



Product Support Notice

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PSN # PSN020401u

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Name of problem PSN020401u-J169/J179: Converting to H.323

Products affected

Avaya J169/J179 with Deskphone H.323 6.8

Problem description

The Avaya J169/J179 IP Phones are pre-loaded with J100 SIP software. Utilize the procedure below to convert them to Deskphone H.323 software.

Refer to the table following this procedure for information on the hardware revisions of J169/J179 IP Phones and minimum Deskphone H.323 / J100 SIP software releases. Attempts to load the J169/J179 IP Phone with a release of Deskphone H.323 software which are not supported will be rejected

1. **The J169/J179 must be using J100 2.0.0 or later software. If not using 2.0.0 software, then it must first be upgraded to J100 2.0.0 or later software.**

The version of software can be determined via the “View” menu item. The following models are delivered from Avaya with J100 3.0.0 or later software so do not need to be checked:

- a. J169D01A hardware revision 06
 - b. J179D02A hardware revision 05
2. Unzip the Deskphone H.323 6.8.0 installation package in the correct directory on your HTTP server. Also unzip the J100 SIP 2.0.0 (or later) installation package in the correct directory on your HTTP server.
 3. There are three methods which can be chosen from:
 - a. Manual (use if you will have a mixture of SIP and H.323 J169/J179):
 - i. Install the Avaya J169/J179 on your network with access to the http server and apply power to the phone.
 - ii. During the bootup sequence, access the Administration menu by pressing the “Admin” softkey and entering the administration password (default is 27238)
 - iii. Scroll to “Signaling” in the Administration menu, press “Select” softkey, press the “Change” softkey until “H.323” is highlighted, and press “Save”. Press “Back” to exit from the Administration menu and the IP Phone will automatically reboot to apply the changed settings.
 - iv. After rebooting, the J169/J179 will download and install the Deskphone H323 software.
 - b. DHCP (only use if all J169/J179 will be deployed with Deskphone H.323 software):
 - i. If using DHCP to provide custom options to the IP Phones, add SIG=1 to the string.
 - ii. Install the J169/J179 on your network with access to the http server and DHCP server and apply power to the phone.
 - iii. After retrieving the SIG setting via DHCP, the J169/J179 will download and install the Deskphone H.323 software
 - c. 46xxsettings.txt (only use if all J169/J179 will be deployed with Deskphone H.323 software)
 - i. Add “SET SIG 1” in your 46xxsettings.txt file on your http server
 - ii. Install the J169/J179 on your network with access to the http server and apply power to the phone.

- iii. After retrieving the SIG setting via the 46xxsettings.txt file, the J169/J179 will download and install the Deskphone H.323 software
- 4. After the conversion, confirm that the upgrade was successful by either:
 - a. Press the “Mute” button, enter the defined administrator password, followed by “#”. Scroll to the “View” menu item, scroll down to “Release” and confirm that it shows “6.8003”
 - b. Press the “Menu” button, scroll down to “About Avaya IP Deskphone”, press “Select” softkey, and confirm that it shows “Release 6.8003”.

The following table provides a matrix of the different models of J100 Series IP Phones including hardware generations and any limitation on supported software version. The “Model” information can be found on the label on the outside of the shipping box, on the label on the back of the IP Phone, within the Information menus available from the screen of the phone, remotely via LLDP, remotely via the Web Interface (SIP software), and remotely via SNMP. The “Hardware Revision” can be found on the label of the box on the same line as the “Model” information, and also found on the label on the back of the phone on the first row.

Model	Hardware Revision(s)	Minimum SIP Software	Minimum H.323 Software
J169D01A	01 to 05	1.5.0.0.15	6.7.0.02
J169D01A	06	3.0.0.1.6	6.8.0.03
J179D02A	01 to 04	1.5.0.0.15	6.7.0.02
J179D02A	05	3.0.0.1.6	6.8.0.03

Resolution

This PSN is for clarification purposes only.

Workaround or alternative remediation

N/A

Remarks

April 4, 2019: Issue 1

April 22, 2019: Issue 2: Updated to reflect that the J100 2.0.0 is the minimum release (instead of 3.0.0) that is required for conversion.

Patch Notes

N/A

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

N/A

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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