



Product Support Notice

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PSN # PSN020344u

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Original publication date: 27-Mar-18. This is Issue #01, published date: 27-Mar-18. Severity/risk level Medium Urgency When convenient

Name of problem Attempting to access voicemail on IP Office via a 9500 Series digital phone using speakerphone might fail.

Products affected

9500 Series Digital Deskphones

IP Office, Releases 9.1.x and higher

Problem description

Attempting to access voicemail on IP Office 9.1.x and higher releases via a 9500 Series Digital Deskphone, using the speakerphone at a volume setting of 3 or higher, might fail when entering password digits/DTMF.

Resolution

Use one of the following to resolve this problem:

1. Use/switch to the handset or headset on the phone instead of the speakerphone before entering password digits/DTMF to access voicemail.
2. Lower the speakerphone volume before entering password digits/DTMF to access voicemail.
3. Mute the phone/speakerphone before entering password digits/DTMF to access voicemail.

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

n/a

Service-interrupting?

Yes

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

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