



# **Avaya IP Office™ Platform Release 12.0 Release Notes / Technical Bulletin General Availability**

**Issue 001**



## 1 Document Updates

Date	Description
May 14 <sup>th</sup> , 2024	Document issued

## 2 Introduction

Avaya is pleased to announce the General Availability of IP Office Release 12.0. For a full detailed product description of Avaya IP Office 12.0 see the following URL.

<https://sales.avaya.com/en/pss/ip-office>

## 3 Important Information – Avaya IP Office for Linux Upgrade

- Server Edition, Virtualize Server Edition, Select, Application Server

Avaya IP Office R12.0 Server Edition is based on the Rocky Linux 9.x operating system. To upgrade from an earlier release the system must first be upgraded to Avaya IP Office 11.1.3 Service Pack 1 or later and the maintainer must follow the IP Office 12.0 Upgrading Linux-Based IP Office Servers to IP Office R12.

[Avaya IP Office Server Edition 12.0 Upgrade Procedure](#)

## 4 What's New in IP Office R12

### 4.1 Summary of New Features Delivered in IP Office Release 12.0

IP Office Release 12.0 includes a range of new features that will support market expansion, ease of doing business, openness and user client experience for the mid-market space. These are summarized below.

- IP Office Linux change OS to Rocky Linux for new deployments
- IP Office Linux change OS to support Rocky Linux Migration process.
- IP Office-Workplace support for IPv6 for SBC Remote Worker
- 3700 Wireless DECT FW

*Note 1: Features listed are available worldwide unless otherwise specified. Not all of*



*the features in IP Office Release 12.0 are supported on all Editions, platforms and phones - please see each feature's description for details.*

For a detailed introduction to the new features in IP Office R12.0 please see the [IP Office R12 Offer Definition](https://sales.avaya.com/en/pss/ip-office)- (<https://sales.avaya.com/en/pss/ip-office>)

#### **4.2 IP Office Linux change OS to Rocky Linux for new deployments**

- CentOS Linux 7 will reach end of life (EOL) on June 30, 2024
- No Security updates after EOL date
- Introduced new Operating system for IP Office Linux servers.
- Rocky Linux 9.3
  - Open-source enterprise operating system designed to be 100% bug-for-bug compatible with Red Hat Enterprise Linux
  - It is based on RHEL's source code and maintains binary compatibility with RHEL, making it a good alternative for CentOS and RHEL
  - Is focused on enterprises and integrates hyper-scale, cloud, and high-performance computing.

The current version of Rocky Linux installed in IP Office R12 is 9.3 with all latest packages.

- Supported platforms and hypervisors.
  - The same Server Edition platforms are supported:
    - Physical platforms
      - ASP 110
        - Dell R640 (SE Linux)
        - Dell R240 (SE Linux)
      - IP Office 500v2
      - ASP 130
    - Virtualized platforms:
      - ESXi
      - HyperV
    - Cloud Virtual Machines
      - Azure
      - Amazon



### 4.3 IP Office Linux change OS to Rocky Linux - Migration process

IP Office Server Edition has in R12 migrated to use the Rocky Linux 9, please follow the links below for details and how to upgrade an existing platform to IP Office R12

#### Upgrading physical Linux-based IP Office servers to R12.0.x

[https://documentation.avaya.com/bundle/IPOfficeLinuxUpgradeR12/page/Upgrading\\_Server\\_PCs.html](https://documentation.avaya.com/bundle/IPOfficeLinuxUpgradeR12/page/Upgrading_Server_PCs.html)

#### Upgrading IP Office VMware virtual machines to R12.0.x

[https://documentation.avaya.com/bundle/IPOfficeLinuxUpgradeR12/page/Upgrading\\_VMware\\_Virtual\\_Machines.html](https://documentation.avaya.com/bundle/IPOfficeLinuxUpgradeR12/page/Upgrading_VMware_Virtual_Machines.html)

#### Upgrading IP Office AWS instances to R12.0.x

[https://documentation.avaya.com/bundle/IPOfficeLinuxUpgradeR12/page/Upgrading\\_AWS\\_Instances.html](https://documentation.avaya.com/bundle/IPOfficeLinuxUpgradeR12/page/Upgrading_AWS_Instances.html)

#### Upgrading IP Office Hyper-V virtual machines to R12.0.x

[https://documentation.avaya.com/bundle/IPOfficeLinuxUpgradeR12/page/Upgrading\\_Hyper\\_V\\_Virtual\\_Machines.html](https://documentation.avaya.com/bundle/IPOfficeLinuxUpgradeR12/page/Upgrading_Hyper_V_Virtual_Machines.html)

#### Upgrading IP Office Azure instances to R12.0.x

[https://documentation.avaya.com/bundle/IPOfficeLinuxUpgradeR12/page/Upgrading\\_Azure\\_Instances.html](https://documentation.avaya.com/bundle/IPOfficeLinuxUpgradeR12/page/Upgrading_Azure_Instances.html)

### 4.4 IP Office-Workplace support for IPv6 for SBC Remote Worker

Many service providers are now mandating IPv6 compliant soft clients on their networks. As IP Office server does not support native IPv6, the solution is to use a Dual-Stack ASBCE installation as the IPv4/IPv6 gateway for the IP Office customers.

#### Supported Features

- iOS/Android Workplace (IPv4/IPv6/Dual Stack) login to IP Office through SBC.
  - Note: Email initial registration, SSO Login and Instant Messaging through spaces is not supported for IPv6 users as Spaces does not support IPV6:
  - No client registration using email for Workplace clients on IPv6 Network.



- APNS is supported for iOS for both IPv4 and IPv6 remote users.
- Network switching between IPv4/IPv6 is supported without manual intervention. For example, when a user moves from home Wi-Fi to the cellular network (IPv6/IPv4) OR cellular network to home Wi-Fi.
- Basic calls, Hold/Unhold, Transfer, Ad hoc and Meet me conferences, Presence, Contacts, Call Logs, IM with one-x portal, Call recording (start, pause, un-pause and stop), Voicemail and Message Waiting Indication, Shared control and Telecommuter.

#### 4.5 3700 Wireless DECT FW

- Firmware upgrade for DECT handsets 3730, 3735 (v3.0.16) and 374X (v4.17.8)
- Firmware upgrade for base stations (v11.5.20)
- Support for DECT handsets 3755 and 3759

### 5 Upgrading to IP Office R12

Avaya IP Office R12.0 software/binaries will be available through PLDS or the support site. Customers will be required to upgrade to R12.0 using paid or entitled R12.0 release upgrade licenses and apply the R12.0 software load using Manager.

Note that with General Availability of IP Office R12.0, Service Packs will no longer be provided for R11.1 except for one final 11.1.3 Service Pack 2 in June 2024. Avaya reserves the right to change this schedule. Refer to the Avaya Product Lifecycle Policy for further information.

IP Office Support Services (IPOSS) customers entitled to IP Office software updates/upgrades under a current support agreement will be upgraded in accordance with the terms of their support contract.

The terms and conditions of the IP Office Support Services offer and how to purchase support coverage can be found on the link below.

<https://sales.avaya.com/en/pss/ip-office-support-services?view=collateral>

IPOSS policy will continue as N-1 as it includes maintenance and configuration support if needed and provide upgrade entitlement to R12.0 There are no additional Service Packs planned for R11.1 after 11.1.3. Service Pack 2 June 2024 all future fixes will be delivered in R12 Service Packs

### 6 Security

For detailed information on implementing and maintaining IP Office Platform security, please refer to [Avaya IP Office Platform Security Guidelines](#)

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## 7 Build Versions

### 7.1 IP Office 12.0 GA Software Versions

Component	Version
Admin CD	12.0.0.0 Build 55
VMPPro (Linux)	12.0.0.0 Build 14
One-X portal	12.0.0.0 build 21
Server Edition DVD	12.0.0.0 Build 55
Server Edition OVA	12.0.0.0 Build 55
Unified Communication Module	Not Supported on R12
SoftConsole	12.0.0.0.0 build 8
Media Manager	12.0.0.0 Build 14
Web RTC Gateway	12.0.0.0.0 build 17

### 7.2 IP Office Module Firmware

Module	Version
IP500V2	12.0.0.0 Build 55
POTSV2 Module	12.0.0.0 Build 55
DCPV2 Module	12.0.0.0 Build 55
ATM Module	12.0.0.0 Build 55
DS30/16 V2 Module	12.0.0.0 Build 55
DS30A/16A BST Module	12.0.0.0 Build 55
DS30B/16B Module	12.0.0.0 Build 55



### 7.3 Phone Firmware Support

Phone Model	Version
<b>DCP Phone Firmware</b>	
2410 Phone Firmware	R6 - 030609
2420 Phone Firmware	R6 - 030609
5410 Phone Firmware	R6 - 030609
5420 Phone Firmware	R6 - 030609
1403 Phone Boot Firmware	03
1403 Phone Application Firmware	R07 (vintage 7)
1408 Phone Boot Firmware	25
1408 Phone Application Firmware	R48 (vintage 16)
1416 Phone Boot Firmware	25
1416 Phone Application Firmware	R48 (vintage 16)
14xx Phone Language	R10_v11_Pack01
14xx Chinese (GB) Phone Font File	R02_v01
9504 , 9508 (HW Variant 1 & 2) Phone Boot Firmware	R15 (vintage 30)
9504 , 9508 (HW Variant 3) Phone Boot Firmware	R17 (vintage 1)
9504 , 9508 Phone Application Firmware	R60 (vintage 13)
9504 , 9508 Phone Zarlink Firmware	R0_09 (vintage 9)
<b>IP Phone Firmware</b>	
4610SW, 4620SW, 4621SW, 5610SW, 5620SW, 5621SW Phone Firmware	2.9.1 (2.9 SP1)
4610SW, 4620SW, 4621SW, 5610SW, 5620SW, 5621SW VPN Phone Firmware	2.3.252
4610SW, 4620SW, 4621SW, 5610SW, 5620SW, 5621SW Phone Firmware – Boot Code - Supplied for use with VPN firmware	2.3
4620 (Not 4620SW)	2.3
4625 Phone Firmware	2.9.1 (2.9 SP1)
4601, 4602D, 4602SW, 5601, 5602D and 5602SW Phone Firmware	2.3
4601+, 4602+, 5601+ and 5602+ Phone Firmware	2.9.1 (2.9 SP1)
1603, 1608, 1616 Phone Firmware – Boot Code	1.350B (1.3 SP5)
1603, 1608, 1616 Phone Firmware – Application	1.350B (1.3 SP5)
1603I, 1608I, 1616I Phone Firmware – Boot Code	1.3110A (1.3 SP11)
1603I, 1608I, 1616I Phone Firmware – Application	1.3110A (1.3 SP11)
1603, 1608, 1616 Phone Language Files	69
1616 Button Module 32 App	1.1.0
9608, 9611, 9621, 9641 Phone Firmware – Kernel	V29R46 (6.8)
9608, 9611, 9621, 9641 Phone Firmware – Application	6.8.5.02 (6.8)
9608, 9611, 9621, 9641 Phone Language Files	224
<b>Wi-Fi Phone Firmware/Tools</b>	
3641/3645	117.058



HAT	4.1.4
AVPP	17x.040
<b>IP DECT Phone Firmware and Associated Applications</b>	
B179	2.4.3.5
T3 IP Phone Firmware	T247
T3 IP Phones Admin Tool	3.08
3701 Phone Firmware	22.04.04
3711 Phone Firmware	91.24.31.04
3711 Global Phone Firmware	91.24.36
3711 USB Driver	0.8
IP DECT - ADMM Firmware	1.1.13
IP DECT - ADMM Java Configuration	1.1.13
IP DECT – ADMM DECT Monitor	1.4
<b>DECT R4 Phone Firmware and Associated Tools</b>	
3720 Phone Firmware	4.7.8
3725 Phone Firmware	4.7.8
3730 Phone Firmware	3.0.16
3735 Phone Firmware	3.0.16
3740 Phone Firmware	4.17.8
3745 Phone Firmware	4.17.8
3749 Phone Firmware	4.17.8
3755 Phone Firmware	1.5.13
3759 Phone Firmware	1.5.13
3720 Template	0.5
3725 Template	0.5
3740 Template	0.2
3749 Template	0.2
3755 Template	0.1
3759 Template	0.1
IPBS 1 Boot Firmware	11.5.20
IPBS 1 Firmware	11.5.20
IPBS 1 Downgrade Firmware	11.5.11
IPBS 2 Boot Firmware	11.5.20
IPBS 2 Firmware	11.5.20
IPBS 2 Downgrade Firmware	11.5.11
IPBS 3 Boot Firmware	11.5.20
IPBS 3 Firmware	11.5.20
IPBS 3 Downgrade Firmware	11.5.11
DECT R4 - IPBL (DECT Gateway) Boot Firmware	11.5.20
DECT R4 - IPBL (DECT Gateway) Firmware	11.5.20



DECT R4 - IPBL (DECT Gateway) Downgrade Firmware	11.5.11
DECT R4 - GRBS (ISDN RFP) Firmware	R7C 3/40
DECT R4 - GRBS-DB1 (ISDN RFP) Firmware	R3F 3/80
DECT R4 - GRBS-DB1-C3/DB1-C4 Firmware	7.0.14
AIWS Firmware	2.73
AIWS2 Firmware	4.12.0
WinPDM (Windows Portable Device Manager)	4.1.9
Rack Charger Firmware	2.0.7
Advanced Charger Firmware	2.0.7
3720 Translation Tool	31
3725, 3740, 3749 Translation Tool	80
3730 Translation Tool	80
3735 Translation Tool	80
3755, 3759 Translation Tool	80
3720 Downloadable Languages	31
3725, 3740, 3749 Downloadable Languages	80
3730 Downloadable Languages	80
3755, 3759 Downloadable Languages	80
Company Phonebook Tool	9
Local Phonebook Tool	1
<b>Avaya Nortel SIP Phones</b>	
1120E	4.04.23.00
1140E	4.04.23.00
1220/1230	4.04.23.00
<b>DECT D100 Phones</b>	
D100_BS_MS	1.2.7
D100_BS_SL	0.9.6
<b>B 179</b>	
B179	2.4.4.3
<b>B199</b>	
B199	1.0.8.3.2
<b>E159</b>	
E159	8.25.2
<b>E169</b>	
E169	8.25.2
<b>H175</b>	
H175	1.0.2.3
<b>Jxxx</b>	
J129	4.0.10.3.2



J139	4.0.10.3.2
J159	4.0.10.3.2
J169	4.0.10.3.2
J179	4.0.10.3.2
JEM24	1.0.1.0.16
<b>Kxxx</b>	
K155	3.1.0.0.0020
K175	3.1.0.0.0020

## 8 Supported OS and Browsers

### Windows Operating Systems (PC)

#### Operating System Editions and Service Packs

Operating System	Editions		Microsoft's Support Dates
Windows 10	Pro (SMB), Enterprise	✓	End of support 14th October 2025
Windows 11	Pro, Enterprise	✓	No announced date.
Server 2016	Standard & Essentials	✓	Mainstream support ends 11th January 2022. Extended support to 12th January 2027.
Server 2019	Standard & Essentials	✓	Mainstream support ends 9th January 2024. Extended support to 9th January 2029.
Server 2022	Standard	✓	No essential edition present. Mainstream support ends 13th October 2026. Extended support to 14th October 2031.

#### Operating System Support - Server Components

	Windows		Windows Server		
	10	11	2016	2019	2022
Bits	32	64	64	64	64
... MAPI service for VMPro on Linux	✗	✗	✓	✗	✗
TAPI - 1st Party	✓	✓	✓	✗	✗
TAPI - 3rd Party	✓	✓	✓	✗	✗
TAPI - WAV <sup>(1)</sup>	✓	✗	✗	✗	✗

#### Notes:

- (1) TAPI WAV is not recommended for new designs and is not supported on 64-bit operating systems.

#### Operating System Support - Thick Client Administrator Apps

Application	Win 10.0	Win 11	Server 2016	Server 2019	Server 2022
Bits	32	64	64	64	64



<b>Voicemail Pro Client</b>	✓	✓	✓	✓	✓	✗
<b>Manager</b>	✓	✓	✓	✓	✓	✗
<b>SysMon</b>	✓	✓	✓	✓	✓	✗
<b>SSA</b>	✓	✓	✓	✓	✓	✗

### Operating System Support - Thick Client User Apps

We only support end-user apps on user OS's. On server OS's they may work, we don't prevent it, but we don't support it if issues are found.

Application	Win 10.0		Win 11	
	32	64	32	64
SoftConsole	✓	✓	✓	✓
SoftConsole	✓	✓	✓	✓
one-X Portal Plug-In for Outlook	✓	✓	✓	✓
Call Assistant	✓	✓	✓	✓

### Windows Desktop Virtualization Support

This section covers those applications specifically supported on virtualized desktops (Citrix VDI).

- **one-X Portal for IP Office** - This includes the one-X Call Assistant and the Outlook Plug-In (requires Citrix local profile mode).
- **Avaya Workplace for Windows** - Support in IP Office environments added in FP2.

### Avaya Workplace Client Supported Platforms

Based on support for Avaya Workplace 3.36 and the claimed OS support in the Avaya compatibility for that release.

iOS	Android	Windows	macOS
<ul style="list-style-type: none"> <li>• iOS12</li> <li>• iOS14</li> <li>• iOS15</li> <li>• iOS16</li> <li>• iOS17</li> </ul>	<ul style="list-style-type: none"> <li>• Android 11.x</li> <li>• Android 12.x</li> <li>• Android 13.x</li> <li>• Android 14.x</li> </ul>	<ul style="list-style-type: none"> <li>• Windows 10</li> <li>• Windows 11</li> </ul>	<ul style="list-style-type: none"> <li>• 12.x</li> <li>• 13.x</li> <li>• 14.x</li> </ul>

- **iOS Devices:** IP Office support is for iPhone and iPad devices only. Not iPod Touch.

### Browsers

For Safari information, see [https://en.wikipedia.org/wiki/Safari\\_version\\_history](https://en.wikipedia.org/wiki/Safari_version_history).

Application	Windows OS		All OS	macOS <sup>(1)</sup>		Comments
	Edge	Firefox	Chrome	Safari 14.1.2	Safari 15	
one-X Portal for IP Office Client	✓	✓	✓	✗	✗	
Web Collaboration	✗	✗	✗	✗	✗	No longer supported in R12.0.
Web Manager <sup>(3)</sup>	✓	✓	✓	✓	✓	
Web Control Menus/Platform View	✓	✓	✓	✓	✓	
D100 DECT Admin	✓	✓	✓	✗	✗	
IP DECT R4 Admin	✓	✓	✓	✗	✗	
Avaya Communicator for Web	✗	✗	✗	✗	✗	Avaya has ended all support for AC Web. This happened pre-R12.0.
Premise COM	✓	✓	✓	✗	✗	
Avaya Spaces Calling	✗	✗	✓	✗	✗	
User Portal	✓	✓	✓	✓	✓	
User Portal - Softphone	✓	✓	✓	✗	✗	

## Other Applications

### Microsoft Exchange

Application	Exchange 2016	Exchange 2019
<b>Voicemail Pro:</b>		
• UMS	✓	✗
• EWS	✓	✓
• Email Reading <sup>(1)</sup>	✗	✗
<b>one-X Portal:</b>		
▪ IM Presence	✓	✗
▪ Calendar	✗	✗
<b>Workplace Client:</b>		
• Calendar	✓	✓

1. Not supported if using EWS integration.

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## Outlook

	Outlook		
Application	2016	2019	Office 365
VMPPro UMS IMAP	✓	✓	✗
TAPI Dialling	✓	✓	✗
one-X Portal:			
• Outlook Plugin	✓	✓	✓
▪ Contact Screen Popping	✓	✓	✓

## Virtualisation

Hypervisor	IP Office Sever Edition	
Azure	✓	
Amazon AWS	✓	
GCP	✗	
KVM	✗	
Microsoft Hyper-V:		
• Server 2016	✓	Mainstream support ends 11th January 2022. Extended support to 12th January 2027.
• Server 2019	✓	Mainstream support ends 9th January 2024. Extended support to 9th January 2029.
• Server 2022	✓	Mainstream support ends 13th October 2026. Extended support to 14th October 2031.
VMware <sup>(1)</sup> :		
• ESXi 6.5	✗	VMware announced end of support date: 15th October 2022.
• ESXi 6.7	✗	
• ESXi 7.0	✓	VMware announced end of support date: 2nd April 2025.
• ESXi 8.0	✓	Support added from R11.1.3.

- VMware support is on Standard, Enterprise, Enterprise Plus, Essentials and Essentials Plus platforms.

## 9 Supported Hardware

Platform and features supported on the platform will be modified with the IP Office R12.0 release. Supported platforms are:

- IP500 V2 Control unit
- IP Office for Linux (Server Edition, Virtualize Server Edition, Select, Subscription, Application Server)

## 10 Known Issues

JIRA Number	Description of Issue	JIRA Number	Description of Issue
IPOFFICE-177285			Full DST list defined with WM has 20 entries in WM and 85 entries in Manager
IPOFFICE-177307			Unknown Publisher while installing SoftConsole and VMPRO Client signed manually
IPOFFICE-177244			The IPO unit configuration retains the previews build version for WebManager post-upgrade until the next reboot
IPOFFICE-177320			IPO 12.0 with additional disk - VMDK Upgrade - Emergency mode on boot

## 11 Resolved Field Issues

This IP Office R12 release also addresses a number of customer issues found in the previous IP Office 11.1 GA releases, these are listed below.

JIRA Number	Description of Issue	JIRA Number	Description of Issue
IPOFFICE-176976			DST schedule has expired on IP500v2 systems
IPOFFICE-176692			Periodic absence of speech path on J100 phones SIP calls
IPOFFICE-175115			IPO 500 V2 with APP server Using User Portal to forward HG VoiceMail from a user to other user returns error
IPOFFICE-174575			User Portal Edit Main Greeting Media should not have Audio Option TTS for other than Subscription systems

## 12 Technical Notes

### 12.1 Incoming call for IOS Workplace client only rings once on iPhone then shows as missed call.

In previous releases of IP Office Software and issue can occur in certain circumstances where an Incoming call for IOS Workplace client only rings once on iPhone then shows as missed call. The customers solution would have an IP Office Server Edition with SBC, and iPhone Workplace client. The IP Office SIP trunk and Workplace client would traverse the SBC. In IP Office 11.1.3.1 a resolution was delivered for this issue IPOFFICE-175041.

With IP Office R12 that resolution has been removed from the general code base and is now invoked with the application of a No User Source Number. (NUSN)

## **FORCE\_SIP\_SBC\_TCP\_SINGLE\_PORT**

The NUSN **FORCE\_SIP\_SBC\_TCP\_SINGLE\_PORT** will switch the way IP Office communicates with SBC. With it invoked an IOS Client will operate the same as for other remote workers, meaning one socket only, will be opened by the client. Because of that, SBC will always see 200 OK and new call arriving in the intended order. The number of sockets opened by IP Office towards SBC will be smaller thus reducing also load on SBC.

### **12.2 No Support for the UCM on R12**

IP Office R12 does not support the UCM card and therefore any customer with a UCM that wishes to upgrade to R12 should migrate from the UCM to an IP Office Application Sever to deliver the current UCM functionality and also have access to the wider range of supported features on the Application Server.

## **13 Languages Added**

IP Office release 12.0 adds no new languages.

## **14 Documentation**

The latest versions of detailed release information can be found in the below locations:

- DVD media available with Avaya IP Office R12.0 software pack
- IP Office Knowledgebase - Contains all administrator and user documentation for IP Office - [IP Office Knowledgebase](#)
- The Avaya support site – Contains all administrator and user documentation for IP Office - <http://support.avaya.com>

The Release 12.0 Documentation is available at GA:

- Go to [support.avaya.com](http://support.avaya.com)
- Select [Find Documentation and Technical Information by Product Name](#) under Downloads & Documents
- Enter 'IP Office' as your product.
- Choose '12.0' as your release.
- Click the 'Documents' radio button.
- Click 'Enter' to see all documentation.



The latest version of the IP Office Product Description Document, which defines the IP Office product in more detail, can be found on the Avaya Partner Portal ([www.avaya.com/salesportal](http://www.avaya.com/salesportal)) and will require a valid Single Sign On (SSO) user name and password to view it online.

The latest version of the IP Office 12.0 Offer Definition, which is a communication that summarizes “what’s new” within the IP Office Release 12.0 product, can be found on the Avaya Partner Portal

## 15 Contacting support

### Contact Support Checklist

If you are having trouble with *IP Office*, you should:

1. Retry the action. Carefully follow the instructions in written or online documentation.
2. Check the documentation that came with your hardware for maintenance or hardware-related problems.
3. Note the sequence of events that led to the problem and the exact messages displayed. Have the Avaya documentation available.

If you continue to have a problem, contact Avaya Technical Support:

1. Log in to the Avaya Technical Support Web site <https://support.avaya.com>.
2. Contact Avaya Technical Support at one of the telephone numbers in the Support Directory listings on the Avaya support Web site.

Avaya Global Services Escalation Management provides the means to escalate urgent service issues. For more information, see the Escalation Contacts listings on the Avaya Web site.