# *Avaya Workplace Client (Windows) Release Notes*

Release 3.35

Issue 1.0

Oct 2023

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## Change history

| Issue | Date | Description |
|---|---|---|
| 1.0 | 10/24/2023 | 3.35 GA issue for the Avaya Workplace Windows Client. |
| 1.0 | 06/27/2023 | 3.34 GA issue for the Avaya Workplace Windows Client. |
| 1.0 | 04/05/2023 | 3.33 GA issue for the Avaya Workplace Windows Client. |

## Introduction

This document provides late-breaking information to supplement the Avaya Workplace Windows Client 3.35 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 / 10.1.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 | 3.35.0.167 |
| Avaya Workplace for MacOS | 3.35.0.167 |
| Avaya Workplace for Android | 3.35.0.167 |
| Avaya Workplace for iOS | 3.35.0.167 |

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# What’s new in Avaya Workplace for Windows

## Release 3.35

In addition to bug fixes, the following new features are provided with the 3.35 release

- Remove call transfer option from active call appearance for consultation call leg during call transfer
- Support to enter numeric Aux code on Main Workplace screen using Agent Bar
- Provision to switch the meeting details feature of outlook add-in on or off
- VDI Paired Sign-on session Quick Change when moving between thin clients
- Zoom In/Out support for Workplace UI
- Support for different matching criteria for greetings including UI
- Provide Disconnected Tone to the user when Remote party ends the active call
- Service Observe support when Workplace acts as controlled client
- Display conversation messages separately, do not merge them in a single message
- 'Send-NN' feature button (This feature is only supported once Aura 10.2 is GA)
- STIR/SHAKEN Support (This feature is only supported once Aura 10.2 is GA)
- Workplace as a SIP shared controlled (controlled) endpoint - Advanced UC Calls
    - Hunt Group Busy
    - Group Call Pickup

## Release 3.34

In addition to bug fixes, the following new features are provided with the 3.34 release

- Selection of share control device from available multiple controllable clients in a list
- Workplace as a SIP shared controlled (controlled) endpoint - Advanced UC Calls
    - Bridge line appearance (BLA)
    - Send all Calls (SAC)
    - Exclusion
    - Auto callback
    - LNCC
    - Call Forward
    - Busy Indicator
    - Autodial
    - Team button
    - Call Park/unpark
    - EC500
- Support dark mode on Workplace Windows
- Allow users to enable/disable audible and visual alerting for Group Call Pickup
- Support Conference or Transfer using Primary Appearance for BLA Calls
- Add Keyboard shortcut for Button Module Toggle button
- Support Jitsi Meet and other 3rd party conference from TOM and Meetings tab

## Release 3.33

In addition to bug fixes, the following new features are provided with the 3.33 release:

- Secure Call Indication
- Hunt Group Busy UX Improvements
- Improved Display of Presence with Call Redirection Status
- Prompted Digits Greeting Type
- Notification Badge in Taskbar Icon
- Call Forward Details in Call History
- Always Hold the call (transferee) before transfer to the target in Blind/Direct Transfer

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- Accessibility Improvements: Menu Navigation & Keyboard Shortcut to Query Agent State

# 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.

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# Avaya Workplace for Windows

## Required artifacts for Avaya Workplace for Windows Release 3.35

The following section provides Avaya Workplace for Windows Release 3.35 downloading information. For installation and upgrade procedure, see documents mentioned in Installation and Upgrade note.

| Client/Server | Artifact | Notes |
|---|---|---|
| Avaya Workplace for Windows | 3.35.0.167 | Date Available: Oct 24, 2023 |

## 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 3.35 release for Avaya Aura.

| Description | Client UI setting name | Avaya Workplace Client Platform Support |
|---|---|---|
| **ENABLE_TRANSFER_ACTIVE_CALL** | | |
| Property to show/hide Transfer option on active call ellipsis menu when there are more than 1 call on Workplace<br><br>0: Workplace remains in foreground without minimizing after ending/finishing any call (Default)<br><br>1: Workplace minimizes after ending any active call<br><br>Default value: 0 | No client UI | Windows |
| **ENABLE_MESSAGE_COALESCING** | | |
| Property to define whether IM messages will be displayed as coalesce or displayed separately from same user<br><br>0: Messages will be displayed on separate lines<br><br>1: Messages will be coalesced (Default-Existing)<br><br>Default value: 1 | No client UI | Windows |
| **ENABLE_MEETING_SCHEDULER** | | |
| Property to control whether we should display Avaya meeting scheduler in native outlook ribbon<br>0: Avaya meeting scheduler is not displayed in native outlook ribbon<br>1: Avaya meeting scheduler is available (Default)<br>Default value: 1 | No client UI | Windows |

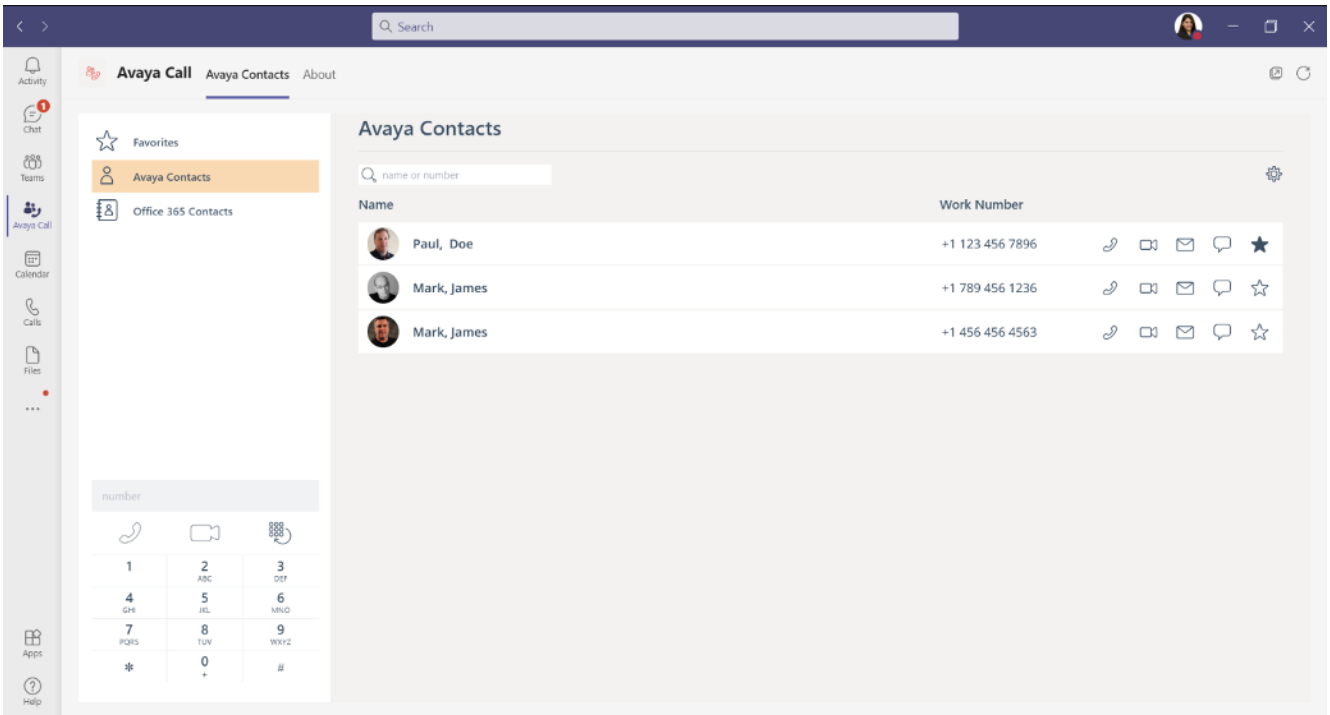
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| ENABLE_DISCONNECT_TONE | | |
|---|---|---|
| Property to define if Workplace would play a default disconnected tone when far end ends the call<br><br>1: Workplace will always play the disconnected tone when far end drops the call (Default)<br><br>0: Workplace will not play any disconnected tone on ending the call from far end, exiting behavior<br><br>Default value: 1 | No client UI | Windows |

For Avaya Workplace Client 3.35, the following JSON document is available: http://downloads.dlavaya.com/AvayaAuraDeviceServices/AvayaAuraDeviceServices_misc/20231024_dynamicConfigUpload.txt?fileExt=.txt&__dlmt__=1584654589_d8d6c9761e14e4712cd837a016a5ef4c which can be used to update Avaya Aura Device Services with new auto-configuration parameters supported in release 3.35.

## 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.




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### 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 |
|---|---|---|

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| | | |
|---|---|---|
| **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

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- 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 3.35 and Avaya Calling 1.2

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

| ID | Minimum conditions | Visible symptoms | 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.<br><br>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.<br><br>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.<br><br>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 | UUI 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 |

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| ID | Minimum conditions | Visible symptoms | Workaround |
|---|---|---|---|
| **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 3.35

The following table lists the fixes in this release:

| ID | Minimum Conditions | Visible symptoms | Release fixed in |
|---|---|---|---|
| ACW-24872 | Avaya Workplace for Windows installed, configured and JAWS screen reader has started | Focus moved to 'Options and Settings' UI when user use Control + H shortcut to hold the call. Even after adding one participant to conference, focus moved to Options and Settings | 3.35 |
| ACW-24884 | Avaya Workplace for Windows installed, configured and JAWS screen reader has started | JAWS does not read the status of MCT button once it is activated as MCT shown in grayed out state | 3.35 |
| ACW-24973 | Avaya Workplace for Windows installed, configured and JAWS screen reader has started | Label not read when try to add the contact to button module | 3.35 |
| ACW-24972 | Avaya Workplace for Windows installed, configured and JAWS screen reader has started | Focus does not highlight the call and video button on the open contacts | 3.35 |

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| | | | |
|---|---|---|---|
| ACW-24891 | Avaya Workplace for Windows installed, configured and JAWS screen reader has started | JAWS announce just dot dot dot for Agent unsuccessful login | 3.35 |
| ACW-24983 | Avaya Workplace for Windows installed, configured and JAWS screen reader has started | Collaboration Stats tab first row is not highlighted and read by JAWS | 3.35 |
| ACW-24971 | Avaya Workplace for Windows installed, configured and JAWS screen reader has started | Focus moves to Options and Settings from the button module when navigates to next page | 3.35 |
| ACW-24856 | Avaya Workplace for Windows installed, configured and JAWS screen reader has started | JAWS read same label for Avaya workplace and Button module | 3.35 |
| ACW-24859 | Avaya Workplace for Windows installed, configured and JAWS screen reader has started | Workplace does not shows text correctly on the incoming call features while pressing the arrow keys | 3.35 |
| ACW-24858 | Avaya Workplace for Windows installed, configured and JAWS screen reader has started | JAWS does not read the text correctly on the incoming call features | 3.35 |
| ACW-24829 | Avaya Workplace for Windows installed, configured and JAWS screen reader has started | JAWS does not read 'Undock button module' button correctly, it reads code associated with it | 3.35 |
| ACW-24873 | Avaya Workplace for Windows installed, configured and JAWS screen reader has started | JAWS should announce if the call is dropped and when call is auto answer JAWS should not read the call card as "Incoming call to answer" | 3.35 |
| ACW-24828 | Avaya Workplace for Windows installed, configured and JAWS screen reader has started | 'Filter the list' tooltip is not pronounced by JAWS on Contacts and History tab headers | 3.35 |
| ACW-24833 | Avaya Workplace for Windows installed, configured and JAWS screen reader has started | Button Module features should be pronounced with User friendly names for state of the button and LED states | 3.35 |
| ACW-24857 | Avaya Workplace for Windows installed, configured and JAWS screen reader has started | JAWS does not read the User Agent or Name on the Avaya Agent Sign in dialog | 3.35 |
| ACW-24811 | Avaya Workplace for Windows installed, configured in Japanese language | Correction needed for Japanese translation on some of the Team button/Bridge call screens | 3.35 |

## Fixes in Avaya Calling 1.2

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| | | | |
|---|---|---|---|
| **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 |
| **CM** | Avaya Aura® Communication Manager |
| **EC500** | Extension to Cellular |
| **FIPS** | Federal Information Processing Standards |
| **FP** | Feature Pack |
| **GA** | Generally Available |
| **IdP** | Identity Provider |
| **IM** | Instant Message |
| **IPv6** | Internet Protocol version 6 |
| **IX** | Intelligent Experience |
| **LDAP** | Lightweight Directory Access 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 |

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| | |
|---|---|
| **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 |

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