



PSN# PSN001088u

Original publication date: 22-Dec-2006. This is Issue #2, published 1-Feb-2008. Severity/risk level Medium Urgency When convenient

Name of problem After a reboot, the 4690 no longer displays a previously administered Service Observe feature button.

Products affected

4600 IP Telephones - 4690 - Firmware version 2.0005

Problem description

If a Service Observe Button is administered on a 4690 IP telephone running FW 2.0005, a power reboot of the phone will cause the SO button to be cleared from the 4690's display. This occurs even though the administration of the SO button was saved.

Resolution

This has been resolved in R2.3 available from the Avaya Support Web Site from the Current Avaya IP Telephone Release 121207.

Workaround or alternative remediation

n/a

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

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

Not Susceptible

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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