

Product Correction Notice (PCN)

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PCN Number: 1935H

SECTION 1 - CUSTOMER NOTICE

Products affected by this PCN: B179 SIP Conference Phone (Comcode 700501532)

Description: The affected B179 may not power up properly when it goes through a quick power cycle. This PCN enables customer who has the affected B179 a free of charge replacement unit.

This PCN applies to you if you have the B179 SIP Conference Phone with a serial number between 11KT11630001 to 11KT11630500.

Check the product label on the bottom of the B179 SIP Conference Phone to identify if the unit has a serial number covered in this bulletin.

The product label diagram below shows where the serial number appears on the label.



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

Class 3 – Minor failure due to Product Non-Conformance

- Partial loss of system use or functionality
- Low probability of occurrence
- Little risk of losing customer information

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

No

The risk if this PCN is not installed: The affected units may not power up properly after a power cycle.

Is this PCN for US customers, non-US customers, or both?	Both. This impacts customers in all global regions.
Does applying this PCN disrupt my service during installation?	Yes. Ten minutes during disconnect of old set, reconnect /re-provision, and reboot of the new set.
Installation of this PCN is required by:	Customer or Avaya Authorized Business Partner
Release notes and workarounds are located:	N/A – there is no work around for faulty units.
What materials are required to implement this PCN (If PCN can be customer installed):	Use the following order codes to receive replacement units. Material Code: 700504740. B179 SIP Conference Phone PoE Only.
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):	Product information and B179 SIP Conference Phone installation, provisioning and user guides are located on the technical support site at http://support.avaya.com/products/P0968/b100-series-conference-phones/

SECTION 1A – SOFTWARE SERVICE PACK INFORMATION

How to verify the installation of the Service Pack has been	N/A
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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: PCN material will be provided at no cost.

Avaya Customer Service Coverage Entitlements:

Customers under the following Avaya coverage:

- Full Coverage Service Contract*
- On-site Hardware Maintenance Contract*

Help-Line Assistance

Per Terms of Services Contract.

Remote or On-site Services Labor

Avaya Services will exclusively determine the delivery method of the PCN.

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.

Avaya Remote Services labor (for 8x5 and 7x24 Services Contract customers) to implement this PCN is 7x24, excluding Avaya designated holidays.

On-site Services labor (for 8x5 and 7x24 Services Contract customers) to

implement this PCN is billable at current per incident rates unless determined as required by Avaya Services or an Avaya Authorized Partner.

This is per the contract terms found in the associated Services Agreement Supplement or Services Offer Definition.

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

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.

Avaya Contacts:
For assistance with this PCN contact your local or regional Service group.

[Contact Avaya Support](#)