

Service Announcement

Date: August 17, 2016

Subject: Upgrade of Tumwater Campus PBX - Postponed

Upgrade of PBX Software

The Tumwater PBX was scheduled for an upgrade to a newer version of Avaya processors and operating software; however, due to hardware complications, the upgrade to the Tumwater PBX is being postponed. Once a revised date is scheduled, an updated service announcement will be published. When the upgrade is rescheduled and completed, it will bring the system to a fully supported software release, which will introduce new features and services, and to increase system capacities. The upgrade will 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 be imposing a **one day freeze on order activity** prior to the rescheduled upgrade. After that point, 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 has been postponed and will be rescheduled as soon as possible.

If for any reason you experience problems after this change, call 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

Written by: Eric Talberg
Manager, Telephony Services
Telecommunications Services Division
Washington Technical Solutions
360-407-8736
Eric.talberg@WaTech.wa.gov