



9404/9408 Release Readme

This is the Readme file for Release 2.0 SP2 of the Avaya 9404 and 9408 Telephone software for Avaya Aura® Communication Manager.

The binary software images for this release can be downloaded from the Avaya Aura® Communication Manager (with CM software release CM5.2.1 SP8 or CM6.0.1 SP2 or later) to a 9404 or 9408 digital telephone.

Phones shipped from the factory may not have the latest GA phone application, language and Echo Cancellor/Zarlink files and may REQUIRE an upgrade before use.

Note: The Echo Cancellor/Zarlink file is only applicable to the 9408 phone. There are two versions of Echo Cancellor/Zarlink (one for Integral Enterprise (IE) and another for CM). Some phones have been shipped with the Integral Enterprise (IE) Echo Cancellor/Zarlink so the CM version MUST be installed for phones to work correctly.

New portfolio of digital phones

- These new phones have an appearance and functionality similar to that of the well-established Avaya 9600 Series IP Desk phones.

9404

- 4 administrable feature buttons on three levels (total of 12 button positions), each with dual red-green LEDs to display status
- 10 fixed-feature keys for common tasks (e.g. contacts, history and message)
- Integrated, high-quality speakerphone
- Headset jack supports wide array of wired and wireless Avaya headsets
- Large capacity contacts and call log functions
- Context-sensitive interface, 4-way nav cluster and 4 softkeys simplify and speed up operations
- 4 line X 32 character display, white backlit for easy viewing.

9408

- 8 administrable feature buttons on 3 levels (total of 24 button positions), plus optional 12-button expansion module for a total of 96 feature keys or speed dial buttons with dual red-green LEDs to display status
- 10 fixed-feature keys for common tasks (e.g. contacts, history and message)
- Integrated, full-duplex speakerphone
- Headset jack supports wide array of wired and wireless Avaya headsets
- Additional caller related information is displayed with active appearances for easier call handling
- Context-sensitive interface, 4-way nav cluster and 4 softkeys simplify and speed up operations
- 8 line X 32 character display, white backlit for easy viewing

- Support of hands free echo cancellation.

Note: When upgrading phones from the factory or from R1, Echo Canceller will be disabled after upgrade. Echo Canceller can be manually enabled by following the steps discussed in the Avaya 9400 Series (a.k.a. 94xx) Digital Deskphone User Guide for Communication Manager at the following link:

<http://support.avaya.com/css/Products/P0961/User%20Guides>

Issues Resolved in Release 2.0 SP2 of the 9404/9408

#	Description	WI
1	Plantronics's SAVI headset issues on 94xx	wi01018097
2	9408 phone does not show the correct time that a user was on the phone from the call log.	wi01029824
3	9408 DCP phone chooses line 12 on page 1 and line 6 on page 2 automatically of BM12 when switching between pages.	wi01107252
4	9408 Blank screen prevention	WI01121787

New Feature in Release 2.0 SP2 of the 9404/9408

1	94xx support enhanced history (Call log) to log calls as missed when all the phone call appearances are busy. (GRIP 6015)	wi01076878
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This new feature will log missed calls in the history missed call log when all the call appearance on the phone are busy. The second part of this new feature is the user will be able to dial from the missed call entry.

This new (GRIP 6015) feature is supported on AA 6.2 FP3 (CM6.3.2) or later releases.

For detail description of this new feature, please refer to the 9404/9408 user guide below.

<http://support.avaya.com/products/P0961/9400-series-digital-deskphones/>

Known issues in Release 9404/9408 Beta

Known issues

- 1 – Conference icon is incorrect after performing three party conferences (131581)
- 2 – Call log is incorrect after consultative transfer, only one entry is logged after consultative transfer (131579) – this problem only happen on CM5.2.1 or older releases.
- 3 – Call log does not appear in call history log after redial with DCP 94xx phone (131580) - this problem only happen on CM5.2.1 or older releases.

Upgrading SW

Upgrading via Avaya Aura™ Communication Manager

The bin file or language file must be loaded into Avaya Aura™ Communication Manager to be available for downloading to 94xx telephones. Refer to Administering Avaya Aura™ Communication

Manager (03-300509), Chapter 3, Managing Telephones for details on switch administration procedures. Available at:

<http://support.avaya.com/css/P8/documents/100059292>

If the phone is to be used in a non-English environment, the language file will need to be upgraded.

For more information on upgrading or configuring the Avaya Digital telephones, see 9400 Series Administrator Guide for details. For information on using the Digital telephones, see the user guides. All documents are available at <http://support.avaya.com>.

The package contains all the files necessary to upgrade Avaya 9400 Series Digital Deskphones to Release 2.0 SP2:

- o Application Code: dcpa94xxR9.bin
- o Language File: 94xxlng_v86.bin
- o Font files:
 - Simplified Chinese: fnt_v02_GB.bin
 - Traditional Chinese: fnt_v02_Big5.bin
 - Japanese: fnt_v02_JIS.bin
 - Korean: fnt_v02_KSC.bin
- o Zarlink/Echo Cancellor: Zarlink_CM_IPO_R0_09.bin

In support of Simplified Chinese, Traditional Chinese, Japanese and Korean, one needs to download the font files as well.

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

9408: R9
Bootloader: U21
Language file: 94xxlng_v86.BIN
Font File: fnt_v02_<loaded font file>
Zarlink Image: 009

Note: Wait 30 seconds after phone reboot before using the phone.

COMMUNICATION MANAGER (CM) COMPATIBILITY:

- ❖ The 9400DCP phones are supported on Communication Manager:
 - 5.2.1 SP8 and higher. The 9408 and 9404 are aliased as 2420 and 2410, respectively on CM 5.2.1.
 - Note: When aliased as a 24xx:
 - ◆ No support of Unicode.
 - ◆ Maximum BM Feature keys - 48

- 6.0.1 SP1- and higher. The 9408 and 9404 are aliased as 2420/1416 and 2410/1416, respectively on CM 6.0.1
 - Note: When aliased as a 24xx:
 - ◆ No support of Unicode
 - ◆ Maximum BM Feature keys - 48
 - Note: When aliased as a 14xx:
 - ◆ Administrable Call Ap./ feature keys on 9404/9408 in maximum 8/16
 - ◆ No Customized button labels.
 - ◆ Maximum BM Feature keys - 72

- Is natively supported on CM 6.2 (when available)

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