



**Avaya IP Office™ Platform Release 12.2  
Service Pack 1 (SP1) Release Notes /  
Technical Bulletin General Availability**

**Issue 001**



## 1. Document Updates

Date	Description
Dec 22 <sup>nd</sup> 2025	Document issued

## 2. Introduction

Avaya is pleased to announce the General Availability of Avaya IP Office Release 12.2 Service Pack 1 (aka 12.2 SP1). For a full detailed product description for Avaya IP Office 12.2 SP1 see the following URL.

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

## 3. Important Information – Avaya IP Office Server Edition Upgrade

- IP Office for Linux (Server Edition, Virtualize Server Edition, Select, Application Server)

Avaya IP Office R12.2 SP1 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 FP2 or later and the maintainer must follow the IP Office 12.0 Upgrading Linux-Based IP Office Servers to IP Office R12.0, before finally upgrading to IP Office 12.2 SP1.

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

## 4. What's New in IP Office R12.2 SP1

### 4.1 Summary of New Features Delivered in IP Office Release 12.2 SP1

IP Office Release 12.2 SP1 includes 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 Media Manager Recordings Bulk Download using script**
- **Avaya Spaces Messaging Server removal for Avaya Cloud**
- **Support for latest Firmware for phones**
- **Rocky Linux upgrade from 9.5 to 9.6**

*Note 1: Features listed are available worldwide unless otherwise specified. Not all of the features in IP Office Release 12.2 SP1 are supported on all Editions, platforms and phones - please see each feature's description for details.*

### 4.2 IP Office Media Manager Recordings Bulk Download using script

Automates bulk downloading of Media Manager audio recordings using a VBScript on Windows. Provides a fast, hands-free way to export large sets of recordings efficiently.

### 4.3 Avaya Spaces Messaging Server removal for Avaya Cloud

All Spaces based messaging will not be available, hence the Avaya Spaces messaging option will not be available on the Messaging Server selection. The configuration System->Messaging Server on the IP Office Manager/Web Manager.



#### 4.4 Support for latest Firmware for Phones

- Support for Firmware R22.04 to 9408 phones.
- Support for Firmware 4.1.10 to J1xx series phones.
- Support for Firmware 3.2.1.0 to K1xx series phones.
- Support for Workplace Clients
  - WP Windows: 3.40.1.10
  - WP iOS: 3.40.1.10
  - WP Android: 3.40.1.20
  - WP MAC: 3.40.0.117.28

#### 4.5 Rocky Linux upgrade from 9.5 to 9.6

Upgraded Rocky Linux from version 9.5 to latest 9.6 to ensure all operating systems and third-party software are up to date with the latest security patches.

### 5. Upgrading to IP Office R12.2 SP1

Avaya IP Office R12.2 SP1 software/binaries will be available through PLDS or the support site. Customers will need to upgrade to the R12.2 SP1 software load using Manager and can use their existing R12 licenses for this upgrade.

Note that with General Availability of IP Office R12.0 Service Packs are no longer being provided for R11.1 except for one final IP Office 11.1.3 Service Pack 2 that was GA in July 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 following the GA of the IP Office 11.1.3. Service Pack 2 July 2024 all future fixes will only 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](#)

### 7. Build Versions

#### 7.1 IP Office 12.2 SP1 GA Software Versions

Component	Version
Admin CD	12.2.0.1.0 Build 32

Copyright 2025 Avaya Inc. All rights reserved.  
Use pursuant to the terms of your signed agreement or Avaya policy.



VMPPro (Linux)	12.2.0.1.0 Build 4
One-X portal	12.2.0.1.0 Build 19
Server Edition DVD	12.2.0.1.0 Build 32
Server Edition OVA	12.2.0.1.0 Build 32
Unified Communication Module	Not Supported on R12.2 SP1
Soft Console	12.2.0.1.0 Build 7
Media Manager	12.2.0.1.0 Build 32
Web RTC Gateway	12.2.0.0.0 build 62
Collaboration Services	12.2.0.1.0 Build 3
Web License Manager	12.2.0.1.0 Build 32

### 7.2 IP Office Module Firmware

Module	Version
IP500V2	12.2.0.1.0 Build 32
POTSV2 Module	12.2.0.1.0 Build 32
DCPV2 Module	12.2.0.1.0 Build 32
ATM Module	12.2.0.1.0 Build 32
DS30/16 V2 Module	12.2.0.1.0 Build 32
DS30A/16A BST Module	12.2.0.1.0 Build 32
DS30B/16B Module	12.2.0.1.0 Build 32
DS30B/16B BST Module	12.2.0.1.0 Build 32

### 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)

Copyright 2025 Avaya Inc. All rights reserved.  
Use pursuant to the terms of your signed agreement or Avaya policy.



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)
9408	R22_04
<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>T3 Phone Firmware and Associated Applications</b>	
T3 IP Phone Firmware	T247

Copyright 2025 Avaya Inc. All rights reserved.  
Use pursuant to the terms of your signed agreement or Avaya policy.



T3 IP Phones Admin Tool	3.08
<b>IP DECT Phone Firmware and Associated Applications</b>	
B179	2.4.4.3
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 R5 Phone Firmware and Associated Tools</b>	
3720 Phone Firmware	4.7.8
3725 Phone Firmware	4.7.8
3730 Phone Firmware	4.5.4
3735 Phone Firmware	4.5.5
3740 Phone Firmware	4.17.8
3745 Phone Firmware	4.17.8
3749 Phone Firmware	4.17.8
3755 Phone Firmware	2.2.3
3759 Phone Firmware	2.2.3
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	13.0.2
IPBS 1 Firmware	13.0.2
IPBS 1 Downgrade Firmware	11.5.20

Copyright 2025 Avaya Inc. All rights reserved.  
 Use pursuant to the terms of your signed agreement or Avaya policy.



IPBS 2 Boot Firmware	13.0.2
IPBS 2 Firmware	13.0.2
IPBS 2 Downgrade Firmware	11.5.20
IPBS 3 Boot Firmware	13.0.2
IPBS 3 Firmware	13.0.2
IPBS 3 Downgrade Firmware	11.5.20
DECT R5 - IPBL (DECT Gateway) Boot Firmware	13.0.2
DECT R5 - IPBL (DECT Gateway) Firmware	13.0.2
DECT R5 - IPBL (DECT Gateway) Downgrade Firmware	11.5.20
DECT R5 - GRBS (ISDN RFP) Firmware	R7C 3/40
DECT R5 - GRBS-DB1 (ISDN RFP) Firmware	R3F 3/80
DECT R5 - GRBS-DB1-C3/DB1-C4 Firmware	R4B
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	87
3735 Translation Tool	87
3755, 3759 Translation Tool	88
3720 Downloadable Languages	31
3725, 3740, 3749 Downloadable Languages	80
3730 Downloadable Languages	87
3755, 3759 Downloadable Languages	88
Company Phonebook Tool	9
Local Phonebook Tool	1
<b>Avaya Nortel SIP Phones</b>	
1120E	4.04.23.00


Copyright 2025 Avaya Inc. All rights reserved.  
Use pursuant to the terms of your signed agreement or Avaya policy.

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	4.1.10.0.7
J139	4.1.10.0.7
J159	4.1.10.0.7
J169	4.1.10.0.7
J179	4.1.10.0.7
J189	4.1.10.0.7
JEM24	1.0.1.0.26
<b>Kxxx</b>	
K155	3.2.1.0.1010
K165/K175	3.2.1.0.1010

## 8. Supported OS and Browsers

### Windows Operating Systems (PC)

#### Operating System Editions and Service Packs

Operating System	Editions		Microsoft's Support Dates
Windows 11	Pro, Enterprise		No announced date.

Copyright 2025 Avaya Inc. All rights reserved.  
Use pursuant to the terms of your signed agreement or Avaya policy.



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 presents. Mainstream support ends 13th October 2026. Extended support to 14th October 2031.
Server 2025	Standard & Essentials	✓	Mainstream Support ends 13th November 2029. Extended support to 14th November 2034.

### Operating System Support - Server Components

	Windows	Windows Server			
	11	2016	2019	2022	2025
Bits	64	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 11	Server 2016	Server 2019	Server 2022	Server 2025
Bits	64	64	64	64	64
Voicemail Pro Client	✓	✓	✓	✓	✓
Manager	✓	✓	✓	✓	✓
SysMon	✓	✓	✓	✓	✓
SSA	✓	✓	✓	✓	✓

### 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 11	
Bits	32	64



SoftConsole	✓	✓
one-X Portal Plug-In for Outlook	✓	✓

### 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 3.40 and the claimed OS support in the Avaya compatibility for that release.

iOS	Android	Windows	macOS
<ul style="list-style-type: none"> <li>• iOS16</li> <li>• iOS17</li> <li>• iOS18</li> <li>• iOS26</li> </ul>	<ul style="list-style-type: none"> <li>• Android 9.x</li> <li>• Android 10.x</li> <li>• Android 11.x</li> <li>• Android 12.x</li> <li>• Android 13.x</li> <li>• Android 14.x</li> <li>• Android 15.x</li> <li>• Android 16.x</li> </ul>	<ul style="list-style-type: none"> <li>• Windows 11</li> </ul>	<ul style="list-style-type: none"> <li>• 12.x</li> <li>• 13.x</li> <li>• 14.x</li> <li>• 15.x</li> <li>• 26.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	
	Edge	Firefox	Chrome	Safari 14.1.2	Safari 15
one-X Portal for IP Office Client	✓	✓	✓	✗	✗
Web Manager	✓	✓	✓	✓	✓
Web Control Menus/Platform View	✓	✓	✓	✓	✓
IP DECT R5 Admin	✓	✓	✓	✗	✗
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.

## Outlook

Application	Outlook		
	2016	2019	Office 365
VMP Pro UMS IMAP	✓	✓	✗
TAPI Dialling	✓	✓	✗
<b>one-X Portal:</b>			
• Outlook Plugin	✓	✓	✓
▪ Contact Screen Popping	✓	✓	✓

## Virtualisation

Hypervisor	IP Office Sever Edition		
Azure	✓		
Amazon AWS	✓		
GCP	✗		
KVM	✓		
<b>Microsoft Hyper-V:</b>			
• Server 2016	<table border="1"> <tr> <td>✓</td> <td>Mainstream support ends 11th January 2022. Extended support to 12th January 2027.</td> </tr> </table>	✓	Mainstream support ends 11th January 2022. Extended support to 12th January 2027.
✓	Mainstream support ends 11th January 2022. Extended support to 12th January 2027.		
• Server 2019	<table border="1"> <tr> <td>✓</td> <td>Mainstream support ends 9th January 2024. Extended support to 9th January 2029.</td> </tr> </table>	✓	Mainstream support ends 9th January 2024. Extended support to 9th January 2029.
✓	Mainstream support ends 9th January 2024. Extended support to 9th January 2029.		
• Server 2022	<table border="1"> <tr> <td>✓</td> <td>Mainstream support ends 13th October 2026. Extended support to 14th October 2031.</td> </tr> </table>	✓	Mainstream support ends 13th October 2026. Extended support to 14th October 2031.
✓	Mainstream support ends 13th October 2026. Extended support to 14th October 2031.		
• Server 2025	<table border="1"> <tr> <td>✓</td> <td>Mainstream support ends 13th November 2029. Extended support to 14th November 2034.</td> </tr> </table>	✓	Mainstream support ends 13th November 2029. Extended support to 14th November 2034.
✓	Mainstream support ends 13th November 2029. Extended support to 14th November 2034.		

Copyright 2025 Avaya Inc. All rights reserved.  
Use pursuant to the terms of your signed agreement or Avaya policy.



VMware <sup>(1)</sup> :		
• 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 R12.2 SP1 release. Supported platforms are:

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

## 10. Known Issues

- 10.1** NTP service becomes inactive after IP Office for Linux upgraded to new build.  
To work around the issue please follow these steps:
- login to IP Office cli with root user.
  - run the command "systemctl restart chronyd" to start the NTP service.
- 10.2** ASP 110 servers (Dell R640/R660) upgrade using a USB from IP Office R12.2 to current release does not update the Rocky Linux OS version from 9.5 to 9.6.
- It is recommended web manager is used to perform the upgrade using IP Office file transfer.
  - Please refer to chapter 19 "Upgrading systems using an ISO file transfer" of document "Deploying IP Office Server Edition and Application Servers" for details.  
<https://support.avaya.com/css/public/documents/101093692>
- 10.3** Intermittently ASP110 (Dell 640/660) servers show the partitions for boot(sda) and additional storage (sdb) are interchanged.
- This can be checked with command "lsblk" on IP Office cli (login with root user).
  - When devices are incorrectly assigned, /boot and /boot/efi will be in sdb device.
  - To work around the issue, we need to reboot IP Office, and this will swap the devices back to correct names partition order.
- 10.4** Certificate Warnings displayed during Deployment of Server Edition 12.2 SP1 OVF:  
During deployment of the Server Edition 12.2 SP1 OVF (Build 32), VMware will display certificate warnings during the Review Details step, including:
- The certificate is expired.
  - The certificate is not trusted.
- Note: These certificate warnings are known and expected for this build and do not impact system functionality after deployment
- Updated Certificate will be available in the next release.

## 11 Resolved Field Issues

This IP Office R12.2 SP1 release also addresses several customer issues found in the previous IP Office 11.1 GA and R12 releases, these are listed below.

JIRA Number	Description of Issue
IPOFFICE-176090	Dialling Dial Paging short code on a DECT and then pressing Answer/Dial Key on the terminal result in no speech path for 373X

*Copyright 2025 Avaya Inc. All rights reserved.  
Use pursuant to the terms of your signed agreement or Avaya policy.*

	phones.
IPOFFICE-169388	No speech on page call from DECT 3730 or 3735 handset.
IPOFFICE-187802	Request to allow adding the 127.0.0.1 IP address to the VoIP Access Control List (IP Whitelist) in IP Office 12.2.0.0.0 build 50.
IPOFFICE-186253	IX Workplace Remote Client on Windows: Shared Control feature does not work when J1XX Desk Phone is on the same remote home router.

## 12 Technical Notes

- DevConnect verification for IP Office: Tested the DevConnect APIs.
- Localization Enablement: Improved IP Office Web Manager Online Help to dynamically route users to the correct help page according to the selected locale.
- File Management Enhancements: Added File Manager Upload capability for IP Office 500 V2 Standalone Mode within Avaya IP Office Web Manager.
- EOL Component Modernization: Upgraded User Portal Application to Angular 20, addressing end-of-life dependencies and improving maintainability.

### 12.1 SD Card Storage

IP 500v2 systems SD card memory filled with old J1xx firmware files that are not removed from IP Office 500v2 systems when NEW firmware files added to the system after upgrading the system to new software release. Recommend removing the older J1xx versions of firmware files from the IP500 v2 system by following steps (retain the latest 4.1.10.0.7 J1xx firmware):

- Login to Web Manager
- Navigate to Applications -> File Manager
- Navigate to folder Disk->system->primary
- From right side files pane, select the old J1xx firmware files
- Remove the selected J1xx firmware files with Delete operation provided.

Note: Perform the above step only if SD card storage is close to full.

### 12.2 UCM support on R12.2 SP1

The original release of IP Office R12.0 did not include support for the Unified Communications Module (UCM) in IP Office IP500 V2 systems. However, following extensive testing as part of IP Office R12.2 SP1, Avaya will now support R12.0/R12.2 IP Office systems that include R11.1.3.2. UCM modules but with the following caveats:

- There will be no future updates to the IP Office software components provided on the UCM modules.
- There will not be any future updates for the CentOS Operating System and the security CVEs patches for the UCM modules.

## 13 Languages Added

IP Office release 12.2 SP1 adds no new languages.

*Copyright 2025 Avaya Inc. All rights reserved.  
Use pursuant to the terms of your signed agreement or Avaya policy.*



## 14 Documentation

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

- DVD media available with Avaya IP Office R12.2 SP1 software pack
- Documentation library - Contains all administrator and user documentation for IP Office - <https://support.avaya.com/css/public/documents/101093951>
- The Avaya support site – Contains all administrator and user documentation for IP Office - <https://support.avaya.com>

The Release 12.2 SP1 Documentation is available at GA:

- Go to <https://support.avaya.com>
- Select [Avaya Support](#) under Downloads & Documents
- Enter 'IP Office' as your product
- Choose '12.2 Service Pack 1' 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 12.2 SP1 Offer Definition, which is a communication that summarizes “what’s new” within the IP Office Release 12.2 SP1 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:

- Retry the action. Carefully follow the instructions in written or online documentation.
- Check the documentation that came with your hardware for maintenance or hardware-related problems.
- 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:

- Log in to the Avaya Technical Support Web site <https://support.avaya.com>.
- 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.

*Copyright 2025 Avaya Inc. All rights reserved.  
Use pursuant to the terms of your signed agreement or Avaya policy.*



## 16 Contact Support Tasks

You may be asked to email one or more files to Technical Support for analysis of your application and its environment.

The document "Information Required When Raising an IP Office Escalation to Avaya.pdf" helps to generate the files needed by Technical Support. The document is available in the documentation library - <https://support.avaya.com/css/public/documents/101093951>