



Avaya Workplace Client (Windows) Release Notes

Release 3.39
Issue 1.0
Apr 2025

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Avaya,

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Change history

Issue	Date	Description
1.0	04/22/2025	3.39 GA issue for the Avaya Workplace Windows Client.
1.0	12/06/2024	3.38.1 GA issue for the Avaya Workplace Windows Client.

Introduction

This document provides late-breaking information to supplement the Avaya Workplace Windows Client 3.39 software and documentation. For updated documentation, product support notices, and service pack information, go to the Avaya Support site at <http://support.avaya.com>.

Please refer to the latest Avaya Aura® 8.1.3.x / 10.2.x Release Notes for information specific to the Avaya Aura® feature and service packs.

Documentation Catalog

The Documentation Catalog document lists down the various guides that are available for the Avaya Aura® solution. For details see <https://downloads.avaya.com/css/P8/documents/101050513>

Product Release Matrix

Product Name	Release
Avaya Workplace for Windows	3.39.0.137
Avaya Workplace for MacOS	3.39.0.137
Avaya Workplace for Android	3.39.0.137
Avaya Workplace for iOS	3.39.0.137

What's new in Avaya Workplace for Windows

Release 3.39

In addition to bug fixes, the following new features are provided with the 3.39 release.

- Display Customized IM Notification Window
- Allow user to see the typed password by providing 'eye' icon
- Confirmation pop up on clicking End Call button (Configurable option)
- Support Aux reason code groups and sub-groups
- Retry desk phone mode login after exit/restart
- Support Profile Contacts using Avaya Control Manager
- Support HELD and LLDP protocols for location service
- Support Interruptible AUX with audible notification and custom ring sound
- Predefine default phone number for contacts from enterprise search
- Invert LED state for Busy-Indicator, LNCC and Team button with config property
- Support for re-keying
- Support Call Control with Jabra Evolve2 headsets (50, 55, 65 series)

Installation

Pre-Installation Requirements

In order to install the Avaya Workplace Windows Client on your Windows device, you need to have the Microsoft .NET Framework version 4.8 installed. The download link for .NET Framework 4.8 is available at <https://dotnet.microsoft.com/download/dotnet-framework/net48>.

Note:

As Microsoft has ended support for Windows7, WindowsServer2008 and 2008R2, upcoming releases of Workplace for Windows from 3.13 onwards will no longer support these operating systems. In addition, from 3.13, the click-to call browser extension will no longer be provided for the Internet Explorer web browser and Windows 8, Windows 8.1 operating systems also will not be supported.

Microsoft has ended Mainstream Support for Windows Server 2012 and Windows Server 2012 R2 as of October 2018. Due to benefits related to using modern Windows 10 APIs, upcoming releases of Workplace for Windows from 3.15 onwards will no longer support these operating systems.

Compatibility

For the latest and most accurate compatibility information, go to <https://support.avaya.com/CompatibilityMatrix/Index.aspx>.

Contacting support

Contact support checklist

If you are having trouble with an Avaya product, 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:

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

Contact support tasks

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

Avaya Workplace for Windows

Required artifacts for Avaya Workplace for Windows Release 3.39

The following section provides Avaya Workplace for Windows Release 3.39 downloading information. For installation and upgrade procedure, see documents mentioned in Installation and Upgrade note.

Client/Server	Artifact	Notes
Avaya Workplace for Windows	3.39.0.137	Date Available: Apr 22, 2025

Required patches

For information about patches and product updates, see the Avaya Technical Support Web site <https://support.avaya.com>.

New Configuration Parameters

The following new configuration parameters have been added to the 3.39 release for Avaya Aura.

Description	Client setting name	UI	Avaya Workplace Client Platform Support
ACMENABLED			
Enable connection with Avaya Control Manager Server 1: Enabled 0: Disabled Default value: 0		No client UI	Windows
ACMURL			
Property to configure URL to connect ACM server Default value: ""			
DISPLAY_ACM_PROFILE			
Property to hide downloaded ACM contact profile only if configured with obscure or lock preference Type: integer Default value: 0		No client UI	Windows
SHOW_EYE_ICON_ON_PASSWORD_FIELD			
Property to show eye icon on password field 1: Enabled 0: Disabled		No client UI	Windows

Default value: 1		
SHOW_CONFIRMATION_DIALOG_ON_CALL_DISCONNECT		
Property to show confirmation pop up when user click on End Call Button 1: Enabled 0: Disabled Default value: 0	No client UI	Windows
DISPLAY_IM_NOTIFICATION_TIMER		
Property to set timer value(seconds)to control display of IM notification window Type: integer Default value: 15	Settings- >User Preferences- >Messaging- >Message notification timer	Windows
ENLARGE_IM_NOTIFICATION		
Property to display enlarge IM notification window 1: Enabled 0: Disabled Default value: 0	No client UI	Windows
DISPLAY_IM_PREVIEW		
Property to display IM message preview 1: Enabled 0: Disabled Default value: 1	Settings- >User Preferences- >Messaging- >Message notification preview	Windows
HELD_URL		
Property to configure URL of Location Information Server Type: string Default value: ""	No client UI	Windows
HELD_USERNAME		
Property to configure username required to connect to Location Information Server Type: string Default value: ""	No client UI	Windows
HELD_PASSWORD		

Property to configure password required to connect to Location Information Server Type: string Default value: ""	No client UI	Windows
HELD_RETRY		
Property to configure wait period (seconds) before retrying connection with Location Information server Type: integer Default value: 60	No client UI	Windows
HELD_PERIODIC_TIMER		
Property to configure periodic interval(minutes) to send Location request to Location Information server Type: integer Default value: 60	No client UI	Windows
LOCATION_INFO_MODE		
Property to configure method to be used when querying for location information 1: Chassis+Port/BSSID(LLDP) 0: Disabled Default value: 0	No client UI	Windows
DEFAULT_PHONE_SEARCH_ATTRIBUTE		
Property to configure default phone attribute for Enterprise Directory Search Type: string Default value: DEFAULT	No client UI	Windows
PRESERVE_DIALOGS_ON_FAILOVER		
Property to help register to both Mega servers simultaneously 1: Preserve Dialogs 0: Disabled Default value: 0	No client UI	Windows
ENABLE_SRTP_REKEY		
Property to enable sending new crypto keys during un-hold action 1: New crypto keys generated during un hold	No client UI	Windows

0: New crypto keys are not generated during un hold		
Default value: 0		
SIP_PREFERRED_CONTACTURI		
Property for MEGA deployment to give contact URI preference for determining remote address	No client UI	Windows
1: Enabled		
0: Disabled		
Default value: 0		

For Avaya Workplace Client 3.39, download the JSON document using following steps. Use it to update Avaya Aura Device Services with new auto-configuration parameters supported in release 3.39.

- 1) Log in to PLDS using the PLDS URL, <https://plds.avaya.com>
- 2) From the PLDS main menu, select Assets > View downloads.
- 3) Avaya or BP users must use the filter icon to select the end customer by customer ID.

Note:

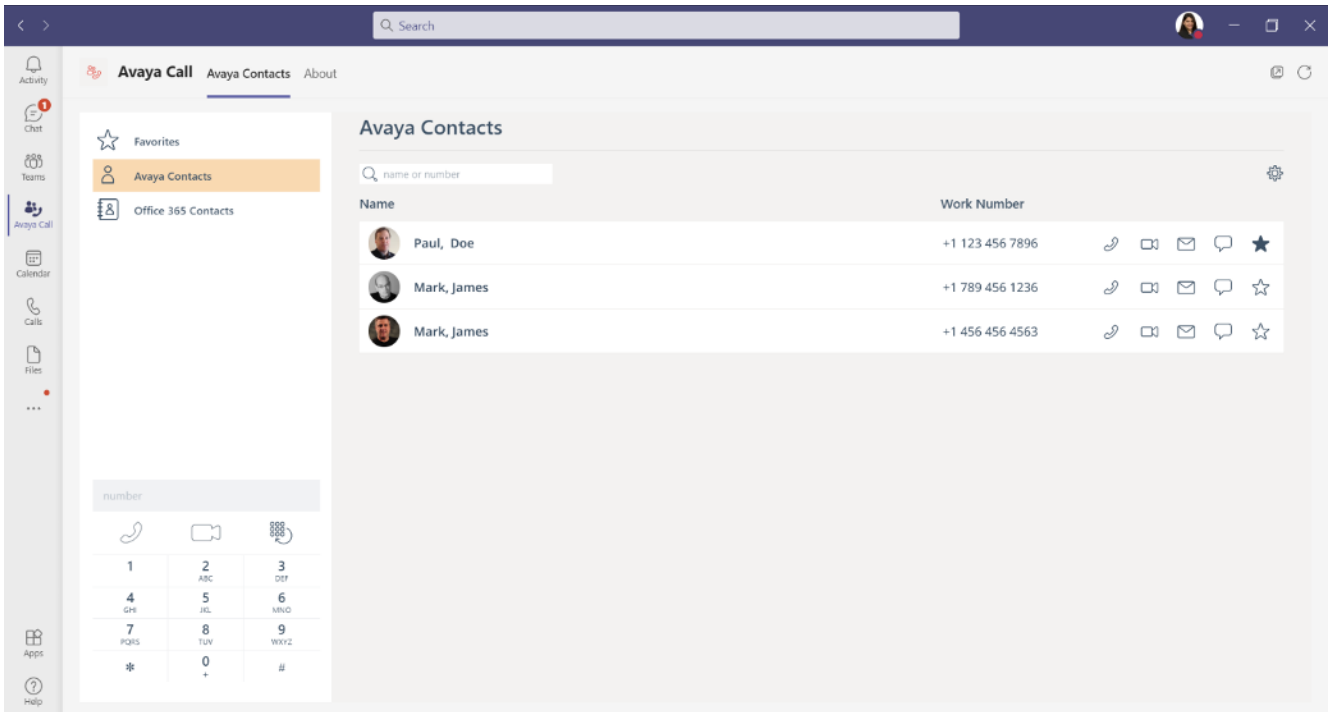
Only Avaya and BP users must specify the end customer by the end customer ID to begin the download. The end customer ID can be found in PLDS using various methods like viewing licenses or entitlements for the end customer to get the parent company ID from there.

If the end customer is performing the download, they will automatically default to their company and may not select their company.

- 4) Enter the download ID AADS000000195 and click Search Downloads.
- 5) Click the download icon to download the file.

Avaya Calling for Microsoft Teams

The Avaya Calling for Microsoft Teams makes use of the Avaya call application available in the Microsoft teams application store. The Avaya Call app provides contact information and dial pad within Microsoft teams. Users can click to dial from Microsoft teams with this solution. To have this setup users need to have the pre-requisites setup before logging into the Avaya Call app.



Product Release Matrix

Product Name	Release	About Screen Version	Platforms Supported
Avaya Calling for Microsoft Teams	1.2.1	1.0.12	All Platforms

Note: *The About screen on the application will display the version as 1.0.12. It is the Microsoft Teams manifest file version and corresponds to the current version of Avaya Calling Application.*

What's new in Avaya Calling for Microsoft Teams

Release 1.2.1

The following features are provided with the Avaya Calling for Microsoft Teams release 1.2.1:

- Support for Traditional Chinese language.

Release 1.2

The following features are provided with the Avaya Calling for Microsoft Teams release 1.2:

- Adding Contact through Enterprise Search and mark it as Favourite.
- Display additional contact numbers through the ellipsis or Display name or picture.
- Office 365 Contacts Enterprise Search.

- Option to disable video through Settings file
- Support for Danish, Norwegian and Swedish languages.
- Tooltips for better readability and accessibility.

Pre-Installation Requirements

The Avaya Calling for Microsoft Teams has the following pre-installation requirements –

- Avaya Aura Device Services 8.0.1 or above.
- Avaya Workplace Client (3.13 or above) installed.

Documentation & Localization

Avaya Documentation Center

Customer documentation for Avaya Workplace Client is now available on the Avaya Documentation Center at <http://documentation.avaya.com/>.

Guide	Link	Localized
Using Avaya Workplace Client for Android, iOS, Mac, and Windows	Using Avaya Workplace Client Android iOS Mac Windows	Yes
Avaya Workplace Client Quick Reference Guide	Avaya Workplace Client QRG	Yes
Planning for and Administering Avaya Workplace Client for Android, iOS, Mac, and Windows	Planning Administering Avaya Workplace Client Android iOS Mac Windows	No
Avaya Workplace Client Overview and Specification for Android, iOS, Mac, and Windows	Avaya Workplace Client Overview Specification Android iOS Mac Windows	No

These are links to the English versions of the document.

Localized versions of the above documents will be available post-GA in the following G14 languages:

- French
- Italian
- German
- Russian
- Simplified Chinese
- Japanese
- Korean
- Latin American Spanish
- Brazilian-Portuguese

Documentation errata

None

Localization

For the Avaya Workplace Client UI, the following languages are supported:

- English
- German
- French
- Lat-Spanish
- Italian
- Japanese
- Korean
- Brazilian-Portuguese
- Russian
- Simplified Chinese
- Czech
- Dutch
- Polish
- Swedish
- Danish
- Hungarian
- Norwegian
- Indonesian
- Turkish
- Traditional Chinese
- Malaysian
- Thai
- Hebrew
- Arabic (Windows only)

Troubleshooting the installation

Support for Avaya Workplace is available through Avaya Technical Support.

If you encounter trouble with Avaya Workplace:

1. Retry the action. Follow the instructions in written or online documentation carefully.
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.
4. If you continue to have a problem, contact Avaya Technical Support by:
 - a. Logging on to the Avaya Technical Support Web site <http://www.avaya.com/support>
 - b. Calling or faxing Avaya Technical Support at one of the telephone numbers in the Support Directory

listings on the Avaya support Web site.

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

Note: If you have difficulty reaching Avaya Technical Support through the above URL or email address, go to <http://www.avaya.com> for further information.

When you request technical support, provide the following information:

- Configuration settings, including Avaya Workplace for Windows configuration and browser settings.
- Usage scenario, including all steps required to reproduce the issue.
- Screenshots, if the issue occurs in the Administration Application.
- Copies of all logs related to the issue.
- All other information that you gathered when you attempted to resolve the issue.

Tip: 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.

For information about patches and product updates, see the Avaya Technical Support Web site <https://support.avaya.com>.

Known issues and workarounds in Avaya Workplace for Windows Release 3.39 and Avaya Calling 1.2

The following table lists the Avaya Workplace known issues for this release:

ID	Minimum conditions	Visible symptoms	Workaround
NA	Avaya Workplace for Windows installed and configured	Recently Microsoft has launched Beta version of new MS Outlook ex.("1.2023.xxxx.xxx" or "1.2024.xxxx.xxx"). If users switch to this new version, it is observed that, Avaya Workplace do not load /search local contacts from Outlook and it may also impact the displaying Outlook meetings.	No workaround Note: Please do not upgrade or use new beta build of Outlook as Workplace do not display Meetings, Contacts, and other Outlook Integration features. Avaya is aware and working on solution.
CLIENTSDK-29357	Workplace client in VDI mode as Controlling Client in remote machine, Client in local machine as controlled client, shared control active between clients. Directed Pickup configured in SMGR. Call made between user B and C and answered by	Call history shows FAC instead of Calle's name for call answered using Feature Access Code.	No workaround

ID	Minimum conditions	Visible symptoms	Workaround
	A using FAC for Call pickup directed		
ACW-24799	Outlook add-in: Meeting Plugin converted Appointment (part of recurring Appointment) does not get created on iView.	The user is not able to convert the part of the recurring appointment into a meeting. Entire recurring appointment is getting converted into meetings without any issue.	No workaround.
ACW-24123	Upgrade occurred from Avaya Workplace client for Windows 3.26. When Workplace client 3.26 was installed and closed before the upgrade, user has muted a speaker device using Windows Volume Controls or keypad. This issue is not reproducible for upgrade from release 3.25 or below to 3.26.2 release directly.	When user unmute the speaker device in the same way using Windows Volume Controls or keypad, playback from Workplace client is still muted in Windows. User is not able to hear audio notifications from Workplace or remote participant(s) when a call is established.	User needs to unmute the Workplace client application in Windows Volume Mixer once. To open the volume mixer, navigate to the taskbar and right click on speaker icon. In the opened menu select "Open Volume Mixer", find Workplace application and click unmute.
Not Applicable	Workplace 3.26 installed with VDIENV=1 on a VMware Horizon virtual desktop. Workplace VDI is configured and running on the local desktop.	Launching Workplace on the virtual desktop fails to perform paired sign-in of the Workplace VDI application running on the local desktop.	Remain on Workplace 3.25 or earlier, or manually sign into Workplace VDI as required.
ACW-24286	Workplace registered with Messaging services	Audio or Video recorded files not available while moving window while recording is going on	Set the conversation screen at one place on the screen and then start record audio/video. Do not move the conversation screen when recording audio/video is in progress.
ACW-22957	Workplace is registered in DeskPhone mode with J1xx / AAfD	UI Info button is greyed out after Network recovery	None

ID	Minimum conditions	Visible symptoms	Workaround
ACW-21197	Windows machine keyboard and Workplace Client are set to Arabic language	The entered digit message is cut off and not displayed the same as what the user typed.	None
ACW-21298	Font style/format apply by right click context menu	Font-format does not apply on typing.	Format the text after typing and before sending
ACW-20942	Windows version 1803 - System set as Arabic language	Languages not applied	Upgrade Windows to the current released version.

The following table lists the MS Teams known issues for this release:

ACW-22292	Workplace and MS Teams installed and logged. Log into Avaya Call using invalid credentials	When any new contact/updated/deleted from Workplace when the network is down, user would not see the updates in Avaya Call after network recovery.	Reload Avaya Call.
UCAPM-28732	Workplace and MS Teams installed and logged. Log into Avaya Call using invalid credentials	MS Teams pop-up appears to enter credentials. Though the user enters correct credentials in it, those won't be taken up and this pop-up keeps appearing after a few seconds of interval.	Logout of the MS Teams. (This will close the authentication pop up as well) and login back. Then log into Avaya Call Assistant with valid credentials.
ACW-22501	Workplace and MS Teams installed and logged in on Browser.	Avaya Call icon is not display when MS Teams-Avaya Call. This is known issues from MS for any custom apps.	None

Fixes in Avaya Workplace for Windows Release 3.39

The following table lists the fixes in this release:

ID	Minimum Conditions	Visible symptoms	Release found in
ACW-25686	Workplace installed and configured	Incremental DTMF tones sent from WP dial pad near to Name or Number field	3.38
ACW-25670	Workplace installed and configured	Team button contact resolution issue when	3.36

		CONTACT_MATCHING_SEARCH_LOCATION =2	
ACW-25589	Workplace installed and configured	Workplace Client mutes Speaker automatically after transfer	3.37
ACW-25580	Workplace installed, configured and uses Jabra headset	Jabra headset still rings for team & pickup group call even if set to "no ring"	3.38
ACW-25493	Workplace installed and configured	Client freezes intermittently, when transferring call to invalid number	3.37
ACW-25450	Workplace installed and configured	Incoming calls are muted when workplace is in EC500 mode	3.37
ACW-25545	Avaya Workplace for Windows installed and configured logged in agent mode	Auxiliary Reason codes labels not showing up on client	3.34
ACW-25496	Workplace installed and configured	Workplace loading old meeting Invites for German Customers	3.36
ACW-25489	Workplace installed and configured	Call logs update issue when user makes a call using team button - Self entry logged	3.37
ACW-25382	Workplace installed and configured	Presence status for contacts not updated correctly in outlook	3.36
ACW-25385	Workplace installed and configured	Workplace causes memory leakage while making back-to-back conference calls	3.36
ACW-25306	Workplace installed and configured	No Ringtone alert when internal microphone is disabled	3.34
ACW-25587	Workplace installed and configured using Outlook Plugin	Grey background seen in the Meetings Invite in Outlook	3.36

Fixes in Avaya Calling 1.2

ACW-23163	Avaya Calling installed, try searching by Phone number in the Enterprise search for Avaya Contacts and Favorites	Enterprise contacts are not displayed in search result when user enter number with spaces on Avaya Calling.	1.2
ACW-22903	Avaya Calling installed.	Insufficient logging in Avaya Call App for O365 contact related issues and some of the failures.	1.2
ACW-22902	Avaya Calling installed, try searching with exact strings in the Local search for Avaya Contacts and Favorites	User needs to enter complete and exact string to get the contact	1.2
ACW-22819	Avaya Calling installed, try searching by Phone number in the Local search for Avaya Contacts and Favorites	Phone number search for local contacts only works with exact number format	1.1

Appendix A: Acronyms

Acronym	Definition
3PCC	Third Party Call Control
AAC	Avaya Aura® Conferencing
AADS	Avaya Aura® Device Services
AAWG	Avaya Aura® Web Gateway
AEMO	Avaya Equinox® Meetings Online
AMM	Avaya Multimedia Messaging
APNS	Apple Push Notification Service
ASBCE	Avaya Session Border Controller for Enterprise
BLA	Bridged Line Appearance
BSSID	Basic Service Set Identifier
CM	Avaya Aura® Communication Manager
CMS	Avaya Call Management System
EC500	Extension to Cellular
FIPS	Federal Information Processing Standards
P	Feature Pack
GA	Generally Available
IdP	Identity Provider
IM	Instant Message
IPv6	Internet Protocol version 6
IX	Intelligent Experience
LDAP	Lightweight Directory Access Protocol
LLDP	Link Layer Discovery Protocol
MDA	Multiple Device Access
MSS	Multi-Stream Switching
OAUTH	Open Authorization
OTT	Over The Top
PLC	Packet Loss Concealment
POM	Presentation Only Mode
PS	Avaya Aura® Presence Services
SAML	Security Assertion Mark-up Language
SBC	Session Border Controller
SIP	Session Initiation Protocol
SM	Avaya Aura® Session Manager
SMGR	Avaya Aura® System Manager
SP	Service Pack
SRTP	Secure Real-Time Transport Protocol
SSO	Single Sign-On
TOM	Top of Mind
TLS	Transport Layer Security
UC	Unified Communication
URI	Uniform Resource Identifier
USB	Universal Serial Bus
VDI	Virtual Desktop Infrastructure