Equinox™ Clients
Release 3.1

Release Notes

Issue 1.1
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Introduction

This document provides late-breaking information to supplement the Avaya Equinox Clients 3.1 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® 7.0.1.2 Release Notes for information specific to the Avaya Aura® feature and service packs.

Installation

Product compatibility

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

Recommended Minimum Load Line-up Requirements for N and N-1 Avaya Core

Component	Release
Avaya Aura® System Manager	6.2 FP4 (6.3.18. (6.3.0.8.5682-6.3.8.5906 - 6.3.18.15.5487) 7.0.1 SP2 (7.0.1.2 Build 44)
Avaya Aura® Session Manager	6.2 FP4 (6.3.18 Build 631801) 7.0.1 SP2 (7.0.1.2 Build 701230 + patch)
Avaya Aura® Presence Server	6.2 FP4 (6.2.7.3) 7.0.1 (7.0.1.0 Build 864)

Product Release Matrix

The following table lists the release build numbers of the Avaya Equinox clients and required infrastructure servers.

Client/Server	Release Build Number	Date Available
Avaya Equinox for Windows	3.1.0.11	March 27, 2017
Avaya Equinox for MacOS	3.1.0.9	March 27, 2017
Avaya Equinox for Android	3.1.0.31	March 29, 2017
Avaya Equinox for iOS	3.1.0.36	March 29, 2017
Avaya Multimedia Messaging	3.0 SP1 (3.0.0.1 Build 185)	March 16, 2017
Avaya Aura® Device Services	7.0.1 SP2 (7.0.1.2 Build 260)	March 27, 2017

What's new

The following table lists the enhancements and deprecated functionality in Equinox Client 3.1 and is cumulative since the last major/minor release showing the most recent release first and oldest release last.

Release 3.1

New features common to all platforms:

- Bridged Line Appearance (BLA).
- Opus is a new high quality audio codec being introduced to all the Equinox clients. It offers high quality audio at lower bitrates, enabling better calling in a variety of connected environments.
- Video start preference in the Top of Mind screen: To automatically start transmitting video when you join video conference calls.
- Third party call control.

New features specific to Android and iOS platforms

- Top Of Mind & Meetings Calendar Access via Exchange Web Services.
- Support for Apple Linked contacts on iOS client.

New features specific to Mac and Windows platforms

- Plantronics headset support.
- MacBook Pro touch bar support.
- Top Of Mind & Meetings Calendar Access via Exchange Web Services for Mac client.

Release 3.0 Service Pack 2

Minor update to improve the Analytic data collection (reduced on all clients).

Release 3.0 Service Pack 1

New features specific to the Mac platform

- Bridge Line Appearance (BLA) support

New feature specific to the Mobile platforms

- A configuration option has been added to enable users to hide their AMM conversation details when they are not connected to the AMM server. This can be enabled by the customer by updating their configuration parameters with **ESMHIDEONDISCONNECT=1**

Release 3.0

Avaya Communicator is now renamed to Avaya Equinox™. You can use Avaya Equinox™ Clients to:

- Use the updated and improved user interface.
- Support the Mac operating system.
    - Avaya Equinox™ is now available across a full range of platforms, such as Android, iOS, Mac, and Windows.
- Top of Mind screen.
- Tag any contact as favorite.
    - If you tag a local contact as a favorite, the contact is copied to the central contact store so that all favorite contacts are available on any device.
- Edit non-local contacts and add new external contacts without the limitation to add contacts only from directory search.
- Work with Avaya Aura® Device Services.
    - Avaya Aura® Device Services integrates with existing sources of contacts, such as Avaya Aura®, Microsoft Exchange, local contacts, and enterprise directory. Avaya Aura® Device Services consolidates contacts on the server so that Avaya Equinox™ clients access a common source.
- Perform an unified search.
- Link the Do not disturb feature to the Send All Calls feature. This enables a single action to:
    - Notify presence watchers that you do not want to be disturbed.
    - Prevent incoming instant message notifications.
    - Prevent incoming calls from disrupting you. Calls are sent to voice mail or other coverage path.
- Integrate natively into Avaya Aura® Conferencing and Avaya Scopia® to provide conferencing features across all clients.
- Make and receive point-to-point video calls.
- Escalate from an audio call to a video call, a point-to-point call to a conference call, or an IM session to a call.
- Perform shared control with desk phone on desktop clients.
- Work with voice features such as:
    - Unattended transfer.
    - Enhanced call forward: Only on desktop clients.
    - Call park or unpark: Only on desktop clients.
    - Call pickup.
    - Communication Manager Adhoc conferences.
    - Exclusion.
    - Auto callback: Only on desktop clients.
    - Use enhanced Auto-Configuration and Unified Login with Avaya Aura® Device Services.
- Support Microsoft Outlook plugin on Avaya Equinox™ for Windows.
- Perform most of your daily activities in the enterprise from the Home screen. For example:
    - Join meetings with one touch and view your meeting calendar.
    - Return important missed calls and view your call activity.
    - Respond to the latest messages and view your active conversations.
- Benefit from security enhancements including:

  - Private trust store and certification distribution.
  - AES-256 cipher support for encrypted media streams.
  - TLS version 1.2.
  - Enhanced Hostname Validation.

New features specific to Android and iOS platforms

- Universal application adapts to your phone or tablet device to optimize the user experience.
- Point-to-Point Video Calling.
- Avaya Aura® PPM contacts for SIP VoIP configuration. Contacts are synchronized with other clients and SIP desk phones.
- Contact photos with Avaya Aura® Device Services.
- SIP-based Presence, that is, Presence without Avaya Client Enablement Services.
- VoIP Call Recovery between internal and external networks.
- Use cellular voice for all calls even when SIP is registered.
- Cellular Direct: Managed list of phone numbers, which will only be dialed over cellular voice.
- Enhanced multiple device access and collaboration.

New features specific to Mac and Windows platforms

- Voice Features:
  - Send All Calls.
  - Call Park or Unpark.
  - Enhanced, Directed, and Simple Call Pickup.
  - Busy Indicator.
  - Auto Dial.
  - Extend Call to Cellular.
  - Call Forwarding.
  - Directed Call Pickup.
  - Automatic software updates for desktop application with Avaya Aura® Device Services.
  - Desk phone audio path mode.

Documentation Updates

For the Avaya Equinox™ 3.1, the following documents have been updated on the support site:

Guide	Link
Using Avaya Equinox™ for Android, iOS, Mac, and Windows	https://downloads.avaya.com/css/P8/documents/101037139
Planning for and Administering Avaya Equinox™ for Android, iOS, Mac, and Windows	https://downloads.avaya.com/css/P8/documents/101037141
Avaya Equinox™ Overview and Specification for Android, iOS, Mac, and Windows	https://downloads.avaya.com/css/P8/documents/101037142

Documentation errata

Guide	Description
Using Avaya Equinox™ for Android, iOS, Mac, and Windows	The User Guide states that Exchange Calendar is supported only on mobile clients. However, the fact is that Avaya Equinox™ for Mac also supports Exchange Calendar.

End user documentation for Avaya Equinox™ 3.1 Clients is available into the following G14 languages:

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

Localization

For the Avaya Equinox™ 3.1 clients, the following languages are supported:

Language	Equinox™ - Windows	Equinox™ - Mac OS	Equinox™ - iOS	Equinox™ - Android
English	Supported	Supported	Supported	Supported
German	Supported	Supported	Supported	Supported
French	Supported	Supported	Supported	Supported
Spanish	Supported	Supported	Supported	Supported
Italian	Supported	Supported	Supported	Supported
Japanese	Supported	Supported	Supported	Supported
Korean	Supported	Supported	Supported	Supported
Portuguese	Supported	Supported	Supported	Supported
Russian	Supported	Supported	Supported	Supported
Simplified Chinese	Supported	Supported	Supported	Supported
Traditional Chinese	Supported	Supported	Supported	Supported
Czech	Supported	Supported	Supported	Not supported
Danish	Supported	Supported	Not supported	Not supported
Hungarian	Supported	Supported	Not supported	Not supported
Norwegian	Supported	Supported	Not supported	Not supported
Dutch	Supported	Supported	Supported	Supported
Polish	Supported	Supported	Not supported	Not supported
Swedish	Supported	Not supported	Supported	Supported

Fixed in this Release

The following tables represent the fixes included in 3.1 since the last 3.0 service pack release.

Windows Client Fixes

Key	Summary	Found in Release	Fixed in Release
ACW-7698	Occasionally the Equinox client will crash when a user selects the "Take a Photo" option from the paperclip icon in the messaging conversation Workaround: Restart the app and retry to take the photo again.	3.0	3.1
ACW-8749	Users are unable to attach an audio/video message attachment after the user has attempted to attach an executable to the conversation. Workaround: Close the conversation and re-open or close the client and re-launch.	3.0	3.1
ACW-9103	Removing contact from details window opened from favorite tab does not navigate away from contact details after contact gets deleted.	3.0	3.1
ACW-9732	CFD: Silent installation of Equinox does not choose German language when it is the default language of MS Windows	3.0	3.1
ACW-9760	Windows dial pad will not accept additional DTMF tones to enter the moderator or participant codes.	3.0	3.1
ACW-9762	CFD: Crash when attempting to start Windows Equinox Client	3.0	3.1
ACW-9820	CFD: Windows Equinox client crashes after using auto configuration.	3.0	3.1
ACW-9826	CFD: In a Citrix environment, the frame of the Windows Equinox client is not displayed	3.0	3.1
ACW-10053	CFD: Auto configuration update error in the Windows Equinox client	3.0	3.1
ACW-10094	CFD: In the Windows Equinox client, the SET APPLICATION_CLOSE_WINDOW "1" function does not update this parameter in settings	3.0	3.1

MacOS Client Fixes

Key	Summary	Found in Release	Fixed in Release
ACMACOS-7348	The call log is displayed incorrectly on User A when User B answers BLA (on belhalf of User A) and then User A joins the call.	3.0.0.1	3.1
ACMACOS-7640	No indicator of line A in call log when line B places outgoing call on behalf of line A.	3.0.0.1	3.1

Android Client Fixes

Key	Summary	Found in Release	Fixed in Release
FA-15019	No incoming call alert on secretary when boss gets an incoming audio/video call.	3.0	3.1
FA-15133	CFD: The Android Equinox client failed to add a contact with spaces in the phone number	3.0	3.1
FA-15232	User can't change default phone number with AADS.	3.0	3.1
FA-15294	Incoming call pickup alerts and rings when VOIP Calling set to Never.	3.0	3.1
FA-15295	Fresh configuration with CES, SIP and VOIP Calling equal to Never has VoIP Outgoing Call Menu selected by default and thus outgoing calls are incorrectly using VoIP.	3.0	3.1

iOS Client fixes

Key	Summary	Found in Release	Fixed in Release
FI-13118	New AMM messages can take up to 10 minutes to display when the application is in the background. This is an Apple restriction resulting from a limit on background activity permitted for iOS applications.	3.0	3.1
FI-13907	No incoming call alert on secretary device when boss device gets an incoming audio/video call.	3.0.0.1	3.1
FI-14125	Device ID is different after upgrade to Avaya Equinox Client 3.0.	3.0	3.1
FI-14126	No incoming call alert on secretary device when boss device gets an incoming audio/video call.	3.0	3.1
FI-14200	Incoming call pickup alerts and rings when VOIP Calling set to Never.	3.0	3.1
FI-14201	Fresh configuration with CES, SIP and VOIP Calling equal to Never has VoIP Outgoing Call Menu selected by default and thus outgoing calls are incorrectly using VoIP.	3.0	3.1
FI-14226	Missed call unread badge not cleared on Top of Mind Recent Calls.	3.0	3.1
FI-14254	No CES callback alert while calling from mobile device.	3.0.0.1	3.1
FI-14306	Equinox iOS intermittently unable to login to AMM.	3.0.0.1	3.1
FI-14388	Proximity sensor is disabled during voicemail playback on iPhone device.	3.0.0.1	3.1
FI-14624	CFD: iOS Equinox client unable to dial a speed dial code through one-x CES on iPhone only	3.0.2	3.1
FI-14766	CFD: iOS Equinox client failed to add contact with spaces in the phone number	3.0	3.1

Known issues and workarounds

Windows Client

Solution issues

Key	Summary	Found in Release
ACW-3291	Avaya Aura Conference Roster and Video missing if user invokes call hold before conf is not started. Workaround: User must end call and rejoin Avaya Aura Conference.	3.0
ACW-3817	Incoming calls that were transferred by another client inconsistently present the called party and transferred by party.	3.0
ACW-8813	When you bridge onto a call from a desktop client to a call you have already established with another endpoint, the mobile endpoint will not show conferencing controls. This is a limitation of the bridging solution, and will be addressed in a future release. The user will still see audio and video for the conference. Workaround: After switching the call to the user's second client press video escalate button to see the collaboration window and moderator controls.	3.0
ACW-9211	Video point-to-point call is not working on Windows 7 systems with certain external graphics card.	3.0
ACW-9443	Unable to get video on Scopia conference after bridge into the call from another MDA endpoint which joined the call as audio. Workaround: Re- join the conference as video or join from equinox first.	3.0.0.1
ACW-4978	Intermittent call failure when client changes Wi-FI access points during a call. The longer the network outage during the Wi-Fi access point transition the greater the probability of the network outage. Workaround: Terminate the call and redial.	3.0
ACW-6628	Applications using the Client SDK are not able to recover calls if network transition adds or removes an SBC from the signaling path.	3.0
ACW-10398	Video button is inactive and user cannot escalate to video conference after a Windows Equinox user bridges into an AAC conference. Workaround: Restart the call from the Windows Equinox client while the Conference is active.	3.1

Application issues

Key	Summary	Found in Release
ACW-10420	Presence for non-AADS communicator contacts is not getting displayed (intermittently) after logout and re-login. Workaround: Logout and login again.	3.1
ACW-10313	Calendar meetings not showing even though Outlook is running. Workaround: Restart the Outlook client.	3.1
ACW-10286	Unable to Hold and then Resume a call via the headset while an incoming call is answered on one MDA device while bridged in from another device.	3.1
ACW-10010	Some Bluetooth headsets turn off the Microphone when selecting the Stereo Playback speaker resulting in no audio path in Equinox clients.	3.1
ACW-9159	Transferor name is still displayed on the incoming call notification window of instead of transferee name. Workaround: None. Call appearance will be correctly updated if call is answered.	3.0
ACW-9107	Call History is cleared when upgrade from Avaya Communicator to Avaya Equinox if the upgrade is rolled back. Avaya Communicator Call History is not retained after upgrade to Avaya Equinox.	3.0
ACW-9105	Avaya Communicator application is terminated without user notification during upgrade to Avaya equinox. Calls in progress may be lost. Workaround: Avaya recommends that Avaya equinox upgrades should be scheduled during a maintenance window to minimize end user disruptions.	3.0
ACW-8326	Remote Installation of Avaya equinox via Microsoft Windows Group Policy fails. Workaround: Install client locally on each workstation.	3.0
ACW-6941	H323 Dual Registration client cannot unpark a parked call.	3.0
ACW-2542	Conference participant audio and video becomes unmuted when an Avaya Aura Conference in lecture mode has lecture mode turned off. Workaround: User may mute their audio and block their camera when conference lecture mode is turned off.	3.0

MacOS Client

Solution issues

Key	Summary	Found in Release
ACMACOS-4855	Avaya Aura Conference Roster and Video missing if user invokes call hold before conf is not started. Workaround: User must end call and rejoin Avaya Aura Conference.	3.0
ACMACOS-2982	Incoming calls that were transferred by another client inconsistently present the called party and transferred by party.	3.0
ACMACOS-5832	MacOS client not able to download PPM when TLS is enabled on Phone Service. Workaround: Clear the Safari browser cache.	3.0
ACMACOS-6953	When you bridge onto a call from a desktop client to a call you have already established with another endpoint, the mobile endpoint will not show conferencing controls. This is a limitation of the bridging solution, and will be addressed in a future release. The user will still see audio and video for the conference. Workaround: After switching the call to the user's second client press video escalate button to see the collaboration window and moderator controls.	3.0
ACMACOS-4187	Intermittent call failure when client changes Wi-FI access points during a call. The longer the network outage during the Wi-Fi access point transition the greater the probability of the network outage. Workaround: Terminate the call and redial.	3.0
ACMACOS-2741	Audio only outbound call cannot escalate to video between client & XT5000 H.323.	3.0
ACMACOS-6764	BFCP screen sharing fails with black screen when all is held and retrieved multiple times. Workaround: Terminate existing call and redial to re-establish BFCP Screen Sharing.	3.0
ACMACOS-7148	BFCP Screen Sharing fails to resume when the retrieving held call. Workaround: User can manually restart BFCP Screen Sharing.	3.0

Application issues

Key	Summary	Found in Release
ACMACOS-7990	Garbled outgoing audio when receiving an incoming email to Outlook 2016 while on a call. Problem was the 2016 Outlook client on the Mac was indexing and syncing with the Exchange server causing network congestion. Workaround: Create a new Microsoft Outlook exchange profile.	3.0.0.1
ACMACOS-7879	Failed to log in Exchange Web Service when the user's principle domain name has domain part different than the Exchange Web Service domain.	3.1
ACMACOS-7646	Auto attendant participant receives black video after joining meeting for about one minute. After that, video displayed with low video profile. Workaround: Connect directly without auto attendant.	3.0
ACMACOS-7217	MacOS client crashes when presenter ends conference call from call appearance while collaboration from his end is in progress.	3.0
ACMACOS-7118	Add as favorite is not available for contact that has multiple email addresses defined.	3.0

Android Client

Solution issues

Key	Summary	Found in Release
FA-13374	No whiteboard collaboration once call returns to the app from a cellular handoff.	3.0
FA-14135	If the customer has an endpoint you are controlling features for, and it's not logged in, when it logs back in the features get reset. This effectively means this feature doesn't work as you would expect unless the target (boss) has an endpoint that is always logged in.	3.0
FA-14399	Failed to add participant to Scopia 8.3 conference using the dial in option.	3.0
FA-14448	When you bridge onto a call from a mobile device to a call you have already established with another endpoint, the mobile endpoint will not show conferencing controls. This is a limitation of the bridging solution, and will be addressed in a future release. The user will still see audio and video for the conference. Workaround: After switching the call to the user's second client press video escalate button to see the collaboration window and moderator controls.	3.0
FA-15092	Moderator controls don't work after the moderator's second MDA device hangs up the call (in an Equinox Conference 9.0 enhanced conference).	3.0
FA-15215	Unable to open video window after bridging into a call from an Android device and disconnect at desk phone device. Work around: Join call as video or join from Equinox client first.	3.0.0.1
FA-15038	A CCMP-invited participant cannot unmute self after being muted by moderator.	3.0.0.1
FA-15069	If a participant was muted by the moderator, after hold/unhold, they cannot unmute.	3.0
FA-15093	Moderator cannot re-join a conference if dropped from conference in a locked meeting. Workaround: 1. All participants to drop and start a new meeting or 2. Any one participant can promote himself as moderator by *1 and moderator code	3.0.0.1
FA-15186	Roster is not displayed when Android user joins an Equinox Conference 9.0 via SBC.	3.0.0.1
FA-9764	Calls not properly terminated when call that has been Extended to Cellular (EC 500) is terminated on the cellular device. Occurs with Aura 7.0 only. Workaround: The call is terminated when the remote party terminates the call.	3.0
FA-9586	Audio only outbound call cannot escalate to video between client & XT5000	3.0

	H.323.	
FA-14618	When a user has a call on hold and moves from one access point to another, the call can be dropped. This issue is resolved in CM 7.1, and has been present in the mobile releases since 2.1.	3.0
FA-15001	Presence still displays the stale status even after the user has updated it in CES only deployments.	3.0
FA-3381	When CES is enabled, corporate directory search does not return results if search term is last name and contains a space character.	3.0

Application issues

Key	Summary	Found in Release
FA-16037	Contact details are not seen from messages view participants screen for Enterprise or AADS contacts. Workaround: Sending first message in conversation.	3.1
FA-15526	Wrong display on bridged line appearance after secretary leaves the call.	3.1
FA-14007	Conference collaboration sharing position is displayed on phone screen incorrectly if user rotates the phone from portrait to landscape then back and vice versa.	3.0
FA-13564	The user will not be able to save a contact with extra characters in it such as a '#' character, prior to the next Aura Release, 7.1. The issue is a solution limitation which will be addressed in the following release.	3.0
FA-12648	Android client in One-X CES call back mode drops call when enforced SRTP is enabled.	3.0
FA-10175	Video call established as audio after answering incoming video call on one-X controlled endpoint when direct media is disabled on CM.	3.0
FA-9487	Video is neither displayed nor transmitted during an Avaya Aura Conference video conference on a LG G2 device.	3.0
FA-8349	When a video call is deescalated by all the remote endpoints, the last video frame will remain in the video window (stale). Workaround: User can deescalate video to audio only.	3.0
FA-7169	User has to escalate audio call from SIP endpoint to get two way video.	3.0

iOS Client

Solution issues

Key	Summary	Found in Release
FI-10370	Intermittent call failure when client changes Wi-Fi access points during a call. The longer the network outage during the Wi-Fi access point transition the greater the probability of the network outage. Workaround: Terminate the call and redial.	3.0
FI-13480	Failed to add participant to Scopia 8.3 conference using the dial in option.	3.0
FI-13502	When you bridge onto a call from a mobile device to a call you have already established with another endpoint, the mobile endpoint will not show conferencing controls. This is a limitation of the bridging solution, and will be addressed in a future release. The user will still see audio and video for the conference. Workaround: After switching the call to the user's second client press video escalate button to see the collaboration window and moderator controls.	3.0
FI-13889	In a MDA scenario, moderator controls do not work for one device after the second device hangs up the call	3.0
FI-14129	Unable to open video window after bridging into a call from an iOS (MDA-enabled) device and then disconnecting call from desk phone device.	3.0.0.1
FI-13991	A CCMP-invited participant cannot unmute self after being muted by moderator.	3.0.0.1
FI-14000	If a participant was muted by the moderator, after hold/unhold, they cannot unmute.	3.0
FI-14010	Moderator cannot re-join a conference if dropped from conference in a locked meeting. Workaround: 1. All participants to drop and start a new meeting or 2. Any one participant can promote himself as moderator by *1 and moderator code	3.0.0.1
FI-14099	Roster is not displayed when iOS user is invited to an Avaya Equinox Conference 9 meeting by the moderator via SBC.	3.0.0.1
FI-13695	The user will not be able to save a contact with extra characters in it such as a '#' character, prior to the next Aura Release, 7.1. The issue is a solution limitation which will be addressed in the following release.	3.0
FI-13665	Calls not properly terminated when call that has been Extended to Cellular (EC 500) is terminated on the cellular device. Occurs with Aura 7.0 only. Workaround: The call is terminated when the remote party terminates the call.	3.0
FI-11404	When the One-X CES Server is deployed in multiple CM environments, there may be issues with the display of the call log which may only show the caller number.	3.0

FI-6669	When CES is enabled, corporate directory search does not return results if search term is last name and contains a space character.	3.0
FI-14829	Federated users will receive url link for attachments. There were supposed to not to receive any multimedia files if they are not configured for multimedia modalities.	3.1
FI-13913	When initiating an ad-hoc conference call from an iOS Equinox user, participants are not able to send and receive video while in the conference.	3.0.0.1
FI-14187	Intermittently, there is no audio path after switching from Enterprise WiFi #1 to WiFi #2 when the iOS user joined as a participant into a Scopia or Equinox Conference.	3.0.0.1

Application issues

Key	Summary	Found in Release
FI-14959	Phone keeps vibrating after answering call on other device.	3.1
FI-13675	iPhone 5 device not able to answer call when tapping on incoming notification while application in background.	3.0
FI-13618	When the device is locked, the notification of an incoming call is delayed resulting in some calls not being able to be answered.	3.0
FI-12872	The user will not be able to save a contact with extra characters in it such as a '#' character, prior to the next Aura Release, 7.1. The issue is a solution limitation which will be addressed in the following release.	3.0
FI-11952	Client in One-X CES call back mode drops call when enforced SRTP is enabled.	3.0
FI-7813	When a video call is deescalated by all the remote endpoints, the last video frame will remain in the video window (stale). Workaround: User can deescalate video to audio only.	3.0

Contacting support

Contact Support Checklist

If you are having trouble with an Equinox Client, you should:

1. Set log level to debug.
2. Retry the action. Carefully follow the instructions in written or online documentation.
3. Check the documentation that came with your hardware for maintenance or hardware-related problems.
4. 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:

1. Log in to the Avaya Technical Support Web site https://support.avaya.com.
2. 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.

Contact Support Tasks

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

Appendix B: Acronyms

AAC	Avaya Aura® Conferencing
AADS	Avaya Aura® Device Services
AMM	Avaya Multimedia Messaging
ASBCE	Avaya Session Border Controller for Enterprise
BLA	Bridged Line Appearance
CM	Avaya Aura® Communication Manager
FP	Feature Pack
MDA	Multiple Device Access
PS	Avaya Aura® Presence Services
SM	Avaya Aura® Session Manager
SMGR	Avaya Aura® System Manager
SP	Service Pack
SRTP	Secure Real-Time Transport Protocol
TLS	Transport Layer Security