



**Avaya IP Office™ Platform
Release 12.3 Release Notes /
Technical Bulletin General
Availability**

Issue 001



1. Document Updates

Date	Description
30-April-2026	Document issued

2. Introduction

Avaya is pleased to announce General Availability of Avaya IP Office Release 12.3. For a full detailed product description for Avaya IP Office 12.3 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 R12.3 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 12.3.

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

4. What's New in IP Office R12.3

4.1 Summary of New Features Delivered in IP Office Release 12.3

IP Office Release 12.3 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.

- **J1xx MD5 Security Update to SHA-256- Support of RFC8760**
- **Page volume enhancement with J100**
- **Workplace SSO One-X Portal Messaging**
- **IP Office Linux System Migration: Replacement of HW Server**
- **Avaya C100 integration with IP Office**

Note 1: Features listed are available worldwide unless otherwise specified. Not all of the features in IP Office Release 12.3 are supported on all Editions, platforms and phones - please see each feature's description for details.

4.2 J100 MD5 Security Update to SHA-256

Now SHA-256 based hashing is enabled for username/password credentials during SIP registration (as defined in RFC 8760). It is applicable for J100 phones (J129, J139, J159, J169, J179 and J189, J189A). It will ensure secure SIP registration of J100 devices without reliance on the weak MD5 authentication.

Support for SIP Digest Authentication methods will include:



MD5 (Already supported, but not recommended).
SHA-256 (newly added support).

IP Office has SET ENABLE_MD5 as 0 as the default value (in the 46xxsettings.txt for J100) , where IP Office will send both MD5 and SHA256 authentication in the challenge, and J100 prevents the use of SIP MD5 Digest Authentication if requested by the SIP server and supports only SHA256 Digest.

SHA-256 Branch support : Currently Aura Releases 10.1.3.7 and 10.2.1.3 does not support SHA-256. J100 centralized user Registration to IP Office will support SHA 256.

4.3 Page volume level enhancement with J100

The Avaya IP Office system with J-Series handsets is currently able to pre-set the minimum volume for page calls and that will persist after the J100 phone reboots or power losses.

1. Page volume is configured as specified in the 46xxsettings using a No User Source Number SET_J100_PAGE_VOLUME_MIN
2. The J100 phone will not allow users to reduce the volume less than the administration configuration during a Page call.
3. The J100 phone will retain the previous volume level for next page calls if the user increases the volume during the page call.
4. This enhancement is applicable to 1-1/Group Page or Park and Page calls.

A new NUSN for Page Volume level configuration for the J1xx phones "SET_J100_PAGE_VOLUME_MIN" specifies the minimum PAGE volume level for emergency announcements on J-Series IP phones connected to Avaya IP Office.

Min: 1 (minimum volume level)
Max: 16 (maximum volume level)
Default: 10 : For IP Office the default value will be 10.

If the value is set to 1, the minimum PAGE volume is effectively disabled, and users can adjust the volume freely.

The new NUSN below can be added by the administrator to change the Page Volume Minimum level using the Manage/Web Manager.

4.4 Workplace SSO One-X Portal Messaging

Workplace Client now supports one-X Portal Messaging server for the user login in the Single Sign On mode. Earlier one-X Portal Messaging was available for the user credentials login mode only.

4.5 IP Office Linux System Migration : Replacement of HW Server

Current backup/restore functionality is aimed to provide a mechanism for restoring the data on the same system. This does not address the scenario where there is a need to migrate from an old system to a new one.

Use case here is that a customer is on an old Hardware which does not support deployment of Rocky Linux based 12.x IP Office.

Now a procedure is defined where a customer with IP Office 11.1.3.2 on HP DL360 can



migrate to new hardware Dell R660 and also move to IP Office version 12.3. The procedure defines movement of all the data (config, voicemail, greetings, Media Manager Recordings, certificates) and switchover to new server post migration.

4.6 Avaya C100 integration with IP Office

Avaya C100 devices registered to IP Office will be using Avaya IP endpoint license rather than third party endpoint License. Avaya C100 has MCU 8 licenses. IP Office allows only their own User + 6 Users to be connected at same time i.e. 2 users less than C100 supports. So enhancement is made when a C100 phone registers to IP Office, C100 Series endpoint supporting 1+8 instead of 1+6.

Web Manager will display the appropriate terminal name and icon for Avaya C100.

Thick Manager will display new phone device Avaya C100 in extensions device type and icon for Avaya C100.

5. Upgrading to IP Office R12.3

Avaya IP Office R12.3 software/binaries will be available through PLDS or the support site. Customers will need to upgrade to the R12.3 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 provides 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 12.3 GA Software Versions

Component	Version
Admin CD	12.3.0.0.0 Build 26



VMPPro (Linux)	12.3.0.0.0 Build 7
One-X portal	12.3.0.0.0 Build 47
Server Edition DVD	12.3.0.0.0 Build 26
Server Edition OVA	12.3.0.0.0 Build 26
Unified Communication Module	Not Supported on R12.3
Soft Console	12.3.0.0.0 Build 4
Media Manager	12.3.0.0.0 Build 26
Web RTC Gateway	12.3.0.0.0 Build 8
Collaboration Services	12.3.0.0.0 Build 18
Web License Manager	12.3.0.0.0 Build 26

7.2 IP Office Module Firmware

Module	Version
IP500V2	12.3.0.0.0 Build 26
POTSV2 Module	12.3.0.0.0 Build 26
DCPV2 Module	12.3.0.0.0 Build 26
ATM Module	12.3.0.0.0 Build 26
DS30/16 V2 Module	12.3.0.0.0 Build 26
DS30A/16A BST Module	12.3.0.0.0 Build 26
DS30B/16B Module	12.3.0.0.0 Build 26
DS30B/16B BST Module	12.3.0.0.0 Build 26

7.3 Phone Firmware Support

Phone Model	Version
DCP Phone Firmware	
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)



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 (vintage 22)
IP Phone Firmware	
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
Wi-Fi Phone Firmware/Tools	
3641/3645	117.058
HAT	4.1.4
AVPP	17x.040
T3 Phone Firmware and Associated Applications	
T3 IP Phone Firmware	T247



T3 IP Phones Admin Tool	3.08
IP DECT Phone Firmware and Associated Applications	
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
DECT R5 Phone Firmware and Associated Tools	
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
---------------------------	---------

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)	4.2.1
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



Avaya Nortel SIP Phones	
1120E	4.04.23.00
1140E	4.04.23.00
1220/1230	4.04.23.00
DECT D100 Phones	
D100_BS_MS	1.2.7
D100_BS_SL	0.9.6
B 179	
B179	2.4.4.3
B199	
B199	1.0.8.3.2
E159	
E159	8.25.2
E169	
E169	8.25.2
H175	
H175	1.0.2.3
J1xx	
J129	4.1.11.0.9
J139	4.1.11.0.9
J159	4.1.11.0.9
J169	4.1.11.0.9
J179	4.1.11.0.9
Kxxx	
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.
------------	-----------------	---	--------------------

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 ⁽¹⁾	✗	✗	✗	✗	✗

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

iOS	Android	Windows	macOS
<ul style="list-style-type: none"> • iOS16 • iOS17 • iOS18 • iOS26 	<ul style="list-style-type: none"> • Android 9.x • Android 10.x • Android 11.x • Android 12.x • Android 13.x • Android 14.x • Android 15.x • Android 16.x 	<ul style="list-style-type: none"> • Windows 11 	<ul style="list-style-type: none"> • 12.x • 13.x • 14.x • 15.x • 26.x

- **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.

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 Calling	✗	✗	✓	✗	✗
User Portal	✓	✓	✓	✓	✓



User Portal - Softphone					
-------------------------	--	--	--	--	--

Note: Avaya Spaces Calling is rebranded to Avaya calling.

Other Applications



Microsoft Exchange

Application	Exchange 2016	Exchange 2019
Voicemail Pro:		
• UMS	✓	✗
• EWS	✓	✓
• Email Reading ⁽¹⁾	✗	✗
one-X Portal:		
▪ IM Presence	✓	✗
▪ Calendar	✗	✗
Workplace Client:		
• Calendar	✓	✓

1. Not supported if using EWS integration.

Outlook

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

Virtualisation

Hypervisor	IP Office Server Edition
Azure	✓
Amazon AWS	✓
GCP	✗
KVM	✓

Microsoft Hyper-V:		
• Server 2016	✓	Mainstream support ends 11th January 2022. Extended support to 12th January 2027.
• Server 2019	✓	Mainstream support ends 9th January 2024. Extended support to 9th January 2029.
• Server 2022	✓	Mainstream support ends 13th October 2026. Extended support to 14th October 2031.
• Server 2025	✓	Mainstream support ends 13th November 2029. Extended support to 14th November 2034.



VMware ⁽¹⁾ :		
• ESXi 7.0	✓	VMware announced the 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 R12.3 release. Supported platforms are:

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

10. Known Issues

10.1 Messaging not working on Windows Workplace Client(credentials login) after failback to Server Edition Primary

10.2 Unable to chat on Workplace Windows(SSO) after failover to Secondary OneX Portal

Workaround: Please login again using SSO .

10.3 The updated, multi-language PDF Help files for Avaya IP Office Web Manager (Off-Line Help) are not included in this build.

Workaround: If offline documentation is required, you can manually download the necessary files from the Avaya Support site at: <https://support.avaya.com/css/public/documents/101095537>

Note: All standard online documentation remains accessible at support.avaya.com and documentation.avaya.com.

11 Resolved Field Issues

This IP Office R12.3 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 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.
IPOFFICE-189116	sda/sdb device name inconsistency after reboot IP Office 12.2 SP1 build 28 and 12.2 GA build 58 on Hardware and Virtualized Platforms
IPOFFICE-188252	System Restart SE: S-Edition Primary 12.1.0.1.0 build 5
IPOFFICE-190600	Certificate upload via WebManager set functionality to Secondary failed.
IPOFFICE-189760	Web Manager R12.2 "Unable to display server details" error when delete existing User Synchronization & Directory Service Application
IPOFFICE-189127	IPOffice: workplace shows the number configured when do a l forward unconditional call
IPOFFICE-188102	IP Office 12.1.0.1.0 Build 5 web control https://FQDN:7071 not providing certificate chain
IPOFFICE-189004	IP Office 12.1 SP1. EWS to Exchange email integration not working.
IPOFFICE-187431	IPO 12.1SP1GA: Avaya IP Office modifies the position of media descriptions in its SDP response when the first media description proposed in the SDP offer contains a non-supported media type

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
- Aura System Manager 10.2.x supports IPO version 12.3 or lower
- Aura System Manager 10.1.x supports IPO version 12.2 or lower
- Media Manager Recordings Bulk download using script can be found on the link below.

https://plds.avaya.com/poeticWeb/avayaLogin.jsp?ENTRY_URL=/esd/viewDownload.htm&DOWNLOAD_PUB_ID=IPO00009652

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 R12.3

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 R12.3, Avaya will now support R12.0/R12.2/R12.3 IP Office systems that include R11.1.3.2. UCM modules but with the following caveats:

12.2.1 There will be no future updates to the IP Office software components provided on the UCM modules.

12.2.2 There will not be any future updates for the CentOS Operating System and the security CVEs patches for the UCM modules.

12.3 IP Office Linux System Migration : Replacement of HW Server procedure and steps

Baseline IP Office software version: **11.1.3.2** on HP DL360.

Deploy IP Office **12.3** on Dell R660 with a usable temporary IP address and valid 12.x license.

Preparation (HP DL360):

- Generate and install a 3rd-party certificate on both HP and Dell systems (*or export from Dell and upload to HP*).
- Upload **J1XX firmware v4.1.11** to HP IP Office system.
- Ensure endpoints receive updated firmware and certificates prior to switchover.

Backup Activities:

- Save IP Office configuration (.cfg file).
- Perform full system backup to Dell server (configured as temporary remote backup server).
- Capture WebRTC configuration screenshots.
- Compress call recordings and transfer via SFTP to Dell Media Manager partition.
- Rename backup files on Dell server from HP MAC address to Dell MAC address format.

Switchover:



- Disconnect HP server from network.
- Update Dell server IP address to production IP (previously assigned to HP server).
- Verify all IP Office services are running.
- Upload and apply saved *.cfg* configuration file to Dell system.
- Restore system using locally available backup.
- Recreate WebRTC configuration manually.
- Refer to troubleshooting steps if required.

Post-Migration:

- Confirm migration completion.
- Validate endpoint registration and connectivity.

Rollback Plan:

- In case of issues, power off Dell server.
- Reconnect HP server to network to restore services.

13 Languages Added

IP Office release 12.3 adds no new languages.



14 Documentation

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

- DVD media available with Avaya IP Office R12.3 software pack
- Documentation library - Contains all administrator and user documentation for IP Office -
<https://support.avaya.com/css/public/documents/xxxxxxxxx>
- The Avaya support site – Contains all administrator and user documentation for IP Office -
<https://support.avaya.com>

The Release 12.3 Documentation is available at GA:

- Go to <https://support.avaya.com>
- Select [Avaya Support](#) under Downloads & Documents
- Enter 'IP Office' as your product
- Choose '12.3' 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) and will require a valid Single Sign On (SSO) user name and password to view it online.

The latest version of the IP Office 12.3 Offer Definition, which is a communication that summarizes “what’s new” within the IP Office Release 12.3 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.



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>