



1400 Series Digital Deskphone Release 4 Service Pack 3 Readme

This is the Readme file for Release 4 Service Pack 3 (Alias Release 36, Vintage 5) of the Avaya 1400 Series Digital Deskphone software.

The 1408 and 1416 telephones can be upgraded via Avaya Aura™ Communication Manager Release 5.2.1 or later.

The reason for Service Pack 3 for Release 4 is an accumulative release that contains fixes from all prior releases.

Fixes Resolved in 1400 Release 4 Service Pack 3

#	MR	Description
1	wi01089696	1416 upgrade occasionally fail during bulk download.
2	wi01058439	Cannot change language to Japanese, Korean, and the language between Espanola and Cyrillic language option
3	wi01010674	1408 Low Receive volume and Volume Fluctuation on Internal and External Calls on Speakerphone
4	wi01027819	140816 have not implemented Touch Tone Admin 80 07 behavior to match 54xx and 95xx phones - DTMF is generated in band to IP Office.
5	wi01024286	SAVI office sometimes doesn't go off-hook and on-hook by pressing headset button on phone.
6	wi01024283	Users should hear only the minimum amount of DTMF signaling, it would be better if the control tones were only outputted when the command to change state comes from the phone.
7	wi01024279	In active, while changing the audio path from headset to handset, phone does not send inactive command to handset
8	wi01033144	In a particular scenario Phone does not play the incoming alert through Plantronics headset.
9	wi01004868	14xx w/BM32 not recording all call logs on bridge appearance
10	wi01029921	1416 Display Issue - Kana font incorrect
11	wi01033128	Phone does not play the error tone while user selects the "Applications" option
12	wi00901602	Top Level item 'Screen /Sounds' is displaying extra character in Avaya Menu button.
13	wi00901673	Extra character in Avaya Menu- 'Screen/Sounds'. Phone does not Show Screen/Sounds in A-menu.
14	wi01032715	The name of the called party number (internal extension) is not logged in the outgoing call log
15	wi00901261	Phone does not generate confirmation tone after saving any Settings.
16	wi01044752	Font Mismatch issue reported during 14xx Alpha trial
17	wi01044753	Katakana Issue- Japan Bell System 24 Kana character incorrect
18	wi01068442	1408/1416 - with French language cannot add new contact by phone if Name contains the digit 3
19	wi01057124	Call log not recorded on 2nd call appearance
20	wi01009376	14xx Missing Entries in Call Log After 100th Call are Logged
21	wi01032715	The name of the called party number (internal extension) is not logged in the outgoing call log

Known issues in 1408 and 1416 Release 4 Service Pack 3

When using the wireless headset, the electronic switch hook will not work to answer a call. Therefore, as a workaround use the headset button on the phone to answer a call.

Firmware Release Package

The files included in this release must be loaded into Avaya Aura™ Communication Manager to be available for downloading to 1400 Series Digital Desk phones. Refer to Administering Avaya Aura™ Communication Manager (03-300509), Chapter 6, Managing Telephones for details on switch administration procedures. This document is available at:

<http://support.avaya.com/css/P8/documents/1001716582>

Additional documentation and user guides for the 1400 Series Digital Desk phone can be located on <http://support.avaya.com/products/P0601/1400-series-digital-deskphones/>

Note: Some sets ordered will contain non-GA CM software and the phone application must be upgraded for proper operation.

Release 4 Service Pack 3 package contains all the files necessary to upgrade Avaya 1400 Series Digital Desk phones. These files are outlined below:

- o Application Code: 1400R36.bin
- o Language File: lng_R10_v11_Pack01.bin
- o Font files:
 - Simplified Chinese: fnt_R02_v01_GB.bin
 - Traditional Chinese: fnt_R02_v01_Big5.bin
 - Japanese: fnt_R02_v01_JIS.bin
 - Korean: fnt_R02_v01_KSC.bin

In support of Simplified Chinese, Traditional Chinese, Japanese and Korean, the respective font file must be downloaded also. NOTE: The font and language files have not altered since Release 4 SP1.

After successful upgrade, the phone menu should show the following:

```
1408(1416)           Rel[36.0]
SW vintage           [05]
Bootloader           U[25]P[00]
Lng                  lng_R10_v11_Pack01
Fnt1                 fnt_R02_v01_<installed font file>
```

COMMUNICATION MANAGER (CM) COMPATIBILITY:

The 1400 IP phones are supported on Communication Manager 5.2.1 and higher. The 1416 and 1408 are aliased as 2420 and 2410, respectively on CM 5.2.1 and they are natively supported on CM 6.0 and later.

IP OFFICE (IPO) COMPATIBILITY:

The 1400 IP phones are supported on IPO 6.0 and later. Please consult the IP Office Technical Bulletins for the details of specific IP Office software compatibility.

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