

## Service Announcement

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**DATE: September 22, 2016**

**SUBJECT: Upgrade of Tumwater PBX phone system rescheduled to Sept. 22.**

### Upgrade of PBX Software

The upgrade of the Tumwater PBX phone system has been rescheduled for September 22, 2016. On this date, the system will be migrated to a newer version of Avaya processors and operating software. This upgrade will bring the system to a fully supported software release, introduce new features and services, and increase system capacities. The upgrade will also allow us to provide the latest features and functionality to our customer base.

Part of the upgrade process involves Avaya downloading the existing information in the PBX, formatting it to work with the new software version, and uploading it to the new platform.

To insure the integrity of the system software, we will need to institute a **one day freeze on order activity** prior to the rescheduled upgrade. During this time, only emergency orders will be performed. Any order made during the freeze period will need to be manually tracked and re-input after the new system software is uploaded.

### **WHEN**

**The upgrade is scheduled to occur between 6 p.m. and 12 a.m. on September 22, 2016.**

If you experience any issues after the update process is complete, please contact the WaTech Service Desk at 360-753-2454.

### **WHO IS AFFECTED**

DRS- Point Plaza  
DSHS-Point Plaza  
DSHS - Maple Lane  
DFI - Point Plaza  
OIC - 5000 Capitol Building  
DOR - 6500 Linderson  
DOC - Edna Goodrich Building  
DOC - Maple Lane  
DOC - Warehouse  
LNI - Headquarters  
LNI - Town Square  
LNI - Town Center

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