IP Office Technical Bulletin

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Low Speakerphone Volume on 1400 Series Digital Telephones

An issue has been identified in the field where some customers have reported insufficient speakerphone volume for the 1400 digital telephones. This is occasionally experienced when the telephone is used in a noisy environment. As an interim solution Avaya has provided two additional software releases, IP Office Administration 6.0(1803) and 6.1(504).

Temporary Resolution
A new firmware load has been created giving the choice of:

a) Turning "automatic gain control" off in order to get the maximum possible volume (this is also available in previous telephone firmware). With very loud incoming signals the voice quality may distort. This can be corrected by turning down the speaker volume

b) Turning "automatic gain control" on in order to get a more constant volume with amplification of soft speakers and damping of very loud signals. This will get best overall performance but in some cases with slightly reduced maximum volume.

This firmware is available as an interim solution for customers that need immediate improvements while Avaya continue to optimize the settings, and comes outside our normal Maintenance release cycle.

IP Office software for both R6.0, version 6.0(1803) and R6.1, version 6.1(504) with support of the 1400 R15 firmware will be available on January 24 through usual support channels and on support.avaya.com.

It is recommend that this software to be installed primarily for customers that need an immediate resolution of this issue. Both the IP Office software and the 1400 series telephone firmware need to be upgraded.

Sites not experiencing these issues do not need to update their firmware or system software to these versions.

Final Resolution

A final software resolution of this issue will be available in the next Maintenance Release of IP Office R6.1. This is expected to be in the middle of February 2011.   This Maintenance Release software will also deliver other improvements, including further fine-tuning to ensure the best possible audio quality.

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