



Product Support Notice

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PSN # PSN004428u

Original publication date: 18-Feb-15. This is Issue #01, published date: 18-Feb-15. Severity/risk level Medium Urgency When convenient

Name of problem Avaya one-X Attendant does not support Plantronics M-series headsets

Products affected

Avaya one-X Attendant 3.0, Avaya one-X Attendant 4.0

Problem description

Plantronics enterprise USB headset models come in two variants, standard version and Lync certified (M-series), e.g. Plantronics Savi 7xx-M. Plantronics recommends the standard version for customers using Avaya and other softphones for voice and M-series only for Microsoft Lync use.

When using Plantronics M-series headsets with Avaya one-X Attendant, intermittent issues with applications freezing may occur.

Resolution

Do not use M-Series Plantronics headsets with Avaya one-X Attendant. Use a Plantronics standard version headset.

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

Service-interrupting?

n/a

No

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

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