



Avaya 1600 Series IP Deskphone Software Release 1.3.4 Readme

This file is the Readme for the Avaya 1600 Series IP Deskphone Software Release 1.3.4 (H.323 1.3 Maintenance Release 4). This file describes the content of the March 2014 Maintenance Release software distribution package. It also includes Product Advisements related to known issues with this Software Release.

Avaya 1600 Series IP Deskphone H.323 Software Release 1.3.4 is supported on the 1603, 1603-I, 1603SW, 1603SW-I, 1608, 1608-I, 1616, and 1616-I IP Deskphones only. It will not load or operate on any other models.

Aura® Communication Manager, IP Office and B5800 Branch Gateway users are advised to consult their respective product publications for information regarding support of this release on their platform.

This Maintenance Release supersedes all previous Avaya 1600 Series IP Deskphone Service Packs. Avaya recommends that all customers upgrade both new and installed 1600 Series IP Deskphones to this version at their earliest convenience.

To upgrade 1600 Series IP Deskphone:

- Install zip package on Avaya Utility Server. Alternatively, the package can be unzipped in the root directory of any HTTP server.
- Make any adjustments required by your environment to the 46xxsettings.txt
- Reset Avaya 1600 Series IP Deskphone

IMPORTANT

If you downloaded the version 1.3.4B software between August 27th, 2013 and February 17th, 2014 please upgrade to 1.3.4D as soon as possible. 1.3.4B was removed from the Avaya Support website on February 17th, due to the issues captured in PSNs cited below:

[PSN004151u - 16XX IP Deskphones experience rolling reboots after upgrading to 1.3.4B](#)

[PSN004134u - Downgrade of 16xx H.323 phones to 1.3.2 \(or earlier\) from 1.3.3 \(or 1.3.4B\) factory loaded software results in duplicate MAC and Serial Number](#)

Avaya Servers Compatibility

Servers	Supported versions	Comments
Avaya Aura® Communication Manager (CM)	5.2.1 and higher	Avaya recommends using the latest Communication Manager release with these models of IP Deskphone. See the "Communication Manager Software & Firmware Compatibility Matrix" at http://support.avaya.com for the supported software/firmware versions of the Media Server, Media Gateway, and circuit packs. CM 5.2 is the minimum version required to support the following features: Native support of 1600 Series IP Deskphone CM releases prior to 5.2 do not provide native support for the 1600 Series IP Deskphone. Avaya recommends that the 1616/1616-I IP Deskphone be administered as a 4620/4621 IP Deskphone, other models be administered as a 4610 IP Deskphone, and the BM32 as a EU24 expansion module. For more details, please refer to the H.323 configuration section in the CM Administration Guide which can be downloaded from http://support.avaya.com.
Avaya IP Office (IPO)	6.0 or later and IP500 V2 hardware only	Customers are requested to consult the IP Office Technical Bulletin(s) or Release Notes for compatibility with specific IP Office releases
Avaya B5800 Branch Gateway (B5800)		Please consult the B5800 Release Note(s) for details on specific B5800 software compatibility.

H.323 1.3.4 Package Content

The H.323 Software Release 1.3.4 package contains all the files necessary to upgrade Avaya new or previously installed 1600 Series IP Deskphones to H.323 R1.3.4.

The following files are included in this package:

H.323 1.3 Maintenance Release 4 List of Firmware files and supported Phones			
Hardware		Software	
Comcode	Model	Boot Code	Application Code

700415540	1603	hb1603ua1_340D1_340D.bin	ha1603ua1_340D.bin
700476849	1603-I	hb1603ua1_340D.bin	ha1603ua1_340D.bin
700458508	1603SW	hb1603ua1_340D.bin	ha1603ua1_340D.bin
700858524	1603SW-I	hb1603ua1_340D.bin	ha1603ua1_340D.bin
700415557	1608	hb1608ua1_340D.bin	ha1608ua1_340D.bin
700458532	1608-I	hb1608ua1_340D.bin	ha1608ua1_340D.bin
700450190	1616	hb1616ua1_340D.bin	ha1616ua1_340D.bin
700458540	1616-I	hb1616ua1_340D.bin	ha1616ua1_340D.bin

- GBM32_B_1_1_0.hex - Button Module firmware version 1.1.0 for BM32.
- 16xxupgrade.txt – To upgrade to R1.3.4, you must change your 16xxupgrade.txt file. The sample upgrade script that is included in the package is generic, in that it will upgrade all existing 1600 Series IP Deskphones to R1.3.4. If you have other phones that are using this script for other software upgrades and installations, please note the changes between the scripts. Please make a backup copy of your current upgrade script, and incorporate the binary name changes for release R1.3.4 into your 16xxupgrade.txt file.
- Ten predefined language files for phone display:
 - mlf_Sage_v69_dutch.txt
 - mlf_Sage_v69_french_can.txt
 - mlf_Sage_v69_french_paris.txt
 - mlf_Sage_v69_german.txt
 - mlf_Sage_v69_italian.txt
 - mlf_Sage_v69_japaneseKat.txt
 - mlf_Sage_v69_portuguese.txt
 - mlf_Sage_v69_russian.txt
 - mlf_Sage_v69_spanish.txt
 - mlf_Sage_v69_spanish_latin.txt
- Five configurable language files for the phone display:
 - mlf_Sage_v69_arabic.txt
 - mlf_Sage_v69_chinese.txt
 - mlf_Sage_v69_trad_chinese.txt
 - mlf_Sage_v69_hebrew.txt
 - mlf_Sage_v69_korean.txt
- Five configurable font files for the five languages above
 - Arabic_S11_V34.rbm.lzma (Font file for Arabic Language)
 - GB_S11_V34.rbm.lzma (Font file for Simplified Chinese Language)
 - Big5_S11_V34.rbm.lzma (Font file for Traditional Chinese Language)
 - Hebrew_S11_V34.rbm.lzma (Font file for Hebrew Language)
 - KSC_S11_V34.rbm.lzma (Font file for Korean Language)
- release.xml
- The signatures in the signatures subdirectory of the .zip distribution packages

are only intended to be used by the file server, and the file server that is on the CM 6.0 Utility Server is the only file server that currently supports this.

Refer to the 1600 Series IP Deskphone Administration Guide on <http://support.avaya.com> for more information on the use of FONTFILE and LANGxFILE.

System specific parameters should be entered into the 46xxsettings.txt file which is available for separate download at <http://support.avaya.com>. Warning: Before modifying your 46xxsettings.txt file, please make a backup copy of the file.

Resolved issues in Avaya 1600 Deskphone H.323 1.3 Maintenance Release 4 version D (1.3.4D)

Released March 7th, 2014

Area	Defect ID	Defect Name
Upgrade	SAGE16XX-829	Phones downgraded from 1.3.3 or 1.3.4B to 1.3.2 or earlier result in phones with duplicate/default MAC Addresses and factory Serial Numbers. Refer to - PSN004134u
	SAGE16XX-838	16XX phones get into a rolling reboot state after upgrading to 1.3.4B Refer to - PSN004151u

Resolved issues in Avaya 1600 Deskphone H.323 1.3 Maintenance Release 4 version B (1.3.4B)

Released August 27th, 2013

Area	Defect ID	Defect Name
Audio	SAGE16XX-751	AGC (Automatic Gain Control) is not working on 16xx.
	SAGE16XX-765	Improvement of the handset audio quality.
	SAGE16XX-774	Low Ringer Volume of second call when first call is terminated by DROP button.
Performance	SAGE16XX-745	Fixed multiple memory issues that can cause rebooting.
	SAGE16XX-746	Fixed null pointer dereferences that can cause unpredictable behavior.
	SAGE16XX-747	Fixed multiple out of bounds errors that can cause rebooting.
	SAGE16XX-607	1616 phone reboots when connected to IPO after pressing the call appearance button on BM32
	SAGE16XX-727	16xx H323 logging engine improvement.
	SAGE16XX-767	Resource leaks that can cause performance degradation and rebooting.
	SAGE16XX-775	1608 phone reboots if logged in to 1616 account with some bridge-appearances configured on BM after call to bridge-appearance numbers.
	SAGE16XX-677	16xx UI performance improvement.
	SAGE16XX-754	TFFS recovering mechanism.

Area	Defect ID	Defect Name
	SAGE16XX-705	Font recovery mechanism.
Backup\Restore	SAGE16XX-700	Phone 1616 with BM32 is frozen at the enter credential screen when subfolder is configured on IIS7.
Application\UI	SAGE16XX-488	The phone does not synchronize language with IPO.
	SAGE16XX-731	Some parameters in Screen/Sound, Call Settings, Application, Advanced options are changed to default after rebooting.
	SAGE16XX-729	Extension configured for busy-indicator or call-forward is displayed in wrong format when changing CM language to Arabic.
	SAGE16XX-760	Phone displays wrong conference icon if it isn't main initiator.
	SAGE16XX-758	Join soft key disappears after hold recall timeout.
	SAGE16XX-762	Redial List is empty although there's information in outgoing call log.
	SAGE16XX-782	Phone displays wrong holding conference icon if it isn't main initiator.
	SAGE16XX-763	Complete and Cancel softkeys disappear when Hold Recall timeout expires
Configuration/Upgrade	SAGE16XX-689	Skip upgrade of 1603 phone to H323 firmware if it is a SIP phone.

Known Issues in Avaya 1600 Deskphone H.323 1.3 Maintenance Release 4

Defect Number	Description	Details/Workaround
SAGE16XX-612	Second BM is not upgrading when two BMs are connected during phone's software upgrade to R1.3 SP1.	While upgrading the 1616 IP Deskphone to release 1.3200, if there are Button Modules (BM) attached to the 1616 IP Deskphone being upgraded, then the BMs will also be upgraded. Note: You will need to carry out the following procedure, when updating phones with more than one Button Module attached. When the BM software is being upgraded, each of the BM LEDs will turn ON and then OFF in a sequential fashion. The sequence will stop after the 19th LED has turned ON as if the upgrade process has stopped. The phone will display the messaging, "Updating, Do not Unplug", while the upgrade is going on. After the first Button Module has upgraded, the LEDs on the second Button Module may appear to start blinking RED and GREEN. But to force the second Button Module to upgrade, you must press a button on the FIRST Button

Defect Number	Description	Details/Workaround
		Module to start the upgrade of the SECOND Button Module. The SECOND Button Module upgrades with the same sequence of LEDs' activities as the first Button Module. If a phone is registered with an IP office, it may have a 3rd button module attached. In such case, the Third Button Module must be disconnected before the phone is upgraded to the new software. If this is not done, and the phone is updated before disconnecting the 3rd Button Module from the phone, the THIRD Button Module might become dysfunctional during the upgrade and it cannot be revived. The THIRD Button Module has to be upgraded independently by connecting it to any other 1616 phone or by connecting it to the same phone as above, but only after the first two button modules have been disconnected. It should be noted that Avaya doesn't recommend connecting/disconnecting Button Modules to/from the phone, while it is powered up. Access the 'A' menu to check the version of Button Module software, and to confirm if all the button modules have been upgraded. It should display: GBM32_B_1_1_0
SAGE16XX-749	Phone can't get HTTPPORT from DHCP or 46xxsetting.txt	Port 80 should be used on the server
SAGE16XX-787	Phone displays wrong call-park icon after parking call	NA

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