



# Product Support Notice

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PSN # PSN003331u

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Name of problem Issues recently identified with Release 3.1 Service Pack 2

Products affected

IP Telephones 9600 H.323: Release 3.1 Service Pack 2

Problem description

The following issues have been recently reported in Release 3.1 Service Pack 2:

- Send All Calls (SAC) may not work in certain scenarios
- Button labels may appear truncated or corrupt after upgrading to 3.1 SP2
- Phone may not successfully register when phone encounters a corrupt Back-up file

Resolution

These issues have been addressed in the firmware patch below:

[ftp://ftp.avaya.com/incoming/Up1cku9/AvayaT4APP/IPT/96xxPatchesAndSoftware/R3.1SP2xx/IPT96xx\\_R3.913a.zip](ftp://ftp.avaya.com/incoming/Up1cku9/AvayaT4APP/IPT/96xxPatchesAndSoftware/R3.1SP2xx/IPT96xx_R3.913a.zip)

Workaround or alternative remediation

n/a

Remarks

n/a

## Patch Notes

The information in this section concerns the patch, if any, recommended in the Resolution above.

Backup before applying the patch

n/a

Download

n/a

Patch install instructions

Service-interrupting?

n/a

No

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

Not Susceptible

Mitigation

n/a

**For additional support, contact your Authorized Service Provider. Depending on your coverage entitlements, additional support may incur charges. Support is provided per your warranty or service contract terms unless otherwise specified.**

Avaya Support Contact	Telephone
U.S. Remote Technical Services – Enterprise	800-242-2121
U.S. Remote Technical Services – Small Medium Enterprise	800-628-2888
U.S. Remote Technical Services – BusinessPartners for Enterprise Product	877-295-0099
BusinessPartners for Small Medium Product	Please contact your distributor.
Canada	800-387-4268
Caribbean and Latin America	786-331-0860
Europe, Middle East, and Africa	36-1238-8334
Asia Pacific	65-6872-8686

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