

## Product Correction Notice (PCN)

Issue Date: 19/Dec/2016  
Supplement Date: 15/Jun/2017  
Expiration Date: 19/Dec/2017  
PCN Number: 2037H

## SECTION 1 - CUSTOMER NOTICE

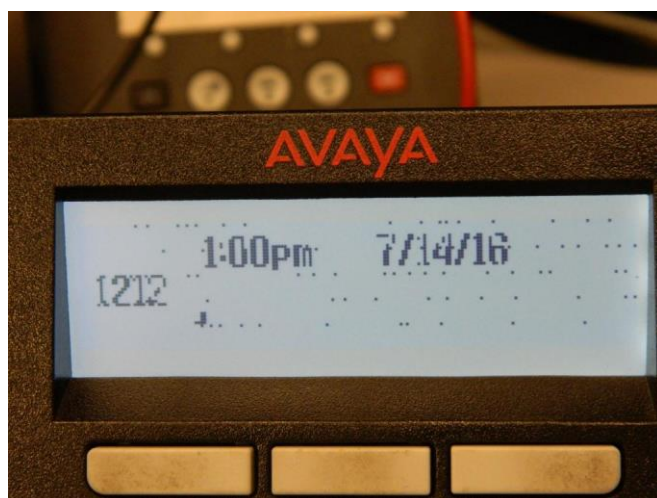
Products affected by this PCN:	Code	DESCRIPTION
	700510909	1408 TELSET CM/IPO/IE UpN ICON 4 PK
	700504841	1408 TELSET FOR CM/IPO/IE UpN ICON
	700469851	1408 TELSET FOR CM/IPO/IE UpN
	700500202	1408 TELSET FOR I5 S0
	700508194	1416 TELSET FOR CM/IPO/IE UpN ICON
	700510910	1416 TELSET CM/IPO/IE UpN ICON 4 PK
	700469869	1416 TELSET FOR CM/IPO/IE UpN
	700500203	1416 I5 S0 TELSET FOR I5

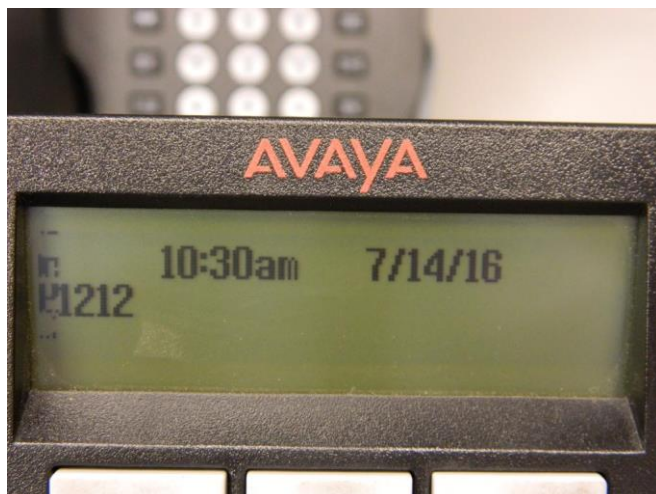
**Description:** Jun. 15, 2017 - Supplement 3: Expanded serial number range for both the 1408 and 1416.

Jan. 23, 2017 - Supplement 2: Added 1416 sets and expanded serial number range.

Jan. 18, 2017 - Supplement 1: Corrected the expiration date to.

**Dec 19 2016 - Initial issue:** Avaya has determined that some 1408 and 1416 Digital phone LCDs may show residual characters when connected to Integral 5 or 55, IP Office and Aura Communication Manager.





The root cause problem has been identified as an IC failure.

The PCN enables customers who have the affected 1408 or 1416 digital phone to a free of charge replacement unit via the RMA process.

This issue only affects the functionality of the display. There is no impact to ability to make or receive calls, and it is possible that decreasing the contrast level allows the display to be readable.

Based on current returns the boundary is as below, it could change in the future.

For 1408:

Affected product range is 14WZ27xxxxxx to 16WZ40xxxxxx

For 1416:

Affected product range is 14WZ27xxxxxx to 16WZ52xxxxxx

**Level of  
Risk/Severity**  
Class 1=High  
Class 2=Medium  
Class 3=Low

Level 3

**Is it required  
that this PCN be  
applied to my  
system?**

This PCN is applicable only if your phone exhibited the symptoms described; that is; residual characters appearing as dark spots.

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

Minimal as the issue affects only the display of incomplete characters; all other functionalities of the phones are not affected.

Is this PCN for US customers, non-US customers, or both?	
Does applying this PCN disrupt my service during installation?	No
Installation of this PCN is required by:	Customer or Avaya Authorized Business Partner
Release notes and workarounds are located:	N/A
What materials are required to implement this PCN (If PCN can be customer installed):	To replace the telset ( the IC is not field replaceable – must do in a qualified rework center )
How do I order this PCN (If PCN can be customer installed):	Please contact Avaya Services or Authorized Business Partner and refer to this PCN
Finding the installation instructions (If PCN can be customer installed):	No, The repair shall be conducted by Avaya

#### SECTION 1A – SOFTWARE SERVICE PACK INFORMATION

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

How to verify the installation of the Service	N/A
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**Pack has been successful:**

**What you should do if the Service Pack installation fails?** N/A

**How to remove the Service Pack if malfunction of your system occurs:** N/A

#### SECTION 1B – SECURITY INFORMATION

**Are there any security risks involved?** N/A

**Avaya Security Vulnerability Classification:** N/A

**Mitigation:** N/A

#### SECTION 1C – ENTITLEMENTS AND CONTACTS

**Material Coverage Entitlements:** The customers who has the affected 1408 or 1416 digital phone shall handle the returns via RMA at no charge of the material to them.

**Avaya Customer Service Coverage Entitlements:** Return/Replacement process

Customers with affected 1408 or 1416 sets either in warranty or out of warranty will be replaced 1 for 1 on a free of charge basis.

In all cases the customer must be able to provide;

- a. The order number.
- b. Pictures of corrupted display.
- c. Provide the serial no. from the back for the defective unit.

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Replacement 1408 or 1416 telset, can be installed by Customers or Avaya Authorized Partner.

<b>Customers under the following Avaya coverage:</b> -Full Coverage Service Contract* -On-site Hardware Maintenance Contract*	
Help-Line Assistance	Per Terms of Services Contract.
Remote or On-site Services Labor	<p>Avaya Services will exclusively determine the delivery method of the PCN.</p> <p>The primary delivery method* will be via Remote Services if this is a software PCN. On-site Services technician delivery or a combination of Remote and On-site delivery may be required and will be determined exclusively by Avaya Services or Avaya Authorized Partner.</p> <p>Avaya Remote Services labor (<i>for 8x5 and 7x24 Services Contract customers</i>) to implement this PCN is 7x24, excluding Avaya designated holidays.</p> <p>On-site Services labor (<i>for 8x5 and 7x24 Services Contract customers</i>) to implement this PCN is billable at current per incident rates unless determined as required by Avaya Services or an Avaya Authorized Partner.</p> <p>This is per the contract terms found in the associated Services Agreement Supplement or Services Offer Definition.</p> <p>*Note: If this PCN is deemed remotely installable by Avaya, Customer requested On-site Services support is billable at current per incident rates.</p>

<b>Customers under the following Avaya coverage:</b> -Warranty -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 Terms of Services Contract or coverage
Remote or On-site Services Labor	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](http://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](#).

## SECTION 2 - Avaya Authorized Partner Notice

**Avaya Authorized Partners – Please review SECTION 1 in addition to this section. Contact the appropriate Avaya Support Organization with questions you may have concerning this PCN Notice.**

### Required Materials:

Please note required materials in section 1.

### Is an RFA License Required? (New or Existing)

### Provisioning Instructions:

**Avaya U.S. Direct Customers:** Customers are to contact the Avaya Global Support Services (GSS) @ 1-800-242-2121 to request the PCN. The Avaya GSS is to approve the customer's request. The ordering and shipping of PCN material for direct customers and/or Avaya Service technicians is to follow current processes.

#### Avaya U.S. Avaya Authorized Partners:

- **Classic Avaya products:** Avaya Authorized Partners are to contact the Avaya Dealer Desk @ 800-222-7278, prompt 1, to order the PCN material outlined in this PCN notice. Authorization from Avaya GSS is not required. Avaya Authorized Partners needing technical support should contact the Avaya GSS (*charges may be applicable*).

**Avaya Non-U.S.:** Non-U.S. customers are to contact their Regional Service Desk and the Regional Coordinators will handle the PCN request.

### Coordination with Other PCN (If Applicable):

N/A

### Scheduling and Coordination:

N/A

### Installation Time:

N/A

### Technical Escalation:

The formal Technical Escalation Process is to be used for technical questions pertaining to the application of this PCN.

**U.S. Direct:** Contact the Avaya GSS @ 1-800-248-1234 for assistance. Caller must provide Avaya employee number or contractor's SS number. Also refer to the Maintenance Escalation Procedure.

**U.S. Indirect:** Contact the Avaya GSS @ 1-877-295-0099 for assistance. Also refer to the Maintenance Escalation Procedure.

**NON-U.S.:** Customers or Avaya Authorized Partners are to contact their Regional Support Center. Normal Escalation procedures apply.

**Material Return Instructions:** Charges may apply if defective units are not returned to Avaya. Avaya retains the right to audit returned material for compliance to this PCN. Charges may apply if returned units do not have this defect, or are not packaged properly to survive shipment.