Avaya IP Phone 1150E Stop Shipment

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Background:

The Avaya IP Phone 1150E has been put on product hold, and an Inventory Purge is being completed. All Customer Orders are on hold until the inventory purge can be completed.

The affected product can be identified by PEC code and manufacturing date. Avaya is asking that Channel Partners and Stocking Distributors return any and all Class A IP Phone 1150E units in their inventory back to Avaya as soon as possible for rework.   Channel Partners, Stocking Distributors, and all Customers should not open the box nor attempt to install any un-opened new IP Phone 1150E units, and should use the Class A Return process that is described in this bulletin to receive replacements.

Analysis:

The Avaya IP Phone 1150E has been put on product hold, and an Inventory Purge is being completed. All Customer Orders are on hold until a review of inventory can be completed.

Based on a customer report where the software on newly received IP Phone 1150E units could not be upgraded, the product team is investigating a recent change in Flash Memory devices for a root cause analysis, and are getting details on global inventory status, to define how to best address this customer issue.

Affected codes include:
NTYS06AAE6 / N0033464 - IP Phone 1150E Graphite with Icon Keys without P/S (RoHS)
NTYS06BAE6 / N0033465 - IP Phone 1150E Graphite with English Text Keys without P/S (RoHS)

Affected sets have a manufacturing date between December 10, 2009 and December 25, 2009.

It has been determined that a manufacturing error was introduced in production within these dates, related to a recent design change to include support in the IP Phone 1150E for more than one type of flash memory chip. Support for the new type of component also requires that a minimum release of software be loaded onto the phone so that the IP Phone software will recognize the new Flash memory type. From December 10 - 25, 2009, the new flash memory chip was used in production without the required corresponding minimum firmware release loaded on the phones.

There are approximately 1500 units built with these date codes that will not accept an IP Phone software upgrade without first being recovered manually by qualified Technical Support personnel. All sets manufactured after December 25, 2009 include the correct IP Phone software on the units, but the Product Release Number was not increased. The new inventory received will be re-labeled to distinguish that it is not affected by this product issue.

Recommendations:
Avaya asks all customers to return affected units through the Class A return process if the product is still new and in its unopened package. If the product has been un-packaged or already installed, the product should be returned through the Out of Box Failure / Dead on Arrival (OBF/DOA) return process. Please refer to the Required Actions section below for the details on each process.

Required Actions:
Ordering/Replacement Guidelines and Procedures

Avaya asks all customers to return affected units through the Class A replacement process if the product is still new and in its unopened package. If the product has been un-packaged or already installed, the product should be returned through the Out of Box Failure / Dead on Arrival (OBF/DOA) return process. Please refer to the section below for the details on each process.

Class A replacement process:

Class A product is defined as new product that is still in its unopened original packaging. Class A products should be returned to the logistics facility determined by Nortel Order Management. When returning Class A material, please use the following guidelines and procedures:

1. Contact Nortel Networks Order Management for an RMA (Return Material Authorization).
Please reference the number of this bulletin (or PAA-2010-0004-Global) when calling Nortel for replacement equipment.

2. Product will be returned only against a Nortel designated and authorized RMA number, all boxes must be identified and labeled with the Nortel RMA number, and must be returned within 30 days of RMA issuance

Out of Box Failure / Dead on Arrival (OBF / DOA) process:

For installed or open units, defined as units that have been un-packaged or installed, these should be returned through the OBF /DOA return process described below.

"Out-of-Box Failure" (OBF/DOA) returns must be identified as defective and requested within 90 days of shipment from Nortel or a Nortel Stocking Distributor. If the OBF/DOA is requested due to the issue identified in this bulletin, please reference the number of this bulletin (or PAA-2010-0004-Global) when calling Nortel for replacement equipment.

For information on Return Materials Authorization, please refer to Return Routing Guide on GPPC under Policies and Procedures

Attachments:
There are no attachments for this bulletin

Products and Releases:
The information in this bulletin is intended to be used with the following products and associated releases:

PRODUCT	RELEASE
Phones & Accessories-IP-IP Phone 1150E	

To view the most recent version of this bulletin, access technical documentation, search

REFERENCE:

our knowledge base, or to contact a Technical Support Representative, please visit Nortel Technical Support on the web at: http://support.nortel.com/. You may also sign up to receive automatic email alerts when new bulletins are published.

PRE-REQUIRED PATCH:
PATCH ID:

Nortel recommends any maintenance activities, such as those outlined in this bulletin, be completed during a local maintenance window.