



## IP Office Technical Bulletin

**Bulletin No:** 215  
**Release Date:** 23rd July 2018  
**Region:** Global

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### **General Availability (GA) - IP Office Release 10.1 Service Pack 3**

Avaya is pleased to announce the availability of Service Pack 3 for IP Office Release 10.1 software. This is a scheduled Service Pack addressing a number of issues found in the previous IP Office 10.1 and 10.0 GA releases.

#### **1. 1 Overview**

IP Office Release 10.1 Service Pack 3 incorporates new software for:

- IP Office Core Switch 10.1.0.3.0.2
- IP Office Server Edition 10.1.0.3.0.2
- IP Office Application Server 10.1.0.3.0.2
- Unified Communications Module 10.1.0.3.0.2
- Preferred Edition (VoiceMail Pro) 10.1.0.3.0.1
- one-X Portal 10.1.0.3.0.12
- Soft Console 10.1.0.3.0.2
- “Powered by Avaya” Partner Hosted 10.1.0.2.0.2
- Avaya Communicator for Lync 6.4.0.7.9 Plugin

The IP Office Administration and application software can be downloaded from the Avaya Support Website:

<http://support.avaya.com>

This software is for use with the IP Office IP500 V2 and Server Edition Systems.

IP Office Administration consists of the following software:

<b>Delivered Software or Package</b>	<b>Version</b>	<b>Updated in this build</b>
IP Office Firmware (Table 2 lists specific details)	10.1.0.3.0 build 2	Yes
Manager	10.1.0.3.0 build 2	Yes
SSA	10.1.0.3.0 build 2	Yes
SysMonitor	10.1.0.3.0 build 2	Yes
Video (CounterPath) SoftPhone	3.2.3.49.68975	No
MAC Softphone	3204.66292	No
Java Run Time Environment	7.0 Update 25 (1.7.0.25)	No
2410 Phone Firmware	R6 - 030609	No
2420 Phone Firmware	R6 - 030609	No
5410 Phone Firmware	R6 - 030609	No
5420 Phone Firmware	R6 - 030609	No
1403 Phone Boot Firmware	03	No
1403 Phone Application Firmware	R07 (vintage 7)	No
1408 Phone Boot Firmware	25	No
1408 Phone Application Firmware	R48 (vintage 16)	No
1416 Phone Boot Firmware	25	No
1416 Phone Application Firmware	R48 (vintage 16)	No
14xx Phone Language	R10_v11_Pack01	No
14xx Chinese (GB) Phone Font File	R02_v01	No
9504 , 9508 (HW Variant 1 & 2) Phone Boot Firmware	R15 (vintage 30)	No
9504 , 9508 (HW Variant 3) Phone Boot Firmware	R17 (vintage 1)	No
9504 , 9508 Phone Application Firmware	R60 (vintage 13)	No
9504 , 9508 Phone Zarlink Firmware	R0_09 (vintage 9)	No
4610SW, 4620SW, 4621SW, 5610SW, 5620SW, 5621SW Phone Firmware	2.9.1 (2.9 SP1)	No
4610SW, 4620SW, 4621SW, 5610SW, 5620SW, 5621SW VPN Phone Firmware	2.3.252	No
4610SW, 4620SW, 4621SW, 5610SW, 5620SW, 5621SW Phone Firmware – Boot Code - Supplied for use with VPN firmware	2.3	No
4620 (Not 4620SW)	2.3	No
4625 Phone Firmware	2.9.1 (2.9 SP1)	No
4601, 4602D, 4602SW, 5601, 5602D and 5602SW Phone Firmware	2.3	No

<b>Delivered Software or Package</b>	<b>Version</b>	<b>Updated in this build</b>
4601+, 4602+, 5601+ and 5602+ Phone Firmware	2.9.1 (2.9 SP1)	No
1603, 1608, 1616 Phone Firmware – Boot Code	1.350B (1.3 SP5)	No
1603, 1608, 1616 Phone Firmware – Application	1.350B (1.3 SP5)	No
1603I, 1608I, 1616I Phone Firmware – Boot Code	1.3110A (1.3 SP11)	No
1603I, 1608I, 1616I Phone Firmware – Application	1.3110A (1.3 SP11)	No
1603, 1608, 1616 Phone Language Files	69	No
1616 Button Module 32 App	1.1.0	No
9620, 9630, 9640, 9650 Phone Firmware - Boot Code	3.2.8	No
9620, 9630, 9640, 9650 Phone Firmware - Application	3.2.8	No
9620D01A, 9630D01A Phone Firmware - Boot Code	3.2.2	No
9620D01A, 9630D01A Phone Firmware - Application	3.2.2	No
9620, 9630, 9640, 9650 Phone Language Files	76	No
9608, 9611, 9621, 9641 Phone Firmware – Kernel	V28R29 (6.6)	No
9608, 9611, 9621, 9641 Phone Firmware – Application	6.6.6.04 (6.6)	No
9608, 9611, 9621, 9641 Phone Language Files	132	No
3641/3645	117.058	No
HAT	4.1.4	No
AVPP	17x.040	No
T3 IP Phone Firmware	T247	No
T3 IP Phones Admin Tool	3.08	No
3701 Phone Firmware	22.04.04	No
3711 Phone Firmware	91.24.31.04	No
3711 Global Phone Firmware	91.24.36	No
3711 USB Driver	0.8	No
IP DECT - ADMM Firmware	1.1.13	No
IP DECT - ADMM Java Configuration	1.1.13	No
IP DECT – ADMM DECT Monitor	1.4	No
3720 Phone Firmware	4.3.32	No
3725 Phone Firmware	4.3.32	No
3730 Phone Firmware	2.0.9	No
3735 Phone Firmware	2.0.9	No
3740 Phone Firmware	4.3.32	No
3749 Phone Firmware	4.3.32	No

<b>Delivered Software or Package</b>	<b>Version</b>	<b>Updated in this build</b>
3720 Template	0.5	No
3725 Template	0.5	No
3740 Template	0.2	No
3749 Template	0.2	No
IPBS 1 Boot Firmware	10.0.5	No
IPBS 1 Firmware	10.0.5	No
IPBS 1 Downgrade Firmware	7.1.2	No
IPBS 2 Boot Firmware	10.0.5	No
IPBS 2 Firmware	10.0.5	No
IPBS 2 Downgrade Firmware	7.1.2	No
DECT R4 - IPBL (DECT Gateway) Boot Firmware	10.0.5	No
DECT R4 - IPBL (DECT Gateway) Firmware	10.0.5	No
DECT R4 - IPBL (DECT Gateway) Downgrade Firmware	7.1.2	No
DECT R4 - GRBS (ISDN RFP) Firmware	P7C 3/40	No
DECT R4 - GRBS-DB1 (ISDN RFP) Firmware	R3B 3/80	No
AIWS Firmware	2.73	No
AIWS2 Firmware	4.5.1	No
WinPDM (Windows Portable Device Manager)	3.11.0	No
Rack Charger Firmware	2.0.6	No
Advanced Charger Firmware	2.0.6	No
3720 Translation Tool	29	No
3725, 3740, 3749 Translation Tool	38	No
3730 Translation Tool	49	No
3735 Translation Tool	49	No
3720 Downloadable Languages	29	No
3725, 3740, 3749 Downloadable Languages	38	No
3730 Downloadable Languages	49	No
3735 Downloadable Languages	49	No
Company Phonebook Tool	9	No
Local Phonebook Tool	1	No
1120E	4.04.23.00	No
1140E	4.04.23.00	No
1220/1230	4.04.23.00	No
D100 BS MS	1.2.7	No
D100 BS SL	0.9.6	No
B179	2.4.1.5	No
E159	8.25.2	No
E169	8.25.2	No
E129	1.25.2.26	No
<b>H175 Phones</b>		

Delivered Software or Package	Version	Updated in this build
H175	1.0.2.3	No
<b>J100 Phones</b>		
J129	1.0.0.0.43	No
J169	6.7.0.02	Yes
J179	6.7.0.02	Yes

**Table 2: Firmware deliverables**

ip500v2_be.bin	10.1.0.3.0 build 2
ip500v2_se.bin	10.1.0.3.0 build 2
avdcpb2.bin	10.1.0.3.0 build 2
dvppots.bin	10.1.0.3.0 build 2
naatm16.bin	10.1.0.3.0 build 2
nadcpV2.bin	10.1.0.3.0 build 2
nadcpaV1.bin	10.1.0.3.0 build 2
nadcpaV2.bin	10.1.0.3.0 build 2
dsaupnV1.bin	10.1.0.3.0 build 2
nadcpv2.bin loader update version	3.2(999)

**Note:** 4600 and 5600 series telephones are no longer supported in IP Office Release 10.1 software.

## **2 Added Support**

### **2.1 J169/J179 Telephone Support**

#### **Pre-R11.0 H.323 Support on IP Office**

For R11.0 and higher systems, the J169/J179 phones are supported as SIP telephones only. However, for pre R11.0 systems it is also possible to support J169/J179 phones as H.323 phones using a special release of H.323 firmware. For 10.1 Service Pack 3 the H.323 firmware version 6.7.0.02 is included and will be distributed directly from IP Office.



J179 – Color Display



J169 – Grayscale Display



## Upgrading from IP Office 10.1 SP3 to IP Office R11.0 or Higher

1. Depending on the type of 96x1Hupgrade.txt file:
  - a. If using the auto-generated file:  
Add the NoUser Source Number (NUSN) FORCE\_J100\_H323\_TO\_SIP to the system configuration using IP Office Manager or Web Manager.
  - b. If using a static (customized/edited) file:

Add the following lines to the start of the file being used.

```
IF $MODEL4 SEQ J169 GOTO J100PHONES
IF $MODEL4 SEQ J179 GOTO J100PHONES
GOTO 96X1PHONES
# J100PHONES
GET J100Supgrade.txt GOTO END
# 96X1PHONES
```

2. In the IP Office configuration, replace the J169/J179 phone H323 Extension records with SIP extension records.
3. Saving the configuration changes with an immediate reboot. The J169/J179 phones will restart and switch to using SIP firmware.

### Pre-IP Office 10.1 SP3 Systems

These systems require the manual addition of the firmware and editing of the settings files. Please refer to the IP Office Release 11.0 SIP Telephone Installation Notes section 7.2.6 - *Pre-R11.0 H.323 Support* for full details

<https://downloads.avaya.com/css/P8/documents/101048082>

## 2.2 Digital Station Modules DS16B2 and DS30B2

IP Office 10.1 included support of the updated version of the digital station modules DS16B2 and DS30B2 with material codes as below.

Material Code	Description
700511093	IP Office IP500 Digital Station 16B2 RJ45
700511094	IP Office IP500 Digital Station 30B2 RJ45

The updated DS16/30B2 digital station modules have now started to be provisioned by Avaya tools – a supply chain transition is occurring from the older to the newer version of the digital station module for IP Office 9.1 and later.

The updated DS16/30B2 digital station modules are supported on **any version of IP Office 10.1.**



Please note that a **minimum of IP Office 9.1 Service Pack 12 or IP Office 10.0 Service Pack 5 is required to support the updated DS16/30B2 digital station modules.**

The updated DS16/30B2 digital station modules are **not supported on any software prior to IP Office 9.1.** The earlier DS16B (700501585) and DS30B (700501586) are still available to order as merchandise for earlier software versions.

DS16/30B2 Expansion Modules are supported by the avdcpb2.bin firmware file which is available on the 10.1.0.3.0.2 Administration suite.

This Service Pack also delivers support for the 373x DECT handset 2.1.4 Software

## 2.3 IP Office Communicator for Lync (Skype for Business) 6.4.0.7 Plugin

IP Office Communicator for Lync (Skype for Business) 6.4.0.7.9 Plugin is available for download from <https://support.avaya.com> in 64bit and 32bit versions.

*Note that the Communicator for Lync (Skype for Business) plug-in supports the Microsoft Skype for Business Semi-Annual Update channel only*

## 3 IP Office Resolved Field Issues

In the tables below, the JIRA number refers to the internal bug tracking database used by Avaya SME. When a customer field issue has been confirmed to be a product or documentation issue, it is logged in this system, and the JIRA number used internally within Avaya for tracking the resolution of this issue. There may be several customer field cases raised against a single JIRA entry.

### 3.1 IP Office 10.1.0.3.0.2 – Resolved field issues

The following field issues have been addressed in this release of IP Office:

JIRA Number	Description of Issue
IPOFFICE-140419	Bridged Appearance does not ring if target user is busy on cellular call on one-X Mobile phone
IPOFFICE-139461	System Restart: SE When an incorrect Diversion Header on a SIP trunk
IPOFFICE-138448	System Restart SE When an incoming call is forwarded from an empty hunt group
IPOFFICE-138405	Automatic call recording fails on a call transferred via Voicemail to Conference Meet Me

IPOFFICE-137805	System Restart When a Blind Xfer to an Exten with one-X mobile
IPOFFICE-137589	Missed call log entry- Issue with the case where call gets forwarded (CFNA) to a user and the call is disconnected without answering
IPOFFICE-137545	System Restart 500V2 - Issue with SIP headers when routing a call to a mobile twin
IPOFFICE-137335	System Restart: Related to ACCS with AWFOS and call Recording/Listen activity
IPOFFICE-136947	System Restart - When unexpected restart on ACW registration timeout in conference
IPOFFICE-136642	The Record button on One-X Portal is greyed out when on a meet me conf call
IPOFFICE-136579	System Restart SE - Primary Server restarting when mobile twinning invoked from a Conf call
IPOFFICE-135430	BA button behaviour appears faulty in some scenarios using Meet Me Conference
IPOFFICE-135322	Softconsole present with CLID unknown on internal/external calls
IPOFFICE-134611	one-X Portal and ACW incorrect missed call log
IPOFFICE-136267	Create/rename Home Screen Favourites "Label" in 9641 phone causes other Favourites to delete and IP Office Manager crash
IPOFFICE-139495	Call Forwarded on No Answer to Collective Hunt Group does not generate expected call log entries on ACW
IPOFFICE-137802	System Restart SE - TLS and Websocket missformed packet across the scan network
IPOFFICE-137391	IP Office does not send SIP response message on the provider's preferred port
IPOFFICE-137389	System Restart 500V2 - System restart with SIP related memory leak
IPOFFICE-136585	Call log shows incoming call from same extension as the one that answered for hunt group call pickup up from another hunt group member
IPOFFICE-138282	J129 unable to register after reboot because SCN not fully up
IPOFFICE-138268	J129 doesn't perform conference calls on the IP Office
IPOFFICE-136545	B179 conference phone displays all IP Office users including ones excluded from directory
IPOFFICE-134614	Autogenerated J100settings.txt has DST disabled causing J129 phones to be an hour off at DST change
IPOFFICE-137152	RTP payload mismatch on SIP trunk causes Voice Path failure
IPOFFICE-137359	Memory Leak on IP500V2 Expansion system

### **3.2 Voicemail Pro (Preferred Edition) 10.1.0.3.0.1 – Resolved field issues**

The following field issues have been addressed in this release of IP Office:

<b>JIRA Number</b>	<b>Description of Issue</b>
IPOFFICE-141818	Voicemail Pro service on primary and secondary server stopping every 30 min
IPOFFICE-138310	IP Office Media Manager would not start after the IP Office crash
IPOFFICE-138243	Voicemail Backup files can not be saved on USB storage with VMPro on UC Module
IPOFFICE-137931	Voicemail debug level resets to "Information" when service is restarted
IPOFFICE-136878	VMPro will not failover from Primary to Secondary when VMPro service is stopped on the Primary

### **3.3 one-X Portal 10.1.0.3.0.12 – Resolved field issues**

The following field issues have been addressed in this release of IP Office:

<b>JIRA Number</b>	<b>Description of Issue</b>
IPOFFICE-140365	one-X Portal webpage login fails if using login my phone option
IPOFFICE-139098	one-X Portal users can not login after changed IP address of 500V2
IPOFFICE-138590	One-X Portal LDAP Feature Not Working in Cloud scenario
IPOFFICE-138446	one-X Portal Windows install shows 200/500 users, but 750 are supported
IPOFFICE-138340	one-X Portal occasionally some users do not update the call history
IPOFFICE-138129	Users are intermittently unable to login via Call Assistant or Outlook Plugin
IPOFFICE-138123	Enabling call forwarding via Avaya Communicator for Microsoft Lync plugin does not work
IPOFFICE-137405	One-X Portal experiences memory problems with one-X Portal 10.1.0.1.21 Build 36 and ACW 2.1.4.291

### **3.4 Manager /Web Manager 10.1.0.3.0.2 – Resolved field issues**

The following field issues have been addressed in this release of IP Office:

<b>JIRA Number</b>	<b>Description of Issue</b>
IPOFFICE-139072	Manager allows blank Directory entries to be created
IPOFFICE-140321	Web Manager changes SM Branch Prefix from blank to 0 if any changes are made within the system configuration
IPOFFICE-139351	Call Forward number is not being displayed in Web Manager if the call forward number is configured using user's self Administration page
IPOFFICE-138602	Web Manager fails to set User/ Mobility "Twin When Logged Out"
IPOFFICE-137570	Web Manager login banner not displaying carriage return and line feeds
IPOFFICE-137308	System Restart - When using Web Manger to make changes to a User Record that has many DND Exception List entries
IPOFFICE-136424	Lines associated to Japanese variant of the PRI Card do not show on WebManager

### **3.5 Applications/Desktop Integration – Resolved field issues**

The following field issues have been addressed in this release of IP Office:

<b>JIRA Number</b>	<b>Description of Issue</b>
IPOFFICE-135311	Contact recorder is not archiving to mapped NAS
IPOFFICE-141622	WebRTC service stops working and will only recover after service restart
IPOFFICE-137251	ACW 2.1.4 build 291 presence not working correctly
IPOFFICE-139842	Outlook Plugin - Unable to transfer a call using the target user name

IPOFFICE-137764	Outlook Plugin cannot playback Voicemail Messages to PC Speakers
IPOFFICE-137158	Upload of Outlook contacts over one-X Portal, Outlook plugin shows as successful but no contacts are imported if there is a contact showing with blank name in Outlook plugin upload list

## **4 Known Issues**

There are no known issues in this release

## **5 Technical Notes**

### **5.1 Licensing Considerations**

IP Office Releases 10.0 to 10.1 supports the Product Licensing and Delivery System (PLDS) to manage license files. If you are upgrading from a previous major release you must migrate all IP Office licences to R10 PLDS licences.

Pre-R10.0 Server Edition customers planning to use WebLM licencing will need to obtain a WebLM Host ID **before** the upgrade for generating the licences. The WebLM Host ID is the MAC address of the WebLM server. In a virtual environment, the WebLM Host ID is a virtual MAC address that starts with the letter "V". The WebLM Host ID must be used when generating a PLDS license file for the WebLM server, in order to implement a centralized licensing scheme for multiple IP Office systems.

For further information please see Appendix A "Licensing" of the Avaya IP Office Platform Release 10.1 Release Notes or the "Administering Avaya IP Office Platform with Web Manager" manual available from the IP Office Knowledgebase.

### **5.2 Upgrading IP Office IP500 V2 core software**

When upgrading to Release 10.1 from a previous release an upgrade license is required. It is recommended that the IP Office Release 10.1 Software Upgrade license is installed before upgrading the system. Although the license key may not be recognized immediately by the system running an earlier major release of software, it will be recognized when the system is upgraded to Release 10.1.

The following table shows the necessary steps that must be taken to upgrade the IP Office control unit to Release 10.1:

<b>Platform</b>	<b>Current Release</b>	<b>Upgrade Step 1</b>	<b>Upgrade Step 2</b>
IP500 V2	8.1.0.0 and earlier	Load 8.1(65) or 9.0	Load 10.1

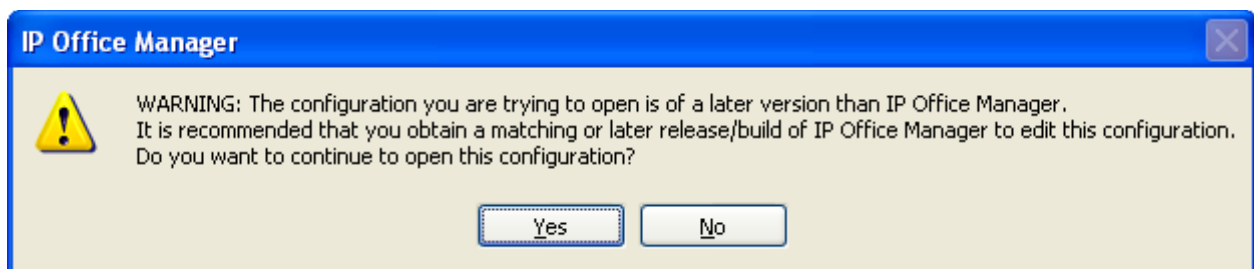
All modules	8.1.0.0 and earlier	Load 8.1(65) or 9.0	Load 10.1
IP500 V2	9.0.0.0 and later	-	Load 10.1
All modules	9.0.0.0 and later	-	Load 10.1

**Note:** IP500 V2 control units identified as PCS 14 and below must first install Release 8.1(65) (or higher 8.1) or any Release 9.0 before upgrading to Release 10.1. This will expand the loader to accommodate the 10.1 software image. If the control unit has not been used previously, care should be taken to ensure that no calls are made before the upgrade to Release 10.1; otherwise the system will require an upgrade license despite being "new".

For further information please see the "Upgrading Systems" section of the IP500 V2 Installation manual available from the IP Office Knowledgebase.

### **5.3 Upgrading IP Office Administration**

The previous GA release of IP Office 10.1 Manager is not compatible with systems running this release. Before upgrading an IP Office system to the 10.1.0.3.0.2 release, the Administration suite must also be upgraded. The following message will be displayed if attempting to access a system running the 10.1.0.3.0.2 release with an earlier version of Manager:



The IP Office Administration installer will detect previous installed versions and upgrade automatically. If a version earlier than 9.0 is installed, this must first be uninstalled before installing 10.1.0.3.0.2. It is not necessary to restart the PC after upgrading unless instructed to do so.

Before upgrading the IP Office system software ensure a backup of the system configuration exists.

**Note:** All IP Office expansion units must also be upgraded to the version supplied with the Administration software.

### **5.4 Upgrade instructions for IP Office one-X Portal**

Any previous versions must be upgraded to 9.0 first before upgrading to this release. Further information can be found in the "Implementing one-X Portal for IP Office" manual available from the IP Office Knowledgebase.

## **5.5 Upgrade Instructions for Server Edition and Applications Server**

If using a DVD to install this release of IP Office Server Edition and Applications Server, you can upgrade directly from Release 9.0 and above. For further information, please refer to the “IP Office Application Server 10.0 Installation and Maintenance” and the “Upgrading” section of the “Deploying IP Office Server Edition Solution” manual available from the IP Office Knowledgebase.

### **Web Manager Upgrade Instructions**

If you are upgrading IP Office Server Edition or Application Server using Web Manager, please read the following guidelines.

**Note:** If the system is currently running IP Office 9.1 software, the following steps are not required. It is only applicable for systems running either IP Office release 8.1 or 9.0 software.

The following instructions describe the process for upgrading an IP Office Server Edition system that is running either release 8.1 or 9.0.

1. Transfer the ISO image.
2. Start an Upgrade of the Primary system.
3. During the Upgrade, monitor the progress on Web Manager.
4. After the upgrade, Web Manager will trigger the post-upgrade step.
5. Login to Web Manager.
6. A warning will appear that a post-upgrade step is needed.
7. Check if a link Complete for post-upgrade step appears. If not and a progress bar is shown, then the post-upgrade was successfully triggered automatically by Web Manager.
8. If that link appears, click and trigger the post-upgrade.
9. After the post-upgrade step, a reboot can be triggered automatically.
10. Follow the same steps from 2 to 9 for the other systems from the solution.

The following services will be added to IP Office Server Edition on completion of the process:

- IP Office Web Collaboration
- IP Office WebRTC
- IP Office Contact Store
- IP Office Web License Management
- IP Office Media Manager

## **Upgrading a Virtual Server Edition System or Applications Server**

If you are upgrading a Virtual Server Edition system or Applications Server and the system has been through a number of previous upgrades that introduced new Linux kernels, the upgrade report may indicate that the yum process died before completion. This is because the /boot partition is almost full.

To resolve this, please see “Upgrading an OVA” on page 25 of the IP Office Platform Release 10.0 Release Notes.

**Note:** This procedure is not required if the system is running version 9.1.7 or later version of software prior to the upgrade to Release 10.1

## **5.6 Upgrade Instructions for IP Office Unified Communications Module (UCM)**

To upgrade a UCM to 10.1 Service Pack 3 from release 9.0 and below the “USB Upgrade” method must be used.

If upgrading to 10.0 Service Pack 4 or above from release 9.1, the “Web Management Upgrade” method is recommended. The “USB Upgrade” method can also be used if preferred.

For further information about upgrading the UCM please refer to section 5.9 “Upgrading the module” of the “Installing and Maintaining the Unified Communications Module” manual.

In addition, Avaya recommends that customers with the UCM V2, (Avaya ID 700507449), check to see if a firmware upgrade is required. Please see IP Office Technical Tip 288 for further information.

## **6 Assistance**

### **6.1 Software and Documentation**

Release 10.1 software can be downloaded using the following link to the Avaya Support web site:

<http://support.avaya.com>

Navigate to “Support By Product”  
Select “Downloads”  
Enter Product Name “IP Office”  
Choose Release – 10.1

All IP Office product documentation is available from the IP Office Knowledgebase:

<http://marketingtools.avaya.com/knowledgebase/businesspartner/>

## **6.2 Future Service Packs**

IP Office Release 10.1 Service Pack 4 is currently scheduled for release on the 30th November 2018.

## **6.3 Document Revision History**

<b>Issue Number</b>	<b>Date</b>	<b>Changes</b>
Issue 1	23rd July 2018	First published edition.

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