



Avaya Workplace Client (Windows) Release Notes

Release 3.40

GA Issue 1.0

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Avaya,

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Change history

Issue	Date	Description
1.0	09/30/2025	3.40 GA issue for the Avaya Workplace Windows Client.
1.0	07/04/2025	3.39.2 GA issue for the Avaya Workplace Windows Client.

Introduction

This document provides late-breaking information to supplement the Avaya Workplace Windows Client 3.40 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® 10.1.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	3.40.0.117
Avaya Workplace for MacOS	3.40.0.117
Avaya Workplace for Android	3.40.0.117
Avaya Workplace for iOS	3.40.0.117

What's new in Avaya Workplace for Windows

Release 3.40

In addition to bug fixes, the following new features are provided with the 3.40 release.

- Malicious Call Trace feature deactivation supported only ACCEC (Avaya Contact Center Extended Capacity) deployment
- Enhanced UCID (Universal Call Identifier) support to ensure call IDs are preserved during transfers, conferences, and 3PCC scenarios to improve reliability and traceability of calls
- Limit log file sizes using config property
- Highlight 'Raise Hand' notification on conference roster
- Shortcut key for transferring Held call to active call
- Call Ignore/Decline and Silent ringing option on Call Appearance and call toast
- Avaya Meetings: Mute capability for participants without moderator role
- Auto Agent login support
- Accumulated Timers for agent in shift timings
- Apply dialing rules to calls dialed from Call logs- Controlled thru config property
- Separate volume slider for IM Notifications

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 3.40

The following section provides Avaya Workplace for Windows Release 3.40 downloading information. For installation and upgrade procedure, see documents mentioned in Installation and Upgrade note.

Client/Server	Artifact	Notes
Avaya Workplace for Windows	3.40.0.117	Date Available: Sep 30, 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 3.40 release for Avaya Aura.

Description	Client UI setting name	Avaya Workplace Client Platform Support
UUI_ENABLED		
0 - Disabled (Default)	No client UI	Windows
1- Enabled Enables copying of UCID/UUI information in INVITE or REFER messages for transfer, conference, outgoing calls, bridge, teams and group pickup calls.		
SUPPORTEMAIL_REPORT_ATTACHMENT_SIZE	No client UI	Windows
Property to override the default log file size; for Windows only. Valid Values - 5 -50 MB		
ENABLE_LOGGING_OPTION		
Property to enable advance logging , so that user will get additional logging option when Report a Problem is clicked. 0 - Disabled (Default) 1 - Enabled	No client UI	Windows
LOG_RETENTION_DAYS		
Property to clean up older logs older than specified period Valid Values - 5 ,6 ,7	No client UI	Windows
LOG_DURATION		

Property to set log collection duration Any valid values in hours (For Ex. 1, 6, 24, 48, 120, 192)	Settings>>Support>>Report a problem	Windows
SHOW_ACCUMULATED_AGENT_TIMER		
Property to display accumulated timers for Agents across different work modes Disabled – 0 (Default) Enabled – 1	No client UI	Windows
APPLY_DIALINGRULES_TO_RECENT_ENTRIES		
Property to apply DR to Call History screen. 0 - Disabled (Default) 1- Enabled	No client UI	Windows
ENABLE_IM_VOLUME_SLIDER		
Property to display separate volume slider for IM notification, so that ringer and IM volume can be set independently. 0 - Disabled (Default) 1 - Enabled	No client UI	Windows

Note: Below section will be updated during 3.40 GA timeline.

For Avaya Workplace Client 3.39.1, 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.

- 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.

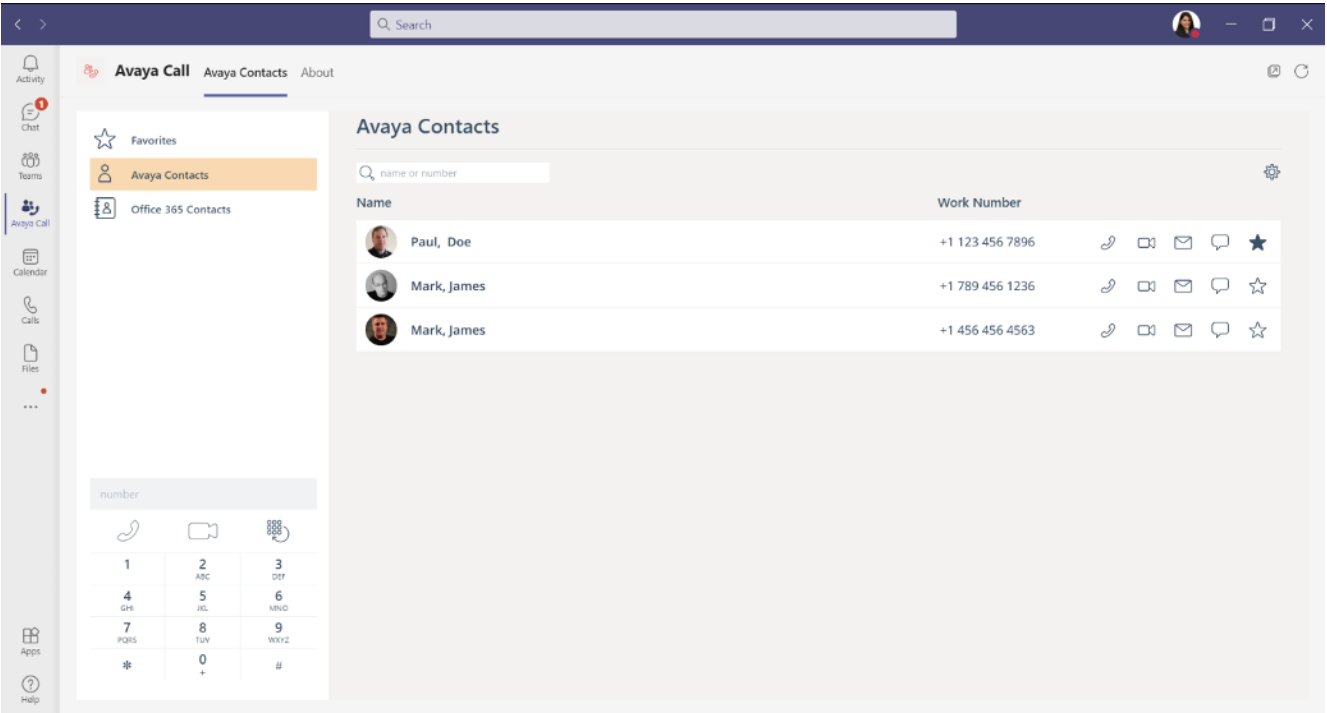
If the end customer is performing the download, they will automatically default to their company and may not select their company.

- 4) Enter the download ID **AADS000000204** 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	1.2.590	1.0.13	All Platforms

Note: *The About screen on the application will display the version as 1.0.13. 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 1.2.590

The following features are provided with the Avaya Calling for Microsoft Teams release 1.2.590:

- Added "Contact Us" tab as an initial section to the application to improve the onboarding experience for new users
- Completed the Publisher Verification process to display a blue "verified" badge on the Azure AD consent dialog and other screens which helps admins and end users understand the authenticity of app developers integrating with the Microsoft identity platform
- Replaced all "Office 365" references with "Microsoft 365" in the app name and description
- Provided a list of all additional languages supported by the app within the manifest file

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 3.40

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.

ID	Minimum conditions	Visible symptoms	Workaround
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 A using FAC for Call pickup directed	Call history shows FAC instead of Calle's name for call answered using Feature Access Code.	No workaround
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.

ID	Minimum conditions	Visible symptoms	Workaround
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
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.

Fixes in Avaya Workplace for Windows Release 3.40

The following table lists the fixes in this release:

ID	Minimum Conditions	Visible symptoms	Release found in
ACW-25892	Workplace installed, and configured	Workplace Client pop-up window hang when multiple state change events received	3.39.1
ACW-25812	Workplace installed and configured used in Citrix VDI environment	Blind call transfer using team button is not working in Citrix VDI environment	NA
ACW-25798	Workplace installed, and configured	Workplace Client crashes after login and reset of the application	3.38
ACW-25796	Workplace installed, and configured	Continuous call alert on JABRA headset even after call is disconnected from far end if not answered	3.39
ACW-25787	Workplace installed, and configured	Feature buttons not populated after failover to BSM upon Sign Out & Sign In	3.39
ACW-25752	Workplace installed and configured used in Citrix VDI environment	Workplace Client in the Citrix environment lost connection to the Workplace Client on the Desktop PC after every login in the Session	3.34

ACW-25720	Workplace installed, and configured	Workplace Client login fails with SAML (Security Assertion Markup Language)	3.38
ACW-25717	Workplace installed, and configured	Blind transfer still working using shortcut keys even if ENABLE_BLIND_TRANSFER is set to 0	3.38
ACW-25709	Workplace installed, and configured	Call alerting doesn't stop for BLA calls after call is ended	3.38
ACW-25708	Workplace installed, and configured	Multiple triggers for application closure, when Workplace Window Client is already minimized caused app to crash randomly	3.35
ACW-25693	Workplace installed and configured used in Citrix VDI environment	Unable to make calls from VDI Client after Sign Out & Sign In , paired control with Workplace	3.34
ACW-25642	Workplace installed and configured	No call log generated when incoming VDN is routed to voicemail if not answered	3.38
ACW-25639	Workplace installed and configured used in Citrix VDI environment	Workplace Client above 3.33 not working with VDI/Client.	3.35
ACW-25585	Workplace installed and configured	Call disconnects after answer if initiated from Audio codes to Workplace	3.13
ACW-25315	Workplace installed and configured	Internal microphone is not working in HP laptop series G8 (HP EliteBook) with Workplace Client, facing static audio.	3.34

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