Avaya IP Deskphone H.323 Software Release 6.6.5 for the Avaya 9608/9608G/9611G/9621G/9641G/9641GS IP Deskphones.

Nov 15, 2016 – Supplement 13 - This PCN announces the General Availability of Avaya IP Deskphone H.323 Software Release 6.6.4 for the Avaya 9608/9608G/9611G/9621G/9641G/9641GS IP Deskphones.

Aug 29, 2016 – Supplement 12 - This PCN announces the General Availability of Avaya IP Deskphone H.323 Software Release 6.6.3 for the Avaya 9608/9608G/9611G/9621G/9641G/9641GS IP Deskphones.

May 27, 2016 – Supplement 11 - This PCN announces the General Availability of Avaya IP Deskphone H.323 Software Release 6.6.2 for the Avaya 9608/9608G/9611G/9621G/9641G/9641GS IP Deskphones.

November 9, 2015 - Supplement 10 - This PCN announces the General Availability of Avaya IP Deskphone H.323 Software Release 6.6.1 for the Avaya 9608/9608G/9611G/9621G/9641G/9641GS IP Deskphones. This is a service pack.

April 13, 2015 - Supplement 9 - This PCN announces the General Availability of Avaya IP Deskphone H.323 Software Release 6.6 for the Avaya 9608/9608G/9611G/9621G/9641G/9641GS IP Deskphones.

June 2, 2014 - Supplement 8 - This PCN announces the General Availability of Avaya IP Deskphone H.323 Software Release 6.4 for the Avaya 9608/9608G/9611G/9621G/9641G IP Deskphones.

January 27, 2014 - Supplement 7 - This PCN announces the General Availability of Avaya IP Deskphone H.323 Software Release 6.3.1 for the Avaya 9608/9608G/9611G/9621G/9641G IP Deskphones.

August 27, 2013 - Supplement 6 - This PCN announces the General Availability of Avaya IP Deskphone H.323 Software Release 6.3 for the Avaya 9608/9611G/9621G/9641G IP Deskphones.

May 24, 2013 - Supplement 5 - This PCN announces the General Availability of Avaya one-X® Deskphone H.323 Software Release 6.2.4 for the Avaya 9608/9611G/9621G/9641G IP Deskphones.

January 21, 2013 - Supplement 4 - This PCN announces the General Availability of Avaya one-X® Deskphone H.323 Software Release 6.2.3 for the Avaya 9608/9611G/9621G/9641G IP Deskphones.

July 31, 2012 - Supplement 3 - This PCN announces the General Availability of Avaya one-X® Deskphone H.323 Software Release 6.2.2 (SP2) for the Avaya 9608/9611G/9621G/9641G IP Deskphones.

June 4, 2012 - Supplement 2 - This PCN announces the General Availability of Avaya one-X® Deskphone H.323 Software Release 6.2 SP1 for the Avaya 9608/9611G/9621G/9641G IP Deskphones.

February 27, 2012 - Supplement 1 - This PCN announces the General Availability of Avaya one-X® Deskphone H.323 Software Release 6.2 for the Avaya 9608/9611G/9621G/9641G IP Deskphones.

December 05, 2011 - This PCN announces the General Availability of Avaya one-X® Deskphone H.323 Software Release 6.0 SP5 for the Avaya 9608/9611G/9621G/9641G IP Deskphones.

**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?**

Yes. Avaya recommends that all customers upgrade both new and installed 9608/9611G/9621G/9641G/9641GS IP Deskphones to this software version at their earliest convenience.

**The risk if this PCN is not installed:**

People using the 9608/9611G/9621G/9641G/9641GS IP Deskphones may encounter issues that have been addressed with this latest Software.

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

Both

**Does applying this PCN disrupt my service?**

To minimize service disruption, applying the Software Upgrade to the 9600 Series IP Deskphones should be a planned activity.

**Installation of this PCN**

Customer or Avaya Authorized Service Provider. This release is customer

|  |   |
|--|---|
| <b>is required by:</b>   | installable and remotely installable.   |
| <b>Release notes and workarounds are located:</b>  | <p>The release notes for this software are available from the Avaya support portal at <a href="https://downloads.avaya.com/">https://downloads.avaya.com/</a></p> <p>Specifically under - <a href="https://support.avaya.com/downloads/download-details.action?contentId=C20178257327590_9&amp;productId=P0553&amp;releaseId=H.323%206.6.x">https://support.avaya.com/downloads/download-details.action?contentId=C20178257327590_9&amp;productId=P0553&amp;releaseId=H.323%206.6.x</a></p>   |
| <b>What materials are required to implement this PCN (If PCN can be customer installed):</b> | <p>This release supersedes all previous Avaya IP Deskphone H.323 earlier releases and service packs. <b>Avaya recommends that all customers upgrade both new and installed IP Deskphones to this version at their earliest convenience.</b></p> <p>Go to the Avaya support portal and navigate to the download area for “9600 Series IP Deskphones” (<a href="http://support.avaya.com/downloads/">http://support.avaya.com/downloads/</a> )</p> <p>Enter your product name “9600 Series IP Deskphones” Use the pull-down menu to choose release “H.323 6.6.x”. Choose “downloads” Radio button. Click on the link for “Avaya IP Deskphone H.323 6.6.5 Software for the 9608/9608G/9611G/9621G/9641G/9641GS”</p> <p>Download the Readme Document for a list of enhancements included in this software release, compatibility information, and the contents of the software download package. Download the appropriate software package including all files.</p> <p>To upgrade your 9600 Series IP Deskphones:</p> <ol style="list-style-type: none"> <li>1. Unzip the zip file in the root directory of your HTTP server.</li> <li>2. Make any adjustments required by your environment to your 46xxsettings.txt file.</li> <li>3. Reset your Avaya 9600 Series IP Deskphone.</li> </ol> <p>For more details refer to the H.323 configuration section in the CM Administration Guide, which can be downloaded from <a href="http://support.avaya.com">http://support.avaya.com</a>.</p> |
| <b>How do I order this PCN (If PCN can be customer installed):</b>                           | Use the steps described in the above section (“What materials...”) to obtain this PCN   |
| <b>Finding the installation instructions (If PCN can be customer installed):</b>             | <p>This PCN is being issued as a customer installable PCN.</p> <p>The following user guides are available on <a href="http://support.avaya.com">http://support.avaya.com</a> under <b>Product</b> - 9600 Series IP Deskphones <b>Release</b> H.323 6.6.x under <b>Product Documents</b> tab.</p> <p>Avaya IP Deskphone H.323 Product Overview and Specification</p> <p>Installing and Maintaining Avaya 9608/9611G/9621G/9641G IP Deskphone H.323</p>   |

Administering Avaya 9608/9611G/9621G/9641G IP Deskphone H.323  
 Using Avaya 9608/9611G IP Deskphone H.323  
 Using Avaya 9621G/9641G IP Deskphone H.323  
 Using Avaya 9608/9611G/9621G/9641G IP Deskphone H.323 in the Call Center  
 Avaya 9608/9611G IP Deskphone H.323 Quick Reference

Avaya 9621G/941G IP Deskphone H.323 Quick Reference  
 Avaya 9608/9611G/9621G/9641G IP Deskphone H.323 for Call Center Agents  
 Quick Reference

## SECTION 1A – PATCH INFORMATION

**Note: Customers are required to backup their systems before applying the Patch.**

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

To verify that the software is installed, navigate to the “About Avaya one-X” menu item on the 9608/9611G/9621G/9641G/9641GS IP Deskphone. This software will appear as “6.6.5.06”.

### What you should do if the Service Pack installation fails?

Try to reinstall the patch. If it still doesn't work contact Avaya Support

### How to remove the Service Pack if malfunction of your system occurs:

Install the previous Service Pack 6.6.4.01

## SECTION 1B – SECURITY INFORMATION

### Are there any security risks involved?

None

### Avaya Security Vulnerability Classification:

Not applicable

### Mitigation:

There is no charge for the material in this PCN.

## SECTION 1C – ENTITLEMENTS AND CONTACTS

### Material Coverage Entitlements:

There is no incremental charge for the material in this PCN. The release is available on support.avaya.com. The file is available during the warranty period or if a valid maintenance contract is in force.

### 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: |                                  |
|---|----------------------------------|
| -Full Coverage Service Contract*              |                                  |
| -On-site Hardware Maintenance Contract*       |                                  |
| <b>Remote Installation</b>                    | Current Per Incident Rates Apply |
| <b>Remote or On-site Services Labor</b>       | Current Per Incident Rates Apply |

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

| 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 |  |
| <b>Help-Line Assistance</b>                           | Per Terms of Services Contract or coverage |
| <b>Remote or On-site Services Labor</b>               | Per Terms of Services Contract or coverage |

| 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   |
|--|
| 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](https://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](#).