



IP Office Technical Bulletin

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Region: GLOBAL

Avaya 5410 Upgrade Issue

Avaya would like to advise Business Partners of an issue when installing Avaya 5410 telephones.

Note: No other telephones are affected by this issue.

This issue only affects 5410 telephones in the following serial number range:

700382005 IP OFFICE 5410D01B-2001 07N543XXXXXX to 08N503XXXXXX

Example:

07 – Year

N5 – Manufacturing Code

43 – Week of the Year Manufactured

XXXXXX – Individual Telephone number

Due to an issue with the R5 telephone firmware loaded during the manufacturing process, these telephones will not, if required, upgrade correctly when connected to an IP Office system.

The display will show “Waiting for firmware download”. The telephone will not upgrade and will no longer function.

If the IP Office system is running 3.2.57 and above or 4.0.7 software and above the issue will not occur as IP Office systems running these versions will not force the telephones to upgrade in default. However, the issue could occur if the telephone is upgraded in the future.

Note: Even if the IP Office system is running 3.2.57 and above or 4.0.7 software and above the IP Office has a facility to force a telephone firmware upgrade regardless of it being required. Therefore, if using any of the affected telephones, please ensure this facility is disabled by following the process below:

Located in C:\Program Files\Avaya\IP Office\Manager are four files:

fw_off.bat
fw_on.bat
turn_on.bat
turn_off.bat

To disable the terminal firmware update feature:

To disable the firmware update feature, edit the “turn_off.bat” file. Replace the <IPAddress> field with the IP address of the IP Office Control Unit. The file “turn_off.bat” must be run from the Manager directory in order to execute the file: fw_off.bat.

The “turn_off.bat” file will look like the following:

“call fw_off 192.168.42.1” where 192.168.42.1 is the address of the IP Office system. Once executed you MUST receive a message confirming the Transfer was successful. You must then run the IP Office Manager application, and then select Advanced and Reboot in order to reboot the Control Unit for this change to take effect.

Note: This is a temporary measure, at any date in the future, when you may want to or need to upgrade the telephone firmware you will experience this issue. As of the date this notice, it is undetermined if telephones can be fixed locally with a software patch, or require replacement.

Avaya are continuing to investigate this issue urgently, please see “Product Hold Notice for 5410” dated 22 January 2008 for further information.

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