



## Product Support Notice

© 2018 Avaya Inc. All Rights Reserved.

PSN # PSN005151u

Original publication date: 19 March 2018. This is Issue #02, published date: 03 May 2018. Severity/risk level Medium Urgency When convenient

### Name of problem

Handover fails with Ascom Dect firmware 10.0.5

### Products affected

IP Office 10.0.0.6.0 & 10.1.0.1.0 that have also installed/upgraded to the corresponding Ascom IPBS 10.0.5 Software

### Problem description

If a call using a DECT handset attempts to transition between IPBS units, the handover fails and the call disconnects.

### Resolution

A new build of Dect Firmware - IP Office DECT R4 10.0.7 Firmware is available on the Avaya Support site in the IP Office 10.0 SP7 & 10.1 SP 2 download pages

### Workaround or alternative remediation

Change codec under DECT-SYSTEM-Coder to any other codec and make a restart of the Master (this will also need to be done in any mirror/standby master). Then change back to the preferred coder and make another restart. The configuration will then be updated with the codec information and handover between Base Stations will work as expected.

### 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

n/a

### Service-interrupting?

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

**If you require further information or assistance please contact your Authorized Service Provider, or visit [support.avaya.com](http://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](#).**

**Disclaimer:** ALL INFORMATION IS BELIEVED TO BE CORRECT AT THE TIME OF PUBLICATION AND IS PROVIDED "AS IS". AVAYA INC., ON BEHALF OF ITSELF AND ITS SUBSIDIARIES AND AFFILIATES (HEREINAFTER COLLECTIVELY REFERRED TO

AS “AVAYA”), DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING THE WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE AND FURTHERMORE, AVAYA MAKES NO REPRESENTATIONS OR WARRANTIES THAT THE STEPS RECOMMENDED WILL ELIMINATE SECURITY OR VIRUS THREATS TO CUSTOMERS’ SYSTEMS. IN NO EVENT SHALL AVAYA BE LIABLE FOR ANY DAMAGES WHATSOEVER ARISING OUT OF OR IN CONNECTION WITH THE INFORMATION OR RECOMMENDED ACTIONS PROVIDED HEREIN, INCLUDING DIRECT, INDIRECT, CONSEQUENTIAL DAMAGES, LOSS OF BUSINESS PROFITS OR SPECIAL DAMAGES, EVEN IF AVAYA HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

THE INFORMATION PROVIDED HERE DOES NOT AFFECT THE SUPPORT AGREEMENTS IN PLACE FOR AVAYA PRODUCTS. SUPPORT FOR AVAYA PRODUCTS CONTINUES TO BE EXECUTED AS PER EXISTING AGREEMENTS WITH AVAYA.

All trademarks identified by ® or ™ are registered trademarks or trademarks, respectively, of Avaya Inc.

All other trademarks are the property of their respective owners.