



# **Avaya IP Office™ Platform Release 12.2 Release Notes / Technical Bulletin General Availability**

**Issue 002**



## 1. Document Updates

Date	Description
Aug 12 <sup>th</sup> 2025	Document issued
Oct 14 <sup>th</sup> 2025	Revised for GA Re-spin

## 2. Introduction

Avaya is pleased to announce the General Availability of Avaya IP Office Release 12.2. For a full detailed product description for Avaya IP Office 12.2 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 R12.2 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 Service Pack 1 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 12.2.

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

## 4. What's New in IP Office R12.2

### 4.1 Summary of New Features Delivered in IP Office Release 12.2

IP Office Release 12.2 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.

- DECT R5 support
- 9408 Digital Phone support
- New IP Office BLF/DND behaviour
- J189 D01B Phone (aka J189A) support
- IP Office as Persist Gateway for ACO (Manual Config)

*Note 1: Features listed are available worldwide unless otherwise specified. Not all of the features in IP Office Release 12.2 are supported on all Editions, platforms and phones - please see each feature's description for details.*

### 4.2 DECT R5 support

Support for Avaya Wireless DECT R5 firmware was added in IP Office R12.1 SP1. In IP Office R12.2, the following changes have been made for Avaya Wireless DECT R5:

- Avaya Wireless DECT R5 firmware included in IP OfficeAdmin Suite installation package

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- Support for the Avaya Wireless DECT IPVM

#### **4.3 9408 Digital Phone support**

Support for 9408 Digital Phone is introduced in this release.

9408 phone is supported along with 9508, and features supported for 9508 are also supported with 9408.

#### **4.4 J189 D01B Phone (aka J189A) support**

The Avaya J189 IP Phone with hardware version D01B is supported on Avaya IP Office systems in Release 12.2.

Included the firmware for this phone type in AdminCD and Server Edition.

Added support for firmware upgradation.

The default firmware version supported on Avaya IP Office release 12.2 for J1xx phones is 4.1.8.0.8.

#### **4.5 New IP Office BLF/DND behaviour**

Introduced a new NUSN: DISABLE\_USERBLF\_DND\_MENU

This NUSN implements a change in behaviour in the scenario when Boss is in DND but has Secretary in exception list, Secretary still sees menu when pressing BLF. Secretary must press BLF, then manually select "Call" or "Transfer"—adds delay and complexity.

With this new NUSN: If monitored user (e.g., Boss) is in DND, pressing BLF will directly perform "Call" action and menu will not be displayed.

#### **4.6 IP Office as Persist Gateway for ACO (Manual Config)**

IPO Persist Gateway is meant to address the case when internet/WAN connectivity is affected and only the local network remains available. In this situation, basic telephony service is provided through a local gateway, which would in this case be a local IP500v2.

With this release the feature is offered via a manual configuration method where users have to be created manually on both ACO and IP Office. Configuration of IP Office as additional SIP proxy also needs to be done manually on the endpoint.

This feature allows ACO phones to use the IP Office for telephone calls in case when internet/WAN connectivity is affected and only the local network remains available.



## 5. Upgrading to IP Office R12.2

Avaya IP Office R12.2 software/binaries will be available through PLDS or the support site. Customers will need to upgrade to the R12.2 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 provide 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 12.2 GA Software Versions

Component	Version
Admin CD	12.2.0.0 build 58
VMPPro (Linux)	12.2.0.0 build 13
One-X portal	12.2.0.0 build 58
Server Edition DVD	12.2.0.0 build 58
Server Edition OVA	12.2.0.0 build 58
Unified Communication Module	Not Supported on R12.2
SoftConsole	12.2.0.0.0 build 3
Media Manager	12.2.0.0.0 build 58
Web RTC Gateway	12.2.0.0.0 build 15
Collaboration Services	12.2.0.0.0 build 15
Web License Manager	12.2.0.0.0 build 58



## 7.2 IP Office Module Firmware

Module	Version
IP500V2	12.2.0.0 Build 58
POTSV2 Module	12.2.0.0 Build 58
DCPV2 Module	12.2.0.0 Build 58
ATM Module	12.2.0.0 Build 58
DS30/16 V2 Module	12.2.0.0 Build 58
DS30A/16A BST Module	12.2.0.0 Build 58
DS30B/16B Module	12.2.0.0 Build 58

## 7.3 Phone Firmware Support

Phone Model	Version
<b>DCP Phone Firmware</b>	
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	R20_06
<b>IP Phone Firmware</b>	
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
<b>Wi-Fi Phone Firmware/Tools</b>	
3641/3645	117.058
HAT	4.1.4
AVPP	17x.040
<b>T3 Phone Firmware and Associated Applications</b>	
T3 IP Phone Firmware	T247
T3 IP Phones Admin Tool	3.08
<b>IP DECT Phone Firmware and Associated Applications</b>	
B179	2.4.3.5
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
<b>DECT R5 Phone Firmware and Associated Tools</b>	
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)	4.1.9
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	87
Company Phonebook Tool	9
Local Phonebook Tool	1
<b>Avaya Nortel SIP Phones</b>	
1120E	4.04.23.00
1140E	4.04.23.00
1220/1230	4.04.23.00
<b>DECT D100 Phones</b>	
D100_BS_MS	1.2.7
D100_BS_SL	0.9.6
<b>B 179</b>	
B179	2.4.4.3
<b>B199</b>	

B199	1.0.8.3.2
<b>E159</b>	
E159	8.25.2
<b>E169</b>	
E169	8.25.2
<b>H175</b>	
H175	1.0.2.3
<b>Jxxx</b>	
J129	4.1.8.0.8
J139	4.1.8.0.8
J159	4.1.8.0.8
J169	4.1.8.0.8
J179	4.1.8.0.8
J189	4.1.8.0.8
JEM24	1.0.1.0.26
<b>Kxxx</b>	
K155	2.2.0.5.8508
K165/K175	2.2.0.5.8008

## 8. Supported OS and Browsers

### Windows Operating Systems (PC)

#### Operating System Editions and Service Packs

Operating System	Editions		Microsoft's Support Dates
Windows 10	Pro (SMB), Enterprise	✓	End of support 14th October 2025
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 present. 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

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	Windows			Windows Server			
	10		11	2016	2019	2022	2025
Bits	32	64	64	64	64	64	64
MAPI service for VMPro on Linux	✗	✗	✗	✓	✗	✗	✗
TAPI - 1st Party	✓	✓	✓	✓	✗	✗	✗
TAPI - 3rd Party	✓	✓	✓	✓	✗	✗	✗
TAPI - WAV <sup>(1)</sup>	✓	✗	✗	✗	✗	✗	✗

#### 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 10.0		Win 11	Server 2016	Server 2019	Server 2022	Server 2025
Bits	32	64	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 10.0		Win 11	
	32	64	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

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Based on support for Avaya Workplace 3.39 and the claimed OS support in the Avaya compatibility for that release.

iOS	Android	Windows	macOS
<ul style="list-style-type: none"> <li>iOS15</li> <li>iOS16</li> <li>iOS17</li> <li>iOS18</li> </ul>	<ul style="list-style-type: none"> <li>Android 9.x</li> <li>Android 10.x</li> <li>Android 11.x</li> <li>Android 12.x</li> <li>Android 13.x</li> <li>Android 14.x</li> <li>Android 15.x</li> </ul>	<ul style="list-style-type: none"> <li>Windows 10</li> <li>Windows 11</li> </ul>	<ul style="list-style-type: none"> <li>12.x</li> <li>13.x</li> <li>14.x</li> <li>15.x</li> </ul>

- **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](https://en.wikipedia.org/wiki/Safari_version_history).

	Windows OS		All OS	macOS	
Application	Edge	Firefox	Chrome	Safari 14.1.2	Safari 15
one-X Portal for IP Office Client	✓	✓	✓	✗	✗
Web Manager <sup>(1)</sup>	✓	✓	✓	✓	✓
Web Control Menus/Platform View	✓	✓	✓	✓	✓
IP DECT R5 Admin	✓	✓	✓	✗	✗
Avaya Spaces Calling	✗	✗	✓	✗	✗
User Portal	✓	✓	✓	✓	✓
User Portal - Softphone	✓	✓	✓	✗	✗

(1) There are a number of web management features which only work with Internet Explorer (which is now not supported):

- **All Systems**
  - **Launch IP Office Manager** (*Applications | IP Office Manager*)
  - **Launch Voicemail Pro client** (*Applications | Voicemail Pro - Call Flow Management*)
  - **Launch System Status** (*system hamburger | Launch SSA*)
- **IP500 V2**
  - **Backup to Local PC** (*Actions | Backup*)
  - **Restore from Local PC** (*Actions | Restore*)
  - **Upgrade** (*Actions | Upgrade*)
  - **File Manager | Upload File** (*Applications | File Manager | +*)

## Other Applications

### Microsoft Exchange

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

1. Not supported if using EWS integration.

### Outlook

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

### Virtualisation

Hypervisor	IP Office Server Edition	
Azure	✓	
Amazon AWS	✓	
GCP	✗	
KVM	✓	
<b>Microsoft Hyper-V:</b>		
• 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.



• <b>Server 2025</b>	✓	Mainstream support ends 13th November 2029. Extended support to 14th November 2034.
<b>VMware<sup>(1)</sup>:</b>		
• <b>ESXi 7.0</b>	✓	VMware announced end of support date: 2nd April 2025.
• <b>ESXi 8.0</b>	✓	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 R12.2 release. Supported platforms are:

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

## 10. Known Issues

- There are no Known Issues for this release.

## 11. Resolved Field Issues

This IP Office R12.2 release also addresses a number of customer issues found in the previous IP Office 11.1 GA and R12 releases, these are listed below.

JIRA Number	Description of Issue
IPOFFICE-187745	IP Office Systems (both Server Edition and IP 500v2) re-start frequently after upgrading to 12.2 build #50.
IPOFFICE-186241	System Restart IP500v2A. Memory increase 4 % every day.
IPOFFICE-186158	IP Office 12.1SP1 When "Allow Direct Media Path" enabled, for call forwarding call IPO sending IPO LAN1 IP address in SDP connection instead of SIP trunk far end in first call dialog 200 OK
IPOFFICE-186055	IPOL 12.1 and 12.1 SP1. Eth0 interface get duplicated after reboot server.
IPOFFICE-185568	IPOL R12.1 SP1: No ring back when calling between IP500 expansion system using digital handsets
IPOFFICE-183070	VMPro is turning down when using Google AI ASR
IPOFFICE-182074	VMPro 12.1.0.0.1 build 1: VMPro SFTP recording file transfer is failing after upgrading to 12.1.
IPOFFICE-182063	VMPro 12.1.0.0.1 build 1: VMPro crash intermittently due to FTP Recording configuration which points to ACR (Xima Chronicall). Started after upgrading to 12.1.
IPOFFICE-181677	IPOL 12.1: backup_ipoffice_server field shows 0.0.0.0 in SIP 200 OK to SIP REGISTER request when Primary and Secondary server deployed on Azure
IPOFFICE-181628	Unnecessary line (m): in 200 OK for the REINVITE from Voice to T38 is sending

IPOFFICE-181488	Unable to see 2 different account on COM user
IPOFFICE-181439	Adding/installation of certificates into IP Office using Web Manager do not work as expected
IPOFFICE-180957	IPO Release 12.x overwrites current Hostname & NTP config after update
IPOFFICE-180608	Unable to do a restore Media Manager on AppServer
IPOFFICE-179988	IP Office 12.0: Unable to create p12 certificate for a different machine on Primary server from WebControl or from cli
IPOFFICE-179943	[+HOT] Subscription IPO on COM - Restore failing on version 12.0.0.0.0 build 56
IPOFFICE-179849	System Restart SE After Upgrade 11.1 FP3 to 11.1 FP3 SP2 any change in the config causes the IPO to reboot
IPOFFICE-179820	SSH on Azure 12 requires certificate generation but fails after server reboot
IPOFFICE-179724	[+HOT] iOS 13 Workplace client with IP Office : APNS call doesn't ring on Workplace iOS 13 App client, but when the phone unlocked a ghost/phantom call appears
IPOFFICE-179562	Media Manager NAS connector showing pending files after IPO upgrade
IPOFFICE-179532	No Dial Tone on remotely registered J series phone users if the IPO system configured with Opus codec
IPOFFICE-179377	SNMP not working for IPOL running Version R12.0
IPOFFICE-178770	IXW Remote Worker -> SBC -> IPO Primary -> logged in Primary with user defined on Expansion -> No speech path with J series defined on Primary IPOSE 11.1 FP3
IPOFFICE-176306	MS-Teams line inconsistencies in Manager and/or WebManager
IPOFFICE-175036	IP Office 11.1FP3: Media Manager not processing recordings with more than 400 recordings sitting in VRL folder and high CPU utilization
IPOFFICE-175035	Customer is unable to add personal contact in One X-Portal
IPOFFICE-169308	Remote Hot Desking feature related support documentation update requirement about configuring "Enable Remote Worker" option

## 12. Technical Notes

### Technical Debts

- DELL R260: BIOS upgraded to version **2.18.0** and verified
- Conference and Auto-Attendant – UI Updates – no functionality change
- Apache Tomcat: Upgraded to version 9.0.108 to address security vulnerabilities
- JMX Security: Enhanced security configurations applied

### 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 4.1.8.0.8 J1xx firmware):

1. Login to Web Manager
2. Navigate to Applications -> File Manager

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3. Navigate to folder Disk->system->primary
4. From right side files pane, select the old J1xx firmware files
5. 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 R12.2

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

- There will be no future updates to the IP Office software components provided on the UCM modules.
- There will not be any future updates for the CentOS Operating System and the security CVEs patches for the UCM modules.

## 13. Languages Added

IP Office release 12.2 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 R12.2 software pack
- IP Office Knowledgebase - Contains all administrator and user documentation for IP Office - [IP Office Knowledgebase](#)
- The Avaya support site – Contains all administrator and user documentation for IP Office - <https://support.avaya.com>

The Release 12.2 Documentation is available at GA:

- Go to <https://support.avaya.com>
- Select [Avaya Support](#) under Downloads & Documents
- Enter 'IP Office' as your product
- Choose '12.2' 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](http://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 12.2 Offer Definition, which is a communication that summarizes “what’s new” within the IP Office Release 12.2 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:

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:

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.

## 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.