



Product Support Notice

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PSN # PSN005429u

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Severity/risk level

Medium

Urgency

When convenient

Name of problem Configuration setting impact on audio performance for the Avaya Vantage™ device when using a Bluetooth handset

Products affected

Avaya Bluetooth Handset paired with Avaya Vantage™ K175/K165/K155

Problem description

Configuration setting impact on audio performance for the Avaya Vantage™ device when using a Bluetooth handset

Resolution

Some configuration settings impact the performance of the Bluetooth handset resulting in symptoms such as delayed audio on call at the start of the audio connection

When log collection or analytics are enabled for the Avaya Vantage device, it can directly impact the performance of the Bluetooth handset. Therefore, when using a Bluetooth handset with the Avaya Vantage device, the configuration settings for the application need to be set as described in this notice. This should be done as part of the configuration settings by the administrator for the communication system.

As the administrator, ensure that the following are set as shown below in the 46xxsettings.txt file or equivalent in the AADS configuration:

```
#disable local logs for Vantage
```

```
SET LOCAL_LOGS_ENABLED 0
```

```
#remove log verbosity
```

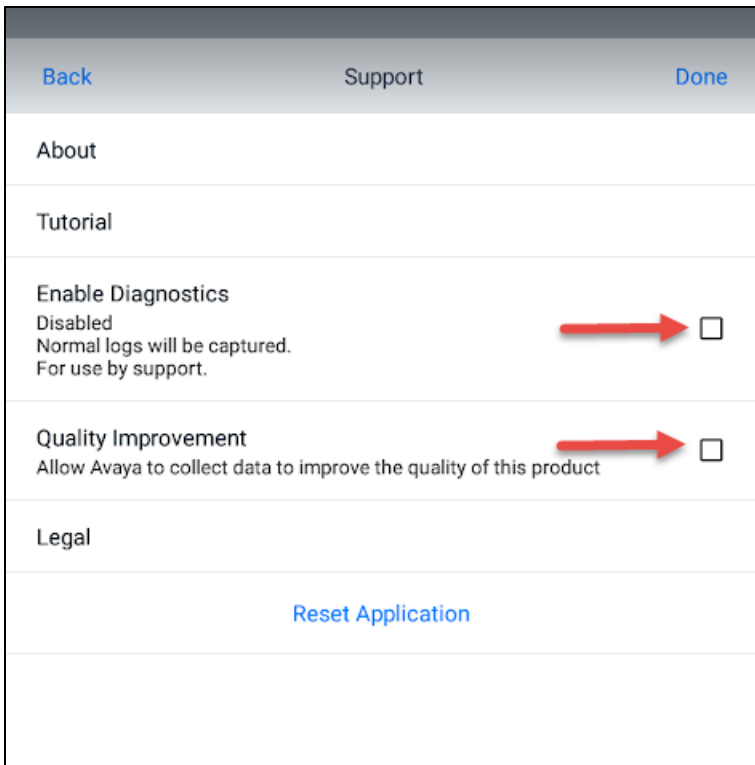
```
SET LOG_VERBOSITY 0
```

```
#disable quality improvement analytics for Avaya Equinox
```

```
SET ANALYTICSENABLED 0
```

As an end user for the Vantage device, the following should be “unchecked” automatically if the configuration is done correctly by the administrator. No end user action is needed.

Avaya Equinox -> Settings -> Support



As an end user, the above settings can be manually “unchecked” in order to address Bluetooth audio performance issue. In this case, the corrective action is only effective or and applicable to that end user.

Workaround or alternative remediation

n/a

Remarks

The following are highly recommended in order to have the latest updates, fixes and functionality:

- The latest available Avaya Vantage device firmware. The device firmware is managed by the administrator for the communication system environment
- The latest available Avaya Equinox application version. This can be pushed to the Avaya Vantage device via the 46xxsettings.txt file by the administrator or installed by the end user if applicable permissions are available in the deployment environment.

Key resources for information:

- Product documentation <https://documentation.avaya.com/>
- Avaya Workspace in Slack, channel #avaya-vantage
- Avaya Spaces <https://spaces.zang.io/spaces/5c815b41158e568140748b1e>
- Device Sales at devicesales@avaya.com
- Avaya Sales & Partner portal for Avaya Vantage <https://sales.avaya.com/cs/Sites?lookuphost=/&lookuppage=/en/pss/vantage-experience>

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

n/a

Service-interrupting?

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

If you require further information or assistance please contact your Authorized Service Provider, or visit support.avaya.com. There you can access more product information, chat with an Agent, or open an online Service Request. Support is provided per your warranty or service contract terms unless otherwise specified in the Avaya support [Terms of Use](#).

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