



Product Support Notice

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PSN # PSN005924u

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Name of problem

IP Office R11.1.2.0(11.1 FP2) software is temporarily unavailable for download and upgrade.

Products affected

IP Office 11.1.2.0

Problem description

Links to IP Office software downloads have been temporarily removed. This is due to an update to our Phone firmware being required as a result of the PSN:

<https://downloads.avaya.com/css/P8/documents/101078908>

If IP Office 11.1.2 build 237 software has been downloaded already, please refer to the PSN before attempting any upgrades as failure to do so may impact the phone service and in some instances, the phone may not be recoverable. It is strongly advised to wait for the next IP Office build that will contain an updated Phone firmware version.

Resolution

An updated release of IP Office 11.1.2.0 build 239 is now available on IP Office section of the support site. This updated release contains an earlier version of Jxxx firmware 4.0.7.0.7

Workaround or alternative remediation

Remarks

n/a

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