AVAYA

Product Support Notice

PSN #	PSN004760u

	Severity/risk level	Medium	Urgency	Optional
Original publication date: 23-Jun-16. This is Issue #02, published date: 05-Jul-16.				

Name of problem

Audio Clicking on IP Office IP500v2 with ATM analog trunk modules

Products affected

700476005 - IP OFFICE 500 VERSION 2 CONTROL UNIT - PCS version **18** or greater

700503164 - IP OFFICE IP500 TRUNK ANALOG 4U V2

700504556 - IP OFFICE IP500 V2 COMBO CARD ATM V2

PSN Issue #2 revised IP500v2 PCS version from 19 to 18.

Problem description

Avaya has received reports of an audible "clicking" sound on analog trunks when using the ATM 4U V2 with an IP Office 500 V2 Control Unit. The clicking as observed by Avaya is in sporadic bursts 10-20 seconds apart. The trunk audio paths are still usable.

The problem only occurs on systems with IP500V2 control units at release PCS 18 or greater and not all analog trunk modules are exhibiting the problem.

Reports are independent of the base card that the ATM 4U V2 is hosted on, but are specific to slots 1 and 2 of the IP500V2 Control Unit.

Affected analog trunk modules:
    700503164 -   IP OFFICE IP500 TRUNK ANALOG 4U V2
    700504556 -   IP OFFICE IP500 V2 COMBO CARD ATM V2

Resolution

Avaya is working to solve the problem as quickly as possible. This product support notice will be updated when a final solution is determined.

Workaround or alternative remediation

As a work around to resolve the issue:

- **Relocate the ATM 4UV2 to slot 4 or 3.**

    Or

- **Replace the trunk module with an earlier ATM4U module (non-V2).**

Remarks

Not Applicable

Patch Notes

Backup before applying the patch	
n/a	
Download	
n/a	
Patch install instructions	Service-interrupting?
n/a	Yes
Verification	
n/a	
Failure	
n/a	
Patch uninstall instructions	
n/a	

Security Notes

The information in this section concerns the security risk, if any, represented by the topic of this PSN.

Security risks
n/a
Avaya Security Vulnerability Classification
n/a
Mitigation
n/a

If you require further information or assistance please contact your Authorized Service Provider, or visit 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.

Business Partner Notes

Additional information for Business Partners
n/a

Avaya Notes

Additional information for Tier 3, Tier 4, and development
n/a