

Product Correction Notice (PCN)

Issue Date: June 17, 2011
Supplement 2 Date: June 4, 2014
Archive Date: Dec 31, 2014
PCN Number: 1745H

SECTION 1 - CUSTOMER NOTICE

This PCN address issues with the following products and systems:

Earlier versions of the 1120E IP Deskphone, 1140E IP Deskphone, 2007 IP Deskphone, with the Product Engineering Codes (PECs) and Release Numbers specified in this PCN.

Does this PCN apply to me?

This PCN applies if you are experiencing increasing failures on the IP Deskphones after 4 or 5 years of use, or if you purchased 1120E, 1140E, or 2007 IP Deskphones manufactured before mid-year 2008 with the following PECs and Release Numbers

NTYS03AA All Releases
NTYS03ABE6 All Releases
NTYS03AC All Releases
NTYS03ACE6 Release Numbers 1 - 48
NTYS03BA All Releases
NTYS03BBE6 All Releases
NTYS03BC All Releases
NTYS03BCE6 Release Numbers 1 - 48
NTYS03BBGSE6 All Releases
NTYS03BCGSE6 Release Numbers 1 - 8
NTYS03CAE6 Release Numbers 1 - 17
NTYS03DAE6 Release Numbers 1 - 17
NTYS05AA All Releases
NTYS05ABE6 All Releases
NTYS05AC All Releases
NTYS05ABE6 All Releases
NTYS05ACE6 Release Numbers 1 - 47
NTYS05BA All Releases
NTYS05BBE6 All Releases
NTYS05BC All Releases
NTYS05BCE6 Release Numbers 1 - 47
NTYS05BBGSE6 All Releases
NTYS05BCGSE6 Release Numbers 1 - 9
NTYS05CAE6 Release Numbers 1 - 14
NTYS05DAE6 Release Numbers 1 - 14
NTDU96AB70 All Releases
NTDU96AC70E6 All Releases

What you should do when you receive this PCN:

No immediate action is required.

Should you start to experience an increasing failure rate on the 1120E, 1140E, or 2007 IP Deskphones after they have been in use for 4 or 5 years, you should review the information in this PCN and then contact your Business Partner or Avaya to access the remedies available from Avaya. There are remedies available for customers with or without service contracts.

For those customers without a service contract either direct with Avaya or through your Channel Business Partner, the options listed within this PCN are open to you. Contact your Business Partner or Avaya Representative to access these available remedies.

For those end-customers with a service contract direct with Avaya on the IP Deskphones included within this PCN, please contact your Avaya Representative, or follow the instructions in this PCN and provide the agent with your Service Contract Number.

For those end-customers with a service contract through an Authorized Channel Business Partner, please contact your Channel Business Partner.

Description of PCN:

4 June 2014 – Supplement 3 – This 3rd Supplement to PCN 1745H extends the end-date for this PCN to Dec 31, 2014 for customers who still need access to the power modules. It also provides an update to the Ordering process for the Power Modules, which has been made simpler since the product codes have been added to GPPC and no longer require “manual” Purchase Orders. Also note that the orderable code for the box of 96 power modules is changing in the coming months. This is for Avaya internal processes only, there is no change to the actual power modules or packaging related to the product code change. The code for a box of 96 power modules was originally NTYS17PMPP, but will be changing upon use up of existing inventory to NTYS17PMPQ. Orders for NTYS17PMPP will be substituted with NTYS17PMPQ based on availability. The power modules will continue to be shipped in boxes of 96 only due to special packaging.

This PCN describes the remedies available to end-customers with or without service contracts, and who may be experiencing an increasing failure rate of earlier vintages of the 1140E, 1120E, and 2007 IP Deskphones after 4-5 years of use which causes the phone to eventually fail and not power on, due to a failure of the internal power module.

In some cases all the lights on the phone will come on and flash before the phone ultimately fails and will not power on. Some customers have reported that they see IP Deskphone failures happen on these older vintages when regular maintenance or system upgrades are performed and the system is taken off-line and the IP Deskphones are powered down and then on again. Most reports of failure have occurred in customer sites where full Gigabit Ethernet is enabled and both ports on the IP Deskphones are supporting Gigabit network interface.

Avaya acknowledges that IP Deskphones should not normally fail in significant numbers as some customers are experiencing after

the phones have been in use for 4-5 years. For this reason, Avaya has developed a number of remedies for customers to consider, including making a replacement power module available as a separately orderable part, or accessing an Avaya-contracted technical team to complete an on-site hardware upgrade service specifically to address the failures. These remedies are available to customers who have no service contract on the IP Deskphones for a small fee per phone*.

Additional remedies include receiving a significant manufacturer's rebate on any 1120E, 1140E and 2007 IP Deskphones returned, providing a \$90.00 per unit credit to be used towards the purchase of any new Avaya IP Deskphone products.

Important Limitation:

Avaya is not offering free of charge replacements for all units that fail.

*Some restrictions apply which are listed in this PCN. The power module replacement is only applicable to the 1120E and 1140E IP Deskphones, and cannot be applied to the 2007 IP Deskphone. The on-site hardware upgrade service is not available in all global regions.

What is the nature of the PCN?

Hardware

This PCN addresses and resolves the following issues:

Potential for high failure rate of the 1120E, 1140E, and 2007 IP Deskphones after 4-5 years of use.

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

Class 2

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

No. This PCN can be applied if a customer is experiencing an increasing failure rate on the 1140E, 1120E, and 2007 with the specified Product Engineering Codes and Release Numbers in this PCN. Any customer who has the 1140E or 1120E IP Deskphones with the specified Product Engineering Codes and Release Number in this PCN can purchase the separately orderable power modules, access the on-site hardware upgrade service option, or receive a manufacturing rebate that can be used towards the purchase of other Avaya products, even before any significant failure rates have been experienced. The power module replacement is applicable to the 1120E and 1140E IP Deskphone models only, and cannot be applied to the 2007 IP Deskphone. The only remedy for customers with 2007 IP Deskphones is to receive a manufacturing rebate that can be used towards the purchase of Avaya products.

The risk if this PCN is not installed:

Some customers may experience product failures.

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

Both

Does applying this PCN disrupt my service?

Applying this PCN will have minimal, if any service disruption.

Business Partners or End-Customers can purchase replacement power modules and complete the rework on the 1120E and 1140E IP Deskphone models at the end-user customer site at their own pace to avoid service disruption. Alternatively, the on-site hardware upgrade service is completed in a scheduled visit to the customer location, and is performed by an Avaya-contracted technical team through normal business hours or after-hours depending on the end-customer's preference.

On a per user basis, the on-site hardware upgrade service requires the Avaya contracted team member to un-plug the end-users' 1120E or 1140E IP Deskphone, take the set to a central work area where the small hardware upgrade is performed by Technical personnel, taking less than 10 minutes. The actual hardware upgrade is completed using a screwdriver only and includes the following steps: the IP Deskphone is taken apart, the power module inside the set is removed and replaced with a new different power module, and the set is screwed back together. A start up test is performed, the IP Deskphone is returned to the end-users' desktop, plugged in as it was before, and left ready to use by the same original user. No additional provisioning or programming is required.

Alternatively, in some customer locations, it can be more efficient to perform the hardware rework right at the users' desktops.

This same procedure can be completed by the Business Partner or a technically competent end-user in some cases, who prefers to purchase the separately orderable power modules and do the rework themselves.

A video and Operating Procedure document are available at the following link that shows and describes how to do the hardware rework on the 1120E and 1140E IP Deskphones:
ftp://ftp.avaya.com/incoming/Up1cku9/tsoweb/11001200/power_module_install.zip

Note that this procedure cannot be completed on the 2007 IP Deskphone. The only remedy for customers with 2007 IP Deskphones is to receive a manufacturing rebate that can be used towards the purchase of Avaya products.

Installation of this PCN is required by:

Avaya Remote or On-Site Services and/or Avaya Authorized Business Partner only. End-User customers who choose to complete the rework themselves using the separately orderable power modules accept full responsibility if product failures result from the rework activity.

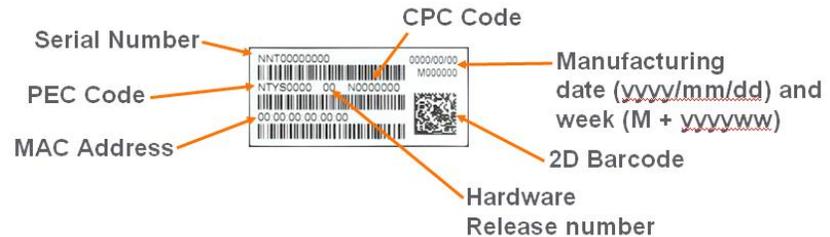
Release notes and workarounds are located:

NA

How to determine if your product is affected:

Customers experiencing increasing failures on 1140E, 1120E, and 2007 IP Deskphones, should confirm if the Product Engineering Codes (PECs) and Release Numbers match those noted in the "Does this PCN apply to me" section of this PCN.

To identify the PEC and Release Number on the IP Deskphone, see the following labeled diagram of the product label on the back of the unit which shows the different fields on the label.



Required materials (If PCN can be customer installed):

The power modules are orderable in boxes of 96 using Product Engineering Code NTYS17PMPP. (Quantity 'one' of NTYS17PMPP is equal to 96 power modules.) Note that this code will be changing to NTYS17PMPQ in the August 2014 timeframe, and orders for NTYS17PMPP will be automatically substituted with NTYS17PMPQ based on availability. The two codes are exactly the same product, as described in this PCN 1745H Supplement 3.

The NTYS17PMPP is in the Avaya GPPC Catalogue and is Generally Available as of May 5, 2014. This code is no longer on Controlled Release. The price of the box is \$576.00.

Due to special packaging, Avaya does not ship the power modules individually, and customers must order a full box of 96 power modules. The power module replacement is applicable to the 1120E and 1140E IP Deskphones with the PECs and Release Numbers noted in this PCN only, and cannot be applied to the 2007 IP Deskphone.

Provisioning / Installation instructions (If PCN can be customer installed):

A video and Operating Procedure document are available at the following link that shows and describes how to do the hardware rework on the 1120E and 1140E IP Deskphones using the separately orderable power modules. Note that this procedure cannot be completed on the 2007 IP Deskphone.

ftp://ftp.avaya.com/incoming/Up1cku9/tsoweb/11001200/power_module_install.zip

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: NA

What you should do if the patch installation fails? NA

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

SECTION 1B – SECURITY INFORMATION

Are there any security risks involved? NA

Avaya Security Vulnerability Classification: NA

Mitigation: NA

**Material
Coverage
Entitlements:**

PCN material and Customer options will be provided at the costs noted in this Product Change Notice.

Option to Purchase Power Module

Business Partners can purchase the replacement power modules direct from Avaya to perform the rework of the 1120E and 1140E IP Deskphones for end-user customers. To order power modules from Avaya, Business Partners and Distributors can send a Purchase Order for order code 'NTYS17PMPP' to their Avaya Order Management contact. The price for one box of 96 power modules is US \$576.00. Note that the orderable code NTYS17PMPP will be changing to NTYS17PMPQ in the August 2014 timeframe, and orders will be automatically substituted based on availability.

On-site Hardware Upgrade Option

Another recommended remedy for customers is to contact Avaya to schedule an on-site hardware upgrade of all existing 1120E and 1140E IP Deskphones at a customer location, to be completed by an Avaya-contracted technical team. This service is available to end-customers with and without a service contract on the IP Deskphones.

Some requirements and restrictions apply to this option, including

- A minimum charge of \$2500.00 per visit for customers with no extended warranty coverage and who have fewer than 100 units at their location (\$2500.00 is the minimum cost for a site visit, and applies to a customer site visit of 100 phones or less at one location).
- Some 1140E hardware vintages and all 2007 IP Deskphones cannot be upgraded at the customer site and would not qualify for this on-site hardware upgrade service. Hardware vintages at the customer site must be confirmed by the customer prior to scheduling the on-site visit with Avaya. On-site service charges will still apply if the hardware vintages cannot be upgraded during the on-site visit due to the noted restrictions.
- This on-site service is not offered in all Global Regions.
- Upon confirmation that site restrictions have been met, the end-customer purchases the separately orderable PEC code (NTYS01PMOS) for the total of all existing units at their site at US\$25 per unit, either through their Business Partner or direct with Avaya. The customer will not be charged for units that do not require the hardware upgrade, down to the minimum site charge of \$2500.00.
- The End Customer provides a contact that can help arrange the dates and details around the customer visit with the Avaya contracted team and provide access for the Avaya contracted team at the customer location.

For more information on this on-site option, please contact Paddy Cush, Avaya Senior Product Manager at pcush@avaya.com to confirm if this option is available for your customer.

Trade In Trade Up for New Avaya IP Deskphones

For customers who may already be planning a system wide upgrade including purchasing new IP Deskphones, Avaya encourages those end-customers to consider Avaya's 'Trade In Trade Up' program which provides a defined dollar rebate for any equipment that is traded in when purchasing new Avaya equipment.

Under the 'Trade In Trade Up' option, for end-customers experiencing the failures due to the power module issue described in this PCN, a per unit credit of \$90.00 will apply. The intent is to encourage end-customers to trade these models in and receive this significant credit that will apply when purchasing new Avaya IP Deskphones. In order to be entitled to this per unit credit, the customer needs to return their old units to Avaya.

For further information on the options covered in this PCN, contact an Avaya Representative by sending an email to: pcush@avaya.com. Please put 'PCN 1745H' as the email subject, and include responses to the questions below in the email.

Customer Specific Information Required: In order to identify the best remedy available for your specific customer situation, please provide the following customer specific information.

- ▶ What model of set does the customer have that is failing? * (1120E, 1140E, 2007)
- ▶ How many total number of units does the customer have? (working and non-working)
- ▶ How many units have failed to date?
- ▶ How many of those have already been replaced?
- ▶ What are the manufacturing dates for the failed units? *
- ▶ What are the manufacturing dates for the general population of the phones at the customer?
 - When did the customer purchase and deploy the phones?
 - Were they purchased over time, or all at once?
- ▶ Are all the phones at one customer location, or at multiple locations. If multiple locations, please list how many 1120E and 1140e phones total are at each location and include the city for each location.
- ▶ Is the customer running a full Gigabit network? That is, are both Ethernet ports on the phone running at Gigabit speed? Or, one port at Gigabit, the other at 10/100? Or, both at 10/100?
- ▶ Does the customer have an extended warranty on these units?
 - If yes: Is the extended warranty service contract direct with Avaya, or thru a Partner?
 - If direct thru Avaya, what service terms are they entitled to?
 - If thru Partner, who is the Partner?
 - If no: Is there a Partner still involved?
 - If yes, who is the Partner?
 - If no, who were the sets purchased through initially? Or, where were the sets purchased initially?

* This determines if on-site hardware upgrade is applicable as an available option to the customer.

Avaya Customer Service Coverage Entitlements:	Customers under the following Avaya coverage:	
	-Warranty -Full Coverage Service Contract* -On-site Hardware Maintenance Contract*	
	Help-Line Assistance	Per the Terms of the Service Contract.

Remote or On-site Services Labor	<p>Avaya Services or an Avaya BusinessPartner will exclusively determine the delivery method of this PCN.</p> <p>The primary delivery method will be via Remote Services. 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 Business Partner.</p> <p>Avaya Remote Services labor (for 7x24 and 8x5 Service Agreement customers) to implement this PCN is 7x24 excluding Avaya designated holidays. On-site Services labor (for 7x24 and 8x5 Service Agreement customers) to implement this PCN is billable at current per incident rates unless determined as required by Avaya Services or an Avaya Business Partner.</p> <p>This is per the contract terms found in the associated Services Agreement Supplement or Services Offer Definition.</p> <p>Note: This PCN is deemed remotely installable by Avaya. Customer requested On-site Services support is billable at the current per incident rates.</p>
---	---

Customers under the following Avaya coverage:	
<ul style="list-style-type: none"> -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
Remote or On-site Services 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
Remote or On-site Services Labor	Current Per Incident Rates Apply

Avaya Product Correction Notice Support Offer	
<p>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.</p>	

**Avaya Authorized
BusinessPartner
Service Coverage
Entitlements:**

Authorized BusinessPartner

Avaya authorized BusinessPartners are responsible for the implementation of this PCN on behalf of their customers.

© 2011 Avaya Inc. All Rights Reserved. All trademarks identified by the ® or TM are registered trademarks or trademarks, respectively, of Avaya Inc. All other trademarks are the property of their respective owners.
