



Avaya Workplace Client (iOS) Release Notes

Release 3.31.1

Issue 1.0

Dec 2022

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Change history

Issue	Date	Description
1.0	12/19/2022	3.31.1 GA issue for the Avaya Workplace iOS Client
1.0	11/29/2022	3.31 GA issue for the Avaya Workplace iOS Client
1.0	11/07/2022	3.30.1 GA issue for the Avaya Workplace iOS Client.
1.0	10/11/2022	3.30 GA issue for the Avaya Workplace iOS Client.

Introduction

This document provides late-breaking information to supplement the Avaya Workplace iOS Client 3.31.1 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® 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	3.31.1.10
Avaya Workplace for MacOS	3.31.0.74
Avaya Workplace for Android	3.31.0.74
Avaya Workplace for iOS	3.31.1.10

What's new in Avaya Workplace for iOS

Release 3.31.1

Only bug fixes are introduced in the 3.31.1 release.

Release 3.31

In addition to bug fixes, the following new features are provided with the 3.31 release:

- Administrative password control of logout and reset
- Alternative Emergency Disclaimer for Mobile Devices without SIM cards
- Avaya Meetings Moderator Mute Enhancements

Note - For deployments that are not using Apple Push Notifications, after upgrading to Workplace for iOS 3.31, calls may not be presented when the app is not in the foreground. Due to recent changes in Apple policy, Push Notifications will be required in order to receive calls when the app is not in the foreground.

Resolution

Customers that are not using Apple Push Notifications for Calls must take the following steps to avoid missed incoming calls,

- 1) Implement the Apple Push Notification solution on Avaya Session Manager 8.1.3.X or IP Office 11.1.X (not supported on 11.0.X) to ensure reliable call delivery.
- 2) If Apple Push Notifications for calling is enabled, no other steps are needed.
- 3) If you are not able to implement Apple Push Notifications, the following is recommended,
 - If possible, disable auto-app updates to prevent Workplace for iOS 3.27 from auto-updating to newer versions beyond Workplace for iOS 3.26.1 until you can implement Push Notifications
 - Use your Mobile Device Management system to manage the app version and restrict upgrades beyond Workplace for iOS 3.27 until you can implement Push Notifications
 - Enable the simultaneous ring feature: EC500 for Aura or Mobile Twinning for IP Office to ensure the call will be presented as a cellular call.

Apple Push Notification was originally introduced with Session Manager 8.1.3. As of this publication, Session Manager 8.1.3.5 – target GA 21st June – is available and addresses several issues with Apple Push Notification. Customers should also refer to the following PSNs for Avaya Aura Session Manager PSN020542u, PSN020509u, and PSN020507u.

Release 3.30.1

- Only bug fixes are introduced in the 3.30.1 release.

Release 3.30

In addition to bug fixes, the following new features are provided with the 3.30 release:

- CMS Reporting Enhancements for Avaya CC Elite agents.

Compatibility

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

Contacting support

Contact support checklist

If you are having trouble with an Avaya product, you should:

1. Retry the action. Carefully follow the instructions in written or online documentation.
2. Check the documentation that came with your hardware for maintenance or hardware-related problems.
3. Note the sequence of events that led to the problem and the exact messages displayed. Have the Avaya documentation available.

If you continue to have a problem, contact Avaya Technical Support:

4. Log in to the Avaya Technical Support Web site <https://support.avaya.com>.
5. Contact Avaya Technical Support at one of the telephone numbers in the Support Directory listings on the Avaya support Web site.

Avaya Global Services Escalation Management provides the means to escalate urgent service issues. For more information, see the Escalation Contacts listings on the Avaya Support site.

Contact support tasks

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

Avaya Workplace for iOS

Required artifacts for Avaya Workplace for iOS Release 3.31.1

The following section provides Avaya Workplace for iOS Release 3.31.1 downloading information. For installation and upgrade procedure, see documents mentioned in Installation and Upgrade note.

Client/Server	Artifact	Notes
Avaya Workplace for iOS	3.31.1.10	Date Available: Dec 20, 2022

Required patches

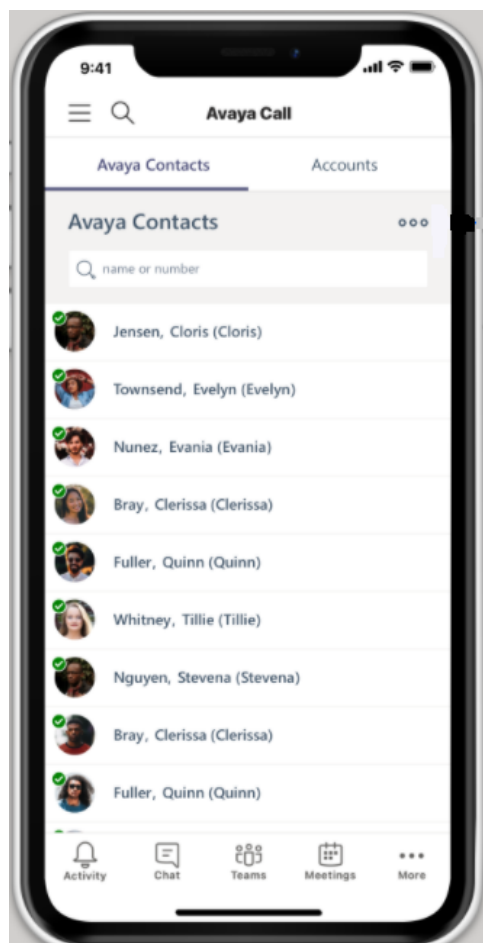
For information about patches and product updates, see the Avaya Technical Support Web site <https://support.avaya.com>.

New Configuration Parameters

No new configuration parameters have been added to the 3.31.1 release for Avaya Aura.

Avaya Calling for Microsoft Teams

The Avaya Calling for Microsoft Teams makes use of the Avaya call application available in the Microsoft teams application store. The Avaya Call app provides contact information and dial pad within Microsoft teams. Users can click to dial from Microsoft teams with this solution. To have this setup users need to have the pre-requisites setup before logging into the Avaya Call app.



Product Release Matrix

Product Name	Release	About Screen Version	Platforms Supported
Avaya Calling for Microsoft Teams	1.2.1	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:

- Display additional contact numbers through the ellipsis or Display name or picture.
- Office 365 Contacts Enterprise Search.
- 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 installed (3.13 or above).

Documentation & Localization

Avaya Documentation Center

Customer documentation for Avaya Workplace Client is now available on the Avaya Documentation Center at <http://documentation.avaya.com/>.

Guide	Link	Localized
Using Avaya Workplace Client for Android, iOS, Mac, and Windows	Using Avaya Workplace Client Android iOS Mac Windows	Yes
Avaya Workplace Client Quick Reference Guide	Avaya Workplace Client QRG	Yes
Planning for and Administering Avaya Workplace Client for Android, iOS, Mac, and Windows	Planning Administering Avaya Workplace Client Android iOS Mac Windows	No
Avaya Workplace Client Overview and Specification for Android, iOS, Mac, and Windows	Avaya Workplace Client Overview Specification Android iOS Mac Windows	No

These are links to the English versions of the document.

Localized versions of the above documents will be available post-GA in the following G14 languages:

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

Documentation errata

None

Localization

For the Avaya Workplace Client UI, the following languages are supported:

- English
- German
- French
- Lat-Spanish
- Italian
- Japanese
- Korean
- Brazilian-Portuguese
- Russian
- Simplified Chinese
- Czech
- Dutch
- Polish
- Swedish
- Danish
- Hungarian
- Norwegian
- Indonesian
- Turkish
- Traditional Chinese
- Malaysian
- Thai

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 iOS 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 iOS Release 3.31.1

ID	Minimum conditions	Visible symptoms	Workaround
FI-21221 / FI-21132	Workplace iOS user with 3PCC enabled	If Workplace application is running in background, 3PCC answer call transaction request fails with error.	To keep Workplace app in foreground and the iPhone configuration for Incoming Calls has to be set to Banner instead of Full Screen.
FI-20179	Workplace is configured	Contact notes are no longer available in iOS 13.3.1 when displaying contact details.	None
FI-21092	Workplace is configured and running in background	Incoming calls may miss as push notification is not enabled	Recommends the use of Session Manager for push notifications
FI-21010	Workplace user logged in with VoIP + CES and Visual voicemail is enabled	Inconsistent playback volume in visual voicemail	Resume and play OR replay visual voicemail.
FI-20958	Workplace (version 3.20.1) user logged in with VoIP + CES and then upgrade to 3.21.1.	After upgrade the incoming call menu set to pre-selected CES device	User will need to select VoIP option manually
FI-20315	Workplace is configured with Team button	iOS device with OS 12 get incoming team call notification even If user ends or answers call on other MDA device	Upgrade iOS device OS to 13.2 or above
FI-19167	Workplace is configured with Call Pickup or enhanced call pickup	When application is in background, receives duplicate Apple Push Notifications	Do not provision a delayed ringer notification for iOS users.
CLIENTSDK-25800	During call switch from dual stacks network to IPv4 only network	Call drops when user moved from dual stack to IPV4 only network.	None

Known issues and workarounds Avaya Calling 1.2

UCAPM-28797	Workplace and MS Teams installed and logged in on iOS device. Lock and unlock the device.	Call fails after locking and then unlocking the iOS device.	User must dial again from Avaya Calling
UCAPM-28732	Workplace and MS Teams installed and logged. Log into Avaya Calling 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.

Fixes in Avaya Workplace for iOS Release 3.31.1

The following table lists the fixes in this release:

ID	Minimum Conditions	Visible symptoms	Release found in
FI-21202	Workplace is configured	Revalidate the necessary security measures within the source code, to adhere to industry	3.25.1
FI-21222	Workplace is configured with custom ringtone	Different ringtone is heard when the call is received on APN	3.31
FI-21243	Workplace client with APN enabled,	Sometimes WP user does not get push notifications when phone is background	3.30
FI-21190	Workplace with 3PCC and BT Headphones connected.	Busy tone is shortly played through Speaker at the start of 3PCC call, even BT Headphones are connected.	3.26.1
FI-21216	Workplace with APN enabled, iOS 15.x	Incoming APN call still rings after user logged out and closed Workplace app.	3.27
FI-21246 FI-21252	Workplace configured and Bad quality network.	IOS workplace users gets logged out of the IOS phone often with error For security, your administrator has configured your account to sign you out.	3.30
FI-21208	Workplace configured DIALPLAN NATIONALPHONENUMLENGTHLIST 2,4,6 SET PHNLDLENGTH 4	DIALPLANEXTENSIONLENGTHLIST is not recognized.	3.26.1
FI-21256	iOS 13.3 or higher, Workplace with Telephony push notifications enabled, team button is configured	Push notification for team button call is not received after network loss	3.30.1
FI-21259	Workplace with Messaging push notifications enabled, user has Chinese name in Last Name and First Name in SMGR, and Latin alphabet name	Display name in the Messaging push notification uses Latin alphabet instead of traditional Chinese	3.30
FI-21261	Workplace with Messaging push notifications enabled	AMM service unavailable error is displayed after Workplace Android client switches from background to foreground	3.30

Fixes in 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-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
ACW-22820	Avaya Calling installed	Dial Pad does not have backspace key	1.0
ACW-22644	Avaya Calling installed and move to Avaya Contacts/Favorites and switch to O365 Contacts when the network is down	Images not shown for some cached O365 contacts	1.0

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
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
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