

Date of Issue: March 14, 2019

Offer Definition

Avaya IP Office™ Platform

General Availability

Release 11.0

Document Version 1.13

Document Definition:		
✓	Product Update	This is a communication that summarizes “what’s new” within a given release regarding any changes or enhancements to an existing GA (Generally Available) product.

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Offer Definition

Product →	IP Office Platform R11.0	GA Date →	May 15, 2018
Rev #		Rev Date	
1.13		March 14, 2019	
CHANGE CONTROL RECORD			
Date (mm/dd/yy)	Issue/Version #		Summary of Changes
05/15/18	1.0		General Availability
05/21/18	1.1		<p>Section 4.1</p> <ul style="list-style-type: none"> - Note that no further Service Pack planned for IP Office 10.0. - Clarify R10+ / Release “Any” codes and implications of same for order tools. <p>Section 5.3</p> <ul style="list-style-type: none"> - Note limited support of Avaya Equinox™ client with Avaya Softphone license <p>Section 7</p> <ul style="list-style-type: none"> - Clarify R10+ / Release “Any” codes and implications of same for order tools.
05/23/18	1.2		Remove reference to “pre-general availability document” from note just below.
06/11/18	1.3		Section 5.1.1 Avaya Call Reporting added
07/02/18	1.4		<p>Section 5.1.1 Updated notes</p> <p>Sections 4.4.3, 5.1.5 and 8.5 – ensure clarity reference Google KVM being Powered only</p> <p>Section 7 – reference R10 to R11</p> <p>Upgrades – Job Aid</p>



10/12/18	1.5		<p>Section 5.1.2 – Refer to Call Reporting for IP Office Promotion</p> <p>Section 5.1.4 – Reflect rebranding of Avaya Spaces</p> <p>Add Section 5.1.5 re Client SDK</p> <p>Section 5.1.7 – Add reference to Vantage K155</p> <p>Section 5.1.9 – Note support of J139 (and new Appendix F for same); update re external power requirement for three JBM24 with J179</p> <p>Section 8.1 – Break out J100 H.323 and SIP</p> <p>Section 8.2.1 – Add J139, Equinox and Vantage for Remote Worker</p> <p>Section 8.4.1 – Updated to reflect “Deploying Avaya IP Office Servers as Virtual Machines”</p> <p>Section 8.6.4 – Updated “TBDs” in Browser Support</p> <p>Appendix C – include link to R10/R11 Upgrade Job Aid</p>
11/20/18	1.6		<p>Section 5.1.1 – Refer to Powered Offer document for partner hosted details</p> <p>Section 12.2 – Remove paragraph reference partners being able to sell R9.1</p>
12/04/18	1.7		<p>Section 5.1.4 – include note re IP Office specific documents and add clarification re conferencing</p> <p>New section 5.1.5 for Avaya Equinox™ client Shared Control (11.0 SP2)</p>
12/12/18	1.8		<p>Section 5.1.1 update to ACR note</p> <p>Section 11 – updated to point to Avaya Global Demo Purchase Program (GDPP) for all demo kit information</p> <p>Appendix E: update note for 1,3 and 5-year pre-paid services for ACR</p>
12/19/18	1.9		<p>Section 5.1.4 – update clarification re conferencing to include Scopia also</p>



01/10/19	1.10		<p>Section 5.1.1 – add note that services codes for 3 and 5 year support will be visible via AIS</p> <p>Section 5.1.4 – clarify that Equinox client is not supported as a Centralized Branch user</p> <p>Section 8.1 – note J139, J169, J179 support as Centralized Branch endpoints</p> <p>Sections 8.1, 8.2.1, 8.2.5 – call out that IP Office does not yet support Aura 8.0</p> <p>Section 8.3 – now points to Capacity document on Support Portal</p> <p>Section 8.4 – now points to Virtual Machines document on Support Portal</p>
02/12/19	1.11		<p>Updated for new 11.0 FP4 content.</p> <p>FP4 is targeted for 28th February GA – this document will be updated again once FP4 is GA.</p> <p>Avaya Equinox™ – Shared Control completion, Vantage (K165, K175) support, Client SDK Phase 2 and Avaya Spaces user sync.</p> <p>GPDR enhancements (Media Manager), Security enhancements / SIP Registrar hardening, J100 4.0 (Bluetooth, JEM24) support and Serviceability enhancements.</p>
03/06/19	1.12		<p>Updated for 11.0 FP4 GA.</p> <p>Section 4.3 – updated with build numbers etc.</p> <p>Section 5.1.11 – note re JBM24 end of sale plans</p> <p>Sections 8.1 and 8.6.2 – note that no Video Softphone for Mac licenses are carried forward as part of an 11.0 upgrade</p> <p>Section 8.2.4 – note on Software Levels needed for QSIG support on CS1000.</p>
03/14/19	1.13		<p>Section 5.1.28 – more details on KVM support (Powered only)</p>

NOTE: This document is not final and may be revised periodically to reflect updates or edits to the R11.0 offer. Partners should check the Sales Portal for the latest version.



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1. About this Document

This Offer Definition is intended for Avaya authorized Channel Partners, Distributor-product managers, and Tier 1 partners (individually “Partner”, and collectively, “Partners”). **The Offer Definition provides information required to successfully introduce Avaya IP Office™ Platform R11.0 and any subsequent Feature Packs delivered on that major software version.**

Avaya’s offer will be referred to as “IP Office R11.0”. This Offer Definition serves as a comprehensive guide for Partner readiness and it provides an overview of the product components, including material codes and specific features provided with IP Office R11.0.

While reasonable efforts have been made to ensure that the information in this Offer Definition is complete and accurate, Avaya assumes no liability for any errors. Avaya reserves the right to make changes and corrections to the information in this Offer Definition. Further, the roadmap information contained herein is provided for informational purposes only and is not a commitment or an obligation to deliver any product, product feature or software functionality. Avaya reserves the right to make changes to the content and timing of any product, product feature or software release presented herein.

1.1. Non-Disclosure

The Avaya non-disclosure processes will be followed for any documentation and information being released to the End Customer or any type of Channel Partner’s personnel not covered by a contract with Avaya prior to GA.

1.2. Globalization

This document is written as a global document. Unless specifically noted, all information applies across all theatres. Theatre specific information will be identified using the regional designations listed below.

- United States (US)
- Caribbean and Latin America and Canada (AI)
- Europe, Middle East and Africa (EMEA) including Germany (GSMB)
- Asia Pacific (APAC)

2. Solution Overview

Avaya is adopting Engagement as its driving principal. With the rise of mobility, omni-channel communications and the cloud, the world has moved past collaboration to an era of engagement. Engagement is characterized by active participation, pervasive collaboration and quality experiences. It results in improved business performance and increases customer lifetime value

The IP Office solution is Avaya’s flagship Engagement portfolio for midsize businesses, enabling them to:

- Deepen their engagement with customers by receiving calls quickly to the right person with powerful skills based routing options. Engaging with clients goes beyond voice by using web chat, email and fax. More calls can be handled with fewer people via self-service.

- Make team engagement more productive by giving employees the extra tools needed to stay connected from anywhere. Employees remain in touch with “one-number reachability”. Staff can work remotely by having all the same communications options as in the office.
- Control costs and save money by cutting out the time-wasting hassles that keep employees from being productive. Lower mobile phone and telecommuter long-distance charges by routing calls through the system. Rely on a built-in conferencing bridge to eliminate the need for expensive third-party conferencing services. Take advantage of the more flexible and lower cost IP-based voice network options.

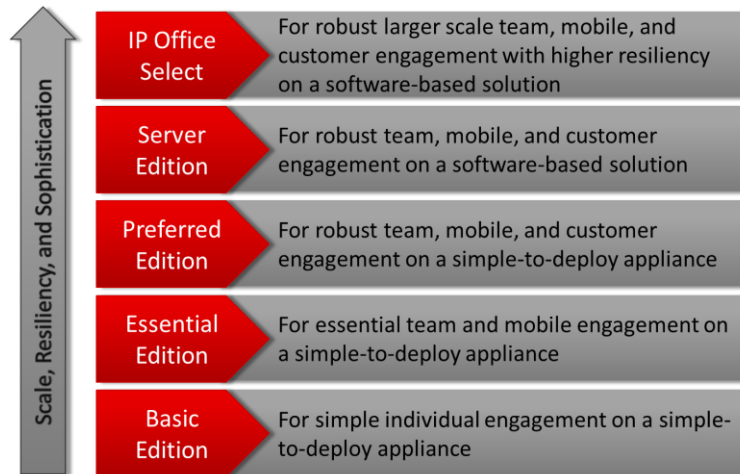
In summary, the IP Office solution unifies communication, connects enterprises with their customers and helps people work from anywhere.

3. Avaya IP Office Platform Overview



The Avaya IP Office Platform is a cost-effective system that supports a mobile, distributed workforce with voice and video on virtually any device. IP Office is an integrated, modular communications solution that scales up to 3000 users and 150 locations in a multisite network with resiliency. Match a deployment model to infrastructure needs from simple appliances to dedicated servers to virtualized software in a data center. Improve customer experience and contact center agent efficiency with powerful, affordable multichannel functionality for voice, email, fax, SMS, and web chat. The solution combines collaboration software plus multichannel contact centers, networking, security and video.

There is an IP Office to meet the needs of any small and midsize business. From the smallest enterprise with essential team engagement and mobile requirements, scaling up to sophisticated large enterprises requiring high levels of resiliency to support their customer engagement solutions.



IP Office user solutions provide choices based on job function to match the needs of a diverse range of workers in the enterprise. A broad array of endpoints ranging from: fully featured digital; basic and premier level IP; DECT and Wi-Fi wireless; and, flexible conferencing hard endpoints to softphone options. Soft phone applications are designed to provide flexibility for remote workers and to allow workers to access telephony services, such as making and receiving calls, voicemail, and call forwarding from their computer or mobile device.

Put it all together and the Avaya IP Office Platform helps businesses bring engagement to the next level, differentiating themselves from the competition and achieving their business or organizational objectives.



3.1. General Availability Milestones UPDATE

May 15, 2018	IP Office R11.0 General Availability. Software and documentation is available for download from support.avaya.com and the PLDS system
June 11, 2018	IP Office R11.0 DVDs are orderable.
June 12, 2018	Avaya Call Reporting Generally Available
November 30, 2018	IP Office R11.0 SP2 – initial support of Shared Control
February 28, 2019	IP Office R11.0 FP4 General Availability

4. About IP Office R11.0

IP Office R11.0 extends Avaya's innovation in the Cloud and Midmarket, delivering greater resilience, security and value through a wide range of endpoints, and fully integrated, easy to use, resilient desktop and mobile clients. IP Office provides a single architecture for premises-base and cloud-delivered deployments.

4.1. Why Upgrade to IP Office R11.0

The communications industry has changed dramatically over the past five years, thanks to the proliferation of cloud-based applications, web conferencing and the *Internet of Things*. As the IT landscape has evolved, so has the underlying communications platform – and that is having an impact on customer service.

Like many Avaya customers, the communications platform rolled out several years ago continues to operate with the performance they rely on, while business and customers have changed dramatically over the past five years.

Now with the Avaya Equinox™ team engagement solution, users may truly collaborate anywhere from any device, across any channel. New Vantage and J100 Series phones provide refreshed devices to drive new sales and migration opportunities.

Demand for instant communications and collaboration is no longer a nice-to-have, but a must-have for enabling employees and making fast business decisions. Winning business means serving customers in the way they want to be served – and faster than competitors can. By modernizing the communications infrastructure, connecting any employee, anywhere, means improving customer service and reducing costs. Additional benefits can translate into increases in revenue and profits.

Ease of doing business

IP Office continues to evolve with Release 11. There have been significant advancements in security and resiliency, particularly for those that are interested in moving to cloud deployments. For Avaya partners, simplifying deployments with the new configuration wizard ease installation complexity and technician time. Avaya offers solutions from pure premises deployments, to pure cloud deployments. This offers flexibility for customers to start with a premises based solution, move to cloud as a resiliency option, or start in cloud and still have resiliency on premises. As an added benefit, customers who are familiar and accustomed to analog line appearances, as with key system, may now deploy SIP trunks and program line appearance buttons on their phones. SIP Line Appearance will be supported on Essential Edition, Server Edition, Select and Powered By solutions. This makes it easier to migrate smaller businesses with analog line appearance to SIP trunked systems while preserving their user experience and business processes.

With R11, IP Office utilizes Product License and Delivery System (PLDS) licensing for new system deployments. Partners benefit from self-service licensing management and the utilization of a common licensing format across the Avaya solution stack. The Avaya One Source (A1S) upgrade configuration option simplifies and automates upgrades to IP Office R11.0, same process used for R10/R10.1. This process supports both transactional/paid or support entitled upgrades.

To make upgrading easier, the number of licenses that are required to be upgraded for R11 has been reduced.

As per [Appendix B: New IP Office R11.0 and R10+ PLDS Licenses](#)~~Appendix B: New IP Office R11.0 and R10+ PLDS Licenses~~

The material codes with indication of R10+ are known as “ANY” codes and may be used for Release 10 and Higher (10+) system deployments. The SAP descriptions have been modified to show 10+ for this change, while the material code remains the same. Other codes are R11 release specific and contain R11 in the description.

Customers who have “R10+” licenses will not have to upgrade them to Release 11, as they will work with both R10 and R11. Your previous R10+ license remains valid in PLDS.

Further when quoting a R11 upgrade, designs which include Release “Any” codes (e.g. IPO R10+ RECEPTIONIST 1 LIC, IPO R10+ AV IP ENDPT 1 LIC etc.) do not require an entry for “Existing” licenses for those codes – as those licenses will be carried forward with R11. Upgrades from R10 to R11 only require entry of “Target” quantity of those licenses, if an increase in the number of licenses is required for the new design.

Avaya will continue to support aftermarket licensing for user and trunking for those customers who may need to expand their system, but are not ready to upgrade.

Stronger resiliency and security

IP Office provides high-availability and secure communication without the high costs and complexities of managing additional servers in their network. Customer locations may have automatic backup, active calls stay connected, no idle hardware needed. R11.0 introduces WebRTC Gateway resiliency with IP Office Select; providing High Availability (HA) to WebRTC users.

Enhanced Collaboration

Media Manager is the primary recording/archiving solution with R11. **Media Manager in R11.0 enforces migration of Contact Recorder data as part of the R11.0 upgrade.** Media Manager search capabilities are improved for both Administrator and User with R11.0 and further privacy controls are introduced as part of the subsequent R11.0 FP4. **Contact Recorder is no longer supported with IP Office R11.0 and is not part of the R11.0 software. (Contact Store migration is not supported with R11.0.)**

For ease of use and enhancing the user experience, the new IP Office Web Client is a WebRTC based client that facilitates audio, video, Instant Messaging and Presence based collaboration between users in either a Chrome browser based environment (Windows or MacOS) or as a standalone Windows client.

Support of the new J169 and J179 IP phones is added with R11.0; the J139 is added with R11.0 SP1 and the new JEM24 expansion module with R11.0 FP4. These new IP phones address the need for everyday voice communications. The Vantage Connect software client is also supported and introduces the all glass Vantage device to the Midmarket; R11.0 FP4 also adds support of the Avaya Equinox™ client on the Vantage device (K165 and K175 models – K155 will follow).

R11.0 starts the introduction of the Avaya Equinox™ client on IP Office. With R11.0 the Avaya Equinox™ client is supported on IP Office as a softphone only (audio and video calling). Instant Messaging is provided via Avaya Spaces, presence is provided via the IP Office core and there is an optional subscription available to Avaya Equinox™ Meetings Online for multi-party audio / video / web conferencing.

While the Avaya Equinox™ 3.4 client is a common client across both of Aura and IP Office (R11) platforms – it is very important for all to understand that the client capabilities do vary, depending



on the platform that the client registers to. This is down to different underlying architectures in each case.

Simplified Installation, Administration and Support

IP Office R11.0 contains features aimed at making installation both faster and simpler. The new installation wizard for small IP based systems reduces time and effort for deploying systems on day 1 and revising system configurations on day 2.

Cloud Operations Manager (COM) provides multi-customer management capability via a single unified management portal capable of management and administration of up to 3000 IP Office nodes and 1000 customer instances. The tool is focused on Cloud deployments and may also be used with Server Edition and IP Office Select deployments

R11 Software:

IP Office R11.0 software/binaries are available through PLDS or the support site. Customers are required to upgrade to R11 using paid or entitled R11 release upgrade licenses and apply the R11.0 software load using Manager.

If the system is running R10/10.1, which is all PLDS licensing; the PLDS upgrade processes would apply.

Only if you are on pre-R10 and upgrading to R10/10.1 or R11.0 would you need to use the .xml license migration file and processes for upgrades.

- Customers & Partners still have to go through design / ordering process to able an upgrade from IPO R10 to R11
- However they do NOT have to upload the XML file for license migration for R10 to R11 designs. Use the standard PLDS and A1S design process for upgrade/entitled upgrade and activation.

Note that with General Availability of IP Office R11.0, Service Packs will be issued per the target dates scheduled below. With the introduction of R11, Service Packs will no longer be provided for R10.0. Avaya reserves the right to change this schedule. Refer to the Avaya Product Lifecycle Policy for further information.

Refer to most recent published Service Pack notifications for follow on Service Pack schedules for 2019. Service Packs are issued every 4 months, or as required.

Target Dates	August 2018	November/ December 2018	February 2019	March 2019
IP Office 10.0	NA	NA	NA	NA
IP Office 10.1	Service Pack 3	Service Pack 4	NA	Service Pack 5
IP Office 11.0	Service Pack 1	Service Pack 2	Feature Pack 4	NA



Throughout this document, readers will learn much more about the extensive innovation delivered in IP Office R11.0.

4.2. Summary of New Features Delivered in IP Office Release 11.0

IP Office Release 11.0 includes a range of new features that will support Cloud market expansion, ease of doing business, openness and user client experience for the mid-market space. These are summarized in the table below. Please refer to section 5.0 for detailed descriptions.

Cloud Market Expansion and Mid Market
<p>Core Content</p> <ul style="list-style-type: none">• COM: Cloud Operations Manager• Avaya Equinox™ client• Support for J169 and J179 IP Phones• Vantage Basic client• IP Office Web client• WebRTC HA improvements for Select• Media Manager Phase 2• DECT Scalability• SIP Trunk Line Selection• Installation Wizard <p>Additional Features, licensing processes update and requirements</p> <ul style="list-style-type: none">• Simultaneous Anywhere• WebLM Licensing updates <p>New as of June 2018: Avaya Call Reporting New as of August 2018: J139 IP Phone New as of September 2018: Client SDK New as of December 2018: Initial support of Shared Control for Avaya Equinox™ client</p> <p>New as of February 2019:</p> <ul style="list-style-type: none">• Avaya Equinox™ Shared Control completion• Avaya Equinox™ on Vantage (K165, K175)• Avaya Spaces user synchronization• GDPR enhancements (Media Manager)• Security enhancements / SIP Registrar hardening• J100 4.0 (Bluetooth, JEM24, BLF on J139)• Serviceability enhancements• Client SDK Phase 2• VMware ESXi 6.7 support

***Note:** Features listed are available worldwide unless otherwise specified. Not all of the features in IP Office Release 11.0 are supported on all Editions, platforms and phones - please see each feature's description for details. Cloud portal APIs, SDKs and Example applications will be available with the Powered By Avaya IP Office R3.0 Cloud release.*

11.0 Service Pack 1 (11.0.0.1) introduced formal support of the J139 IP phone with IP Office.

11.0 Service Pack 2 (11.0.0.2) added initial support for Shared Control for the Avaya Equinox™ client on IP Office in December 2018.

11.0 Feature Pack 4 (11.0.4.0) adds additional capabilities in February 2019 as noted.

4.3. Product Components

The following products and releases are included in this IP Office R11.0 Offer Definition.

Note that versions will be updated with subsequent R11.0 Feature / Service Packs as they are made available. The table below currently reflects R11.0 FP4.

Component	Version
Admin CD	11.0.4.0 Build 74
VMPro (Linux)	11.0.4.0 build 5
VMPro (Windows)	11.0.4.0 build 5
One-X Portal	11.0.4.0 build 38
Server Edition DVD	11.0.4.0 Build 74
Server Edition OVA	11.0.4.0 Build 74
Server Edition Virtual Image Partner Hosted (PH_OVA)	11.0.4.0 Build 74
Server Edition Virtual Image Google	11.0.4.0 Build 74
Hyper-V CPE image	11.0.4.0 Build 74
Hyper-V PH image	11.0.4.0 Build 74
Unified Communication Module	11.0.4.0 Build 74
SoftConsole	11.0.0.0 build 22
Media Manager	11.0.4.0 Build 74
Avaya IP Office Web Client	11.0.4.0 Build 38
Avaya Equinox™ client	3.5.5 (March 2019 ETA)
Avaya Communicator for Windows	2.1.4.0 Build 312
Avaya Communicator for iPad	2.0.6
Avaya Communicator for Web	1.0.19.1201
Avaya Aura System Manager for IP Office	7.1 Build 50 Patch 48 Note that IP Office does not yet support Aura 8.0 / System Manager 8.0 at this time.
IP Office Contact Center (IPOCC)	10.1.2.0
Avaya Contact Center Select (ACCS)	7.0 FP3
Equinox Conferencing XT5000 / 4300 / 7100	9.1

Avaya one-X Mobile Preferred for IP Office (Android version)	10.0.0.5.220
Avaya one-X® Mobile Preferred for IP Office (iOS version)	4.1.12.769
WebLM Server	7.1
Avaya USB Creator Tool	11.0.0.0.0 build 1
Cloud Operations Manager	11.0.4.0.42

The Video Softphone for Mac is no longer supported with IP Office 11.0 – Avaya Equinox™ / Avaya Communicator for Web / IP Office Web clients are available as alternative.

Contact Recorder customers are migrated to Media Manager as part of IP Office 11.0 upgrade; Contact Store data is not migrated.

4.4. Avaya IP Office Platform Deployment Options

The IP Office R11.0 offers a number of deployment options or platforms and Editions with the flexibility to meet the needs of every end customer. The table below shows the IP Office R11.0 Editions and their associated platforms: IP500 V2 (Stand-alone), Linux Server, IP500 V2 and Linux Expansion, Virtualized Environment, and Cloud Environment.

Edition	Platform	Target Market Business size (users)	Addresses business needs
Basic Edition	IP500 V2	2-30	Simple digital solution with voice mail
Essential Edition	IP500 V2	2–99	For essential team and mobile engagement on a simple to deploy appliance
Preferred Edition	IP500 V2	21–250	For robust team, mobile, and customer engagement on a simple to deploy appliance
Server Edition	Linux Server, IP500 V2 and Linux Expansion	100–2000	For robust team, mobile, and customer engagement on a software based solution
IP Office Select	Linux Server, IP500 V2 and Linux Expansion	100–3000	For robust, larger scale team, mobile, and customer engagement with higher resiliency on a software based solution
Server Edition or Select (with Virtualized Software)	Virtualized	100–2000 (or) 100–3000	For robust team, mobile, and customer engagement on a software based solution or larger scale with higher resiliency with the Select offering

Edition	Platform	Target Market Business size (users)	Addresses business needs
Select (hosted in Cloud)	Cloud	100–2000 (or) 100–3000	For robust, larger scale team, mobile, and customer engagement with higher resiliency on a Cloud based solution

Note: Business size (users) numbers are based on most deployment scenarios. The actual capacity and performance in each platform is depended on the combination of IP Office edition and hardware specified in section 7.3. Essential Edition and Preferred Edition may also be referred to as Standard Editions.

4.4.1. IP Office IP500 Version 2 (IP500 V2) Control Unit (not virtualized)

IP500 V2 is a modular communications solution that scales from 2 to 384 extensions and up to 1000 subscribers over 32 sites in a Small Community Network (SCN). This version of IP Office supports traditional analog and digital desk phones, and supports IP and SIP based desk phones. Because it supports various types of trunk options like Analog, BRI, PRI (T1/E1), and SIP, the IP500 V2 is the ideal solution that satisfies the needs of the small and medium business.

With IP Office Preferred Edition and Unified Communications Module (UCM) installed in IP500 V2 system, or with an external applications server, additional unified communications features can be enabled like one-X[®] Portal, Avaya Communicator, and Collaboration.

IP500 V2 can be operated in a stand-alone model, deployed in a small community network (SCN), as a gateway for Branch deployment to Avaya Aura[®] or as an expansion unit to IP Office Server Edition or Select.

4.4.2. Server Appliance

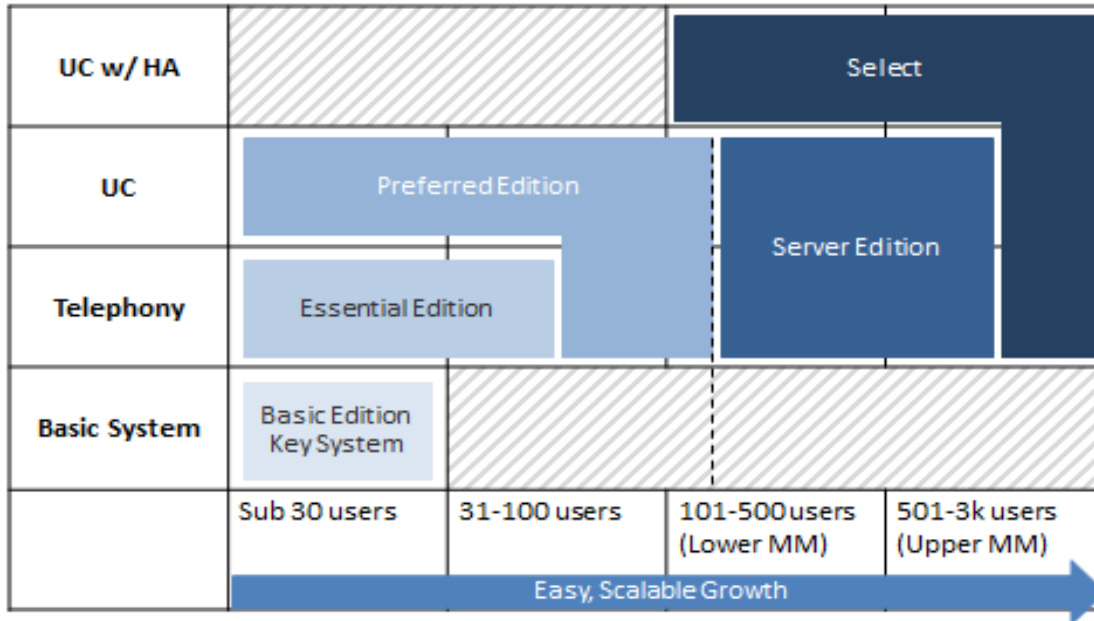
IP Office R11.0 Server Edition reflects Avaya’s continued focus on IP Office in the Midmarket and delivers new enhancements in virtualization support, APIs, customer engagement and contact, security, and management.

IP Office Server Edition has been fully qualified and validated on the Dell R620/630 and Dell R210/R220/R230 servers. Note that the Dell R620/R630 (or OVA) is required for full R11.0 Server Edition and/or IP Office Select capacity enhancements. The capacities of the IP500 V2 expansion server are unchanged with IP Office R11.0.

Note: As part of a normal lifecycle management, the Dell R210 was replaced by the R220 shortly after GA of R9.1. The Dell R230 was introduced in mid-2017 after R10.0.2 SP . The Dell R620 was replaced by the Dell R630 with the R9.1.4 SP introduced in September 2015.

IP Office Select was introduced in IP Office R9.1. IP Office Select is a premium software solution. It includes all the features of IP Office Server Edition and an impressive list of incremental, enterprise grade functionality targeted at the Midmarket customer with sophisticated requirements. The graphic below summarizes the positioning of IP Office Select, with additional features and capacity compared to IP Office Server Edition.

IP Office Premise Mapped From Small to Midmarket



As outlined in the graphic above, IP Office Select is a superset of features in IP Office Server Edition. Specifically, capacity increases, resiliency improvements and certain new features are exclusive to IP Office Select. IP Office Select is supported on server and virtualized OVA platforms. IP Office Select is not applicable to Essential or Preferred Edition.

IP Office Select is a mode that is configured in the core IP Office and validated by licencing. IP Office Select mode can only be set by IP Office Manager or Web Manager and all systems/nodes within the deployment must be the same; either all Select or all Server Edition.

4.4.3. Virtualized Environment

IP Office Server Edition and its applications support VMware ESXi, Microsoft Hyper-V, Amazon AMI and Google KVM virtualized environments. **VMware support has been updated in IP Office R11.0 FP4 to include ESXi 6.7** (for details on VMware ESXi support, see section 8.5).

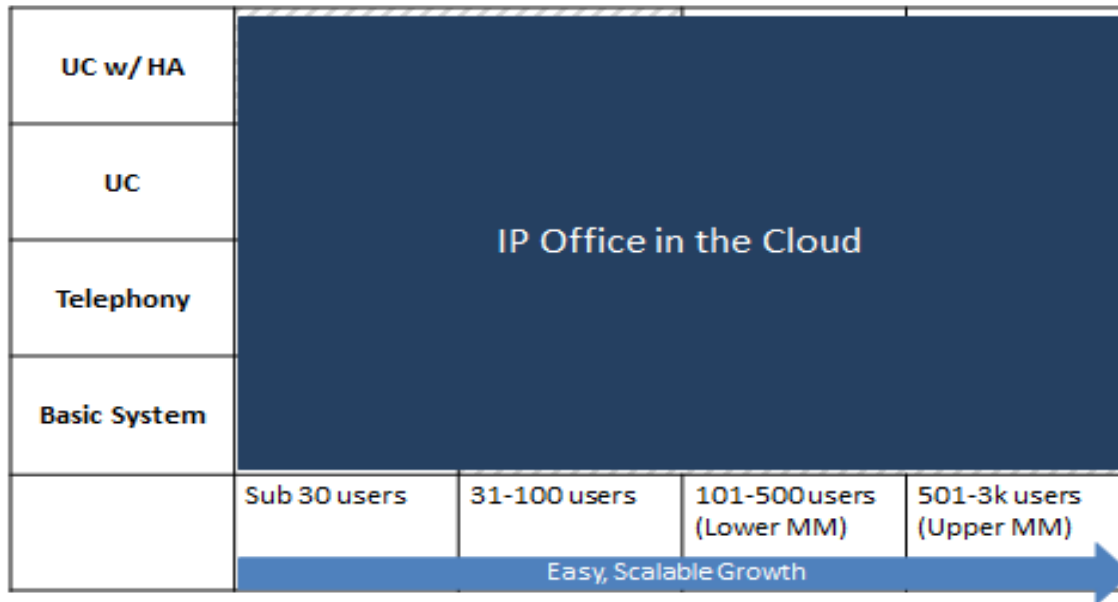
Google’s virtualized environment is delivered as part of the Avaya Cloud solution only – not supported for CPE. For details on Google KVM and IP Office support in that environment refer to the Cloud solutions offer documents. Additional Hypervisors will be supported; reference section 5.1.18.

Refer to IP Office Offer Document R10.1 for additional details on hypervisor and virtualization support.

4.4.4. Cloud

IP Office R11.0 delivers many key features to the cloud solution for IP Office. These features and this solution will be included in the Partner Cloud *Powered by Avaya IP Office* Offer Definition R3.0.
<https://sales.avaya.com/en/powered-by-avaya-ip-office>

IP Office Cloud – Complete Solution



4.4.5. Supported Deployment Options by Application

Legend:

Red = New in IP Office R11.0

N = not supported.

Y = supported.

O = Installed, optional activation – can be activated via Web Control.

N/A = Not Applicable

Application	IP Office Select, Server Edition, Server Appliance or Virtualized			IP500 V2 Hardware		Notes
	Primary	Secondary	Expansion	Apps Server(1)	UCM	
IP Office	Y	Y	Y	N/A	N/A	
Voicemail Pro	Y	Y	N	Y	Y	Ignition option for Apps server/UCM
one-X® Portal	Y	Y	N	Y	Y	Ignition option for Apps server/UCM

Web Collaboration	Y	N	N	Y	N	Installed with one-X® Portal
WebRTC	Y	Y	N	Y	N	
WebLM	Y	O	N	O	N	
Contact Recorder	N	N	N	N	N	Not supported with R11.0
Web Management	Y	Y	Y	Y	Y	
Media Manager	Y	N	N	Y	N	Phase 2; replaces Contact Recorder
LDAP Synchronization for Server Edition	Y	N	N	N	N	Supported for Server Edition and IP Office Select
Avaya Call Reporting	N	N	N	N	N	Avaya Call Reporting requires own server

Note:

Virtualized Environment = Customer Supplied (Server + VMware) + Avaya Supplied Applications

Server Appliance = Avaya supplied (Server + Linux OS + Application)

(1) Applications server may be used with IP500 V2 with Preferred Edition, or as expansion/applications server with Server Edition

4.5. Customer Presentation

Visit the IP Office™ Platform product page at the URL below to find the latest customer presentations and other IP Office R11.0 collateral.

<https://sales.avaya.com/en/pss/ip-office>

5. Feature Descriptions

5.1. Key Features

The following section provides details of the key innovations delivered in IP Office R11.0 to drive growth in the addressed market segments. Many of the feature developments reflect continued input that Avaya regularly receives and values, from distributors, business partners and end customers.

5.1.1. Avaya Call Reporting

New for IP Office; Avaya Call Reporting is an all-purpose call history, call recording, and real-time reporting software suite. Call Reporting offers a revolutionary set of features designed to overcome the limitations of traditional call history and reporting software, and it does so by connecting directly to your phone system and logging everything that happens on each call, from the moment it starts to the second it ends. With Avaya Call Reporting, you can now purchase a Standard Report solution that reports on the entire office including your Extensions, Hunt Groups, Incoming Numbers, External Numbers, Account Codes, and more. The Standard Report Solution installs in minutes and has a modern interface that is easy to use and inexpensive. You can also sell the solution to include Recording, Realtime Wallboards, and Agent Dashboards.

Refer to the Powered By IP Office Offer document for details concerning Avaya Call Reporting in that partner hosted environment.

Licensing: Refer to [Appendix E Avaya Call Reporting Licensing](#). Only the product codes listed in the Appendix are available for ordering.

Licensing is modular; a Base License requires one Serial Key

Services Support Attach Policy: Refer to IP Office Services Support (IPOSS) Service Description Issue 5.1, April 27, 2018 (or later) and the IPOSS Global Offer Definition, April 27, 2018.

Service support attach is mandatory; service codes are listed in Appendix E; additional services codes for 3 and 5 year support will be visible in AIS with configuration.

Training: no new credentials are required to sell Avaya Call Reporting.

The IP Office CTI license is no longer required for Avaya Call Reporting. Essential Edition with external PC to run Avaya Call Reporting will support Standard Reports. VMPro is required for additional services and recording capability. Refer to Installation manual.

VRTX recording hardware is not available through Avaya.

STANDARD REPORTS (Base license). Base Licenses are recommended for all Telephony Users on a system. Order the appropriate base license to cover these users and enable reporting.

Call Reporting offers over 50 Standard Reports to create visibility and efficiency.

- Cradle to Grave – Program that allows you to sort, search for any call and see every detailed contained within that call
- 50 Standard Reports – Agent Reports, Group Reports, Trunk, Performance Reports, Time Interval Reports, Customer Reports
- Report Scheduling – Hourly, Daily, Weekly, Monthly – Emailed, Saved to the Directory, Printed
- Internal Chat and File sharing – For entire organization
- Emergency Notifications – Email, SMS text and desktop notifications (911, 112, 999, 000, etc.)
- Unlimited Logins – Web browser and desktop client comprehensive coverage when you need it most
- Departmental Reports – Run reports on specific departments
- Call Costing – Location reporting

Custom Reports (Add-On license)

Create original reports and edit or customize existing reports. Reports can be defined and tailored to meet the business need.

- Unlimited Reports – Create unlimited amount of new reports with built in report wizard
- Edit Existing Reports – Edit any existing standard report
- Custom Call Values – Re-define standard call values
- Custom Skin creator – Insert custom logo, header and colors to brand the report
- Auto-email on Value Thresholds

Real Time (Add-On License)

This capability offers a current look at employee activity. It provides a view of how many calls are being taken, on hold or missed.

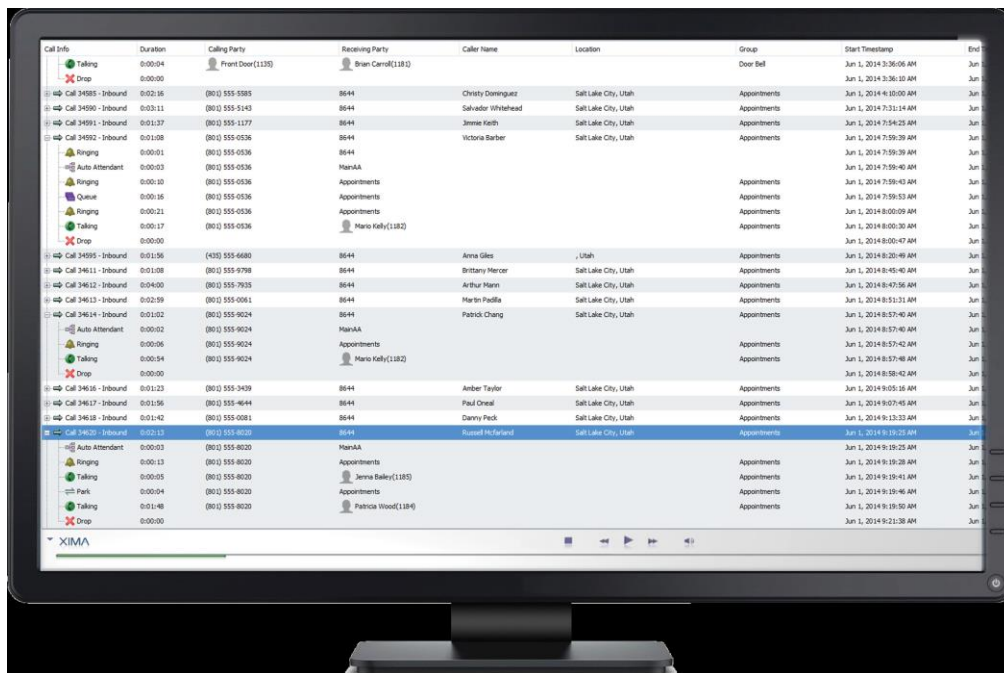
- Agent Time Line – See the current state of the agent, including group status, DND status and login status
- Group Time Line – See the current calls in queue, the agent's status, and duration of each of the queued calls
- Realtime Stats – Customizable wallboards that can be displayed on a flat screen TV, accessed from any PC on the network
- Alerts and Triggers – Audible alarms, Email, SMS Text and pop screen notification on thresholds
- Additional Reports – Reporting Agent Time Card, Login durations, and DND durations
- Wallboard Templates – Choose from pre-designed wallboard templates to make call displays quick and easy

Agent Dashboards (Add-On License)

- Customizable Agent Displays – Showing call stats, queue status, group stats and more
- Pop-up Notifications – POP Screen on inbound and outbound calls
- Account Code Association – Also referred to as job codes or disposition codes
- CRM Pop Screen Integration
- Custom Note Field
- Aux Work Codes – Also known as busy reason codes or After Call Work (ACW) states
- Presence Display – For all dashboard agents
- Sub Account Codes
- Freeform Account Codes

Recording Library (Add-On License)

- Recording Rules allowing you to decide which calls are recorded
- Easily retrieve, listen, email and download recordings using custom filters
- 5 Layers of Security
- Drive pooling allowing for retention policies unique to each company
- External Link Generator
- Evaluations/Scorecards



IP Office Server Requirements for Avaya Call Reporting and recording:

REFER to the Installation Manual for details. There are rules and considerations depending on deployment models with VRTX Reporting Library configurations and general support for Avaya Call Reporting.

Format	Downloadable setup file
Database	PostgreSQL
Web Server	Apache Tomcat

User Interface	Web Interface and Call Reporting Desktop Application
Server Requirements	Windows 7 or higher, Windows 2008 or higher Linux 32bit or 64bit 250 GB Hard Drive (minimum) 4-8 GB RAM Quad Core CPU (minimum)
IP Office Connection	10.1 and above DevLink3 Requires Avaya CTI Link
Avaya License Required	VoiceMail Pro is required for the Recording Library module IP Office running R10.1 or higher and the CTI Link license is not required with Avaya Call Reporting
Virtual Machine	VM Ware
User PC Requirements	Window 7 or higher; Linux 32bit or 64bit Internet Explorer, Firefox, Opera, Safari Java 7 or above Javascript enabled
Increasing Server Requirements	You may need to increase the hard drive CPU depending on the number or Realtime Agent Licenses you have and if you are recording calls. The below chart displays the recommended hard drive based off recording requirements

Recording Storage					
Storage space	8-Hour Days	5 Agents	10 Agents	25 Agents	50 Agents
32 GB	700	140	70	28	14
250 GB	5,461	1,092	546	218	109
500 GB	10,922	2,185	1,092	437	218
1000 GB	21,845	4,370	2,185	875	437

The number shows the amount of days until the drive fills up. These values assume the Agent is recording for a full 8 hours per day. The Recording Library uses approximately 100KB per minute of recording for storage.

Call Reporting should not be installed on the same PC / Server as IP Office Server Edition or the Application Server. Call Reporting may be installed on the same server as the Recording Library. Refer to the Installation documentation for details.

Call Reporting System Requirements

The server where Call Reporting is installed must meet the minimum requirements below:

	*Minimum Requirements	Recommended/ Shared Server
Operating System	Windows 7 and Server 2008 or higher; Linux Debian or Redhat based. 64-bit OS Recommended	
RAM	4 GB	8 GB
File Storage	1 MB/500 calls (250 GB HD)	
CPU	Quad-Core	Octa-Core
Java	Oracle's Java 7 or 8(OpenJDK not supported)	
Visual C++	2005 SP1 (included in install)	

The base license module is sold in tiers starting at 1 – 100, going up from there. If a customer starts at a lower tier and in the future needs to add additional licenses, they will need to purchase the next tier as an add on license. The customer will not need to repurchase a new base license.

Refer to: [Appendix E Avaya Call Reporting Licensing:](#)

5.1.2. IP Office Integrated Contact Reporter (ICR): Not Available with IP Office R11

This Offer is not available with IP Office R11.0. It remains available with R10.1 only. Customers migrating to R11 will need to move to the new Avaya Call Reporting solution.

Please review the IP Office R11.0 Sales Toolkit on Avaya Sales Portal for details of the Call Reporting for IP Office Promotion Guide that can be used for such migrations.

5.1.3. Media Manager

Introduced in R10.1, Media Manager is a native IP Office application for archiving, storage, search, playback and download of IPO call recordings – with all OAM integrated within the IP Office solution (e.g. IP Office Web Manager).

The application obtains the recordings from the IP Office Voicemail Pro application through a pre-configured hand-off directory. The Media Manager application moves the recordings from the hand-off location to an additional hard drive HDD on the Server Edition Primary, Select Primary or Application

Server and then archives the recordings to the storage location as configured by the Administrator. The archiving location is local or a NAS store, local DVD drive or cloud storage (Google Drive). The NAS, DVD, cloud are additional options that run in parallel with local and act as overflow for older recordings when local becomes space limited. The additional hard disk drive required can be ordered with Media Manager via Avaya order tools at install or can be customer provided.

The Media Manager application is available as part of the IP Office Server Edition and Application Server software image. The application runs on the standard Linux distribution supported by IP Office Server Edition and Application Server platforms. The application is not supported on UCM or Windows platforms.

An additional hard drive is required for Media Manager, as was required for Contact Recorder in the past.

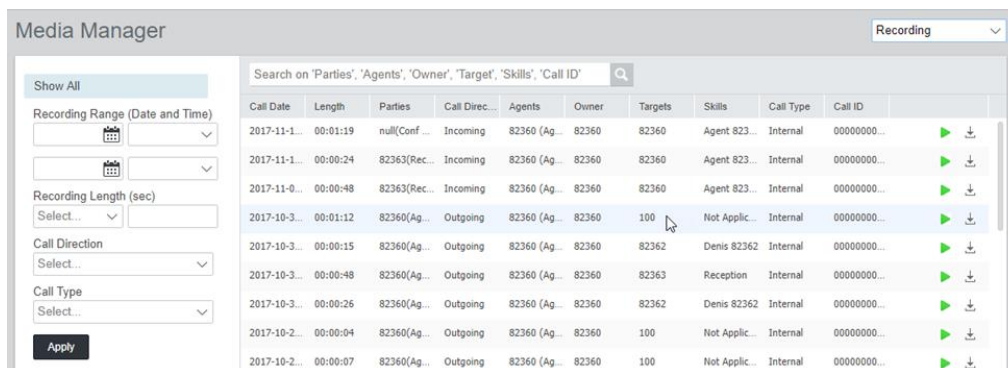
In R10.1 Media Manager was supported for new installs only. R11.0 adds the capability to migrate existing customers. **Contact Recorder is not part of the R11.0 software and is not supported with same – migration to Media Manager is enforced as part of the R11.0 upgrade activity.** Contact Store data migration is not part of R11.0 migration.

The migration utility in R11.0 migrates the meta data associated to the actual recording files from Contact Recorder. No action is performed on the recording files themselves – they are not converted or moved. Once the migration of the meta data is completed post R11.0 upgrade, all recording files (older files from Contact Recorder as well as newer recordings on R11.0) will be accessible (search, replay and download) via Media Manager.

There are also some improvements with respect to search capabilities for both Administrator and User in R11.0 time.

Administrator search is expanded.

- In R10.1 the Administrator can search on any one of Agent, Hunt Group, number etc. in the search bar along the top, and then filter those results based on date range etc.; or vice versa.
- In R11.0 the Administrator will have expanded search capabilities to allow searching not just on one of the Agent, Hunt Group, number etc. – but to be able to search on any set of those values, as well as including date ranges etc. in the same search. This will be provided via an expanded search bar on left hand side of the screen below.



User search is similarly expanded under Web Self Admin – capability will be as per Administrator search above. The number of results returned for User search will be expanded from current limits to 100.

The screenshot displays the 'Recordings' section of the Avaya Web Self Admin interface. On the left is a navigation menu with options like PROFILE, VOICEMAIL, DO NOT DISTURB, MOBILITY, FORWARDING, PERSONAL DIRECTORY, BUTTON PROGRAMMING, and DOWNLOAD. The main area shows a table of recordings with columns for date, time, extension, and agent. A 'Filter Records' button is visible at the top right of the table. A sidebar on the right contains filter controls for 'Recording Range (Date and Time)', 'Recording Length (sec)', 'Call Direction', and 'Call Type', with 'Apply Filter' and 'Clear Filter' buttons.

Date	Time	Extension	Agent
2017-11-15	13:48:24	82360	Agent 82360
2017-11-15 Start Date - 2017-11-15 13:48:24 Conference Parties - 82360 Call Direction 09:33:19 Agent Extension - 82360			
2017-11-07	09:17:27	82360	Agent 82360
2017-10-31	14:33:15	82360	Agent 82360
2017-10-31	14:32:59	82360	Agent 82360
2017-10-31	14:32:26	82360	Agent 82360
2017-10-31	14:20:38	82360	Agent 82360
2017-10-25	09:01:37	82360	Agent 82360
2017-10-25	09:00:05	82360	Agent 82360
2017-10-19	10:47:55	82360	Agent 82360
2017-10-19	10:47:55	82360	Agent 82360

Finally for both Administrator and User search, it will also be possible to download more than one recording file at a time from the search results (as is case with R10.1). The selected results will be zipped and downloaded to the desktop location selected.

Capacity is improved for Media Manager in R11.0. In R10.1 there was a restriction for use of Media Manager in the contact center (ACCS and IPOCC) environment, due to reduced capacity in case of VRL recording specifically. That restriction is removed in R11.0 and Media Manager has full parity with Contact Recorder in case of capacity (VRL as well as VRLA).

However note that >250 channels of recording with Media Manager requires approximately 12 vCPUs/30GHz CPU cycles in total for the virtualized environment.

Each Primary and Secondary supports a voice call recording capability with the following capacities:

Server	Server Recording Channels	Solution Recording Channels
Dell R230	75	75
HP DL360	150	150
Dell R630	150	150
OVA	150	150
Dell R630 - <i>IP Office Select</i>	250	500
OVA - <i>IP Office Select</i>	250	500
IP500 V2 Preferred Edition	40	40

For purposes of comparison with Contact Recorder, see table below:

Feature	Contact Recorder	Media Manager	Comments
Media Source	Y	Y	Local file system
Codec Support – G711 and G726	Y	Y	
Codec Conversion	G726/G711	Opus/G711	G711 to Opus (MM)
Archiving locations	Y	Y	Local, NAS, DVD – Media Manager supports Google Drive also
Search attributes	Y	Y	Media metadata attributes. R11.0 improves search for both Administrator and User.
Play media	Y	Y	
Export media	Y	Y	Media Manager supports download only. R11.0 adds download of multiple files. Media Manager does not support export of recordings with meta data in HTML format.
Database support	Y	Y	Same PostgreSQL
VRLA support	Y	Y	Windows client not needed
Local service users	Y	N/A	Aligned with IPO Service users
Alarms	Y	Y	Displayed on Web Manager – not available with SNMP
Events	Y	N	
SYSLOG support	N	Y	Integrated with IPO SYSLOG
Backup / restore	Y	Y	
SMTP client	Y	Y	Email notification only – no media file via email
Browser support	IE	IE, Firefox, Chrome, Edge	
Access protocol	http/https	https	
Licensing	Y	Y	Via VMPro
Call Sets	Y	N	

IP Office 11.0 FP4 adds further capabilities for the IP Office administrator in terms of privacy, with focus on tools for General Data Protection Regulation (GDPR).

With 11.0 FP4 it is possible to search for and delete specific recordings as may be required.

The screenshot shows the AVAYA Media Manager interface. The top navigation bar includes 'AVAYA', 'Solution', 'Call Management', 'System Settings', 'Security', and 'Applications'. The main header is 'Media Manager' with a 'Recordings' dropdown menu. A search bar is present with the text 'Search on 'Parties', 'Agents', 'Owner', 'Target', 'Skills', 'Call ID''. To the right of the search bar are 'Delete' and 'Download' buttons. Below the search bar is a table of recordings with columns: Call Date, Length, Parties, Call Direc..., Agents, Owner, Targets, Skills, and Call ID. The table contains five rows of recording data. The second row is selected, and the 'Delete' button is highlighted with a red box.

Call Date	Length	Parties	Call Direc...	Agents	Owner	Targets	Skills	Call ID
2019-01-...	00:00:07	8601(Age...	Internal	8601 (Ag...	8601	8602	Agent22	000000000000008
<input checked="" type="checkbox"/>	2019-01-...	00:00:07	8601(Age...	Internal	8602 (Ag...	8602	Agent22	000000000000009
<input type="checkbox"/>	2019-01-...	00:00:07	8601(Age...	Internal	8601 (Ag...	#Agent22	Not Applicable	000000000000007
<input type="checkbox"/>	2019-01-...	00:00:07	8501(Age...	Internal	8502 (Ag...	8502	Agent2	000000000000006
<input type="checkbox"/>	2019-01-...	00:00:09	8501(Age...	Internal	8502 (Ag...	8502	Agent2	000000000000002

Capabilities are also added to allow auditing of Media Manager access – it is possible to review and report with respect to users’ search, playback, download or deletion of recordings. It is possible to export the resulting audit trail information as a CSV file. By default the audit trail data persists for 180 days but this can be changed if required.

The screenshot shows the AVAYA Media Manager interface in the 'Audit' view. The top navigation bar is the same as the previous screenshot. The main header is 'Media Manager' with an 'Audit' dropdown menu. A search bar is present with the text 'Search on 'User Name''. To the right of the search bar is an 'Export' button. Below the search bar is a table of audit events with columns: User Name, Timestamp, User Action, and Detail. The table contains 13 rows of audit data. On the left side, there is a filter panel with 'Apply Filter' and 'Clear Filter' buttons, and a list of event types: Delete, Download, Replay, and Search, each with a checkbox. The 'Delete' checkbox is selected.

User Name	Timestamp	User Action	Detail
Administrator	2019-01-15 14:12:47	search	
Administrator	2019-01-15 14:49:52	search	
Administrator	2019-01-15 14:50:08	search	CallType=Internal, Agents=8601,
Administrator	2019-01-15 14:50:18	search	
Administrator	2019-01-15 14:50:58	search	StartDate=2019-01-01 00:00:00, EndDate=2019-01-15 23:45:00, CallingParties=8601, Skills=A...
Administrator	2019-01-15 14:51:02	search	
Administrator	2019-01-15 14:51:04	replay	Owner=8601, OriginalMediaName=MSG372459353100105_10.133.40.28.wav
Administrator	2019-01-15 14:51:10	replay	Owner=8601, OriginalMediaName=MSG372459350400101_10.133.40.28.wav
Administrator	2019-01-15 14:51:28	download	Owner=8601, OriginalMediaName=MSG372459353100105_10.133.40.28.wav, Length=7; Own...
Administrator	2019-01-15 14:51:31	download	Owner=8601, OriginalMediaName=MSG372459353100105_10.133.40.28.wav, Length=7;
Administrator	2019-01-15 14:51:34	download	Owner=8601, OriginalMediaName=MSG372459350400101_10.133.40.28.wav, Length=7;
Administrator	2019-01-15 14:51:54	download	Owner=8601, OriginalMediaName=MSG372459350400101_10.133.40.28.wav, Length=7;
Administrator	2019-01-15 14:52:44	delete	Owner=8502, Callingpartyname=Agent1, Callingpartyname=8501, Calledpartyname=Agent2,...

5.1.4. Avaya Equinox™ client introduction

Avaya Equinox™ is a SIP-based unified communications client with real time collaboration capabilities that enable business users to easily manage their day-to-day communications from a single interface. IP Office R11.0 introduces support of Avaya Equinox™ client for the desktop (Windows and Mac) as well as mobile (Android and iOS).

While the Avaya Equinox™ client is a common client across both of Aura and IP Office (R11) platforms – it is very important to understand that **the client capabilities do vary, depending on the platform that the client registers to**. This is down to different underlying architectures in each case. Avaya Equinox™ for Web will not be supported on IP Office for example – Avaya Communicator for Web / IP Office Web Client will continue to be available as WebRTC clients for IP Office.

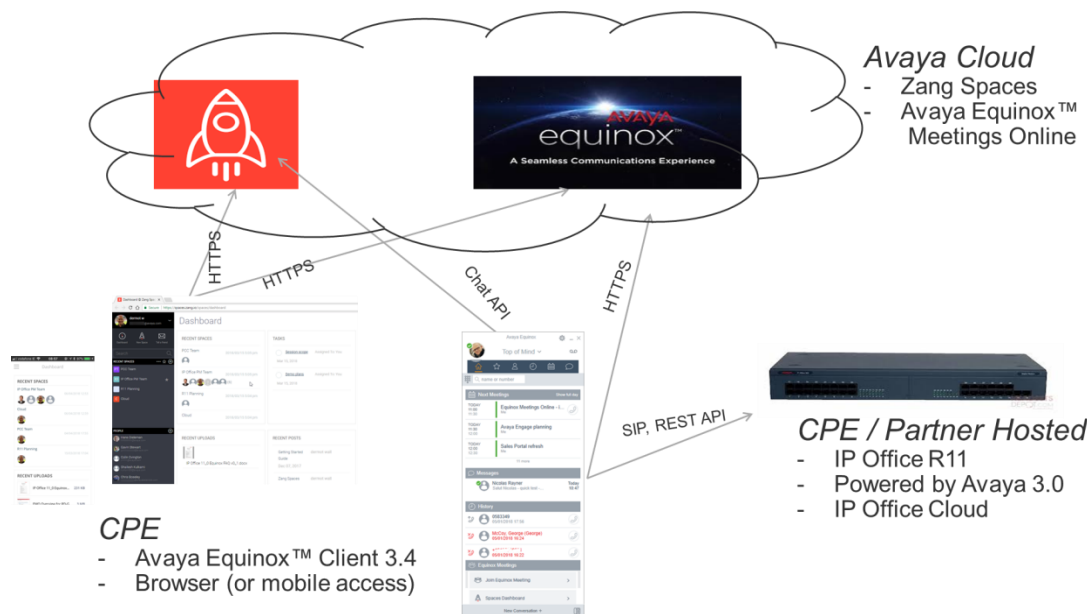
Review each Avaya Equinox® client PSN for any notes concerning applicability with respect to Avaya Aura® / IP Office. Each Avaya platform exposes different capabilities to the Avaya Equinox® client due to different underlying architectures. As a result, some features will be relevant for Avaya Aura® only.

Note that IP Office-specific documentation is available under standard IP Office product pages on Avaya Support portal.

- [SIP Telephone Installation Notes](#) has a chapter on configuring Avaya Equinox® client for IP Office
- [Using Avaya Equinox® for IP Office](#)

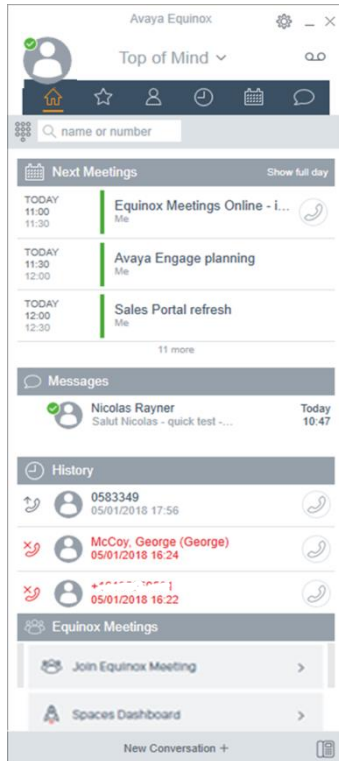
IP Office R11 Sales Toolkit on Avaya Sales portal also has further information, including [IP Office R11 – FAQ on Avaya Equinox® client](#).

Below is a high-level solution overview of Avaya Equinox client architecture with IP Office R11.



Note the Avaya Cloud dependency on Avaya Spaces for messaging in particular; while Avaya Equinox™ Meetings Online is an optional subscription service for multi-party UC. Both Avaya Spaces and Avaya Equinox™ Meetings Online are hosted by Avaya from the US currently.

Below shows the Avaya Equinox™ desktop interface with IP Office R11.0.



Features supported with the Avaya Equinox™ client on IP Office R11.0 are as follows:

- Softphone client (audio, video) – no control of associated deskphone
- Top of Mind Home Screen
 - Next meetings showing local calendar schedule or Exchange Web Service/Office 365
 - Local Call History
 - Messages
 - Start Meetings/Launch Spaces dashboard
- Top of Mind “Lite” Option for Mobile
- IP Office directory/local contacts
- Messages – via Avaya Spaces
- Presence – via IP Office server
- Local Call history
- Dial-Pad, Re-Dial
- Desktop Integration
 - Outlook/Browsers

The Avaya Equinox™ client registers as a SIP softphone (audio and video calling) to IP Office server and receive telephony features from same.

Features supported will be as follows:

- Point to point audio and video calls (make, receive, end)
- Multiple call handling (incoming and outgoing)
- Hold / Retrieve (audio, video)

- Transfer (blind / consult)
- Consult conferencing
- Escalate audio to video call

Other features can be accessed by short codes as with the existing IP Office soft clients.

The Avaya Equinox™ client is not supported as a centralized user in a Branch deployment.

Licensing for the Avaya Equinox™ client is as per existing IP Office clients – so Power User license needed for the mobile client while the desktop needs Office Worker, Power User or Teleworker. Simultaneous mode is supported as per existing IP Office clients (so a user can have simultaneous access to a deskphone plus any one desktop client plus any one mobile client plus one any WebRTC client). More limited support (standalone mode only) is available for Basic User or Mobile User with Avaya Softphone license in case of Essential / Preferred Editions. Resiliency is also supported for the Avaya Equinox™ client.

Note that existing IP Office clients (e.g. AC Windows, one-X Mobile Preferred, AC Web) will continue to be supported in R11.0 time, in parallel to the Equinox client. The one exception is the Video Softphone for Mac which is not supported with R11.0. However the strategy going forward post R11.0 is very much to consolidate to one common Avaya client (i.e. Avaya Equinox™) – so those other IP office clients will be deprecated moving forward.

Top of Mind is available to show upcoming events. Call History is local call history only and is not shared across different clients (Avaya Equinox™ or existing IP Office clients).

The client has access to the IP Office directories via real time search. The user can save (“favorite”) system contacts to their own Avaya Equinox™ contacts; those favorites will then be available across other Avaya Equinox™ clients. Local contacts are also available (e.g. Outlook).

All of the above is available to the user in a CPE-only environment, as well as in Cloud / hybrid deployment.

Presence for the Avaya Equinox™ clients (only) is published via a new application on the IP Office core server – i.e. it does not use one-X Portal as per existing clients. It is important to note that there is no federation between the new presence application and one-X Portal (or any other presence engine). This has implications for a customer deciding between existing IP Office clients (e.g. AC Windows, one-X Mobile Preferred, AC Web) and Avaya Equinox™ – as full presence visibility will not be available between the former and the latter (telephony presence will be visible; application presence not).

Presence capabilities are as follows:

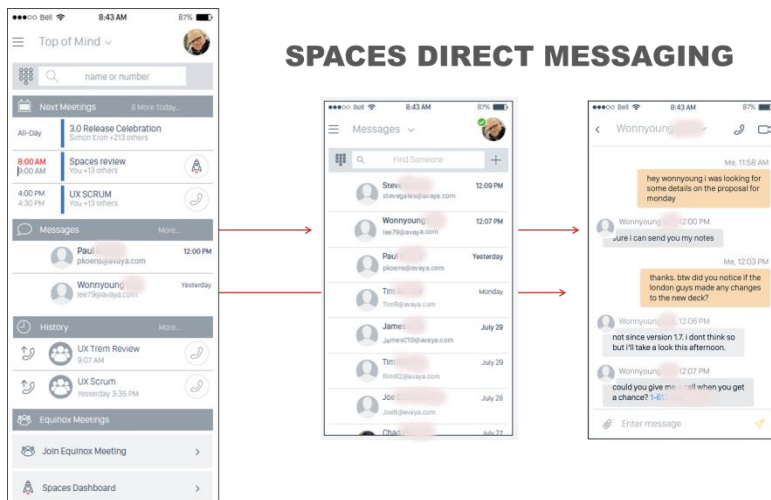
- “Self-presence” is visible when login to the client
- Presence of contacts is displayed when the contact is visible, e.g. in search results / Messages window etc.
- Application Presence
 - o IP Office core server manages the application presence for the client

- Presence states supported are available, busy, away, offline, do not disturb
- Automatic presence is not possible in R11 time – i.e. no “timed inactivity” for away status; no automatic out of office status as no server side integration with Exchange
- Users are able to change presence state – this will not persist across logout
- Changing presence on one Avaya Equinox™ client will update on another logged in Avaya Equinox™ client (e.g. desktop and mobile)
- Users are able to add a presence status note – this will be synchronized with the Absence Text on the IP deskphone
- It is possible to sync do not disturb presence status on the client, with telephony DND on the IP Office (configurable)
- Telephony Presence
 - IP Office core server also manages the telephony presence for the Avaya Equinox™ client, to indicate when the user is on a call

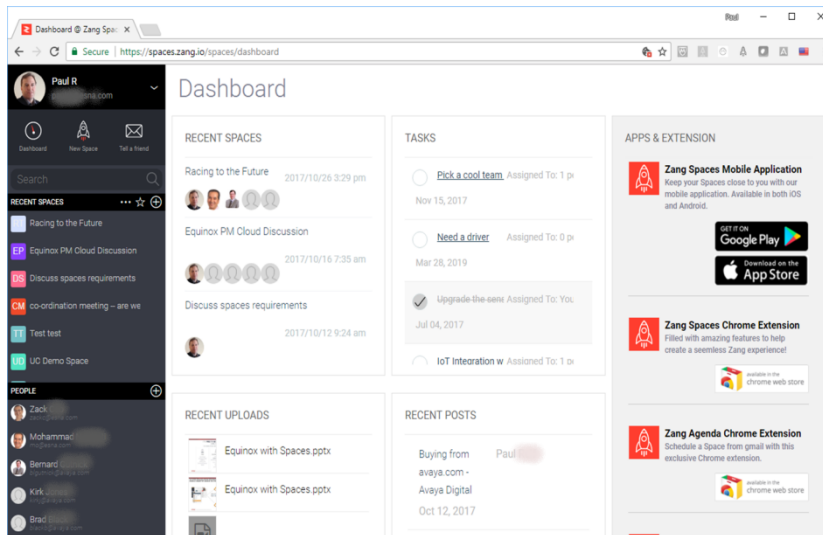
Avaya Equinox™ client presence is also available to the user in a CPE-only environment, as well as in Cloud / hybrid deployment.

Instant Messaging (IM) is provided via Avaya Spaces – each IP Office user will be entitled to a free Avaya Spaces Basic (entry level) account for this purpose. This does mean that Avaya Cloud access is a requirement for Instant Messaging for Avaya Equinox™ clients on IP Office. As per earlier note re presence – this means that existing IP Office clients (e.g. AC Windows, one-X Mobile Preferred, AC Web) and Avaya Equinox™ will not be able to exchange IM, as each use a different IM “provider”; one-X Portal in case of the former and Avaya Spaces for the latter.

Direct (1:1) Messaging is possible from within the Avaya Equinox™ client interface as well as via Avaya Spaces .



Multiparty Messaging is possible via Avaya Spaces Dashboard – this can be launched from within the Avaya Equinox™ client.



Each Avaya Spaces user account requires a unique email address as identifier for same. Avaya Spaces also offers mobile clients (Android and iOS) as well as integration with Outlook for calendaring. Avatar support is managed via Avaya Spaces for Avaya Equinox™ client users – note that “self-avatar” is not supported at this time.

The free Avaya Spaces Basic account also includes additional Team Collaboration capabilities that are available to the Avaya Equinox™ client users

- Creation of Spaces for managing ongoing projects – invite different colleagues (and external participants) to share information in a persistent environment
- Limited file sharing (up to 1GB)
- Individual task management
- Point to point video calls
- VoIP audio conferencing with up to five participants

More information on Avaya Spaces is available @ <http://zang.io/products/spaces>

The Avaya Equinox™ client also shows the “launch pad” for Avaya Spaces dashboard for the user, as well as for Avaya Equinox™ Meetings Online.

Avaya Equinox™ Meetings Online offers an optional, subscription service for multi-party UC (audio, video and web collaboration). The service provides an Over The Top (OTT) virtual meeting room with audio and video conferencing, as well as content sharing, chat and meeting moderation. Access is possible via desktop, mobile and video room system as well as audio dial in; third party video room system interop is supported.

More information on Avaya Equinox Meetings Online including geographical availability is available @:
<https://www.avaya.com/en/product/avaya-equinox-meetings-online/>

The Avaya Equinox™ client accesses Avaya Equinox™ Meetings Online using HTTPS, from within the Equinox Meetings tab of the client.

- The Avaya Equinox™ client can access local on-premise Equinox Conferencing in the same manner using HTTPS, i.e. if the access URL is configured under Equinox Meetings.
- If the Avaya Equinox™ client accesses local on-premise Equinox Conferencing via SIP trunks audio and video will be available but not sharing or conference roster; the same applies for accessing Scopa over SIP trunks also.
- If the Avaya Equinox™ client accesses local on-premise IP Office Meet Me Conferencing audio will be available but not sharing or conference roster.

5.1.5. Avaya Equinox™ client Shared Control

Avaya Equinox™ 3.4.8 (Windows, Mac) delivered support for Shared Control for IP Office i.e. ability for the Avaya Equinox™ client to control an associated desk phone on IP Office.

Powered By Avaya 3.0 FP3 and IPO 11.0 SP2 introduced initial support of Shared Control for Partner Hosted and CPE environments:

- Single server only supported initially
- Avaya Equinox™ client and associated phone must be on same node

Support for all deployment models except SBC resiliency is now available in subsequent Powered By Avaya 3.0 FP4 and IPO 11.0 FP4 with Avaya Equinox™ 3.5.1.

The following table summarizes supported deployment models by release.

IP Office Release	Supported Deployments
Powered 3.0 FP3 and 11.0 SP2	Single Server Deployment only <ul style="list-style-type: none"> • Server Edition • Virtualized version of IP Office (OVA) • Powered by Avaya (Partner Hosted) • Includes support for Native Remote Worker only • Does not include SBC Remote Worker • IP500 V2
Powered 3.0 FP4 and 11.0 FP4	<ul style="list-style-type: none"> • Primary / Secondary • Primary / Secondary / Expansion • SCN Deployment • SBC Remote Worker • SBC Resiliency¹ • Native Remote Worker – Resiliency

[1] SBC Resiliency will be added in subsequent Service Pack

The following phones are supported with Shared Control:

- 1100 /1200
- J100 (except J129)
- 96x1, 96x0
- 16xx
- Digital
- Analog
- IP DECT (H.323/DECT 4.7)

5.1.6. Avaya Spaces User Sync (FP4)

The Avaya Equinox™ client with IP Office has a dependency on Avaya Spaces for messaging as noted earlier.

IP Office 11.0 FP4 adds the capability to automatically synchronize the user information between IP Office and Avaya Spaces – something that had to be done manually in prior software. When a user is created on IP Office the user information can automatically be shared with Avaya Spaces securely, resulting in the user receiving the registration invitation email from Avaya Spaces. This does require that the administrator has the customer domain validated on Avaya Spaces.

It is also possible to automatically pass the required 46xxsettings file URL information from IP Office to Avaya Spaces, rather than the administrator having to manually configure the required settings on Avaya Spaces.

5.1.7. Client SDK

Avaya Breeze Client SDK Release 4.1 (September 2018) added initial support for IP Office Platform Release 11.0 / Powered by Avaya Release 3.0 and later.

Features supported in Avaya Breeze Client SDK Release 4.1 for IP Office Platform were basic voice and video calling only. Any Avaya Breeze Client SDK Release 4.1 application looked like a 3rd Party IP Endpoint to IP Office Platform and thus required a license for same; this also meant no resiliency.

Avaya Breeze Client SDK Release 4.2 expands on the above capabilities to support

- Presence and directory integration
- Resiliency (requires minimum Client SDK 4.2.1 – ETA 19th March)
- Simplified licensing (as per Avaya Equinox™ client on IP Office)

More details are available on Avaya DevConnect program web site.

5.1.8. IP Office Web Client

The IP Office Web Client was initially provided as a Customer Feedback Edition (CFE) client in R10.1 – it is now a fully supported client with R11.0.

The IP Office Web Client is a WebRTC client that is supported in following environments

- Google Chrome browser based (Windows)
- Standalone client (Windows)
- Google Chrome browser based (MacOS)

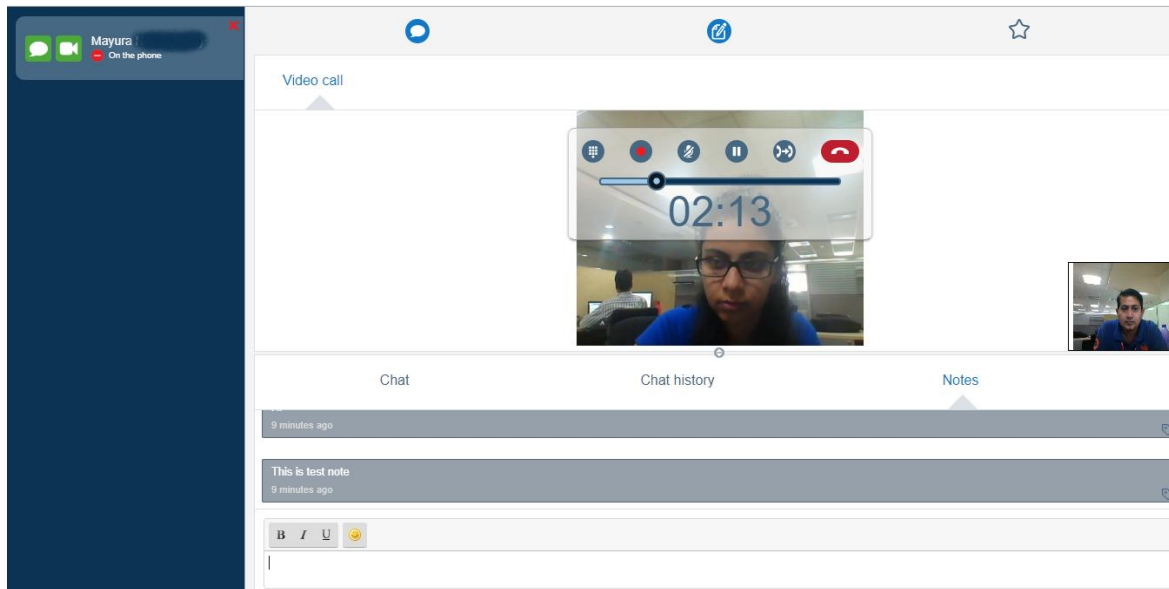
Users require either an Office Worker or Power User license (as per Avaya Communicator for Web client). The new client takes advantage of WebRTC Gateway resiliency improvements delivered in R11.0 and is supported on Server Edition and Application Server (Server Edition or IP500V2).

The IP Office Web Client is intended for users that are more focused on the telephony experience; while the Avaya Communicator for Web is intended for those users more focused on the application experience.

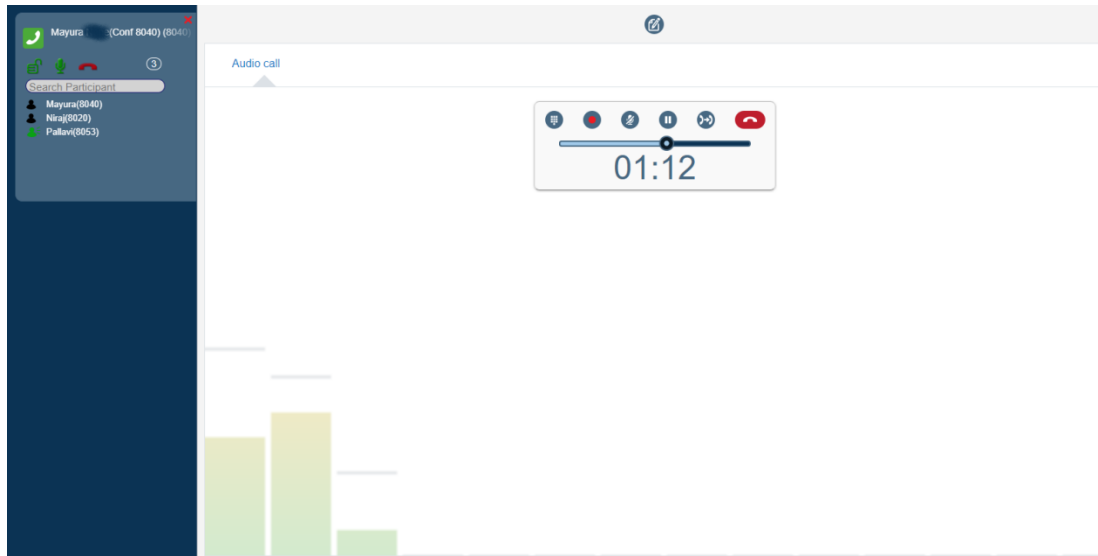
The IP Office Web Client supports the following capabilities

- Point to point audio and video calls
- Voicemail access
- Call logs
- Conferencing
 - Ad Hoc Conference by merging calls
 - Starting or joining an IP Office Meet Me Conference
 - Accessing IP Office Web Collaboration
- (Point to point) Instant Messaging and Presence via one-X Portal
- Click to call via Google Chrome extension
- Single Sign On (SSO) support for IP Office one-X Portal and Web Collaboration
- System Directory and Favourites (Personal Directory)

The screenshot below shows an active video call with some notes being taken by the call owner.



The IP Office Web Client also allows the user to manage an IP Office meet me conference call as below. Note that the host has access to the participant list as well as some controls (e.g. mute, disconnect).



5.1.9. Avaya Vantage on IP Office



The Avaya Vantage Connect (formerly Basic) soft client provides a SIP endpoint device that empowers customer Experience and Engagement solutions. It allows customers to create communications solutions that deliver the flexibility and agility that businesses need to grow.

Vantage is an all glass device with optional integrated HD camera with a privacy shutter, wide-band audio hands free speaker, cordless (Bluetooth) or wired handset and analog or Bluetooth connected headsets. R11 supports three hardware models– K165 (without camera) and K175 (with camera) as well as the newer K155 (telephony form factor model).

Avaya Vantage Connect is a simple communications application for the Avaya Vantage device, offering basic telephony functionality when connected to an Avaya telephony system. The application allows users to make and receive calls, use fundamental features such as hold, conference, transfer, for example. Both audio and video calling are supported.

Vantage is inherently an Android device. Vantage Connect functions similarly to an IP Office SIP phone with R11, providing telephony features:

- Basic audio / video call with caller ID
- Hold / retrieve with music on hold, hold reminder
- Multiple line support, toggle calls
- Call transfer
- Message Waiting
- Call Waiting
- Paging (auto answer)
- Twinning and mobility
- Call Forward
- Local Call History
- IPO directory access

Vantage Connect supports Remote Worker. It can dial into an IP Office meet me conference but it will not support moderator controls or conference roster.

IP Office hot desking is not supported with Vantage in IP Office R11.0, nor is Vantage supported as a centralized user in a Branch deployment.

IP Office 11.0 FP4 adds support for Avaya Equinox™ (3.5.2 and later) on Vantage for K165 and K175 hardware initially; support for K155 (telephony form factor) will be added subsequently. Vantage 2.0.1 (ETA 5th March 2019) is minimum supported. Please review FP4 Release Notes for any No User Source Number (NUSN) configuration updates that may be required on IP Office side in case of Vantage application software changes.

5.1.10. WebRTC HA improvements (IP Office Select only)

With R11, WebRTC Gateway resiliency for failover and fail-back is supported. The feature provides high availability to WebRTC users. WebRTC clients (e.g. Avaya Communicator for Web, IP Office Web Client, clients using WebRTC SDK) can fail-over/fail-back between primary and secondary gateway instances.

WebRTC HA has a dependency on one-X Portal Resiliency, which is an IP Office Select feature

With fail-over, the Secondary WebRTC gateway will start serving the WebRTC clients

- When the primary gateway goes off-line for administration purposes while the primary one-X server and IP Office are online; the secondary gateway changes from passive to active

- When the primary one-X server goes off-line; clients are served by the resilient secondary WebRTC gateway running on the Secondary Server
- When the primary IP Office goes off-line; primary gateway failed to start or is off-line or intentionally stopped for admin purposes. Primary gateway and one-X server are available to clients.

Note for this release: The WebRTC Gateway will offer resiliency only when one-X Portal resiliency is enabled. Resiliency is only between Primary and Secondary Servers. Application servers, Expansion systems and IP500 V2 are not supported. WebRTC gateway will not offer resiliency when there is a single instance of Gateway in the solution.

Active calls will be cleared during fail-over. Fail-back of clients will be delayed if the client is active on a call; once clients are idle, fail-back shall be initiated.

WebRTC Resiliency is not supported when the SIP Server configuration is set to ‘manual’ mode.

On Primary restart, clients will attempt to re-login, instead of fail-over. On Secondary restart, client re-login is not implemented

5.1.11. J139, J169 and J179 SIP Phone support

IP Office Release 11 adds support for two new IP phones, the J169 and J179. The J169 and J179 units are mainstream desk top communications devices that provide a new option for the majority of Avaya customers who are currently purchasing 9608G and 9611G IP phones. The J100 Series phones offer a new sleek industrial design and transition customers to newer, better technology, providing exciting new options to the 9608G and 9611G models.

The J169 and J179 IP phones are both supported as “SIP feature phones” to provide the same IP Office driven legacy phone features, allowing those two IP phones to support the current H.323 features available from that platform. The J100 SIP phones do not support VPN client capability as per the existing 9608G and 9611G H.323 phones.

The J169 IP phone is a multiple line phone with eight red / green line / feature indications around a grayscale display. It is designed for the medium-volume user that requires a full range of telephony features. It has four context sensitive soft keys. There is an integrated headset port, built in volume boost control in the handset for Hearing Impaired, mute key with mute alerting as well as dual 10/100/1000 Ethernet ports.

The J169 IP phone supports up to three of JBM24 Expansion Modules; however it does not support the optional WIFI/BT module.



The JBM24 Button Module attaches to the right side of the J169 or J179 IP phone to provide 24 additional configurable features / line buttons, each with a red / green indicator. The JBM24 has two grayscale displays and up to three can be connected to the J169/J179. **Note that the JBM24 is planned to go end of sale in 1H CY19.**

The J179 IP phone is a multiple line phone with eight red / green line / feature indications around a color display. It is designed for professionals/knowledge workers/sales personnel/call center operation user that requires a full range of telephony, productivity and collaborative features. It has four context sensitive soft keys. There is an integrated headset port, built in volume boost control in the handset for Hearing Impaired, mute key with mute alerting as well as dual 10/100/1000 Ethernet ports.

The J179 IP phone supports up to three of JBM24 Expansion Modules as well as the optional J100 wireless module. Note that if using full capacity of three JBM24 modules then in case of J179 (only) an external power supply is required.



The optional J100 wireless module is a plug-in circuit board that will allow wireless Ethernet access for the IP phone, when wired is not available – all with Enterprise grade security. Manual failover is supported between wired and wireless, as well as between SSIDs.

Bluetooth support for the J179 phone on IP Office is added with IP Office 11.0 FP4. It does require the optional wifi / Bluetooth module. Note that there is currently an issue with configuring the preferred headset profile via the phone menu with J100 4.0 software on IP Office. This will be resolved in subsequent J100 4.0 software and in the interim period headset profile can be managed via 46xxsettings file.

Note that J169 and J179 IP Phones are also supported with H.323 software on earlier IP Office 10.1 software. Those IP phones are updated to latest supported SIP software on upgrade to IP Office 11.0.

More information is available in the [IP Office SIP Telephone Installation Notes](#) document on Avaya Support Portal.

IP Office 11.0 SP1 added support for the mid-range J139 IP phone which is a multiple line phone with four red / green line / feature indications around a color display. It is designed for professionals / knowledge workers / sales personnel / call center operation user where making and receiving calls is the primary need. It has four context sensitive soft keys. There is an integrated headset port, built in volume boost control in the handset for Hearing Impaired, mute key with mute alerting as well as dual 10/100/1000 Ethernet ports.



It is important to note that while the J139 is a “SIP feature phone” as per J169 and J179, it does not support the full range of advanced knowledge worker / contact center features. Please refer to Appendix F: J139 IP Phone Feature Support for a full listing of supported / unsupported features. **One change for the J139 with IP Office 11.0 FP4 is the addition of support for User BLF and Group BLF.**

IP Office 11.0 FP4 also adds support for the new JEM24 Expansion Module with J169 and J179. The JEM24 has a color display when attached to J179 as shown below and uses monochrome fonts when attached to J169. Up to three JEM24 modules are supported for either J169 or J179. In case of a single JEM24 paging is used to display up to three screens and thus 72 buttons. Once a second JEM24 is attached then only 24 buttons are supported on the first JEM24. Attaching three JEM24 does require local power supply.



JEM24 is only supported with the J100 SIP software and it is not supported to mix JBM24 and JEM24 modules. Note also that hot plugging is not supported. The JEM24 background / screensaver is synchronized with the J169 / J179 and JEM24 brightness is also adjusted via the phone.

5.1.12. DECT Scalability

Following improvements are introduced for DECT scalability as part of R11.0.

- DECT Endpoints support increased from 384 to 750, for Server Edition only. There is no change for IP500V2 (including in case of Server Edition Expansion unit) – stays at current 384 for IP500V2.
- Number of RBS supported increases from 128 to 256.
- The restriction that only five compact RBS can be included no longer applies.

These changes are only available with DECT R4 Editions 6, which is the only DECT version supported with IP Office R11.0. Older IP DECT has not been supported for some time – this includes the sets (3701, 3711) and base stations (RFP32, RFP34). Older sets (3701, 3711) are not supported with current DECT R4 Editions 6.

5.1.13. SIP Trunk Line Appearance

Trunk line selection enables the familiar line appearance operation on Powered By (R3.0) or IP Office Essential Edition, Server Edition and IP Office Select.

The feature provides easier migration of smaller businesses from familiar analog line appearances to SIP line appearances with either of CPE or Cloud deployments.

Line appearance buttons for SIP URIs look and operate like analog trunk appearances. Like multiple analog trunks in an aux-working group, all with the same number, a single URI may have multiple appearances up to the number of calls defined for that URI.

SIP trunk appearances are supported on all phones that support line appearances.

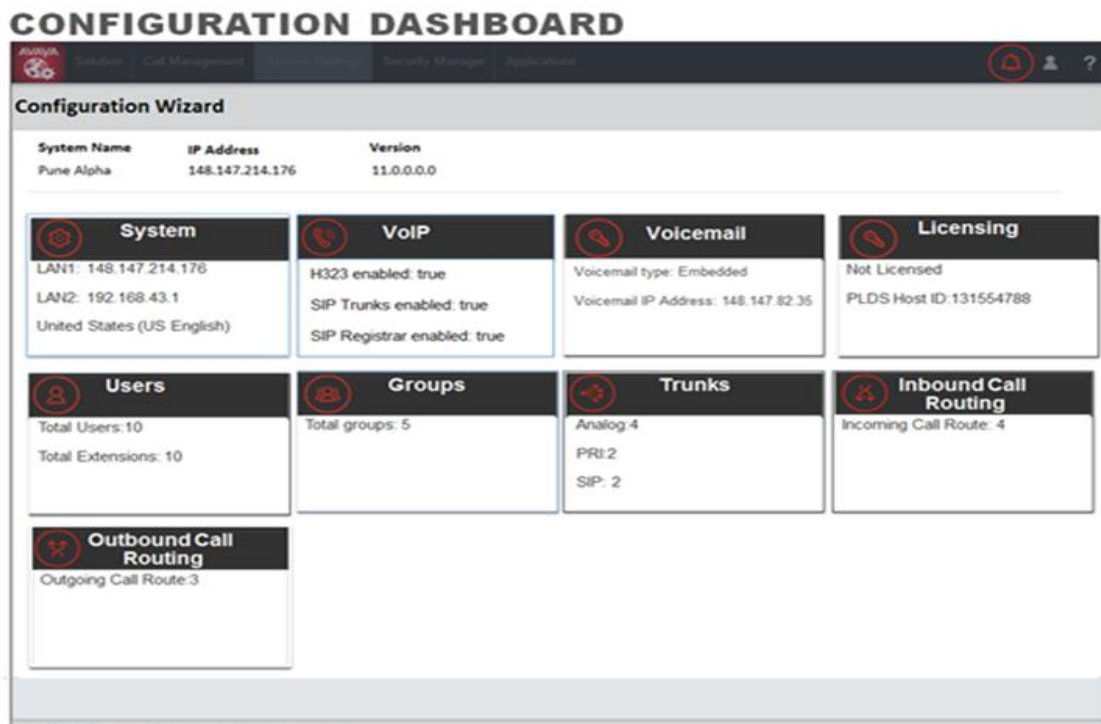
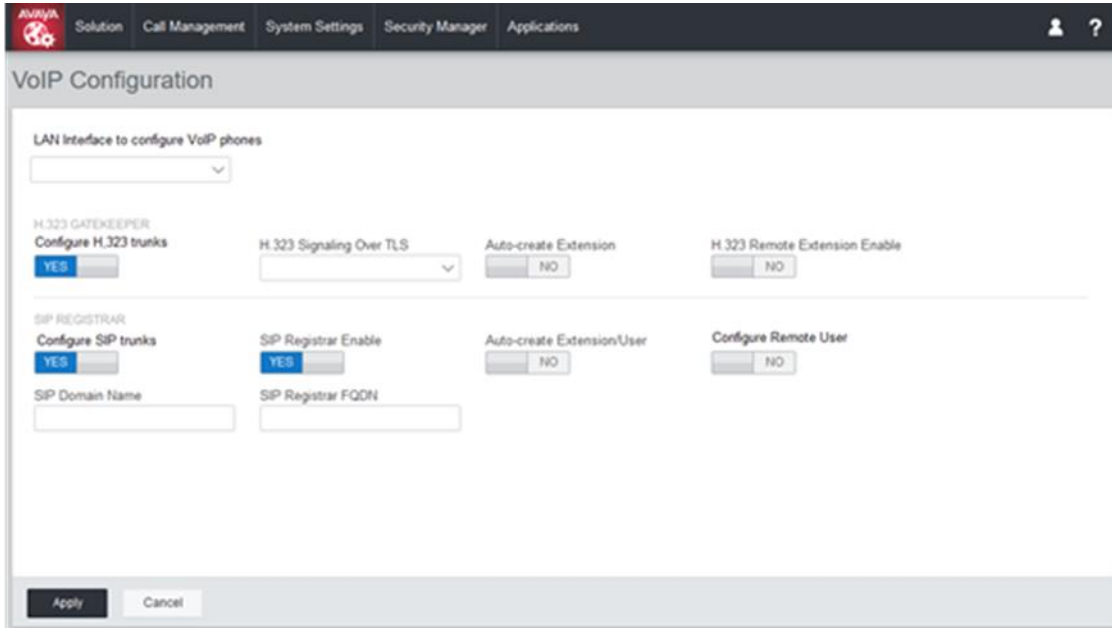
5.1.14. Installation Wizard

The Install Wizard is a simplified version of the existing IP Office Web Manager. It consists of minimum required set of configuration fields to setup the system. The “VoIP Configuration” in Install Wizard is the simplified version for example, if the administrator wants to configure the “Advanced” settings then they can use the existing IPO Web Manager option to set the desired fields. The same applies configuring the SIP line.

Customer or Partner problem it solves:

- Create User and Extension records for IP Phones and include them in the default group from a simplified set of data (name, extension number, password, VM code, User Profile) with the rest from a template
- A simple mechanism for assigning Line Appearance and other buttons to a group of phones in one operation. Either as putting Appearances X,Y,X on free buttons, or as copy the button layout from one user to a set of users

- Incoming routing setup – from details of the desired destinations create the required Incoming Call Routes
- A simple upload button for Music on Hold files to the IP500 V2 or Server Edition from the configuration page



5.1.15. Cloud Operations Manager

IP Office R11 introduces Cloud Operations Manager or “COM”. This tool allows a simplified way of Multi-Customer Management with a focus on Cloud. The tool currently allows management of Server Edition – IP Office, and in future standalone IP500V2 may be considered.

Details/Customer or Partner Problem it solves:

- Single Unified Management Portal capable of managing up to 3000 IP Office systems
- Dashboard: (Error conditions, ongoing system activities and system health)
- Alarms [Configuration, Services, Trunks, Link, Security] by Severity type
- Status of IP Office (Online/Offline) and applications health
- Grouping of systems based on versions, tags (Will be able to double click on a “Tag” for example, and have the relevant associated systems displayed)
- System Inventory: Shows all connected Systems (Primary, Secondary, expansions and running applications)
- Upgrade/Patching: Ability to centrally manage IP Office software upgrades / patching across multiple system and versions
- Role based Administration: COM has its own service users with access to complete or selective customers IP Office. No granular feature level access will be provided in this release
- Launch of Native IP Office Apps: Launch points for Native IP Office Management applications (need to login in the Native Apps in this release). IPOCC / ACCS / AWFOS not supported in this release.



The Landing page for Cloud Operations Manager as above provides the summary and health of systems as well as providing counters such as

- Total administered customers

- Not reachable administered customers
- Customers running low (reaching a threshold) on hardware resources
- Upgrades available/scheduled/failed/In-progress
- Indication of customers where backups are not configured
- Alarms by Type or by Severity
- Grouping of customers by Releases or by Tag
- Drilldown to the systems which are part of above groups
- The administrator will be able to see the dashboard of systems assigned to him/her only

An illustrative view of the more detailed Customer Management View is shown below:

The screenshot displays the Avaya Customer Management View interface. At the top, there's a navigation bar with 'AVAYA Dashboard | Views' and 'Customer Table View'. Below this, the 'Customer Management View' section shows filters for customer status: All (1000), Active (475), Inactive (225), and Error (300). There are also progress indicators for Update, Backup, and Restore operations. The main area is a table with columns: Customer, System, Version, Alarms, Users, and Tags. A search field is located at the top right of the table. A yellow callout box points to the search field with the text 'Search field can be used for specific column based search'. Another yellow callout box points to a right-click context menu with the text 'Right Click on this row - Drop down appears with Action/Task to be Performed'.

Cloud Operations Manager is installed on a separate Centos server or it can reside on an existing OSS server.

5.1.16. Simultaneous Anywhere

WebRTC clients as well as the new Avaya Equinox™ client can now be configured anywhere in the solution: Primary, Secondary, Expansion units or IP Office SCN.

- On previous releases (10.1 or lower), simultaneous clients were co-located on the same IP Office system (a User's home PBX)
- The Simultaneous Anywhere feature allows simultaneous clients to be registered on different systems on the network.

For example, a WebRTC client user configured on an Expansion system can be:

- Remote hot-desked on a hard phone on the Secondary server
- Also registered with Avaya Communicator on Expansion (his home system),
- Also registered with WebRTC on Primary
- Thus – Simultaneous clients are registered on different systems

Targeting first goes to the server where user is logged in; if the user is not logged in, then targeting goes to the user's home PBX; if the home PBX is down, then targeting goes to the backup PBX. Targeting fans-out from there to local simultaneous client (if any) and then to each remote system that has simultaneous clients.

Simultaneous Anywhere is fully integrated with Hunt Group targeting and mobile twin targeting.

TAPI has been improved to collect / control each remote simultaneous client. The feature works on SCN Networks and Server Edition Networks.

Unsupported Clients: The registration behavior has not changed for the following with R11; users can only register on their "homed" system or on a backup server:

- ▶ One-X Mobility clients
- ▶ Avaya Communicator for Windows

5.1.17. Centralized WebLM Licensing update

IP Office release 11.0 uses a newer version of the WebLM server than previous IP Office releases;

WebLM version 7.1

As a result of this change the WebLM Host ID changes from 12 characters to 14 characters. The previous Host ID is now suffixed by '03'

The WebLM Host ID will always be suffixed by '03' so you will know prior to the upgrade what the new Host ID will be and can plan accordingly to get a new license file with the correct WebLM Host ID.

5.1.18. Conference Join (FP4)

IP Office 11.0 FP4 adds a conference capability that has been requested by heritage Nortel customers migrating to IP Office.

Conference Join is an extension to the existing Conference Add button capability on the phones. The new capability allows two separate conferences to be joined into one single conference that contains all the previous participants of both earlier conferences. This is something that Communication Server 1000 customers were used to, but something that was disallowed on IP Office until now.

Once the conferences have been joined it is not possible to revert to the two separate conferences again.

5.1.19. Fallback Twinning (FP4)

Fallback Twinning is another customer request that is delivered as part of 11.0 FP4. This provides a mechanism for failing over to an external device (mobile, PSTN phone etc.) if a customer site supporting IP Office phones, loses connectivity with the Cloud data center. This capability is an enhancement to and independent of the standard mobile twinning capability – this new capability will be invoked only in case of no registered device or network failure. It is not limited to only Cloud deployments but could also be used for remote workers in other deployment types.

INTERNAL TWINNING	
Internal Twinning	<input type="checkbox"/> NO
Twin Bridge Appearances	<input type="checkbox"/> NO
Twin Coverage Appearances	<input type="checkbox"/> NO
Twinned Handset: <input type="text" value="None"/>	

MOBILITY FEATURES	
Mobility Features	<input checked="" type="checkbox"/> YES
Fallback Twinning	<input checked="" type="checkbox"/> YES

When Fallback Twinning is disabled – no changes to current Mobile Twinning operation, whether that is enabled or disabled.

When Fallback Twinning is enabled

- If Mobile Twinning is enabled – the only change will be to ignore the Mobile Dial Delay setting if the user’s devices are unreachable.
- If Mobile Twinning is disabled – if the user has no reachable devices, then the normal evaluation of all Mobile Twinning conditions is performed, and if met, the twinned Mobile Number will be targeted immediately – i.e. ignoring the Mobile Dial Delay setting.

Note that the phone button status indication of Mobile Twinning will continue to reflect Mobile Twinning only and will not present any information on Fallback Twinning.

5.1.20. Serviceability Enhancements – one-X Portal (FP4)

For one-X Portal the following serviceability enhancements are included

- User avatar will be visible in one-X Portal web client in System Directory.
- A “Logged in Sessions” count will be visible on one-X Portal administrator dashboard under User Details section. This will manage scenarios where a user may be logged in from multiple clients (e.g. AC Windows, AC Lync, Outlook plugin, one-X Portal web client, Soft console).
- Further “Logged in Sessions” detail information will be available to the one-X Portal administrator under Health / Active Sessions tab. This will include client version and associated details.

AVAYA one-X Portal for IP Office Welcome Administrator | Help | Logout | Version: 11.0.4.0.0 build 10

Health

- Dashboard
- Component Status
- IM/Presence Server Status
- Key Recent Events
- Active Sessions

Description: one-X Portal for IP Office Utilization

User	Application
2	2

Extension	Application name	Version	Login Time	IP Address	Is Active
1000	Avaya one-X Portal for IP Office	11.0.4.0.0 build 10	Jan 28, 2019 3:46 PM		No
1005	Avaya Communicator for Microsoft Lync	6.4.0.8 build 32	Jan 28, 2019 3:14 PM	148.147.155.113	No
1000	Avaya IP Office Web Client		Jan 28, 2019 3:02 PM		No
1000	Avaya IP Office SoftConsole	11.0.4.0.0 build 41	Jan 28, 2019 2:54 PM	148.147.154.128	No
1000	Avaya one-X Portal Call Assistant	11.0.4.0.0 build 41	Jan 28, 2019 2:49 PM	148.147.154.53	No

Page 1 of 2 | Displaying 1 to 5 of 6

Refresh

Environment

- It will be possible on the one-X Portal administrator portal under “Configuration” settings to “Block Client Versions”. This can assist in cases where a customer / users are slow to update older client versions or to switch to a new Critical Patch version.

Branding
IM/Presence
Exchange service
SMTP Configuration
Conference Dial-in
Host Domain Name
Conference Clean Up
Central CTI Link
Block Client Versions

Security
Diagnostics
Directory Integration
Gadgets Configuration
IM Archive
Web Conferences
Help & Support

- IM/Presence Server
- IM/Presence Exchange Service
- SMTP Configuration
- Conference Dial-in Information
- Host Domain Name
- Conference Clean Up
- Central CTI Link Configuration
- Block Client Versions**
 - Guidelines for entering version and build number values.
 - For Avaya Communicator for Windows,**
Open settings and go to About. Copy the release number into client version textbox. Copy last 3 digit of build into build text box.
 - For Avaya IP Office Plug-In,**
Open menu and go to About Avaya IP Office Plug-In. Copy the version number into client version textbox. Copy the build number into client build textbox.
 - For Avaya one-X Call Assistant,**
Copy the version number into client version textbox. Copy the version number into client version textbox. Copy the build number into client build textbox.
 - For Avaya Communicator for Microsoft Lync,**
Open Settings and go to About. You will see version section. For example "Version 6.4.0.7 32"
In above example 6.4.0.7 is version number and 32 is build number.
Enter version and build number accordingly.
 - For Avaya IP Office SoftConsole,**
Open help menu and go to About.SoftConsole. Copy the version number into client version textbox. Copy the build number into client build textbox.

Client Name	Client Version	Client Build Number	
Avaya Communicator for Microsoft Lync			Save

List of blocked Avaya Communicator for Microsoft Lync versions and builds

Client Version	Client Build Number	
6.4.0.8	32	X

- Repeated failed login attempts will be tracked under Health / Key Recent Events on the one-X Portal administrator console.
- Finally there will be an option for the administrator to clear all sessions associated to a particular user.

AVAYA **one-X** Portal for IP Office Welcome Administrator | Help | Logout | Version: 11.0.4.0.0 build 10

Health
Configuration
Providers
Users
CSV
Branding
IM/Presence
Exchange service
SMTP Configuration
Conference Dial-in
Host Domain Name
Conference Clean Up
Central CTI Link

Security
Diagnostics
Directory Integration
Gadgets Configuration
IM Archive
Web Conferences
Help & Support

Providers

Users

Configure supplementary application settings for users

Create Get All Put Selected Delete Selected

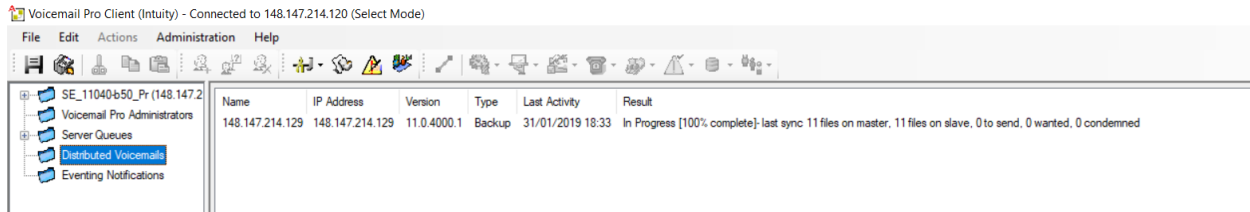
Status: 20 Records from 29 have been fetched.

ID	Name	Role	Bulk Edit	Page 1 2 3
<input type="checkbox"/>	12 Extn1006	USER	Edit	Clear Sessions
<input type="checkbox"/>	25 Extn1007	USER	Edit	Clear Sessions
<input type="checkbox"/>	28 Extn1008	USER	Edit	Clear Sessions
<input type="checkbox"/>	11 Extn1009	USER	Edit	Clear Sessions
<input type="checkbox"/>	10 Extn2000	USER	Edit	Clear Sessions
<input type="checkbox"/>	14 Extn 2001	USER	Edit	Clear Sessions
<input type="checkbox"/>	29 Extn2002	USER	Edit	Clear Sessions
<input type="checkbox"/>	22 Extn2700	USER	Edit	Clear Sessions
<input type="checkbox"/>	24 Extn2900	USER	Edit	Clear Sessions
<input type="checkbox"/>	15 Extn3000	USER	Edit	Clear Sessions

5.1.21. Serviceability Enhancements – VMPro (FP4)

A new “VMPro SMTP test” capability is added within Web Manager to allow the administrator to optionally validate the SMTP server connectivity under System Preferences before saving the configuration. This is intended to help reduce the number of connectivity issues that can be encountered with either voicemail synchronization or voicemail to email due to incorrect configuration.

The VMPro synchronization status in the VMPro thick client is also updated. Currently this shows details of the distributed servers and the state of connectivity of each. The result can be either (i) in progress or (ii) up to date. The “in progress” result is now updated every 60 seconds to show status of the file sync as “n” of “m” files being completed.



5.1.22. CTI Web Services API (FP4)

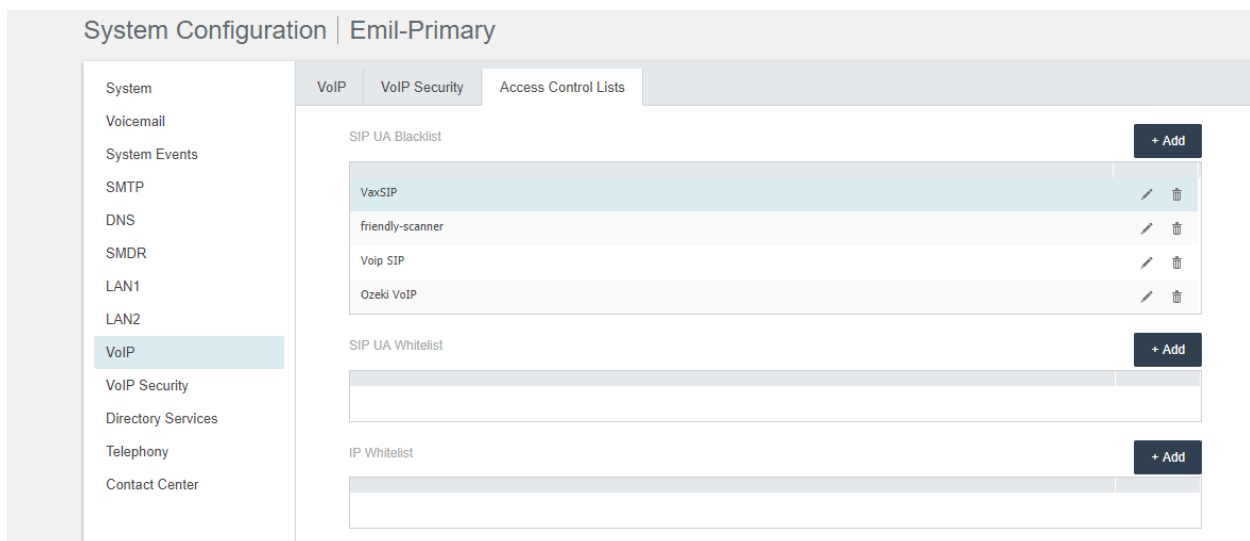
A new optional “calling party number” parameter is added to the MakeCall command in the CTI Web Services API. This allows a different calling party number be used for different calls as can be required in a contact center outsourcing environment for example. More details will be included in the updated CTI Web Services API documentation published via Avaya DevConnect Portal.

5.1.23. Security Enhancements / SIP Registrar Hardening (FP4)

The following SIP Registrar hardening enhancements in IP Office 11.0 FP4 are relevant in context of Linux servers only – they do not apply to IP500V2 platform, whether standalone / SCN / expansion.

Note that the SIP Registrar hardening enhancements are not intended, designed or tested as an SBC replacement. IP Office policy remains unchanged – ASBCE continues to be recommended for public exposed client access.

SIP User Agent whitelist and blacklist allows better control of which SIP clients can register. The whitelist can be used to allow those Avaya clients trusted by the IP Office. A default blacklist comes pre-configured with some known malicious user agent strings and can be updated as required. Both lists are configurable via Web Manager and the administrator can decide which to use.



The current IP address blacklisting mechanism for IP phone registrations is extended to cover administration interfaces also – Web Manager, System Monitor and SSA. System Monitor and SSA are updated to show relevant protocol (H.323 or SIP) and client identifiers in case of blacklisting. This capability is managed via No User Source Number (NUSN).

SIP Message Rate Limiting and Blacklisting can be used to further protect the SIP Registrar – only a specified number of SIP messages are allowed from a source IP address within a specific time, after which the source IP address can be blacklisted and all subsequent SIP messages discarded. Both the message count and the time limit can be tuned using No User Source Numbers (NUSNs) and the feature can also be disabled via same if required – it is enabled by default. Any blacklisted IP addresses will again appear in System Monitor and SSA with relevant alarm details.

NAT Aware Whitelisting and Blacklisting considers that there can be multiple H.323 and SIP devices behind the same NAT. In such case it is needed to avoid blacklisting all devices with the same public address in case just one of those devices is causing issues. This is managed by IP Office checking both private and public IP addressed when blacklisting devices. Alternatively it can be desirable in some cases to whitelist certain IP addresses and domains so they are never added to blacklists – this is managed via configurable IP Whitelist that can be seen in Web Manager screenshot above.

Further there are more general security enhancements (applicable to IP500V2 also) around the following:

- SIP / H.323 Registrars are disabled by default on both LAN ports. A system level warning is generated when the first SIP / H.323 extension is configured or in case of adding resiliency on IP Office line, advising of the need to enable the required registrar.
- A new System Extension Default Password capability allows a new VoIP Security attribute automatically be included for all extensions as they are configured / created via Template.
- For Server Edition / Powered by Avaya CentOS version is updated from CentOS 6.9 to CentOS 6.10 to include some additional security patches.

5.1.24. Simplified Web Self Administration (FP4)

This capability was originally developed for Avaya Cloud, has already been provided as part of Powered by Avaya 3.0 FP3 and is now being made available for IP500V2 and Server Edition platforms in CPE 11.0 FP4. It is focused on simplifying the configuration to allow it be easier for a non-technical user and provides a three step self-guided wizard for setting up the basic account.

By default the new capability (Run Wizard) will be enabled for all users but the administrator can also disable the capability or tune as required e.g. some Self Admin tabs can be read-only or hidden.

Enable Web Self-Administration <input checked="" type="checkbox"/> YES	Run Wizard <input type="checkbox"/> NO	
Profile Write access	Personal Directory Write access	Button Programming Write access
Call Handling No Access	Download Applications Accessible	
Media Manager Replay Self-Administration		
Enable Media Manager Replay <input checked="" type="checkbox"/> YES		
Replay Own Recordings <input checked="" type="checkbox"/> YES	Replay Recordings For Group Select...	Replay Recordings For Others ? <input type="text"/>
Download Recordings <input checked="" type="checkbox"/> YES		

Day one configuration via the initial wizard is focused on the data required to get the user up and running – Profile (e.g. full name, voicemail ring back), Call Handling (e.g. Do Not Disturb, Call Forward, mobility) and Personal Directory.

AVAYA IP Office Self-Administration Amit

Profile Call Handling Personal Directory

Name: Amit
Full Name: Amit Singh

Voicemail Code: _____
Email: _____

Voicemail Ringback: No
Voicemail To Email Notification: Off

Deny Auto Intercom Calls: No

Phone Configuration Details [Phone Provisioning Guide](#)

IP Office FQDN: mayura.avaya - cloud.com
Phone Type: None

Extension: _____
IP Office IP Address: 35.226.224.193

Phone Password: _____

Once the initial wizard is complete links to relevant applications (as per user profile) will be provided. Subsequently Self Admin switches to day two and some additional options such as Button Programming and Media Manager are presented where relevant for the user.

The screenshot shows the AVAYA IP Office Self-Administration web interface. The header includes the AVAYA logo, the text "IP Office Self-Administration", and the user name "Mayura". A left-hand navigation menu contains links for Profile, Call Handling, Personal Directory, Button Programming, and Download. The main content area is divided into two columns. The left column contains fields for Name (Amit), Password (masked with ****), Voicemail Code, and Voicemail Ringback (set to No). The right column contains fields for Full Name (Amit Singh), Email, Voicemail To Email Notification (set to Off), and Deny Auto Intercom Calls (set to No). Below these is a section titled "Phone Configuration Details" with fields for IP Office FQDN (mayura.avaya-cloud.com), Extension, Phone Type (None), and IP Office IP Address (35.226.224.193). A "Phone Password" field is also present. At the bottom right, there are "Reset" and "Save" buttons. A link for "Phone Provisioning Guide" is also visible.

5.1.25. SIP Trunk Enhancements (FP4)

Currently IP Office uses Request-URI and / or To-Header for Incoming Call Routing. This new capability is delivered in response to a requirement in the German market for the ability to route an incoming SIP call using P-Called-Party ID.

As P-Called-Party-ID is an optional header it is not parsed by default and it has to be explicitly configured. IP Office uses it for call routing only when the configuration item is checked and the header is present in the incoming SIP call. If the configuration item is checked and the header is not present IP Office uses the header configured in Call Routing Method as today.

P-Called-Party-ID is not used for SM trunks and SIP phones and IP Office will not include this header in any outgoing messages.

5.1.26. Avaya Communicator for Lync Updates (FP4)

There are several updates to the Avaya Communicator for Lync / Skype for Business (ACL) client as part of 11.0 FP4.

Firstly, there is an enhancement based on customer request to allow ending of a call within the ACL client in case the user dials a busy / invalid number. Until now it has been necessary for the user to end the call using the controlled endpoint e.g. IP desk phone or Avaya Communicator for Windows client. This enhancement allows the user to focus on ACL client only.

Secondly the ACL client is tested up to version 16.0.9126.2227 of Microsoft Skype for Business.

Finally, there are some changes within the ACL client as part of the wider one-X Portal serviceability enhancements in 11.0 FP4, e.g. optimized heart beat and providing version information.

Note that the Avaya Communicator for Lync (Skype for Business) plug-in supports the Microsoft Skype for Business Semi-Annual Update channel only.

5.1.27. Google Analytics – Web Manager and Web Self Admin (FP4)

Based on partner feedback Google Analytics is no longer active for Web Manager and Web Self Admin interfaces. This change is effective for upgrading systems as well as new deployments from 11.0 FP4.

5.1.28. Additional Hypervisor and Cloud support

Refer to the [Deploying Avaya IP Office Servers as Virtual Machines](#) document on Avaya Support Portal for more details

Hypervisor	IP Office Sever Edition	IP Office Partner Hosted (Powered By Avaya)
VMware ESXi 6.0	✓	✓
VMware ESXi 6.5	✓	✓
VMware ESXi 6.7	✓	✓
Microsoft HyperV on Server 2012R2	✓	✓
Microsoft HyperV on Server 2016	✓	✓
Google KVM	X (1)	✓
Amazon AWS AMI	✓	✓

Note: VMware ESXi 5.0 and 5.1 are end of support by VMware in 2016 and ESXi 5.5 in September 2018. Refer to VMware.com support site for additional information

- (1) Google KVM is supported on qemu with CentOS 6 and 7 in case of hosted (Powered By) solution only – not supported for CPE. Please reference [Deploying Powered by Avaya for Business Partners](#) for details.

Avaya does not provide training or support for these hypervisor features; the Partner is responsible for implementing and supporting these capabilities working in conjunction with the hypervisor vendor.

Also note there are 3rd party products available to help Partners manage virtual machines in a data center environment; Avaya has not tested and does not provide support or recommendations on the 3rd party products.

5.1.29. Localization – Language support

✓ = Supported

X = Not Supported

	English	German	French (France)	Italian	Spanish (Latin America)	Russian	Portuguese (Brazil)
Manager	✓	✓	✓	✓	✓	✓	✓
System Status	✓	✓	✓	✓	✓	✓	✓
Status Monitor	✓	X	X	X	X	X	X
Web Manager Server Edition	✓	✓	✓	✓	✓	✓	✓
Web Manager Basic Edition	✓	✓	✓	✓	✓	X	✓
Cloud Operations Manager	✓	✓	✓	✓	✓	✓	✓
Voicemail Pro	✓	✓	✓	✓	✓	✓	✓
one-X Portal (user)	✓	✓	✓	✓	✓	✓	✓
one-X Portal (admin)	✓	✓	✓	✓	✓	✓	✓
Call Assistant	✓	✓	✓	✓	✓	✓	✓
Outlook plugin	✓	✓	✓	✓	✓	✓	✓
one-X Mobile Preferred	✓	✓	✓	✓	✓	✓	✓
Avaya Equinox™ client	✓	✓	✓	✓	X	✓	X
IP Office Web Client	✓	✓	✓	✓	✓	✓	✓
Web Control/linux installation	✓	✓	✓	✓	✓	✓	✓
J100 SIP phones, H323/DCP Phones	✓	✓	✓	✓	✓	✓	✓
11/12xx SIP Phones	✓	✓	✓	✓	✓	✓	✓
EVM voice prompts	✓	✓	✓	✓	✓	✓	✓
VMPro voice prompts	✓	✓	✓	✓	✓	✓	✓
Softconsole	✓	✓	✓	✓	✓	✓	✓
Web Collaboration	✓	✓	✓	✓	✓	✓	✓

	Simplified Chinese	Dutch	Korean	Japanese	Traditional Chinese	Spanish (Spain)	Portuguese (Portugal)
Manager	✓	✓	X	X	X	X	X
System Status	✓	✓	X	X	X	X	X
Status Monitor	X	X	X	X	X	X	X
Web Manager Server Edition	✓	✓	X	X	X	X	X



	Simplified Chinese	Dutch	Korean	Japanese	Traditional Chinese	Spanish (Spain)	Portuguese (Portugal)
Web Manager Basic Edition	✓	✓	✗	✗	✗	✗	✗
Cloud Operations Manager	✓	✓	✗	✗	✗	✗	✗
Voicemail Pro	✓	✓	✓	✗	✗	✗	✗
one-X Portal (user)	✓	✓	✓	✓	✗	✗	✗
one-X Portal (admin)	✓	✓	✗	✗	✗	✗	✗
Call Assistant	✓	✓	✓	✓	✗	✗	✗
Outlook plugin	✓	✓	✓	✓	✗	✗	✗
one-X Mobile Preferred	✓	✓	✓	✓	✗	✗	✗
Avaya Equinox™ client	✓	✓	✓	✓	✓	✓	✓
IP Office Web Client	✓	✓	✓	✓	✗	✗	✗
Linux components	✓	✓	✗	✗	✗	✗	✗
J100 SIP phones, H323/DCP Phones	✓	✓	✓	✓	✗	✓	✓
11/12xx SIP Phones	✗	✓	✗	✗	✗	✗	✗
EVM voice prompts	✓	✓	✓	✓	✓	✓	✓
VMPro voice prompts	✓	✓	✓	✓	✓	✓	✓
Softconsole	✓	✓	✓	✓	✗	✓	✗
Web Collaboration	✓	✗	✓	✓	✗	✗	✗

	Danish	Finnish	Norwegian	Swedish	Polish	Turkish	Hebrew	Czech
Manager	✗	✗	✗	✗	✗	✗	✗	✗
System Status	✗	✗	✗	✗	✗	✗	✗	✗
Status Monitor	✗	✗	✗	✗	✗	✗	✗	✗
Web Manager Server Edition	✗	✗	✗	✗	✗	✗	✗	✗
Web Manager Basic Edition	✗	✗	✗	✗	✗	✗	✗	✗
Cloud Operations Manager	✗	✗	✗	✗	✗	✗	✗	✗
Voicemail Pro	✓	✓	✓	✓	✗	✗	✗	✗
one-X Portal (user)	✗	✗	✗	✓	✓	✓	✗	✓
one-X Portal (admin)	✗	✗	✗	✗	✗	✗	✗	✗
Call Assistant	✗	✗	✗	✓	✓	✓	✗	✓
Outlook plugin	✗	✗	✗	✓	✓	✓	✗	✓
one-X Mobile Preferred	✗	✗	✗	✓	✓	✓	✗	✓

	Danish	Finnish	Norwegian	Swedish	Polish	Turkish	Hebrew	Czech
Avaya Equinox™ client	X	X	✓	✓	✓	✓	X	✓
IP Office Web Client	X	X	X	✓	✓	✓	X	✓
Linux components	X	X	X	X	X	X	X	X
J100 SIP phones, H323/DCP Phones	✓	✓	✓	✓	✓	✓	✓	X
11/12xx SIP Phones	✓	✓	✓	✓	✓	✓	X	X
EVM voice prompts	✓	✓	✓	✓	✓	✓	✓	X
VMPro voice prompts	✓	✓	✓	✓	✓	✓	✓	X
Softconsole	✓	✓	✓	✓	X	X	X	X
Web Collaboration	X	X	X	X	X	X	X	X

	French (Canada)	Arabic	Hungarian	Greek
Manager	X	X	X	X
System Status	X	X	X	X
Status Monitor	X	X	X	X
Web Manager Server Edition	X	X	X	X
Web Manager Basic Edition	X	X	X	X
Voicemail Pro	X	X	X	X
one-X Portal (user)	X	X	X	X
one-X Portal (admin)	X	X	X	X
Call Assistant	X	X	X	X
Outlook plugin	X	X	X	X
one-X Mobile Preferred	X	X	✓	X
Avaya Equinox™ client	X	X	✓	X
IP Office Web Client	X	X	✓	X
Linux components	X	X	X	X
J100 SIP phones, H323/DCP Phones	✓	X	X	X
11/12xx SIP Phones	X	X	✓	✓
EVM voice prompts	✓	✓	X	X
VMPro voice prompts	✓	X	✓	✓
Softconsole	X	X	X	X
Web Collaboration	X	X	X	X

6. Security

For detailed information on implementing and maintaining IP Office Platform security, please refer to *Avaya IP Office Platform Security Guidelines* posted on the IP Office Knowledgebase link below.

<http://marketingtools.avaya.com/knowledgebase/businesspartner/ipoffice/mergedProjects/security/index.htm>

7. Upgrading to IP Office R11.0

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.

Customers operating earlier releases of IP Office software without an IPOSS contract will need to purchase an upgrade license for IP Office R11.0/10.1.

To make upgrading easier, the number of licenses that are required to be upgraded for R11 has been reduced.

As per ~~Appendix B: New IP Office R11.0 and R10+ PLDS Licenses~~
~~Appendix B: New IP Office R11.0 and R10+ PLDS Licenses~~

The material codes with indication of R10+ are known as “ANY” codes and may be used for Release 10 and Higher (10+) system deployments. The SAP descriptions have been modified to show 10+ for this change, while the material code remains the same. Other codes are R11 release specific and contain R11 in the description.

Customers who have “R10+” licenses will not have to upgrade them to Release 11, as they will work with both R10 and R11. Your previous R10+ license remains valid in PLDS.

Further when quoting a R11 upgrade, designs which include Release “Any” codes (e.g. IPO R10+ RECEPTIONIST 1 LIC, IPO R10+ AV IP ENDPT 1 LIC etc.) do not require an entry for “Existing” licenses for those codes – as those licenses will be carried forward with R11. Upgrades from R10 to R11 only require entry of “Target” quantity of those licenses, if an increase in the number of licenses is required for the new design.

A Job Aid is available on Sales Portal for R10 to R11 Upgrades – this Job Aid continues to be updated on a regular basis.

<https://sales.avaya.com/documents/1399694649832>

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>

Detailed provided in section 11, [Appendix B](#) and [Appendix C](#) of this document.

8. Product Specifications

8.1. Interoperability/Compatibility Matrix

Further updates planned prior to GA. Refer to IP Office installation documentation and IP Office Knowledge Base for H.323 support, SIP deployments.

It is also strongly recommended to review the Product Compatibility Matrix on Avaya Support Portal for ongoing updates from GA and later.

<https://support.avaya.com/CompatibilityMatrix/Index.aspx>

Note that IP Office does not yet support Aura 8.0 interop – some work is needed due to component changes in SMGR 8.0 and that work is not yet committed on IP Office side.

Interoperability Matrix	
Segment	Interoperable Products
IP Office	IP Office
	IP Office Contact Center R9.1.10
	IP Office Contact Center R10.x
End-Points	1100 Series IP Deskphones 4.4
	1220/1230 IP Deskphones 4.4
	1400 Series Digital Deskphones 1.0
	1600 Series IP Deskphones H.323 1.3
	3641 IP Wireless Handset H.323 3.0
	3700 Series DECT Handsets 4.0
	9500 Series Digital Deskphone 1.0
	9600 Series IP Deskphones 96x0 H.323 3.2
	9600 Series IP Deskphones 96x0 SIP 2.6 ¹
	96x1 Series IP Deskphones 96x1 H.323 6.6
	96x1 Series IP Deskphones 96x1 SIP 6.5/7.0/7.1 ²
	IP DECT Phones 4.5
	B100 Series Conference Phones B179 SIP R2.4
	Avaya Communicator iPad 2.0
	E129 SIP Phone 1.0 / 1.25.2.26
	J129 SIP Phone 1.0/1.5 (J100 series 1.0/1.1/1.5)
	J139/J169/J179 SIP Phone 3.0
	Avaya Communicator Windows 2.1
	Avaya one-X [®] Mobile Preferred for IP Office Android
	Avaya one-X [®] Mobile Preferred for IP Office iOS
Avaya Equinox [™] client 3.4	
E159/169 R1.1 Media Station	
H175 Video Collaboration Station R1.0.2	

¹ Note that 96x0 / 96x1 sets with SIP software are supported in branch environment only

² Note that 96x0 / 96x1 sets with SIP software are supported in branch environment only

Interoperability Matrix	
Segment	Interoperable Products
	Avaya Communicator for Web 1.x
	Avaya Vantage 1.1 SP1
Aura Applications	Avaya Aura® Call Center Elite 7.0/7.0.1 (FP)
	Avaya Aura® Contact Center 7.0.1 (FP); AACC Select 7.0.1/7.0.2
	Avaya Aura® Communication Manager 7.0.x/7.0.1/7.1/7.1.1(FP)
	Avaya Aura® Conferencing 8.0/8.0.6
	Avaya Aura® ME 7.1.1
	Avaya Aura® Meeting Exchange 6.2
	Avaya Aura® Experience Portal 7.1/7.2
	Avaya Aura® Messaging 6.3/7.0
	Avaya Aura® Session Manager 7.1/7.1.1 (FP)
	Avaya Aura® System Manager 7.1.1 (FP)
Data Services	Avaya Session Border Controller for Enterprise 7.0/7.1/7.2/7.2.1
Other Services	Avaya Scopia® Video Conferencing Infrastructure; Equinox Conferencing 9.1, XT4300 9.1, XT7100 9.1
	Secure Access Link SAL 2.5

The following table provides an overview of the Avaya phone support* for IP Office R11.0

	R10.1			R11.0		
	IP Office Standard Edition and on Expansion IP500 V2(?)	IP Office Basic Edition	Server Edition/Select and Virtualized IP Office (all IP) or (?)	IP Office Standard Edition and on Expansion IP500 V2(?)	IP Office Basic Edition	Server Edition/Select and Virtualized IP Office (all IP) or (?)
Generally Available Phones						
Analogue Desk Phones						
POTS	✓	✓	✗	✓	✓	✗
Avaya 1000 Series Video Phones						
1010, 1020, 1030, 1040 (Lifesize)	✓	✗	✓	✓	✗	✓
1400 Series - Digital (DS) - CM and IP Office						
1403, 1408, 1416	✓	✓	✗	✓	✓	✗
DBM32	✓	✓	✗	✓	✓	✗
1600 Series - IP (H323) - CM and IP Office						

	R10.1			R11.0		
	IP Office Standard Edition and on Expansion IP500 V2(?)	IP Office Basic Edition	Server Edition/Select and Virtualized IP Office (all IP) or (?)	IP Office Standard Edition and on Expansion IP500 V2(?)	IP Office Basic Edition	Server Edition/Select and Virtualized IP Office (all IP) or (?)
1603SW-i, 1603-i, 1608-i, 1616-i	✓	X	✓	✓	X	✓
BM32 (DSS)	✓	X	✓	✓	X	✓
3700 Series - DECT - CM and IP Office						
3720, 3725, 3730, 3735	✓	X	✓	✓	X	✓
3745	X	X	X	✓	X	✓
9400 Series - Digital DS and CM						
9404, 9408	Not Supported on IP Office			Not Supported on IP Office		
9500 Series - Digital DS, IP Office Only						
9504, 9508	✓	✓	X	✓	✓	X
BM12	✓	✓	X	✓	✓	X
9600 Series - IP H323 CM and IP Office						
9620L, 9620C, 9630G, 9640G, 9650, 9650C	✓	X	✓	✓	X	✓
9670	X	X	X	X	X	X
SBM24 with 96x0	✓	X	✓	✓	X	✓
9601	X	X	X	X	X	X
9608, 9608G, 9611G, 9621G, 9641G, 9641GS	✓	X	✓	✓	X	✓
BM12	✓	X	✓	✓	X	✓
SMB24 with 96x1	✓	X	✓	✓	X	✓
B100 Series - Conference Phones						
B149, B159, B169	✓	✓	X	✓	✓	X
B179	✓	X	✓	✓	X	✓
D100/D160 DECT						

	R10.1			R11.0		
	IP Office Standard Edition and on Expansion IP500 V2(2)	IP Office Basic Edition	Server Edition/Select and Virtualized IP Office (all IP) or (2)	IP Office Standard Edition and on Expansion IP500 V2(2)	IP Office Basic Edition	Server Edition/Select and Virtualized IP Office (all IP) or (2)
D160	✓	✓	✓	✓	✓	✓
E100 Series – IP Phone						
E129	✓	X	✓	✓	X	✓
E159/ E169	✓	X	✓	✓	X	✓
H100 Series Video Collaboration Station						
H175(outside EU only)	✓	X	✓	✓	X	✓
J100 Series – IP Phone						
J129 (SP 10.0.0.2 or higher)	✓	X	✓	✓	X	✓
J169/179 (R10.1 SP3 = H.323 only)	✓	X	✓	X	X	X
J139 / J169/179 (R11.0 SP1 = SIP only)	X	X	X	✓	X	✓
Softphones¹						
IP Office Video Softphone Windows (SIP)	X	X	X	X	X	X
IP Office Video Softphone Mac (SIP) ¹	X	X	X	X	X	X
Avaya Communicator Windows	✓	X	✓	✓	X	✓
Avaya Communicator iPad	✓	X	✓	✓	X	✓

	R10.1			R11.0		
	IP Office Standard Edition and on Expansion IP500 V2(?)	IP Office Basic Edition	Server Edition/Select and Virtualized IP Office (all IP) or (?)	IP Office Standard Edition and on Expansion IP500 V2(?)	IP Office Basic Edition	Server Edition/Select and Virtualized IP Office (all IP) or (?)
Norstar / BCM Phones - General Available and End of Sale						
1100 Series - SIP Phone (BCM UNISstim Migration)						
1110, 1165E	X	X	X	X	X	X
1120E, 1140E	✓	X	✓	✓	X	✓
1100 Series GEM w/LCD	✓	X	✓	✓	X	✓
1200 Series - SIP Phone (BCM UNISstim Migration)						
1210	X	X	X	X	X	X
1220, 1230	✓	X	✓	✓	X	✓
BM LED & Paper Labels	✓	X	✓	✓	X	✓
BM LCD	✓	X	✓	✓	X	✓
Norstar/BCM Digital Phones						
T7000, T7100, T7208, T7316, T7316E	✓	✓	X	✓	✓	X
T24 Key Module	✓	✓	X	✓	✓	X
M7100[N], M7208(N), M73100(N), M7310BLF, M7324[N]	✓	✓	X	✓	✓	X
<i>Note: Only the Global Version of the M7000 Series Sets is supported on the IP Office. The Non-Global version is not supported and can be identified through the contrast levels. The Global Version has 9 Contrast Levels while the Non-Global has only 4 Contrast Levels.</i>						
CAP Key Module	✓	✓	X	✓	✓	X
BCM Door Phone	X	X	X	X	X	X
Norstar/BCM Digital Conference Phone	✓	✓	X	✓	✓	X
ATA-2	X	X	X	X	X	X
Nortel Digital Mobility						

	R10.1			R11.0		
	IP Office Standard Edition and on Expansion IP500 V2(?)	IP Office Basic Edition	Server Edition/Select and Virtualized IP Office (all IP) or (?)	IP Office Standard Edition and on Expansion IP500 V2(?)	IP Office Basic Edition	Server Edition/Select and Virtualized IP Office (all IP) or (?)
T7406 & T7406E	✓	✓	X	✓	✓	X
7420, 7430, 7434, 7439, 7440, 7449	✓	✓	X	✓	✓	X
4135, 4136, 4145, 4146, 4145EX, 4146EX	✓	✓	X	✓	✓	X
Legacy Avaya Phones - No longer available for sale-See Note 1						
1600 Series – IP (H323) – CM and IP Office						
1603, 1603SW, 1608, 1616	✓	X	✓	✓	X	✓
2400 Series - Digital (DS) - CM and IP Office						
2402D, 2410D, 2420	✓	✓	X	✓	✓	X
EU24	✓	✓	X	✓	✓	X
3600 Series - WiFi (H323) - CM and IP Office						
3616, 3620, 3626	No Longer Supported			No Longer Supported		
3641, 3645	✓	X	✓	✓	X	✓
3700 Series - DECT - CM and IP Office						
3701, 3711	No Longer Supported			No Longer Supported		
3740, 3745, 3749	✓	X	✓	✓	X	✓
3800 Series - Digital Cordless						
3810	No Longer Supported			No Longer Supported		
3900 Series - ETR DECT Cordless						
3910	No Longer Supported			No Longer Supported		
3920	No Longer Supported			No Longer Supported		

		R10.1		R11.0			
		IP Office Standard Edition and on Expansion IP500 V2(?)	IP Office Basic Edition	Server Edition/Select and Virtualized IP Office (all IP) or (?)	IP Office Standard Edition and on Expansion IP500 V2(?)	IP Office Basic Edition	Server Edition/Select and Virtualized IP Office (all IP) or (?)
4400 Series - Digital, Magix and IP Office							
4406D, 4412D, 4424D	No Longer Supported			No Longer Supported			
4424LD	No Longer Supported			No Longer Supported			
4450 DSS unit	No Longer Supported			No Longer Supported			
4600 Series - IP H323 - CM and IP Office							
4601, 4602IP, 4602SW, 4610IP, 4610SW, 4620, 4621, 4625	No Longer Supported			No Longer Supported			
4606, 4612, 4624	No Longer Supported			No Longer Supported			
5400 Series - DS Digital, IP Office only							
5402, 5410, 5420	No Longer Supported			No Longer Supported			
EU24	No Longer Supported			No Longer Supported			
5600 Series - IP H323, IP Office only							
5601, 5602IP, 5602SW, 5610IP, 5610SW, 5620, 5621	No Longer Supported			No Longer Supported			
EU24	No Longer Supported			No Longer Supported			
6400 Series - DS Digital, CM and IP Office							
6408D+, 6416D+, 6424D+, XM24 (DSS)	No Longer Supported			No Longer Supported			
9000 Series - Digital, Cordless - Magix & IP Office							

	R10.1			R11.0		
	IP Office Standard Edition and on Expansion IP500 V2(2)	IP Office Basic Edition	Server Edition/Select and Virtualized IP Office (all IP) or (2)	IP Office Standard Edition and on Expansion IP500 V2(2)	IP Office Basic Edition	Server Edition/Select and Virtualized IP Office (all IP) or (2)
9040	No Longer Supported			No Longer Supported		
ETR Phones - Analogue Feature Phone, PARTNER and IP Office						
"Refreshed" 34, 18 & 6 Button Display	X	✓	X	X	✓	X
"Euro" 34 & 18 Button Display	X	✓	X	X	✓	X
"Euro" 18 & 6 Button non-Display	X	✓	X	X	✓	X
T3 & T3 IP Series						
T3 Compact, Classic, Comfort, DSS	✓	X	X	No longer supported		
T3 IP Compact, Classic, Comfort	✓	X	✓	No longer Supported		
<p>SIP phones supported as Centralized Users in IP Office Branch deployments, with failover from Avaya Aura® Session Manager to IP Office.</p> <p>Refer to <i>Administering Centralized Users for an IP Office™ Platform Enterprise Branch</i>, document ID 15-604263</p>						
9600 Series Centralized SIP phones: 9620, 9630G, 9640, 9650, 9601, 9608, 9611, 9621, 9641	✓	X	X	✓	X	X
Avaya one-X® Communicator SIP	✓	X	X	✓	X	X
1120E, 1140E, 1220, 1230	✓	X	X	✓	X	X
B179	✓	X	X	✓	X	X

	R10.1			R11.0		
	IP Office Standard Edition and on Expansion IP500 V2(?)	IP Office Basic Edition	Server Edition/Select and Virtualized IP Office (all IP) or (?)	IP Office Standard Edition and on Expansion IP500 V2(?)	IP Office Basic Edition	Server Edition/Select and Virtualized IP Office (all IP) or (?)
H175	✓	✗	✗	✓	✗	✗
J139, J169, J179	✗	✗	✗	✓	✗	✗

** Note: Supported in this context means the phones have been tested by Avaya for interoperability with IP Office. Older phone models may not support new features if the phone model is outside of the Avaya Manufacturer Support period. If there is a software update related to the R11.0 release, a software fix will not be provided for Phones that are outside of the Avaya Manufacturing Support period.*

Phones “No Longer supported” are outside of the Avaya Manufacturing Support period and are not covered under Avaya Maintenance offers (End of Service Support and End of Maintenance Support). Such phones are no longer tested against IP Office for that reason – but there are no changes in IP Office software to block those phones.

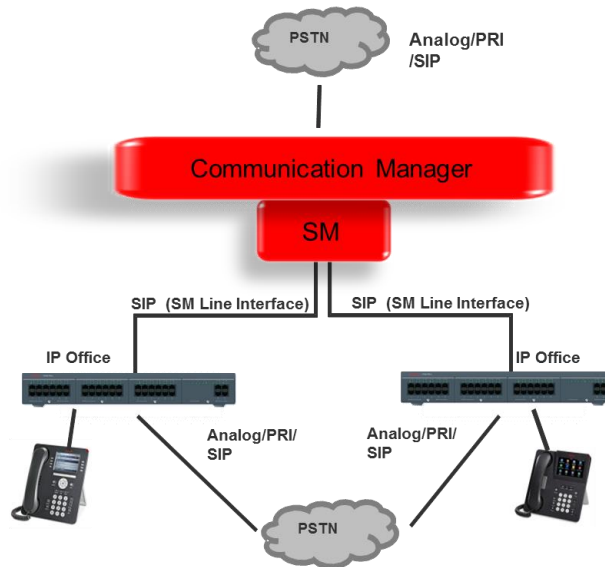
1. OSX 10.9 Mavericks is last OS version supported for Video Softphone for MAC. That client is no longer available on either of 10.x or 11.0 software for same reason. Avaya Communicator for Web / IP Office Web Client / Avaya Equinox are available for Mac users on 11.0. **No Video Softphone for Mac licenses are carried forward as part of an 11.0 upgrade.**
2. Digital and analog phones are supported with Server Edition/Select as indicated using the IP500 V2 as an expansion module

8.2. Interoperability Deployment Scenarios

With the IP Office R11.0 release a number of interoperability scenarios with other Avaya products have been tested and will be supported going forward. The scenarios include:

1. IP Office R11.0 and Avaya Aura Session Manager
2. IP Office R11.0 and BCM R6.0
3. IP Office R11.0, BCM R6.0 and CS1000 with Session Manager and NRS
4. IP Office R11.0 and Meridian1/CS1000 via QSIG
5. IP Office R11.0 and Avaya Aura Communication Manager
6. IP Office R11.0 as SIP Gateway for BCM/Norstar
7. IP Office R11.0 and Avaya SBCE

8.2.1. IP Office & Avaya Aura Session Manager

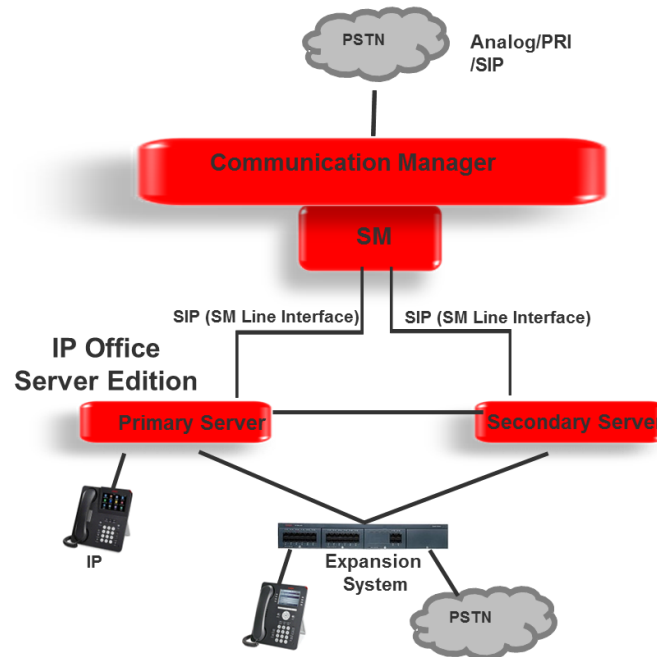


IP Office IP500 V2 Essential or Preferred Edition can be deployed as an Enterprise Branch with Avaya Aura® Session Manager. Each of the IP Office nodes is connected to the Session Manager using the SIP protocol. On the IP Office, the connection to Session Manager is configured as an SM Line. This is a special type of SIP trunk on the IP Office. On the Session Manager, the connection to the IP Office is configured as a SIP Entity Link.

For IP Office Branch interoperability with Session Manager, please refer to the Product Offer document for IP Office R10.0 Deployed as a Branch. (R11.0 version to be updated at GA)

<https://sales.avaya.com/en/pss/uc-ip-office-in-the-branch>

Note that IP Office does not yet support Aura 8.0 interop – some work is needed due to component changes in SMGR 8.0 and that work is not yet committed on IP Office side.



IP Office Server Edition supports SIP-based interoperability with the Avaya Aura® Session Manager, as well as with the Communication Manager through the Session Manager.

Note: IP Office Server Edition is not deployed as a branch in Avaya Aura network and some IP Office Branch features are NOT supported. This includes System Manager, WebLM Centralized licensing, Centralized Aura voicemail, Centralized Aura users.

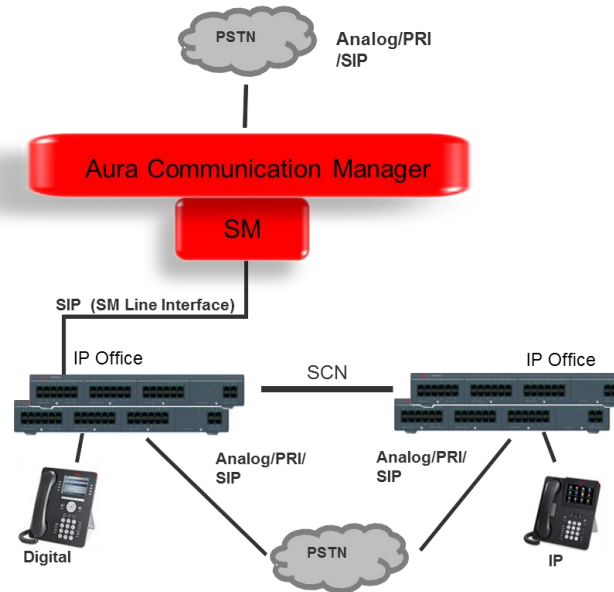
The SIP protocol is used for trunks between the Avaya Aura® Session Manager and the IP Office Server Edition Primary Server (and optionally Secondary Server). On the IP Office, the connection to Session Manager is configured as an SM Line. This is a special type of SIP trunk on the IP Office. On the Session Manager, the connection to the IP Office is configured as a SIP Entity Link. The connections between the IP Office nodes are according to the Server Edition Architecture.

The advanced feature set of Server Edition multi-node network is available between the IP Office nodes.

Only the Primary Server (and optionally Secondary Server) have an SM Line connection to Session Manager. Server Edition Expansions do not connect to Session Manager directly but only indirectly through the Server Edition Primary Server or Secondary Server. SM Line connections to Session Manager from both the SE Primary and Secondary servers are supported for redundancy. Session Manager views the whole multi-node Server Edition system as one remote system and not as multiple different systems.

- **Protocol Support:**
 - IP Office to SM: SIP
 - IP Office to IP Office: H323 - SCN Networking
- **Platform Requirements**

- **IP Office**
 - **Release:** IP Office R11.0
 - **Edition:** Server Edition/Select
- **Session Manager**
 - **Release:** SM 6.3.x / 7.0
- **Centralized Voicemail:** Server Edition Centralized Voicemail for all nodes in Server Edition network.
- **Phones:** All phones supported on the individual call servers and releases including Avaya IP Phone(H323), Avaya Digital phones, BCM 7000 Series Digital phones, BCM1100/1200 Series IP Phones (SIP), DECT R4 and Analog phones.



An IP Office SCN deployment can interoperate via SIP with an Avaya Aura® Session Manager, as well as with a Communication Manager through the Session Manager.

***Note:** In this SCN deployment, some IP Office Branch features are NOT supported. This includes System Manager, WebLM Centralized licensing, Centralized Aura voicemail, Centralized Aura users.*

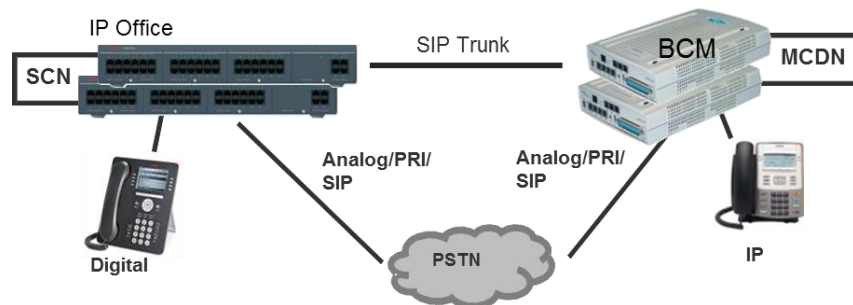
The SIP protocol is used for a trunk between the Session Manager and one IP Office node through which the SCN network is connected to the SM. On the IP Office node, the connection to Session Manager is configured as an SM Line. This is a special type of SIP trunk on the IP Office. On the Session Manager, the connection to the IP Office is configured as a SIP Entity Link. The IP Offices are connected to each other in an SCN network and can use advanced SCN feature set between each other.

Only one of the SCN-networked IP Office nodes has an SM Line connection to Session Manager. The rest of the SCN-networked IP Office nodes do not connect to Session Manager directly but only

indirectly through that one node. Session Manager views the whole multi-node SCN network as one remote system and not as multiple different systems.

- **Protocol Support:**
 - IP Office to SM: SIP
 - IP Office to IP Office: H323 - SCN Networking
- **Platform Requirements**
 - **IP Office**
 - **Release:** IP Office R11.0
 - **Edition:** Essential, Preferred
 - **Session Manager**
 - **Release:** SM 6.3.x / 7.0
- **Centralized Voicemail:** Centralized Voicemail Pro for all IP Office systems in the SCN network. Centralized Aura Voicemail is not supported for IP Office systems in the SCN network.
- **Phones:** All phones supported on the individual call servers and releases including Avaya IP Phone(H323), Avaya Digital phones, BCM 7000 Series Digital phones, BCM1100/1200 Series IP Phones (SIP), DECT R4 and Analog phones.

8.2.2. IP Office and BCM



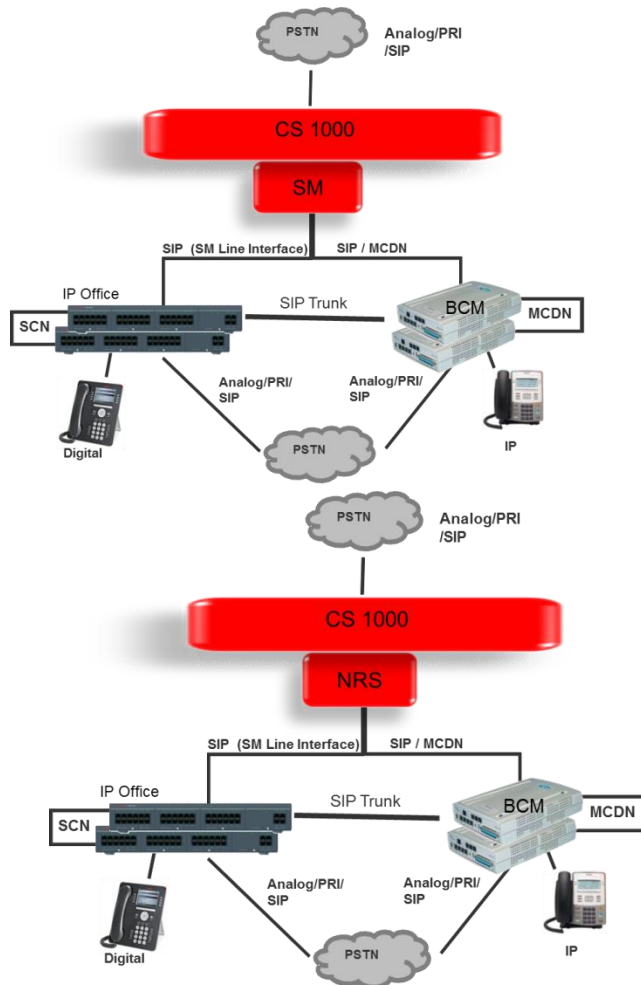
The SIP interoperability support between IP Office and BCM50/450 allows customers to migrate a network of BCM step by step to an IP Office SCN or Server Edition network.

- **Protocol Support:**
 - IP Office to BCM: SIP
 - BCM to BCM: SIP or SIP/MCDN
 - IP Office to IP Office : H323 – SCN or SIP
 - It is not possible to network IP Office and BCM via the MCDN or SCN protocol directly.
- **Platform Requirements**
 - **IP Office**
 - **Release:** IP Office R11.0
 - **Edition:** Essential, Preferred, and Server Edition/Select
- **BCM**
 - **Release:** BCM50 and BCM450 R6.0
- **Centralized Voicemail:**
 - The IP Office system may use a centralized Voicemail PRO system in the SCN network

- The BCM systems may use a centralized voicemail within the BCM MCDN network.
- Centralized Voicemail across IP Office and BCM systems is not supported.
- **Phones:** All phones supported on the individual call servers and releases including Avaya IP Phone(H323), Avaya Digital phones, BCM 7000 Series Digital phones, BCM1100/1200 Series IP Phones (SIP), DECT R4 and Analog phones.

The advanced feature set of IP Office SCN Networking is available between the IP Office and BCM MCDN Networking features are available between BCM. Between the BCM and IP Office the standard SIP feature described below is supported.

8.2.3. IP Office, BCM and CS1000 (SIP)



This configuration allows migration for a network of BCM and CS1000 to the IP Office step by step by adding IP Office systems to it.

- **Protocol Support:**
 - IP Office to BCM: SIP

- IP Office to CS1000: SIP (via SM or NRS)
 - IP Office to IP Office: SIP or H323 - SCN Networking
 - BCM to BCM: SIP or SIP/MCDN
 - BCM to CS1000: SIP or SIP/MCDN
- Note: IP Office to CS1000 using H.323 is not supported.*
- **Platform Requirements**
 - **IP Office**
 - **Release:** IP Office R11.0
 - **Edition:** Essential, Preferred, and Server Edition/Select
 - **BCM**
 - **Release:** BCM50 and BCM450 R6.0
 - **CS1000**
 - **Release:** CS1000 R7.6 is required to use Session Manager; NRS 7.6 can be used for SIP interop with earlier CS1000 software versions – however note that any CS1000 software versions prior to R7.6 are end of software support for at least two years
 - **Centralized Voicemail:** Centralized Voicemail for all IP Office system in the SCN network, BCM system may use centralized voicemail of the CS1000. IP Office system cannot use centralized voicemail of CS1000.
 - **Phones:** All phones supported on the individual call servers and releases including Avaya IP Phone(H323), Avaya Digital phones, BCM 7000 Series Digital phones, BCM1100/1200 Series IP Phones (SIP), DECT R4 and Analog phones.

8.2.4. IP Office and Meridian1/CS1000 via QSIG

IP Office R11.0 supports PRI connectivity between IP Office and Meridian1/CS1000 via QSIG.

Where leased line circuits are used within a private networking scenario, E1 or T1 interfaces are typically configured to use QSIG signaling between sites. QSIG provides a level of voice feature transparency between PBXs and is the favored signaling standard within multiple vendor and international voice networks. The IP Office E1 or T1 module terminates a QSIG connection with a 120 ohm RJ45 interface.

IP Office supports the following QSIG services across this network:

- Simple Telephony Call/Basic Call
- Circuit Switched Data Call/Basic Call
- Called/Calling Line ID Presentation
- Called/Calling Name Presentation
- Message Waiting
- Transfer

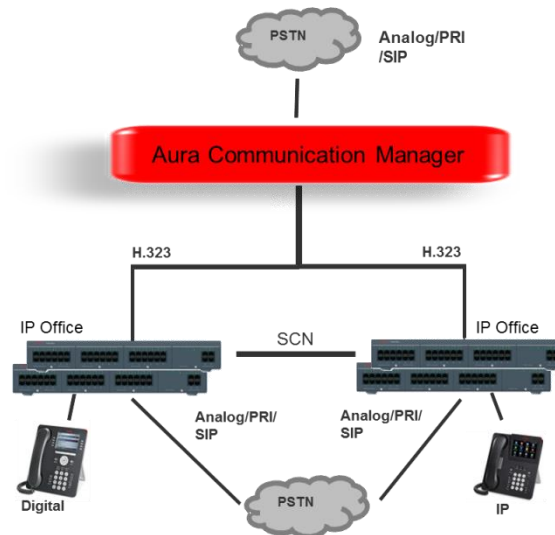
Please be aware of the following limitations:

- QSIG basic calling (Calling and Called Number) is available on the CS1000 with Enhanced Software (R5.0 and later); it requires Enhanced Business Service or higher on earlier software. Any supplementary services (e.g. Calling and Called Name) do require Premium Software (R5.0 and later); or Advanced Network Services or higher on earlier software.

- No support for Trunk Anti Tromboning.
- Redirecting information is not available.

IP Office R11.0 QSIG interoperability has been tested with Meridian1/ CS1000 Release 22 and higher. Note that any CS1000 software versions prior to R7.6 are end of software support for at least two years.

8.2.5. IP Office & Communication Manager Interop



The H323 protocol is used for trunks between the IP Office nodes and the CM. The IP Offices are a network of SCNs and can use advanced SCN feature set between each other.

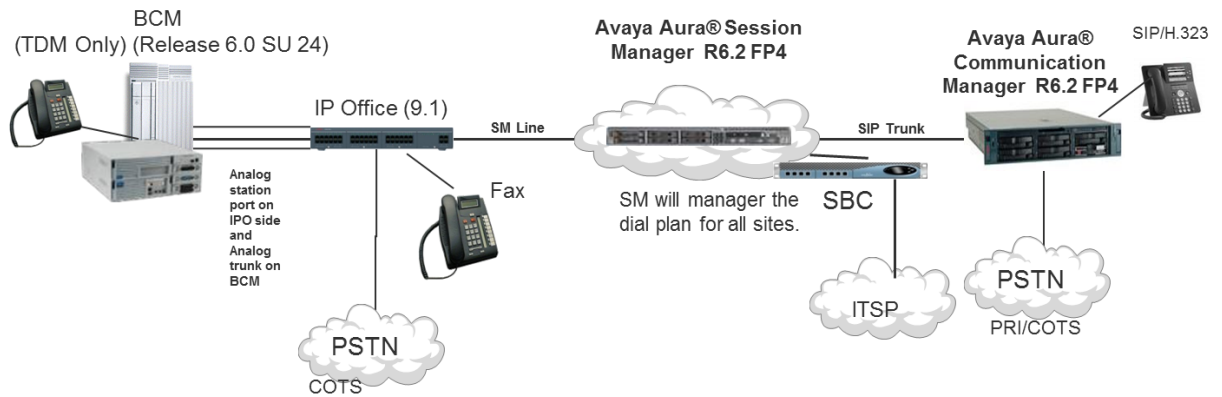
- **Protocol Support:**
 - IP Office to CM: H.323
 - IP Office to IP Office: H323 - SCN Networking
- **Platform Requirements**
 - **IP Office**
 - **Release:** IP Office R11.0
 - **Edition:** Essential, Preferred, and Server Edition/Select
 - **Communication Manager**
 - **Release:** CM 6.3.x / 7.0
- **Centralized Voicemail:** Centralized Voicemail for all IP Office systems in the SCN network
- **Phones:** All phones supported on the individual call servers and releases including Avaya IP Phone(H323), Avaya Digital phones, BCM 7000 Series Digital phones, BCM1100/1200 Series IP Phones (SIP), DECT R4 and Analog phones.

The advanced feature set of SCN Networking is available between the IP Office nodes.

Note: H.323 trunk interoperability between IP Office and CM was supported historically. However, for new deployments, IP Office interoperability via SM Line to Session Manager is recommended.

Note that IP Office does not yet support Aura 8.0 interop – some work is needed due to component changes in SMGR 8.0 and that work is not yet committed on IP Office side.

8.2.6. IP Office as SIP Gateway for BCM/Norstar



IP Office R11.0 supports a deployment scenario for IP Office, where IP Office acts as a SIP Gateway for a Nortel BCM and/or a Norstar telephony system. The following use cases are supported:

- Incoming call from SIP carrier → SBC → Session Manager → IP Office V2 Gateway → BCM (Via Analog) → Digital Phone
- Outbound call from Digital Phone → BCM → IP Office V2 Gateway → Session Manager → SBC → SIP Carrier
- Outbound call from Digital Phone → BCM → IP Office V2 Gateway → Session Manager → CM → H.323 Endpoint
- Outbound call from Digital Phone → BCM → IP Office V2 Gateway → Session Manager → IP Office V2 Gateway in second store → BCM → Digital Phone
- Outbound call from Digital Phone → BCM → IP Office V2 Gateway → IPO CO trunk (when the 'SM Line' connection to Session Manager is down) → PSTN
- Analog Phone → BCM → IP Office V2 Gateway → Session Manager → SBC → SIP Carrier
- Fax → IP Office V2 Gateway → Session Manager → SBC → SIP Carrier

8.2.7. IP Office and Avaya Session Border Controller for Enterprise (SBCE)

The following describes the interoperability testing between IP Office R11.0 and the Avaya SBCE R6.3/7.2. The scope of testing included both IP500 V2 and Server Edition/Virtualized Server Edition, SIP endpoints as IP Office Remote Workers (RW), various IP Office Branch deployments, Dual ASBCE (High Availability Deployment), and both RTP and SRTP. TCP and UDP are supported as they were in IP Office R9.1.

Two deployment models are supported:

1. Multi-instance virtualized Avaya SBCE with the multi-instance IP Offices, with one-to-one connections between them. Each SBC virtual instance serves one IPO instance dedicated to one customer.

2. Single Avaya SBCE connecting to the multiple IPO instances at a single site is supported. In this deployment, SBC uses multiple public IP addresses, to map the traffic of each customer to the correct IPO instance.

Multiple IP Offices for a single customer on multiple sites is not currently supported.

(Note: to be updated by GA as testing is ongoing)

Avaya SBCE Release 6.3 introduced changes related to licensing which is done through WebLM as well as some configuration options for SRTP and for relay of presence information to the IPO Presence server (one-X[®] Portal) through the SBCE. This is also applicable to SBCE 7.0. These are captured in the document Administering Avaya IP Office with Manager.

- Supported Endpoints (Remote Worker over Avaya SBCE deployment)
 - Avaya Communicator for Windows/ iPad
 - Avaya one-X[®] Mobile Preferred for IP Office for Android
 - Avaya one-X[®] Mobile Preferred for IP Office iPhone
 - MS Lync Add-in
 - 11xx/12xx SIP sets
 - E129 sets
 - J129 sets
 - J139/J169/J179 In the IPO Branch deployments only phone types that are capable of being Centralized endpoints are supported with ASBCE deployments
 - Avaya Equinox client
 - Vantage devices
- Excluded Endpoints
 - B179 conference unit
 - E159, E169
 - Avaya Scopia video endpoints (XT room systems and Elite MCU systems)
 - MAC Video Softphone
 - DECT D100

In the IP Office non-branch deployments, the typical deployment is to connect IP Office to public SIP trunks via the Avaya SBCE. The other deployment scenario is for connecting Remote workers securely through the SBC to endpoints and trunks within the enterprise.

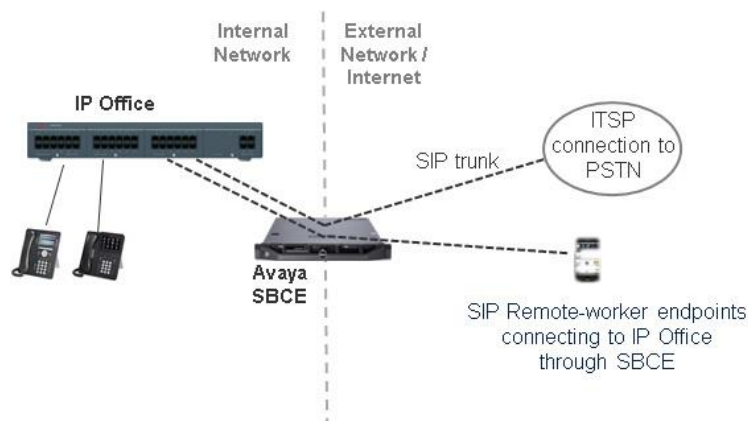
For IP Office Branch deployments the scenarios the local SIP trunk use case and the Central SIP trunk use case.

For local SIP trunks, the SBCE is at the Branch and the SIP trunks are used the same way as local PRI trunks at the branch. For Central SIP trunks, the SBCE is at the main data center and the use case is similar to PRI trunks at the main office.

- Local SIP trunk - SBCE - IP Office - IP Office user
- Local SIP trunk - SBCE - IP Office - Session Manager – Centralized users (in sunny-day)
- Local SIP trunk - SBCE - IP Office - Centralized users (in rainy-day)
- Local SIP trunk - SBCE - IP Office - Session Manager - users in headquarters or other enterprise sites
- Central SIP trunk - SBCE - SM - IP Office - IP Office user
- Central SIP trunk - SBCE - SM - Centralized users

For Branch deployments, the remote worker connecting through the SBC to the branch IP Office is also a valid test case and the only difference to the non-branch scenario is that the calls flows involve branch connectivity to the Session Manager at the core via the SM line.

- IP Office remote worker - SBCE - IP Office - Session Manager -users in headquarters or in other enterprise sites
- IP Office remote worker - SBCE - IP Office - Session Manager -Centralized users in a Mixed branch (in sunny-day)
- IP Office remote worker - SBCE - IP Office - Centralized users in a Mixed branch (in rainy-day)
- IP Office remote worker - SBCE - IP Office - Session Manager -voicemail services on Avaya Aura® Messaging/ Modular Messaging.
- Avaya Aura remote worker - SBCE - Session Manager - IP Office - IP Office user



8.2.8. SIP Standard Call Feature Support

For the standard SIP networking connections described above the following call features are supported:

- **Standard Call Features**
 - Basic Call Completion
 - Handling of busy called party
 - DTMF and ring-back tone
 - Hold and Retrieve
 - Call Waiting presentation
 - Called Number display
 - Calling number and name display
 - Abandoned call
- **Call Redirection**
 - Call Forward (Forward ALL, Forward Busy, Forward No Answer)
 - Call Transfer (Attended and Unattended)
 - Call Redirection (To PSTN, Abandoned, Busy)
- **Conferencing**
 - AdHoc and MeetMe conferencing

- **PSTN Toll Bypass** – Toll Bypass allows each system to leverage the trunk connections of the other system in the network to avoid international and long distance charges.

8.2.9. Video Collaboration Solution for IP Office

For Scopia 8.3 FP3, the video solution has been broken into small and medium deployment scenarios. The small and medium solution has been tested and works with release 10.1.

For R11.0, the XT7100 and XT4300 are able to use Avaya IP Endpoint licenses rather than 3rd Party Endpoint licenses.

IP Office R11.0 support	Supported in R10 (Y/N)	Avaya IP Endpoint license required	3rd Party SIP Endpoint license required	SIP Trunk Channel license required
XT5000 Video Server For IP Office with 3.2 Firmware(8.3.X)	y	y		
XT5000 Endpoint w/ embedded Video Server For IP Office with 3.2 Firmware (8.3.X)	y	y		
Scopia XT7100 Endpoint with embedded MCU with 8.3.7	y	Y* With 8.3.7 Firmware		
Scopia XT5000 Endpoint with embedded MCU with 8.3.2 firmware(8.3.X)	y	y		
Scopia XT4300 Endpoint with embedded MCU with 8.3.2 firmware (8.3.x)	y	Y* With 8.3.7 Firmware		
Scopia XT4200 Endpoint with embedded MCU	y	y		



with 8.3.2 firmware(8.3.X)				
Scopia XT240 Executive Endpoint with embedded MCU with 8.3.2 firmware(8.3.X)	y	y		
Scopia Elite MCU5000 Series with 7.7.6 firmware (7.7.X)	y			y
Scopia Elite MCU6000 Series with 7.7.6 firmware(8.3.X)	y			y

- XT5000 Video Server for IP Office with 3.2 Firmware (must register with IP Office for MCU to function)
- XT5000 Endpoint w/embedded video server for IP Office with 3.2 Firmware (must register with IP Office for MCU to function)
- * Customers with 3rd Party Endpoint Licenses will need to purchase Avaya IP Endpoint licenses for continued operation with R11.0

See the *Video Collaboration Solution for IP Office Offer Definition* for more details in the link below.

<https://sales.avaya.com/en/pss/radvision-video-collaboration-for-ip-office-sales-play>

8.3. Solution Capacities and Performance

Please refer to the [IP Office Platform 11.0 Platform Guidelines: Capacity](#) document on Avaya Support Portal to ensure latest information is being reviewed.

8.4. Virtualization Resource Profiles

Please refer to the [Deploying Avaya IP Office Servers as Virtual Machines](#) document on Avaya Support Portal to ensure latest information is being reviewed.

8.5. Hypervisor and Cloud Support

Hypervisor	IP Office Select, Sever Edition	IP Office Partner Hosted (Powered By Avaya)
VMware ESXi 6.0	✓	✓
VMware ESXi 6.5	✓	✓
VMware ESXi 6.7	✓	✓
Microsoft HyperV on Server 2012R2	✓	✓
Microsoft HyperV on Server 2016	✓	✓
Google KVM	X (1)	✓
Amazon AWS AMI	✓	✓

Note: VMware ESXi 5.0 and 5.1 are end of support by VMware in 2016 and ESXi 5.5 in September 2018. Refer to VMWare.com support site for additional information. Refer to IPOCC / ACCS documentation for hypervisor support information.

- (1) Google KVM is supported in case of hosted (Powered By) solution only – not supported for CPE

8.6. Supported OS and Browsers

8.6.1. Windows Operating Systems (PC)

Operating System Editions and Service Packs

Operating System	Service Pack	Editions
Windows 7 32/64	SP1	Professional, Enterprise, Ultimate
Windows 8.1	N/A	Pro, Enterprise
Windows 10		Pro (SMB), Enterprise
Server 2012	N/A	Standard
Server 2012 R2	N/A	Standard
Server 2016	N/A	Standard and Essentials

Server 2008R2 (64 Bit) is no longer supported

Operating System Support - Server Components

Application	Win 7		Win 8.1(2)		Win 10		Server 2012/2012R2(1)	Server 2016
	32 bit	64 bit	32 bit	64 bit	32 bit	64 bit	64 bit	
Preferred Edition Server (VMPro)								
Standalone	✓	✓	✓	✓	✓	✓	✓	✓
... Plus UMS	X	X	X	X	X	X	✓	✓
... Plus Campaigns	X	X	X	X	X	X	✓	✓
... with IMS	X	X	X	X	X	X	X	X
... MAPI service for VMPro on Linux	✓	✓	X	X	X	X	✓	✓
one-X[®] Portal for IP Office Server	X	X	X	X	X	X	✓	✓
TAPI – 1st Party	✓	✓	✓	✓	✓	✓	✓	✓
TAPI - 3rd Party	✓	✓	✓	✓	✓	✓	✓	✓
TAPI – WAV (3)	✓	X	✓	X	✓	X	X	X

Note:

- (1) IPOCC Server 2012R2
- (2) As per Microsoft Win 8.1 is the replacement/Service Pack for 8.0 so we no longer support 8.0 - <http://windows.microsoft.com/en-GB/windows/service-packs-download#sptabs=win8other> (link valid 16-Jun-2014)
- (3) TAPI WAV is not recommended for new designs and is not supported on 64-bit operating systems

Operating System Support - Thick Client Apps

Application	Win 7		Win 8.1		Win 10		Server 2012/2012R2	Server 2016
	32 bit	64 bit	32 bit	64 bit	32 bit	64 bit	64 bit	64 bit
Preferred Edition Client	✓	✓	✓	✓	✓	✓	✓	✓
SoftConsole	✓	✓	✓	✓	✓	✓	X	✓
Manager	✓	✓	✓	✓	✓	✓	✓	✓

Application	Win 7		Win 8.1		Win 10		Server 2012/2012R2	Server 2016
	32 bit	64 bit	32 bit	64 bit	32 bit	64 bit	64 bit	64 bit
SysMon	✓	✓	✓	✓	✓	✓	✓	✓
SSA	✓	✓	✓	✓	✓	✓	✓	✓
TAPI 1st Party	✓	✓	✓	✓	✓	✓	✓	✓
TAPI WAV	✓	X	✓	X	✓	X	X	X
Avaya Windows Communicator (ACW) (replaces Flare)	✓	✓	✓	✓	✓	✓	X	X
Avaya Equinox™ for Windows	✓	✓	✓	✓	✓	✓	X	X
one-X® Portal Plug-In for Outlook	✓	✓	✓	✓	✓	✓	X	X
Call Assistant	✓	✓	✓	✓	✓	✓	X	X
Plug-In for MS Lync 2013 / Skype for Business	✓	✓	✓	✓	✓	✓	X	X
Web Conferencing (Adobe Flash and Java Applet for sharing)	✓	✓	✓	✓	✓	✓	X	X
IP Office Contact Centre	✓	✓	✓	✓	✓	✓	X	X

Notes:

- (1) Legacy support only

Please note that IP Office Native Salesforce.com Plug-in is no longer supported and refer to Avaya Communicator for Web as an alternative solution.

8.6.2. Mac Thick Client Apps

Application	OSX 10.8 Mountain Lion	OSX 10.9 Mavericks	OSX 10.10 Yosemite	OSX 10.11 El Capitan	OSX 10.12 Sierra	OSX 10.13 High Sierra
Web Conferencing (Adobe Flash and Java Applet for sharing)	✓	✓	✓	✓	✓	✓
Avaya Equinox™ for Mac	✗	✗	✗	✓	✓	✓

Please note that IP Office Video Softphone is no longer supported with R11.0 and refer to Avaya Communicator for Web / IP Office Web Client / Avaya Equinox™ as an alternative solution. **No Video Softphone for Mac licenses are carried forward as part of an 11.0 upgrade.**

8.6.3. Chrome Apps

IPOCC – Agent

8.6.4. Browsers

Application	IE10 (2)	IE11	Microsoft Edge	FFXX (1)	Chrome XX (1)	Safari 8	Safari 9	Safari 10(3)
VMPro Campaigns Client	✓	✓	✓	✗	✗	✗	✗	✗
VMPro UMS WebMail	✓	✓	✓	✗	✗	✗	✗	✗
one-X® Portal for IP Office Client	✓	✓	✓	✓	✓	✓	✓	✗
Web Conferencing	✓	✓	✓	✓	✓	✓	✓	✗
Web Manager Web Control Page	✓	✓	✓	✓	✓	✓	✓	✓
D100 DECT Admin	✓	✓	✓	✓	✓	✓	✓	✓
IP DECT R4 Admin	✓	✓	✓	✓	✓	✓	✓	✓
Avaya Communicator for Web	✗	✓	✗	✗	✓	✗	✗	✗
Media Manager	✓	✓	✓	✓	✓	✗	✗	✗

Cloud Operations Manager (COM) (Update at GA)	X	✓	✓	✓	✓	X	X	X
IP Office Web Client	X	X	X	X	✓	X	X	X

Notes:

- (1) These browsers update on a 6-week cycle with most users automatically updated within two weeks. IP Office will aim to support future versions of these fast release browsers to the extent possible as tested and verified.
- (2) Only on Server 2012 (note Server2012R2 supports IE11)
- (3) Contact Recorder is no longer supported with R11.0.

8.6.5. Other Applications

Exchange

Application	Exchange 2010	Exchange 2013	Exchange 2016
VMPro UMS	✓	✓	X
one-X® Portal (IM Presence)	✓	✓	✓
one-X® Portal (Calendar)	✓	✓	X

Outlook

Application	Outlook 2010	Outlook 2013	Outlook 2016
VMPro IMS	X	X	X
TAPI (for dialing)	✓	✓	✓
VMPro UMS IMAP	✓	✓	✓
one-X® Portal Outlook Plugin	✓	✓(1)	✓(1)

- (1) Currently for Outlook 2013 and higher, the contact screen popping feature is not supported

8.7. Supported Hardware

Platform and features supported on the platform will be modified with the IP Office R11.0 release. Supported platforms are:

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

IP Office software supports Server Edition hardware platforms; the Dell PowerEdge R630 server and the Dell PowerEdge R230 server are the most current servers available. Please refer to section 7.3 Solutions Capacity and Performance for additional information.

The ETR Partner card **will be supported with IP Office R11.0**. Reference material code 700476039 IP OFFICE 500 VERSION 2 EXTENSION CARD ETR

Note: IP OFFICE 500 VERSION 2 EXTENSION CARD ETR 6 is no longer available since August 2018.

Customers may migrate to IP Office R11.0 by purchasing an upgrade for Release 10 and applying the R11.0 software, or by acquiring an upgrade as part of their entitlement per the terms of their valid IP Office Support Services support contract, as applicable. Customers migrating to IP Office R11.0 will be required to have an IP500 V2 control unit or supported servers with Server Edition. IP500 base cards, trunk cards and expansion modules are supported with IP500 V2 control unit and may migrate to the V2 control unit. Licenses will require a dongle swap to move from the IP500 key card to the IP500 V2 SD card.

All other Release 10.1 features are supported on all platforms. IP Office R11.0 Select features are supported with Select material codes.

IP400 Trunk and Station Modules supported in IP Office R11.0:

- Analog trunk 16
- Digital Station V2: 16 and 30 port variants
- Phone V2: 16 and 30 port variants

Refer to the *IP Office R9.1 Offer/Product Update* document for IP400 cards that are no longer supported.

8.7.1. Avaya Common Servers Supported for New Orders

IP Office is also shipped on the Avaya Common Server platforms for the IP Office Server Edition and IP Office Contact Center. The Avaya common server models continue to be updated on a separate timeline following the evolving roadmaps of the hardware providers. The current shipping servers for IP Office are the Dell Power Edge R230 for smaller deployments and the Dell Power Edge R630 for larger deployments. IP Office R11.0 still supports all of the listed previous Common Servers although Avaya no longer ships them new.

Note: the older server models may have a different capacity limits as spelled out in section 7.3.

Avaya Common Server Material Codes – Large Servers (**Green** are actively shipped)

Material Code	Description
383542	DELL R630 SERVER IP OFFICE SERVER EDITION/UNIFIED COMMUNICATIONS
383555	DELL R630 SERVER IP OFFICE CONTACT CENTER
306961	DELL R620 SERVER IP OFFICE SERVER EDITION/UNIFIED COMMUNICATIONS
339525	DELL R620 SERVER IP OFFICE CONTACT CENTER
270393	HP DL360 G7 SERVER IP OFFICE SERVER EDITION/UNIFIED COMMUNICATIONS

Avaya Common Server Material Codes – Small Servers (**Green** are actively shipped)

Material Code	Description
390081	DELL R230 XL SERVER IP OFFICE UNIFIED COMMUNICATIONS
390083	DELL R230 XL SERVER IP OFFICE CONTACT CENTER
380223	DELL R220 XL SERVER IP OFFICE UNIFIED COMMUNICATIONS
380225	DELL R220 XL SERVER IP OFFICE SERVER EDITION EXPANSION
380226	DELL R220 XL SERVER IP OFFICE CONTACT CENTER
302786	DELL R210 II XL SERVER IP OFFICE UNIFIED COMMUNICATIONS
302788	DELL R210 II XL SERVER IP OFFICE SERVER EDITION EXPANSION
306626	DELL R210 II XL SERVER IP OFFICE CONTACT CENTER
269810	HP DL120 G7 SERVER IP OFFICE SERVER EDITION
270395	HP DL120 G7 SERVER IP OFFICE EXPANSION

9. Product Documentation

9.1 Release Notes

Release Notes are a valuable asset when updating the system to the next release. This includes any bug fixes and installation notes to make sure your update goes as smooth as possible. Release Notes are available at the Avaya support center at <http://support.avaya.com>. Also see [Product Support Notices \(PCNs\)](#).

9.2 User and System Documentation

Detailed release information can be found in the following documents available with the Avaya IP Office R11.0 are downloadable for free from Avaya Support at <http://www.avaya.com/support>

- IP Office Platform Feature Description (Release 11.0)
- IP Office Platform Solution Description (Release 11.0)
- Technical Bulletin (Release 11.0)
- IP Office Knowledgebase - Contains all administrator and user documentation for IP Office - <http://marketingtools.avaya.com/knowledgebase>
- The Avaya support site – Contains all administrator and user documentation for IP Office - <http://support.avaya.com>

The Technical Bulletin and Release 11.0 Documentation will be available by GA:

- Go to support.avaya.com
- Select **Find Documentation and Technical Information by Product Name** under Downloads & Documents
- Enter 'IP Office' as your product
- Choose '11.x' as your release
- Click the 'Documents' radio button
- Click 'Enter' to see all documentation

Note that fastest and most reliable download of the IP Office Document Collection is achieved via the Downloads section of Avaya Support Portal.

- Go to "Support by Product", click on "Product Specific Support" – choose IP Office and 11.0
- Choose "Downloads" rather than "Documents", if looking to download the full 11.0 Documentation Library – this results in downloading via PLDS, which is optimized for larger file sizes

IP Office Product Matrix for R11.0 :

<https://sales.avaya.com/cs/Sites?lookuphost=/&lookuppage=/en/general/atac-publications>

The latest version of the IP Office Platform Feature and Solution Description Documents, which define the IP Office product in more detail, is found on the Avaya Partner Portal (www.avaya.com/salesportal) and will require a valid Single Sign On (SSO) user name and password to view it online. They are also available from support.avaya.com.

The following is a complete listing of product documents for IP Office R11.0 have been updated with new information. Please use the search function available on <http://www.avaya.com/support> to find these documents.

IP Office R11.0 Product Documentation

New Documentation
Installation Documents
Installing the Avaya IP Office™ Cloud Operations Manager
User Documents
Using the Avaya IP Office™ Cloud Operations Manager
Using the Avaya IP Office™ Web Client

Updated Documentation
Overview Documents
Avaya IP Office™ Platform Solution Description
Avaya IP Office™ Platform Feature Description
Avaya IP Office™ Platform Start Here First
Avaya IP Office™ Platform Capacity Guidelines
Planning Documents
Avaya IP Office™ Platform Resilience
Avaya IP Office™ Platform Security Guidelines
Avaya IP Office™ Platform Server Edition Reference Configuration
Avaya IP Office™ Platform SSL VPN Solutions Reference
Deployment Documents
Installing and Maintaining Avaya IP Office™ Platform Application Server
Deploying Avaya IP Office Platform™ Basic Edition
Deployment Documents: Essential and Preferred Edition
Deploying Avaya IP Office™ Platform IP500 V2
Installing Avaya IP Office™ Platform Unified Communications Module
Deployment Documents: Server Edition
Deploying Avaya IP Office™ Platform Server Edition
Deploying Avaya IP Office™ Platform Server Edition Servers as Virtual Machines
Deployment Documents: one-X® Portal
Deploying Avaya one-X® Portal for IP Office™ Platform
Installation Documents: Voicemail
Installing Avaya IP Office™ Platform Embedded Voicemail
Administration Documents: All Editions

Updated Documentation
Administering Avaya IP Office™ Platform with Manager
Administering Avaya IP Office™ Platform with Web Manager
Using Avaya IP Office™ Platform System Monitor
Administering Avaya IP Office™ Platform Voicemail Pro
Administration: Media Manager
Administering Avaya IP Office™ Platform Media Manager
Administration: one-X® Portal
Administering Avaya one-X® Portal for IP Office™ Platform
User Documents: Web Self Administration
Avaya IP Office™ Web Self Administration
User Documents: Media Manager
Using the Avaya IP Office™ Platform Media Manager
User Documents: one-X® Portal
Using the one-X® Portal for IP Office™ Platform
User Documents: Server Edition
Using the Avaya IP Office™ Platform Server Edition Web Control Menus
User Documents: Phones
Using 9500 Series Telephones
Using 9600 Series Telephones
Phone Documents: Deployment
IP DECT R4 Installation
IP Office H.323 IP Telephone Installation
IP Office SIP Extension Installation
IP Office SIP Phones with ASBCE

Note: Always refer to the Avaya websites for the latest versions of product documentation.

10. Avaya Learning

10.1. Avaya Learning Center

The Avaya Learning Center, www.avaya-learning.com, is the gateway to Avaya training and credential offers. Avaya Sales and Services authorization requirements are outlined in the Avaya Solutions Authorization Policy Guide located on the Avaya Connect Program site, www.avaya.com/avayaconnect.

At this time there are **no** new authorization requirements for IP Office R11.0. Existing IP Office authorized partners are highly encouraged to take advantage of the following training offers specifically focused on providing individuals holding current credentials the information they need to successfully sell, design and deploy IP Office R11.0. With total focus on successful deployments, risk mitigation against needing reactive emergency technical support and to protect and grow customer satisfaction, Avaya's expectation is individuals will complete this recommended training PRIOR TO attempting any sales, design or deployment of the new IP Office R11.0 offer.

Sales Curriculum (No Charge; On Demand) - Availability based on GA date (GA-60)

APSS - Avaya Midmarket Solutions Credential (APSS-1000)			
Code	Title	Course Duration (hrs)	Available Date (based on GA date)
Overview Courses:			
4605W	Avaya Midmarket Solutions Overview - Selling Avaya IP Office Platform 11.0	0.5	May 15, 2018
Product Component Courses:			
4606W	IP Office Platform - Core Components	<i>1.25 (however variable based on reading time)</i>	May 15, 2018
PID-01	Deployment - Appliance		
PID-02	Deployment - Server		
PID-03	Deployment - Virtualized Environment		
4717W	Powered by IP Office	<i>Refer to Powered By</i>	May 15, 1, 2018
PID-01	Powered By IP Office		
4607W	IP Office Platform - Core Components	<i>1.25 (however variable based on reading time)</i>	May 15, 1, 2018
PID-01	IPO Basic Edition		
PID-02	IPO Essential Edition		
PID-03	IPO Preferred Edition		
PID-04	IPO Server Edition		
PID-05	IPO Select Edition		
Compliance Courses			
4990A	Anti-Bribery/Anti-Corruption (ABAC) Compliance Assessment	0.25	Refer to Learning Center
Online Tests			
4615T	APSS Avaya Small and Midmarket Communications Online Test	1	May 15, 2018

APSS 1000 Midmarket Solutions

Individuals new to the IP Office™ Platform should complete the appropriate credential curriculum below in addition to the above training PRIOR TO attempting any sales, design or deployment of the new offer.

The Avaya Learning center at www.avaya-learning.com, provides the gateway to prepare you for the Avaya professional credentials. The following credentials are relevant for the IP Office Platform Release 11.0 Design Training

APDS - Avaya Midmarket Solutions			
Code	Title	Course Duration	Delivery Type
3720W	Avaya Midmarket Solution Overview (including PID for IP Office 11.0)	2h	WBT & PDF
3740W	Avaya Midmarket Solutions Customer Field Study	2.5h	WBT
3721T	APDS Avaya Midmarket Solutions Online Test	2h	Online Test

ACDS - Avaya Midmarket Solutions Design			
Code	Title	Course Duration	Delivery Type
3760C/V	Designing Avaya Midmarket Solutions	40h	vILT / ILT
3780X	Avaya Midmarket Solutions Design Exam	2h	Pearson Vue Exam



AIPS - 4000 IP Office™ Platform						
Folder Name	Order in Folder	Code	Title	Course Duration	Delivery Type	Learning Center Deployment
To earn the AIPS: Take the course and online test.	1st course	7720V	Avaya IP Office™ Platform Basic Integration and Configuration	40 Hours	Virtual Instructor Led Delivery	Feb 2018
	Test	77720T	Avaya IP Office™ Platform Basic Integration and Configuration Test	Test	1 hour	March 2018
Maintaining Your Competency	1st course	2082W	What is New With IP Office™ Release 11	WBT	2 hours	Feb 2018
ACSS - 3000 IP Office™ Platform						
Folder Name	Order in Folder	Code	Title	Course Duration	Delivery Type	Learning Center Deployment
	1st course	7720V	Avaya IP Office™ Platform Basic Integration and Configuration	40 Hours	Virtual Instructor Led Delivery	Feb 2018
	Test	77720T	Avaya IP Office™ Platform Basic Integration and Configuration Test	Test	1 hour	March 2018
	2nd course	7820V	7820V - Troubleshooting Methodology for Avaya Midmarket Team Engagement Solutions	40 hours	Virtual Instructor Led Training	April 2018
	Exam	7893X	7893X - Avaya IP Office™ Platform Configuration and Maintenance Exam	2 hours	Exam	April 2018
Maintaining Your Competency	1st course	2082W	What is New With IP Office™ Release 11	WBT	2 hours	Feb 2018

10.2. Technical/ Knowledge Transfer

<https://sales.avaya.com/en/general/tech-transfers>

11. Demo Solutions

The same IPO demo licenses will work on R10, R10.1 and R11. Bundle licenses can be regenerated on PLDS to update the bundle to latest contents. Note that demo licenses cannot be mixed with normal production licenses on the same IP Office system.

All IP Office demo offerings now align with the Avaya Global Demo Purchase Program (GDPP). The quoting and pricing (at considerable discounts to partners) is done through the Avaya One Source tools.

More information on GDPP is available on the Avaya Sales Portal at the following link:

<https://sales.avaya.com/en/general/global-demo-purchase-program---not-for-resale>

Currently the program offers three different packages for IP Office

- IP Office Hardware Package
- IP Office Server Edition Full Feature Software Package
- Avaya Call Reporting Package

The [FY19 Global Demo Purchase Program policy guide](#) document on GDPP link above includes more details on each package (part numbers and contents).

12. Product Ordering, Licensing and Pricing

The IP Office R11.0/10.1 offer is licensed based on the service and functionality required by each user in the solution. This enables flexibility to configure the solution to the needs of the user today and upgrade, uplift or expand as needs evolve in the future.

NOTE: The Media Manager question is available on the Application screen within AIS tools. Avaya Call Reporting is available under Call Reporting within the System Options menu; note that the System Options menu “collapses” when move to a Physical Location, but it can be reopened at any time by clicking on System Options again.

12.1. IP Office R11.0 Software availability DVD Sets

Avaya will make DVD media available to Avaya authorized distributor partners that have a current contract with Avaya. DVDs will not be available from Avaya directly to reseller partners. Avaya authorized reseller partners may purchase DVD media from their respective Avaya authorized distributors.

The following DVD sets will be available with IP Office R11.0. Check with your distributor for availability as DVD media lags the general availability of the software on Avaya support site by 4 to 6 weeks:

Material Code	SAP Description	IP Office Basic, Essential &	IP Office Server Edition /	IP Office Applications Server	IP Office Applications Server
---------------	-----------------	------------------------------	----------------------------	-------------------------------	-------------------------------

		Preferred Editions	IP Office Select	(for Linux)	(Windows) [1]
700513659	IP OFFICE R11.0 USER/ADMIN DVD	✓	X	X	✓
700513657	IP OFFICE/IP OFFICE-SL R11.0 LX INSTALL DVD	X	✓	✓	X
700513658	IP OFFICE/IP OFFICE-SL R11.0 VRTLZDLX INSTALL DVD	X	✓	✓	X

Note: Unless expressly allowed in your prior written agreement with Avaya, it is prohibited to duplicate any DVD media. If permitted duplication is expressly allowed in your prior written agreement with Avaya, then all copies of the DVD media must contain an Avaya Proprietary Notice on the DVD.

- The USER/ADMIN SET and Voicemail Pro will be delivered in a single DVD set. It also includes documentation.
- The Linux Installation DVD includes Server Edition, IP Office Select and Applications Server Linux images. The software selection is done as part of the ignition process during installation.
- The Virtualized Linux DVD includes Server Edition, IP Office Select and Applications Server Linux images. They are ready to be deployed on a VMware equipped server.
- [1]The Applications Server DVD is specifically for supporting applications on third party servers deployed with Microsoft operating system instead of a Linux operating system.

Manager is a component of the IP Office Admin suite of applications. This suite is supplied on the 11.0 Software DVD (Disk 1). Alternatively, the IP Office Admin Suite can be downloaded from Avaya's support website:

<http://support.avaya.com>

12.2. IP Office System SD cards

Avaya will make SD card media available to Avaya authorized distributor partners that have a current contract with Avaya. SD cards will not be available from Avaya directly to reseller partners. Avaya authorized reseller partners may purchase SD card media from their respective Avaya authorized distributors.

System SD cards supplied by Avaya contain all the system software required for the IP500 V2, including expansion module and phone firmware binaries. An update to the latest IP Office software release may be required to have the latest software on the SD card for the installation. This can be done in IP Office Manager under SD card management. Please check for the latest available software on <http://support.avaya.com/>.

Upon GA, although Avaya updates the software load being burned on SD cards, these updates take some time to get through the distribution chain as distributor and partner inventories are replenished with the new software load. The material code of the SD card doesn't change.

For IP Office R11.0 purchases, standard installation practice is to always load the latest version of software available on Avaya support. This is recommended since from the time we shipped the SD card, Avaya may have released a service pack on the current release, so it is always advised that the partners load the latest service pack version.

This approach of being able to treat the SD card as a generic entity provides the flexibility to install whatever release is required. Partners need not worry about changing material codes, about managing

stock of different SD cards, about holding off an order until the GA date because they want to ensure that they receive the new release on the SD card.

The following System SD cards are available for use with IP Office R11.0 and are independent of a particular release of IP Office.

Material Code	SAP Description
700479702	IP OFFICE IP500 V2 SYSTEM SD CARD A-LAW
700479710	IP OFFICE IP500 V2 SYSTEM SD CARD MU-LAW

Norstar SD cards and Partner SD cards are no longer be sold. The SD card loaded with the R10 system binary and image available with R11.0.0.1 service pack and higher will support Basic Edition functionality.

NOTE: for SD cards the previous ADI feature key used a 10 digit number which is now pre-pended with '11' to represent the HOST ID in PLDS. ADI does not use the first '11' digit. ADI would use 10 digits and PLDS the full 12 digits.

Refer to Section 5.1.11 in this document for update concerning Centralized WebLM and '14' digital Host ID changes with WebLM 7.1

12.3. Upgrade to IP Office Release License for R11.0

The new PLDS R11.0 upgrade (runtime) license is used, in combination with the R11.0 software release to run R11.0. Upgrading to IP Office R11.0 from pre-R10 releases involves a complete transition to PLDS licenses. To upgrade existing IP Office systems to IP Office R11.0, paid/transactional or entitled Edition R11 upgrade/migration licenses are required. .

A summary of the paid/transactional Edition upgrade/migration licenses are listed below and are purchased separately. Different material codes are used for support entitled upgrades, if applicable, and they can be found in [Appendix C](#).

NOTE: The complete set of upgrade material codes and details of the process to configure and order the required R11.0 upgrade / migration licenses can be found in [Appendix C](#). The complete set of updates (R10+) net new material codes for R11.0 can be found in [Appendix B](#).

Material	Long Description	Code Type
Basic Edition		
PLDS UPGRADES (Starting in PLDS)		
396490	IP OFFICE R11 BASIC EDITION MIG UPGRADE PLDS	Paid Upgrade Code (Applicable to Basic Edition systems)
ADI or PLDS Upgrades to R11		
369472	IP OFFICE R11 BASIC EDITION MIGRATION UPGRADE	Paid Upgrade Code (Applicable to Basic Edition systems)
Essential Edition		
PLDS Upgrades (starting in PLDS)		

Material	Long Description	Code Type
396491	IP OFFICE R11 ESSENTIAL EDITION UPGRADE PLDS LIC:DS	Paid Upgrade Code (Applicable to Essential Edition systems)
ADI Migrations to PLDS and upgrade to R11		
396474	IP OFFICE R11 ESSENTIAL EDITION MIG UPG LIC:DS	Paid Upgrade Code (Applicable to Essential Edition systems)
Preferred Edition		
PLDS Upgrades (starting in PLDS)		
396492	IP OFFICE R11 PREFERRED VOICEMAIL PRO UPGRADE PLDS LIC:DS	Paid Upgrade Code (incremental to the Essential Edition Upgrade Code)
ADI Migrations to PLDS and upgrade to R11		
396476	IP OFFICE R11 PREFERRED VOICEMAIL PRO MIG UPG LIC:DS	Paid Upgrade Code (incremental to the Essential Edition Upgrade Code)
Server Edition		
PLDS Upgrades (starting in PLDS)		
396493	IPO R11 SE/VRTLZD UPG PLDS LIC	Paid Upgrade Code
ADI Migrations to PLDS and upgrade to R10R11		
396480	IP OFFICE R11 SE ADI MIG UPG LIC	Paid Upgrade Code
396478	IPO R11 VRTLZD SE ADI Migration UPG LIC	Paid Upgrade Code
IP Office PLDS Upgrades		
396519	IPO-SL 11 SE/VRTLZD UPG PLDS LIC	Paid Upgrade Code

12.4. Software Upgrade Process

The technical process for upgrading the different IP Office platforms from previous software releases to Release 11.0 is the same as R10.0 as described in the Release 10.0 Technical Bulletin where all software upgrades are addressed.

To find the latest IP Office technical bulletin after the release is available:

1. Go to <http://support.avaya.com/>
2. If not previously selected, select IP Office, Select “products” or “change product” from the left menu and type IP Office.
3. Click “Technical Tips” under “Documentation”
4. Select “IP Office”
5. Select “11.0” under “Select a Release”

12.5. Software Pricing

New versions and releases of IP Office R11.x core and applications software are subject to two types of charges:

- A charge for purchasing of media plus the associated handling costs
- License fees for the purchase of specific new features introduced with this version of IP Office software and purchasing of the required upgrade/migration licenses.

12.6. IP Office Software Applications and License Key Process

Generally Available (GA) IP Office software applications are orderable by Avaya authorized resellers from their Avaya authorized distributor. Resellers must contact their respective distributors directly to purchase all IP Office software applications. Each distributor implements a customized IP Office software purchasing and distribution process for its network of resellers. These distributor specific internal processes are not covered in this document.

12.7. Licensing

R11 will introduce “Release Any” material codes that will work with Releases R10 and higher. These materials are designated with ‘R10+’ and the code description.

System level codes will carry the platform release number, Example ‘R11’xxxxxxxx. Systems upgrading would need to provision the required Release (run time) license. Installations would require loading the R11.0 binary for features/functionality supported with the R11.0 release.

Licensing ADI to PLDS migration

IP Office release 10 and higher only supports the Product Licensing and Delivery System (PLDS) to manage license files. If you are upgrading from a previous release, you must migrate all of your pre-R10 licenses (ADI, PLDS, mix of ADI/PLDS, virtual) to R10 PLDS licenses. For further information, please refer to **Appendix B – Licensing** or the “Administering Avaya IP Office™ Platform with Web Manager” manual available from the IP Office Knowledgebase.

The Avaya R&D team have setup a forum to provide support for technical questions related to the new

Any new licenses, such as Integrated Contact Reporter or Media Manager, would require the R11.0 software load loaded on the system to function.

Consistent with R11.0, this release supports:

- Full transition to PLDS licensing
- Centralized licensing for Server Edition/Select
- Automated AIS functionality for software license upgrades to IP Office R11.0

Manager is a component of the IP Office Admin suite of applications. This suite is supplied on the Software DVD (Disk 1). Alternatively, the IP Office Admin Suite can be downloaded from Avaya's support website: <http://support.avaya.com> or PLDS

Avaya Licensing Forum: A forum has been set up by the Avaya R&D team to assist our Partners with their IP Office R10 pre-sales work, specifically around technical questions related to the new licensing features delivered in R10.0. This site will post answers to frequently asked questions for licensing solutions design.

<https://support.avaya.com/forums/forumdisplay.php?f=86>

Note: For any commercial type questions or issues regarding pricing, roadmaps or general process issues, please contact your regional account team.

REFER TO THE IP OFFICE R10 Offer Document or IP Office R10 Release notes for licensing changes details

12.8. Avaya One Source (A1S)

IP Office R11.0 will be configured in the Avaya One Source (A1S) Configurator at GA. IP Office R10.1 will continue to be available for configuration in the A1S configurator, if desired.

Note: The Quick Price tool for IP Office R11.0 will be available after GA. Watch for future updates to this document for more information about exact timing.

From the Avaya One Source landing page:

Americas & Asia: www.avaya.com/ebizn

EMEA: www.avaya.com/ebizu

Navigate to the followings:

- Design/Quote / A1S Configurator

12.8.1. Deployment Options and Configurator Changes for New and Upgrade Configurations

A1S Configurator:

For new orders, the A1S configurator supports the following model views:

- IP Office for (SMB or Branch) – New System
- IP Office for Midmarket (Server Edition and Select) – New System
- IP Office for Midmarket – Migrating Server Edition to IP Office Select

13. Product Licensing Process and Policies

Please see [Appendix D](#) for details on Avaya's Product Licensing Process and Policies.

14. Services and Support

Avaya customer & Avaya Business Partner PRIMARY point of contact is Avaya for all of the IP office components.

14.1. Services Support Offers

Beginning with the launch of IP Office R11.0, IPOSS is required for all sales of Server Edition and Select and upgrades to new major software releases. This also includes new/adds licenses and base licenses upgrading or move/merge. For IP Office Basic, Essential and Preferred, IPOSS is optional with the exception of IP500 V2 systems in an SCN/Networked environment. IPOSS for Basic, Essential and Preferred will be on a per-server model similar to the R10.0 and R10.1 offers.

For IP Office R11.0 demo systems, support service coverage is optional.

For all IP Office R11.0 systems, with the exception of a centralized branch configuration, IP Office Support Services (IPOSS) is the service offer. If the IP Office configuration is a centralized branch, the support offer is Support Advantage. See the Support Advantage portal page for information at

<https://sales.avaya.com/en/pss/support-advantage>.

IP Office Support Services (IPOSS)

Support services are a key element of the solution stack, and IP Office Support Services is tailored for the Midmarket and SME business segment. IP Office Support Services protects your customer's IP Office investment with award-winning support backed by Avaya.

Flexible coverage options are available to meet your customer's business needs. IPOSS is a partner-led support offer and is available in either Co-Delivery or Wholesale delivery models. Either model can be bundled as part of the partner's own service offering to their customers and priced accordingly.

- IPOSS pricing will remain unchanged for R11.0 launch, and is an exceptional value.
- Remote Technical Support (RTS) coverage is required for your IP Office solution, with the exception of systems that are running on a standalone IP500 V2 server, or IP Office demo systems, however; IPOSS RTS coverage is also required if the partner is providing support coverage to the customer.
- Access to software upgrades will continue to be included with the RTS. Uplift licenses must be purchased separately to upgrade a system from Server Edition to IP Office Select.
- Parts replacement coverage is an optional coverage
- IPOSS coverage is priced per-server for all product editions. The intent is to move to a scalable pricing model in the future.

- **Eligible IP Office releases are R11.0 and R10.1 to purchase IPOSS coverage. There is no upgrade license from R10 to R10.1, only requirement is to update the system with R10.1 SW. R11.0 will be considered the Major release level (N) for future support and service pack updates and will require an update to the release license, paid or entitled with IPOSS. Older releases must be upgraded prior to IPOSS purchase, but after they are under IPOSS coverage, they can remain on the same release as long as the IPOSS is renewed on time and that release is not End of Services Support (EoSS). Systems that are not renewed on time will need to purchase a product upgrade to purchase IPOSS.**

IPOSS will retain the popular features that enable the Process Simplicity and Speed of Commerce that is essential for the Midmarket and SME business segment. Avaya continues to invest in further simplifying the process across product and services and that will continue with Release. 11.0

- IPOSS' real-time customer account and Sold-To creation has been a popular feature, and we are integrating it in the product licensing process to speed your customer onboarding.

- The IPOSS ordering process is being centralized into Avaya One Source, including integration of Token ordering features. This enables any type of IPOSS coverage to be ordered for the system in a single motion, including Contact Center coverage.
- IPOSS Renewals are now enabled in Avaya One Source Renewals configurator (AISR).
- With IP Office R11.0 10.0/10.1 and above, onwards, the licensing is PLDS. Business partners will use this single licensing method. Systems covered under an active IPOSS contract will be entitled to no charge upgrade licenses per the terms and conditions of their IPOSS support contract (installation not included). Please see [Appendix C](#) for additional information on the IP Office R11.0 software license upgrade process.

For details on IPOSS coverage, please see the *IPOSS Offer Definition and Services Agreement Supplement* (SAS) for details. <https://sales.avaya.com/en/pss/ip-office-support-services>

SAL is not a mandate component for IP office (CPE)... SSL/VPN... (into the remote access section)

14.2. PCN/PSN Strategy

14.2.1. Product Correction Notices (PCNs)

Product Correction Notice (PCN) and installation support will be provided to all Avaya IP Office customers. Customers with warranty and post warranty coverage will typically receive special consideration for the time and material charges, if applicable, to a specific product and configuration. PCNs are a function of the life cycle of the products. PCN installations will take place between the hours of 8am to 5pm (local time), Monday through Friday, excluding Avaya recognized holidays. Special billing consideration will be given to customers who either have an Avaya Service Agreement or are under warranty, up to but not exceeding an installation absent of labor and material charges. The determination of PCN charges, if any, will be determined on a case-by-case basis by Avaya. Customers who are listed as the technical contact will typically be mailed a letter regarding the PCN notification.

When the need arises for Avaya to replace defective components, Avaya Labs will issue a Product Correction Notice (PCN).

For a list of issued PCNs, go to the Avaya Support Center (<http://support.avaya.com>) and search under Support for Product – Documents - for **Product Correction Notices**.

14.2.2. Product Support Notices (PSNs)

Product Support Notices which replace Service Alerts are issued by Tier 4 Engineers and/or Product Managers to notify the field of technical workarounds, process information, or document corrections/clarifications in addition to software/firmware updates and hardware replacements.

For a list of issued PSNs, go to the Avaya Support Center (<http://support.avaya.com>) and search under Support for Product – Documents - for **Product Support Notices**.

14.3. Technical Consulting System Support

Avaya provides help line support. To obtain additional support please call ATAC Pre-sales, Sales and Technical support at 720-444-7700 or 888-297-4700 (US and AI), 720-444-7700 (CALA) or 44 183 309078 (EMEA) or 65 6872 2693 (APAC) or send email to atac@avaya.com.

You can also use the interactive support features available online to Open a Service Request, chat with a LIVE agent and more by selecting the specific link associated with your country.

<https://support.avaya.com/contact/>

Avaya provides help line support to customers that have purchased a Support agreement through Avaya Authorized Partners.

The Avaya GSS Management Escalation Activity (MEA) Process provides a means to engage our management team to help manage your open service request issue with the appropriate technical resources and the proper sense of urgency.

14.4. Enhanced Services Available

14.4.1. Remote Configuration Helpline

During the applicable service period, Avaya provides helpline support to customers which includes answering any general usability questions regarding software or products and providing advice to help the customer achieve a working solution. This includes directing customers to sections of the documentation that may answer their question(s), clarifying the documentation, or recommending possible training courses. The Remote Configuration Helpline's assistance does not include help with design or customer LAN issues. Customer specific programming, administration, and training support can be provided to the customer at Time and Material rates. Alternately, support can be purchased through the Block of Time program.

Customers may call one of the phone numbers that follows, 7x24:

United States and Canada **+1-800-225-7585**

Other countries **+1-720-44-GLOBE (45623)**

Countries other than U.S., Canada, Caribbean, Latin America, and Asia Pacific:

Other international customers receive help line support from their channel partner under the terms and conditions established with and by the channel partner. Customers who purchased product directly from Avaya receive help line support from the in-country call receipt team.

14.4.2. Remote Access via Secure Access Link Gateway

A supported & functional remote access method is **required** for IPOSS and IPO support.

- Completion of registration confirms remote accessibility and alarm transport functionality.
- **SSL/VPN** and **SAL** access methods supported.

SSL/VPN:

The SSL VPN solution is an integral element of the IP Office Support Services (IPOSS), allowing Avaya to provide industry leading remote troubleshooting and technical support. Establishing the SSL VPN connection to Avaya is greatly simplified by the automated on-boarding capability. The on-boarding process includes inventory extraction, registration into Global Registration Tool (GRT) to create the installed base record, and technical registration for the remote connectivity to Avaya.

Refer to the link below to download *Deploying Avaya IP Office™ Platform SSL VPN Service*.

<http://www.avaya.com/support>. The following video link demonstrates an actual SSL/VPN activation: <https://youtu.be/PtMMsePKPFw>

Please refer the below article that covers the IP Office SSL VPN registration and testing process.

https://support.avaya.com/ext/index?page=content&id=SOLN289469&group=UG_INTERNAL

Note that the Avaya VPN Gateway used to terminate IP Office SSL VPN management sessions is End of Sale as of April 2018.

<https://downloads.avaya.com/css/P8/documents/101045980>

Secure Access Link (SAL):

System Manager provides secure, rapid serviceability through Secure Access Link (SAL) to Avaya. The only version of the SAL standalone Gateway *anyone* should be running as of today is 2.5.2 or 2.5.3. Other releases will no longer operate due to a shift from SHA1 to SHA2 certificates. SAL 3.0 is planned to be Generally Available (GA) by March 2017.

SAL uses the customer's existing Internet connectivity to facilitate remote support. All communication is outbound from the customer's environment using encapsulated Hypertext Transfer Protocol Secure (HTTPS). SAL requires upload bandwidth (customer to Avaya) of at least 720 kbps with latency no greater than 150ms (round trip).

14.5. Warranty

If an IPOSS contract is not in place, the standard Avaya warranty provisions will apply.

Standard Warranty

IP Office will adhere to the standard Avaya end user warranty offered for all our products and services: one (1) year return to factory for hardware repair or replacement, and 90 days for software. Warranty eligibility is validated by Avaya upon receipt of a request. Partners should follow Avaya's standard procedures on filing warranty claims and remedies.

Avaya Client Applications are software products. Please see the applicable Avaya Warranty documentation on the Avaya Sales & Partner Portal (<https://sales.avaya.com/en/general/warranty-support-policy>); or follow: <https://sales.avaya.com> – Tools - Business Tools, Policies & Processes – Policy Information – Support Services Policies - Warranty Policy.

Avaya's Warranty Policy can also be accessed on support.avaya.com. The Link for *Avaya Global Warranty Policy for End Users* can also be referenced at: <https://support.avaya.com/helpcenter/getGenericDetails?detailId=C20091120112456651010>

14.5.1. Post Warranty Support

Avaya service offers are required with your IP Office purchase. Please see Services Support Offers in section 13.1 for details. Service options are also available for advance parts replacement and other parts coverage.

14.6. Lab Evaluation

14.6.1. Avaya Labs Field Support

The Avaya Labs Field Support organizations (CPE) are responsible for the following activities:

- Provide escalation support for the GSS
- Status all GSS (Backbone) escalations
- Negotiate with Avaya Labs developers to secure fixes in a time frame necessary to meet customer expectations
- Assist in the development of procedures for product updates and PCN applications
- Issue Modification Requests (MRs) against the application, as required
- Function as a Subject Matter Expert to the product extended team, as necessary
- Escalation to Avaya's development team to work with third party development partners such as Dell, GE Fanuc, or Red Hat's Tier IV, etc., when appropriate
- Populate NPST Field Support problem / resolution database for use by tiers 2 through 4
- Compose Product Support Notices (PSNs) and Product Correction Notices (PCNs), when applicable

14.7. Registration

In order to receive support from Avaya Services, Avaya Customer and Avaya Channel Partners **MUST** register their end user product information through the Global Registration Tool (GRT).

Registering products is a pre-requisite for services support of Avaya Call Management System. Registration establishes accurate inventory, test SAL connectivity, configure alarming (if necessary), and ensures proper on-boarding of customers into all levels of Avaya support. General information on registration can be found at <https://support.avaya.com/registration>.

Avaya Global Registration Tool (GRT)

Both Direct and Indirect registration **MUST** go through the Global Registration Tool (GRT) process through <https://support.avaya.com>. Please find this “[Global Registration Tool \(GRT\) Overview and Job Aids](#)” document which will help you to perform the steps correctly.

The GRT tool can be directly accessed
<https://grt.avaya.com/grt/> - IP Office Only

15. Avaya DevConnect

The Avaya DevConnect Program enables, supports, and extends the market reach of application developers and technology companies to offer Avaya customers end-to-end solutions that address their business challenges. Thousands of companies from around the world are program members, including hardware and software developers, system integrators, telecommunications service providers and Avaya customers. These companies and individuals offer products and solutions that complement and extend the value of Avaya investments, creating a diverse range of solution capabilities for our customers.

Developers of enhanced application solutions, regardless of platform or integration, share common needs for the tools that will allow them to take full advantage of today's market opportunities. The Avaya DevConnect Program provides a framework for solution vendors to engage with Avaya, and Avaya with them, enabling these companies to access an expanding range of interfaces, information, and technical support services.

For more information about Avaya's DevConnect program, Software Developer Kits (SDK's) and compliance testing, please refer to the link below.

www.avaya.com/devconnect

Visit the DevConnect Marketplace link below to find out more about featured solutions, as well as direct links to the DevConnect Select Products and SIP Service Provider solutions for IP Office and other Avaya products.

<https://www.devconnectmarketplace.com/>

16. Contact Information

If you have pre-sales support questions regarding IP Office R11.0, please contact ATAC at: 888-297-4700 or 720-444-7700 (Hours of operation: 9 am EST – 8 pm EST) or your Avaya representative. -

Appendix A: Glossary of Terms and Acronyms

Term	Definition
AIS	Avaya One Source
ACCS	Avaya Contact Center Select
ADI	Avaya Direct International
ASBCE	Avaya Session Border Controller for Enterprise
ARS	Alternative Route Selection
ASD	Avaya Solution Designer
AVG	Avaya VPN Gateway
AWS	Amazon Web Services
BRI	Basic Rate Interface (ISDN trunk)
CLI	Command Line Interpreter
COM	Customer Operations Manager (multi-customer management)
CSQT	Consolidated Services Quoting Tool
DHCP	Dynamic Host Control Protocol
DID	Direct Inward Dial
EoSS	End of Services Support
FQDN	Fully Qualified Domain Name
GRT	Global Registration Tool from Avaya
GSS	Global Support Services from Avaya
ICR	Integrated Contact Reporter
IP	Internet Protocol, part of the TCP/IP protocol stack
IPOCC	IP Office Contact Center
IPOL	IP Office on Linux (referred to IP Office Server Edition or Select)
IPOSS	IP Office Support Services
ISDN	Integrated Services Digital Network
IT	Information Technology
KVM	Kernel-based Virtual Machine
LAC	License Activation Code
LAN	Local Area Network
LDAP	Lightweight Directory Access Protocol
MADN	Multiple Appearance Directory Number
NAPT	Network Address Port Translation
NAT	Network Address Translation, used with Virtual Private Networks
NT	Microsoft New Technology Operating System
OSSI	Operations Support System Interface, a batch-oriented DEFINITY protocol
OVA	Open Virtual Appliance
PLDS	Product Licensing and Distribution System – the Avaya website tools used to download licensing and software for Avaya products.
POS	Point of Sale
PRI	Primary Rate Interface (ISDN trunk)

Term	Definition
PSTN	Public Switched Telephone Network
RAID	Redundant Array of Inexpensive Disks
RAS	Registration, Authentication, and Status: the overall process of establishing communication between an endpoint and a switch, in the H.323 protocol.
RTCP	Real-time Control Protocol
SAL	Secure Access Link
SAP	Systems, Applications & Products
SBC	Session Border Controller
SE	Server Edition of IP Office
SCN	Small Community Network
SGCP	Simple Gateway Control Protocol
SI	Streamlined Implementation process
SIP	Session Initiation Protocol
SME	Small and Medium Enterprise
SMTP	Simple Mail Transfer Protocol
SNMP	Simple Network Management Protocol
SPC	Avaya Services Product Connect, which links the RTS / GSO to customer products via IP
SPE	Service Price Element; associated with time and materials billing
SSL/VPN	Secure Socket Layer/Virtual Private Network
Standard Edition	A term that collectively refers to Essential Edition and/or Preferred Edition in IP Office R11.0 and serves to provide differentiation from Server Edition and Select Server Edition.
STUN	Simple Transversal of UDP (User Datagram Protocol) through NAT (Network Address Translation)
T.38	Procedures for real-time group 3 facsimile communications over IP Networks
TAC	In-country Avaya Technical Assistance Center
TCP	Transmission Control Protocol is a reliable end-to-end transport-level protocol which provides error detection and correction, flow control, and sequencing; the Internet standard reliable transport protocol
TCO	Total Cost of Ownership
TFTP	Trivial File Transfer Protocol
TIEU	Technical Instructor - End User
TLS	Transport Layer Security
TSC	Technical Service Center
TSC-SS	Technical Service Center Support System, replaced by Maestro
UC	Unified Communications
UCM	Unified Communications Module (enable UC Applications on IP500 V2)
UDP	Uniform Dial Plan
UDP	User Datagram Protocol, a connectionless protocol that, like TCP, runs on top of IP networks. Unlike TCP/IP, UDP/IP provides very few error recovery services, offering

Term	Definition
	instead a direct way to send and receive datagrams over an IP network. It's used primarily for broadcasting messages over a network in real time.
VOIP	Voice Over Internet Protocol
VLSM	Variable Length Subnet Mask - how IP networks have worked since the 1990s when class based network addresses were abandoned. Classless Inter-Domain Routing (CIDR) is based on VLSM technique.
VNMA	Voice Network Management Assist offer, previously known as Qualnet
VPN	Virtual Private Network
WAN	Wide Area Network
XML	Extensible Markup Language
✓	Supported in R11
✗	Not Supported in R11

Appendix B: New IP Office R11.0 and R10+ PLDS Licenses

The tables below include all the net new and uplift IP Office PLDS software license material codes. The material codes with indication of R10+ are known as “ANY” codes and may be used for Release 10 and Higher (10+) system deployments. The SAP descriptions have been modified to show 10+ for this change, while the material code remains the same. Other codes are R11 release specific and contain R11 in the description.

R11 (R10+) PLDS Licenses (Net New, Paid Licenses)		R11 (R10+) SELECT PLDS Licenses (Net New, Paid Licenses)	
Mat Code	SAP Description	Mat Code	SAP Description
382687	IPO R10+ RECEPTIONIST 1 LIC	307318	IPO-SL R10+ RECEPTS 1 LIC
382688	IPO R10+ RECEPTIONIST 5 TRL LIC	307319	IPO-SL R10+ RECEPTS 5 TRL LIC
382689	IPO R10+ CTI LIC	307320	IPO-SL R10+ CTI LIC
383070	IPO R10+ CTI TRL LIC	307321	IPO-SL R10+ CTI TRL LIC
383071	IPO R10+ VM PRO 2 LIC	307322	IPO-SL R10+ VMPRO 2 LIC
383072	IPO R10+ 3RD PTY IP ENDPT 1 LIC	307323	IPO-SL R10+ 3RD PTY IP END 1 LIC
383074	IPO R10+ TAPI WAV 4 LIC	307325	IPO-SL R10+ TAPI WAV 4 LIC
383076	IPO R10+ TTS WNDWS TRL LIC	N/A	
383077	IPO R10+ 3RD PTY TTS LIC	N/A	
383078	IPO R10+ 3RD PTY TTS TRL LIC	N/A	
383080	IPO R10+ TTS PRO LINUX TRL LIC	307327	IPO-SL R10+ TTS PROLINUX TRL LIC
383081	IPO R10+ IPSEC VPN LIC	307328	IPO-SL R10+ IPSEC VPN LIC
383082	IPO R10+ IPSEC VPN TRL LIC	307329	IPO-SL R10+ IPSEC VPN TRL LIC
383085	IPO R10+ SIP TRNK 1 LIC	307332	IPO-SL R10+ SIP TRNK 1 LIC
383086	IPO R10+ SIP TRNK 5 TRL LIC	307333	IPO-SL R10+ SIP TRNK 5 TRL LIC
383087	IPO R10+ IP500 VCE NTWK 4 LIC	N/A	
383088	IPO R10+ IP500 VCE NTWK 4 TRL LIC	N/A	
383089	IPO R10+ VM PRO UMS 1 LIC	307334	IPO-SL R10+ VMPRO UMS 1 LIC
383090	IPO R10+ VMPRO UMS 5 TRL LIC	307335	IPO-SL R10+ VMPRO UMS 5 TRL LIC
383091	IPO R10+ IP500 T1 ADD 2CH LIC	307336	IPO-SL R10+ IP500 T1 ADD 2CH LIC
383092	IPO R10+ IP500 E1 ADD 2CH LIC	307337	IPO-SL R10+ IP500 E1 ADD 2CH LIC
383093	IPO R10+ IP500 E1 ADD 8CH LIC	307338	IPO-SL R10+ IP500 E1 ADD 8CH LIC
383094	IPO R10+ IP500 E1 ADD 22CH LIC	307339	IPO-SL R10+ IP500 E1 22CH LIC
383095	IPO R10+ IP500 E1R2 ADD 2CH LIC	307340	IPO-SL R10+ IP500 E1R2 2CH LIC

R11 (R10+) PLDS Licenses (Net New, Paid Licenses)		R11 (R10+) SELECT PLDS Licenses (Net New, Paid Licenses)	
383096	IPO R10+ IP500 E1R2 ADD 8CH LIC	307341	IPO-SL R10+ IP500 E1R2 8CH LIC
383097	IPO R10+ IP500 E1R2 ADD 22CH LIC	307342	IPO-SL R10+ IP500 E1R2 22CH LIC
383711	IPO R10+ TLW-PWR USR 1 UPLT LIC	N/A	
383103	IPO R10+ TELEWORKER 5 TRL LIC	N/A	
Mat Code	SAP Description	Mat Code	SAP Description
383105	IPO R10+ MOBILE WORKER 5 TRL LIC	N/A	
383107	IPO R10+ OFFICE WORKER 5 TRL LIC	307347	IPO-SL R10+ OFFICE WORKER 5 TRL LIC
383110	IPO R10+ AV IP ENDPT 1 LIC	307350	IPO-SL R10+ AV IP ENDPT 1 LIC
383111	IPO R10+ AV IP ENDPT 5 TRL LIC	382913	IPO-SL R10+ AV IP ENDPT 5 TRL LIC
383113	IPO R10+ SFTPHN 1 LIC	N/A	
383114	IPO R10+ SFTPHN 5 TRL LIC	N/A	
383120	IPO R10+ SM LINE SIP TRNK LIC	382917	IPO-SL R10+ SM LINE SIP TRK LIC
383122	IPO R10+ WEB COLLAB USER 1 LIC	382918	IPO-SL R10+ WEB COLLAB USR 1 LIC
383123	IPO R10+ WEB COLLAB 5 TRL LIC	382919	IPO-SL R10+ WEB COLLAB 5 TRL LIC
383127	IPO R10+ ESSNTL ED EVM 2CH LIC	N/A	
383134	IPO R10+ ACCS ENABLE LIC	382924	IPO-SL R10+ ACCS ENABLE LIC
393296	IPO R10+ MEDIA MGR LIC	393297	IPO-SL R10+ MEDIA MGR LIC

R11 (R10+) Select Uplift PLDS Licenses (used when moving from R11 Server Edition to R11 SELECT)	
Mat Code	SAP Description
383664	IPO-SL R10+ RECEPTS UPLT LIC
383665	IPO-SL R10+ CTI UPLT LIC
383666	IPO-SL R10+ VMPRO 1 UPLT LIC
383667	IPO-SL R10+ 3PTY IP EP1 UPLT LIC
383668	IPO-SL R10+ TAPI WAV 1 UPLT LIC
383670	IPO-SL R10+ IPSEC VPN UPLT LIC
383672	IPO-SL R10+ SIP TRNK 1 UPLT LIC
383673	IPO-SL R10+ VMPRO UMS 1 UPLT LIC
383674	IPO-SL R10+ T1 ADD 1CH UPLT LIC
383675	IPO-SL R10+ E1 ADD 1CH UPLT LIC
383683	IPO-SL R10+ AV IP EDPT 1 UPLT LIC
383686	IPO-SL R10+ SM LINE SIPTRNK UPLT LIC
383687	IPO-SL R10+ WEB COLLAB1 UPLT LIC
383693	IPO-SL R10+ ACCS ENBLMT UPLT LIC
394195	IPO R10+ MEDIA MGR-SL UPLT LIC

R11 Codes for Migration, Upgrades and Entitlements	
Mat Code	SAP Description
396314	IP OFFICE R11 AVAYA TTS WINDOWS LIC:DS
396315	IP OFFICE R11 AVAYA TTS PROLINUX LIC:CU
396465	IP OFFICE R11 AVAYA TTS WINDOWS ADI MIGRATION LIC:DS
396466	IP OFFICE R11 AVAYA TTS PROLINUX ADI MIGRATION LIC:CU
396483	IP OFFICE R11 AVAYA TTS WINDOWS UPGRADE LIC:DS
396484	IP OFFICE R11 AVAYA TTS PROLINUX UPGRADE LIC:CU
396521	IP OFFICE R11 AVAYA TTS WINDOWS ENTITLED UPGRADE LIC:DS
396522	IP OFFICE R11 AVAYA TTS PROLINUX ENTITLED UPGRADE LIC:CU

396316	IP OFFICE R11 POWER USER 1 LIC:CU
396317	IP OFFICE R11 POWER USER 5 TRIAL LIC:CU
396318	IP OFFICE R11 MOBILE TO POWER USER 1 UPLIFT LIC:CU
396319	IP OFFICE R11 OFFICE WORKER TO POWER USER 1 UPLIFT LIC:CU
396467	IP OFFICE R11 POWER USER 1 ADI MIGRATION LIC:CU
396485	IP OFFICE R11 POWER USER 1 UPGRADE LIC:CU
396523	IP OFFICE R11 POWER USER 1 ENTITLED UPGRADE LIC:CU

R11 Codes for Migration, Upgrades and Entitlements	
Mat Code	SAP Description
396440	IP OFFICE R11 TELEWORKER 1 LIC:CU
396468	IP OFFICE R11 TELEWORKER 1 ADI MIGRATION LIC:CU
396486	IP OFFICE R11 TELEWORKER 1 UPGRADE LIC:CU
396524	IP OFFICE R11 TELEWORKER 1 ENTITLED UPGRADE LIC:CU
396441	IP OFFICE R11 MOBILE WORKER 1 LIC:CU
396469	IP OFFICE R11 MOBILE WORKER 1 ADI MIGRATION LIC:CU
396487	IP OFFICE R11 MOBILE WORKER 1 UPGRADE LIC:CU
396525	IP OFFICE R11 MOBILE WORKER 1 ENTITLED UPGRADE LIC:CU
396442	IP OFFICE R11 OFFICE WORKER 1 LIC:CU
396470	IP OFFICE R11 OFFICE WORKER 1 ADI MIGRATION LIC:CU
396488	IP OFFICE R11 OFFICE WORKER 1 UPGRADE LIC:CU
396526	IP OFFICE R11 OFFICE WORKER 1 ENTITLED UPGRADE LIC:CU

IP OFFICE SELECT MATERIAL CODES ARE LISTED SEPARATELY IN TABLE FOLLOWING

Mat Code	Basic Edition
396444	IP OFFICE R11 BASIC EDITION LIC:DS
396472	IP OFFICE R11 BASIC EDITION MIGRATION UPGRADE LIC:DS
396473	IP OFFICE R11 BASIC EDITION MIGRATION ENTITLE UPGRADE LIC:DS
396490	IP OFFICE R11 BASIC EDITION UPGRADE LIC:DS
396528	IP OFFICE R11 BASIC EDITION ENTITLED UPGRADE LIC:DS

Mat Code	Essential Edition Licenses
396445	IP OFFICE R11 ESSENTIAL EDITION LIC:DS
396446	IP OFFICE R11 ESSENTIAL EDITION TRIAL LIC:DS
396474	IP OFFICE R11 ESSENTIAL EDITION MIGRATION UPGRADE LIC:DS
396475	IP OFFICE R11 ESSENTIAL EDITION MIGRATION ENTITLE UPGRADE LIC:DS
396491	IP OFFICE R11 ESSENTIAL EDITION UPGRADE LIC:DS
396529	IP OFFICE R11 ESSENTIAL/PREFERRED EDITION ENTITLED UPGRADE LIC:DS

Mat Code	Preferred Edition Licenses
396447	IP OFFICE R11 PREFERRED VOICEMAIL PRO LIC:DS
396448	IP OFFICE R11 PREFERRED VOICEMAIL PRO TRIAL LIC:DS
396476	IP OFFICE R11 PREFERRED VOICEMAIL PRO MIGRATION UPGRADE LIC:DS
396477	IP OFFICE R11 PREFERRED VOICEMAIL PRO MIGRATION ENTITLE UPG LIC:CU
396492	IP OFFICE R11 PREFERRED VOICEMAIL PRO UPGRADE LIC:DS
396529	IP OFFICE R11 ESSENTIAL/PREFERRED EDITION ENTITLED UPGRADE LIC:DS

Mat Code	Server Edition Licenses
396449	IP OFFICE R11 SERVER EDITION LIC:DS
396450	IP OFFICE R11 VIRTUALIZED SERVER EDITION LIC:DS
396478	IP OFFICE R11 VIRTUALIZED SERVER EDITION ADI MIGRATION LIC:DS
396479	IP OFFICE R11 VIRTUALIZED SERVER EDITION ENTITLED ADI MIG LIC:DS
396480	IP OFFICE R11 SERVER EDITION ADI MIGRATION UPGRADE LIC:DS
396481	IP OFFICE R11 SERVER EDITION ADI MIGRATION ENTITLE UPG LIC:DS
396493	IP OFFICE R11 SERVER EDITION/VIRTUALIZED UPGRADE LIC:DS
396530	IP OFFICE R11 SERVER EDITION/VIRTUALIZED ENTITLED UPGRADE LIC:DS

Mat Code	IP Office Select Codes
396532	IP OFFICE SELECT R11 AVAYA TTS PROLINUX ENTITLED UPGRADE LIC:DS
396533	IP OFFICE SELECT R11 POWER USER 1 ENTITLED UPGRADE LIC:CU
396534	IP OFFICE SELECT R11 OFFICE WORKER 1 ENTITLED UPGRADE LIC:CU
396536	IP OFFICE SELECT R11 SERVER ED VIRTUALIZED ENTITLED UPGRADE LIC:DS
396537	IPO SELECT R11 CONTACT RECORDER TO MEDIA MANAGER ENTITLED UPG LIC:DS
396538	IP OFFICE R11 SERVER EDITION TO VIRTUALIZD SERVER ED UPLIFT LIC:DS
396539	IP OFFICE SELECT R11 SERVER EDITION TO VIRTUALIZD SE UPLIFT LIC:DS
396278	IP OFFICE R11 TELEWORKER TO POWER USER 1 UPLIFT PLDS LIC:CU
396495	IP OFFICE SELECT R11 TTS PROLINUX 1 UPLIFT LIC:CU
396496	IP OFFICE SELECT R11 POWER USER 1 UPLIFT LIC:CU
396497	IP OFFICE SELECT R11 OFFICE WORKER 1 UPLIFT LIC:CU
396499	IP OFFICE SELECT R11 SERVER EDITION UPLIFT LIC:DS
396500	IP OFFICE SELECT R11 VIRTUALIZED SRVR ED UPLT LIC:DS
396501	IP OFFICE SELECT R11 MEDIA ENCRYPTION DISABLEMENT UPLIFT LIC:DS
396502	IP OFFICE-SELECT R11 AVAYA TTS PROLINUX LIC:DS
396503	IP OFFICE-SELECT R11 POWER USER 1 LIC:CU
396504	IP OFFICE-SELECT R11 POWER USER 5 TRIAL LIC:CU
396505	IP OFFICE-SELECT R11 OFFICE WORKER TO POWER USER 1 UPLIFT LIC:CU
396506	IP OFFICE-SELECT R11 OFFICE WORKER 1 LIC:CU
396508	IP OFFICE-SELECT R11 SERVER EDITION LIC:DS
396509	IP OFFICE-SELECT R11 VIRTUALIZED SERVER EDITION LIC:DS
396510	IP OFFICE-SELECT R11 MEDIA ENCRYPTION DISABLEMENT LIC:DS
396513	IP OFFICE SELECT R10+ MEDIA MANAGER /E LIC:DS
396515	IP OFFICE SELECT R11 AVAYA TTS PROLINUX UPGRADE LIC:DS
396516	IP OFFICE SELECT R11 POWER USER 1 UPGRADE LIC:CU
396517	IP OFFICE SELECT R11 OFFICE WORKER 1 UPGRADE LIC:CU
396519	IP OFFICE SELECT R11 SERVER EDITION/VIRTUALIZED UPGRADE LIC:DS

MEDIA ENCRYPTION DISABLEMENT LICENSES	
Mat CODE	SAP DESCRIPTION
396279	IP OFFICE R11 MEDIA ENCRYPTION DISABLEMENT UPGRADE LIC:DS
396451	IP OFFICE R11 MEDIA ENCRYPTION DISABLEMENT LIC:DS
396690	IP OFFICE SELECT R11 MEDIA ENCRYPTION DISABLEMENT UPGRADE LIC:DS
396501	IP OFFICE SELECT R11 MEDIA ENCRYPTION DISABLEMENT UPLIFT LIC:DS

CONTACT RECORDER UPGRADE AND ENTITLEMENTS	
Mat Code	SAP Description
396494	IP OFFICE R11 CONTACT RECORDER TO MEDIA MANAGER UPGRADE LIC:DS
396531	IP OFFICE R11 CONTACT RECORDER TO MEDIA MANAGER ENTITLED UPG LIC:DS

IP OFFICE BRANCH SPECIFIC R11.0/R10+ PLDS Licenses (Net New, paid and tracking licenses)

Mat Code	SAP Description
396452	IP OFFICE R11 BRANCH WEBLM PLDS LIC:CU
383118	IPO BRANCH R10+ CENTRL ENDPT LIC
396453	IP OFFICE R11 IP ENDPOINT TO CM R7 CORE SUITE PLDS LIC:NU,CU,SR
396454	IP OFFICE R11 VOICEMAIL PRO TRACKING
396455	IP OFFICE R11 E1/T1 TRACKING
396456	IP OFFICE R11 SIP TRUNKING TRACKING
396457	IP OFFICE R11 SA FOR BRANCH TRACKING

IP OFFICE BRANCH SPECIFIC R11/R10+ UPGRADE PLDS Licenses (Net New, paid and entitled upgrade licenses – other IP Office upgrade licenses are required)

Mat Code	SAP Description
396458	IP OFFICE R11 BRANCH WEBLM UPGRADE PLDS LIC:CU
396459	IP OFFICE R11 BRANCH WEBLM ENTITLED UPGRADE PLDS LIC:CU
383725	IPO BRANCH R10+ CENTRL ENDPT UPG LIC

Appendix C: License Upgrade Path to IP Office R11.0

Refer to IP Office Release 10 Offer Document and R10 Release Notes for information. IP Office R11.0 will follow the same process and tools procedures. The IP Office R11.0 software binary is used when upgrading the platform.

Note: There are some unique characteristics associated with IP Office Branch scenarios that require different process steps. Please refer to the Sales and Partner Portal link below for details on upgrading an IP Office Branch solution to R11.0.

<https://sales.avaya.com/en/pss/uc-ip-office-in-the-branch>

Upgrade Software License Methodology

Pre-IP Office R11.0 software license requirements involved purchasing paid/transactional or acquiring entitled upgrade licenses. These licenses took the form of a small or regular upgrade license for IP500 V2 systems running the Standard Editions or Server Edition upgrade licenses for the Midmarket solutions.

In IP Office R11.0, a new methodology will now be used whereby either paid or entitled Edition upgrade licenses are required. The Edition upgrade licenses are required for systems running Basic Edition, Essential Edition, Preferred Edition, Advanced Edition, Server Edition or Select on IP Office pre-R11.0 releases rather than small or regular upgrade licenses.

The R11.0 software/binary is available on the support site or via PLDS, and applied to the system. Customers on pre-R10 release will need to follow the paid or entitled upgrade process introduced with R10 and apply R11.0 software to run R11.0.

Reference the IP Office R10 Offer Document and R10 Technical Release notes for further information concerning license migration and processes.

If the system is running R10/10.1, which is all PLDS licensing; the PLDS upgrade processes would apply.

Only if the system is running on pre-R10 and upgrading to R10/10.1 or R11.0 would the .xml license migration file and processes for upgrades be required.

- **Customers & Partners will still have to go through design / ordering process to able an upgrade from IPO R10 to R11**
- **However they do NOT have to upload the XML file for license migration for R10 to R11 designs. Use the standard PLDS and A1S design process for upgrade/entitled upgrade and activation.**
- **Please refer to the [R10 to R11 Upgrades – Job Aid](#) on the IP Office R11 Sales Toolkit on the Sales Portal for more details – this Job Aid continues to be updated post GA.**

The paid/transactional Edition upgrade licenses are summarized in section 12.3 and are also included in the table below. There are equivalent entitled versions of these Edition upgrade licenses for systems covered by an active IPOSS support agreement that includes upgrade entitlement. This is only part of the requirement to move to IP Office R11.0 and all software licenses must transform to IP Office R11.0 versions, as described in the paragraph below.

In addition to the Edition upgrade licenses, in order to facilitate the transition from ADI licenses used on earlier releases of software and to upgrade any IP Office systems already using PLDS on earlier releases

of IP Office software, upgrading to IP Office R11.0 requires a full set of migration or upgrade licenses, as explained in more detail in subsequent sections of this appendix.

The IP Office R11.0/10.1 process will support the following:

- SMB Standard Editions (Basic Edition, Essential Edition, Preferred Edition, Advanced Edition) running R6.0 software and above (where supported).
 - Customer must be on IP500 V2 hardware to utilize the XML tool and process.
- IP Office Branch* (Essential Edition, Preferred Edition) running R9.0 software and above.
- Midmarket (Server Edition) running R8.1 software and above.
- Midmarket Select (Select Server Edition) running R9.1.x software.
- Systems using only ADI licenses.
- Systems using only PLDS licenses.
- Systems using a mix of ADI and PLDS licenses.
- IP Office Branch* systems using SMGR WebLM PLDS licensing.
- Paid/Transactional upgrades.
- Entitled upgrades provided as part of an active IPOSS contract that includes upgrade entitlement or an active SA/UA contract for IP Office Centralized Branch* solutions.
- Features currently licensed and visible in either the ADI or PLDS Licensing systems.
- Unlicensed features from earlier releases that are licensed in IP Office R11.0 such as Basic Edition (for systems previously running Basic Edition/mode).
- Virtual licenses that were provided inherently in the IP Office software but will either not be available or will be provided with regular PLDS licenses as part of the upgrade process.

To support the wide array of conditions above, Avaya has invested in automation that will simplify the process to obtain the necessary IP Office R11.0 upgrade software licenses.

The IP Office R11.0/10.1 process will not support the following:

- SMB Standard Edition customers (e.g., Essential/Preferred), running on an IP500 V2, wanting to upgrade and move directly into an IP Office R11.0 Server Edition or Select solution
 - The Standard Edition system(s) must first be upgraded to IP Office R11.0 using this special process.
 - After the upgrade is completed, the PLDS move (re-hosting) capability can then be leveraged by Partners to move the IP Office R11.0 customer licenses, as desired.
- Server Edition customers wanting to upgrade and uplift directly into an IP Office R11.0 Select solution
 - The Server Edition solution must first be upgraded to IP Office R11.0 using this special process.
 - After the upgrade is completed, the A1S, R11.0 Server Edition to R11.0 Select Uplift configurator can be used to uplift the solution to Select.

* Please refer to the Sales and Partner Portal link below for details on upgrading an IP Office Branch solution to IP Office R11.0.

<https://sales.avaya.com/en/pss/uc-ip-office-in-the-branch>

Avaya One Source (A1S) IP Office R11.0/R11.0 Software License Upgrade Process

A simple, common process will be used to handle the configuration and procurement of upgrade software licenses in the Avaya One Source (A1S) configurator. The IP Office R11.0 software license upgrade process is only supported in the A1S tool. Due to the complexity and interaction with various internal Avaya systems, Distributor tools will not support this functionality.

Refer to the R10 Offer Document, Avaya One Source and PLDS training for more information.

Pre-Requisites prior to creating a complete and accurate IP Office R11.0 software license upgrade design configuration in the A1S tool.

Prior to creating an IP Office R11.0 software license upgrade design in the A1S tool, users must ensure that the following pre-requisites are in place to ensure a successful design:

- All licenses existing in ADI or PLDS for the target system must be loaded into the system prior to extracting the XML file. The XML file is used as the single representation of license entitlement and failure to load all licenses on the system will result in a loss of entitlement to these licenses.
- All support contracts must be in place and valid at the time of quote creation, if a support entitled upgrade is being requested. In this case, have a summary of the relevant contract numbers available as these will be required as part of the quoting process. The quote validity date will be set at the standard 60 days or the end date of the support contract, if less than 60 days. In a Midmarket solution involving more than one node/location, the quote validity date will be set at the standard 60 days or the shortest end date of all the applicable support contracts, if less than 60 days.
 - The CSQT tool can be used to search for existing contract information. Link below <http://earlyrenewals.avaya.com/csqt/>
 - Access to CSQT is also available from the Avaya One Source landing page under Design/Quote / CSQT
- Generate the XML file with IP Office Manager using the new license migration functionality. The XML file must be generated on a live system (not a stored config file). This is the most important step as all upgrade configurations will require an accurate XML file.

IP Office R11.0 Upgrade Material Codes

Please refer to the tables below for a complete summary of paid/transactional or entitled material codes that are used as part of the A1S software license upgrade process. The tables also include a brief description of how the various types of migration or upgrade licenses are used. **All material codes are configurable only and cannot be added via merchandise (piece part ordering).**

R11 (R10+) ADI Migration PLDS Licenses (Transition from ADI to PLDS for automated Upgrades. These licenses appear as net new in PLDS)		R11 (R10+) Migration SELECT PLDS Licenses (Transition of Virtual/Non-License Features to PLDS SELECT for automated Upgrades. These licenses appear as net new in PLDS)	
Mat Code	SAP Description	Mat Code	SAP Description
383630	IPO R10+ RECEPTIONIST 1 ADI MG LIC	N/A	
383631	IPO R10+ CTI ADI MG LIC	N/A	

R11 (R10+) ADI Migration PLDS Licenses (Transition from ADI to PLDS for automated Upgrades. These licenses appear as net new in PLDS)		R11 (R10+) Migration SELECT PLDS Licenses (Transition of Virtual/Non-License Features to PLDS SELECT for automated Upgrades. These licenses appear as net new in PLDS)	
383632	IPO R10+ VM PRO 2 ADI MG LIC	N/A	
383633	IPO R10+ 3RDPTY IP ENDPT 1 ADI MG LIC	N/A	
383634	IPO R10+ TAPI WAV 4 ADI MG LIC	N/A	
383636	IPO R10+ 3RD PTY TTS ADI MG LIC	N/A	
383638	IPO R10+ IPSEC VPN ADI MG LIC	N/A	
383640	IPO R10+ SIP TRNK 1 ADI MG LIC	N/A	
383641	IPO R10+ IP500 VCE NTWK 4 ADI MG LIC	N/A	
383642	IPO R10+ VM PRO UMS 1 ADI MG LIC	N/A	
383643	IPO R10+ IP500 T1 ADD 2CH ADI MG LIC	N/A	
383644	IPO R10+ IP500 E1 ADD 2CH ADI MG LIC	N/A	
383645	IPO R10+ IP500 E1R2 2CH ADI MG LIC	N/A	
383651	IPO R10+ AV IP ENDPT 1 ADI MG LIC	386883	IPO-SL R10+ AV IP ENDPT 1 MIG LIC
383653	IPO R10+ SFTPHN 1 ADI MG LIC	N/A	
383655	IPO R10+ SM LINE SIP TRNK ADI MG LIC	N/A	
383656	IPO R10+ WEB COLLAB USER1 ADI MG LIC	N/A	
383658	IPO R10+ ESSNTL ED EVM 2CH ADI MG LIC	N/A	
383663	IPO R10+ ACCS ENABLE ADI MG LIC	N/A	
396482	IPO R10+ MEDIA MGR ADI MG LIC	N/A	

R11 Non-Select Upgrade PLDS Licenses (used for pre-R10 PLDS upgrade path codes and required to perform a PLDS upgrade job)		R11 SELECT Upgrade PLDS Licenses (Used for R9.1 SELECT to R11 use case and required to perform a PLDS upgrade job)	
Mat Code	SAP Description	Mat Code	SAP Description
383696	IPO R10+ RECEPTIONIST 1 UPG LIC	383738	IPO-SL R10+ RECEPTS 1 UPG LIC
383697	IPO R10+ CTI UPG LIC	383739	IPO-SL R10+ CTI UPG LIC
383698	IPO R10+ VM PRO 1 UPG LIC	383740	IPO-SL R10+ VMPRO 1 UPG LIC
383699	IPO R10+ 3RDPTY IPENDPT1 UPG LIC	383741	IPO-SL R10+ 3RDPTY IP ENDPT 1 UPG LIC
383700	IPO R10+ TAPI WAV 1 UPG LIC	383742	IPO-SL R10+ TAPI WAV 1 UPG LIC
383702	IPO R10+ 3RD PTY TTS UPG LIC	N/A	
383704	IPO R10+ IPSEC VPN UPG LIC	383744	IPO-SL R10+ IPSEC VPN UPG LIC
383706	IPO R10+ SIP TRNK 1 UPG LIC	383746	IPO-SL R10+ SIP TRNK 1 UPG LIC
383707	IPO R10+ IP500 VCE NTWK 1 UPG LIC	N/A	
383708	IPO R10+ VM PRO UMS 1 UPG LIC	383747	IPO-SL R10+ VMPRO UMS 1 UPG LIC
383709	IPO R10+ IP500 T1 CH 1 UPG LIC	383748	IPO-SL R10+ IP500 T1 1 CH UPG LIC
383710	IPO R10+ IP500 E1 CH 1 UPG LIC	383749	IPO-SL R10+ IP500 E1 1CH UPG LIC

R11 Non-Select Upgrade PLDS Licenses (used for pre-R10 PLDS upgrade path codes and required to perform a PLDS upgrade job)		R11 SELECT Upgrade PLDS Licenses (Used for R9.1 SELECT to R11 use case and required to perform a PLDS upgrade job)	
383713	IPO R10+ IP500 E1R2 CH 1 UPG LIC	383752	IPO-SL R10+ IP500 E1R2 1 CH UPG LIC
383720	IPO R10+ AV IP ENDPT 1 UPG LIC	383757	IPO-SL R10+ AV IP ENDPT 1 UPG LIC
383722	IPO R10+ SFTPHN 1 UPG LIC	N/A	
383726	IPO R10+ SM LINE SIPTRNK UPG LIC	383760	IPO-SL R10+ SM LINE SIP TRNK UPG LIC
383728	IPO R10+ WEBCOLLAB USER1 UPG LIC	383761	IPO-SL R10+ WEBCOLLB USR1 UPG LIC
383730	IPO R10+ ESS ED EVM 1 CH UPG	N/A	
396482	IP Office R10+ MEDIA MANAGER ADI MIGRATION	N/A	

Non-Server Edition (IP500 V2) uplift from Teleworker to Power User in Server Edition Merchandise code only, not configurable	
Material	SAP Description
383711	IPO R10+ TLW-PWR USR 1 UPLT PLDS LIC

The following R11 codes are release specific

R11 Codes for Migration, Upgrades and Entitlements	
Mat Code	SAP Description
396314	IP OFFICE R11 AVAYA TTS WINDOWS LIC:DS
396315	IP OFFICE R11 AVAYA TTS PROLINUX LIC:CU
396465	IP OFFICE R11 AVAYA TTS WINDOWS ADI MIGRATION LIC:DS
396466	IP OFFICE R11 AVAYA TTS PROLINUX ADI MIGRATION LIC:CU
396483	IP OFFICE R11 AVAYA TTS WINDOWS UPGRADE LIC:DS
396484	IP OFFICE R11 AVAYA TTS PROLINUX UPGRADE LIC:CU
396521	IP OFFICE R11 AVAYA TTS WINDOWS ENTITLED UPGRADE LIC:DS
396522	IP OFFICE R11 AVAYA TTS PROLINUX ENTITLED UPGRADE LIC:CU

396316	IP OFFICE R11 POWER USER 1 LIC:CU
396317	IP OFFICE R11 POWER USER 5 TRIAL LIC:CU
396318	IP OFFICE R11 MOBILE TO POWER USER 1 UPLIFT LIC:CU
396319	IP OFFICE R11 OFFICE WORKER TO POWER USER 1 UPLIFT LIC:CU
396467	IP OFFICE R11 POWER USER 1 ADI MIGRATION LIC:CU
396485	IP OFFICE R11 POWER USER 1 UPGRADE LIC:CU

R11 Codes for Migration, Upgrades and Entitlements

Mat Code	SAP Description
396523	IP OFFICE R11 POWER USER 1 ENTITLED UPGRADE LIC:CU

396440	IP OFFICE R11 TELEWORKER 1 LIC:CU
396468	IP OFFICE R11 TELEWORKER 1 ADI MIGRATION LIC:CU
396486	IP OFFICE R11 TELEWORKER 1 UPGRADE LIC:CU
396524	IP OFFICE R11 TELEWORKER 1 ENTITLED UPGRADE LIC:CU

396441	IP OFFICE R11 MOBILE WORKER 1 LIC:CU
396469	IP OFFICE R11 MOBILE WORKER 1 ADI MIGRATION LIC:CU
396487	IP OFFICE R11 MOBILE WORKER 1 UPGRADE LIC:CU
396525	IP OFFICE R11 MOBILE WORKER 1 ENTITLED UPGRADE LIC:CU

396442	IP OFFICE R11 OFFICE WORKER 1 LIC:CU
396470	IP OFFICE R11 OFFICE WORKER 1 ADI MIGRATION LIC:CU
396488	IP OFFICE R11 OFFICE WORKER 1 UPGRADE LIC:CU
396526	IP OFFICE R11 OFFICE WORKER 1 ENTITLED UPGRADE LIC:CU

Mat Code	Basic Edition
396444	IP OFFICE R11 BASIC EDITION LIC:DS
396472	IP OFFICE R11 BASIC EDITION MIGRATION UPGRADE LIC:DS
396473	IP OFFICE R11 BASIC EDITION MIGRATION ENTITLE UPGRADE LIC:DS
396490	IP OFFICE R11 BASIC EDITION UPGRADE LIC:DS
396528	IP OFFICE R11 BASIC EDITION ENTITLED UPGRADE LIC:DS

Mat Code	Essential Edition Licenses
396445	IP OFFICE R11 ESSENTIAL EDITION LIC:DS
396446	IP OFFICE R11 ESSENTIAL EDITION TRIAL LIC:DS
396474	IP OFFICE R11 ESSENTIAL EDITION MIGRATION UPGRADE LIC:DS
396475	IP OFFICE R11 ESSENTIAL EDITION MIGRATION ENTITLE UPGRADE LIC:DS
396491	IP OFFICE R11 ESSENTIAL EDITION UPGRADE LIC:DS
396529	IP OFFICE R11 ESSENTIAL/PREFERRED EDITION ENTITLED UPGRADE LIC:DS

Mat Code	Preferred Edition Licenses
396447	IP OFFICE R11 PREFERRED VOICEMAIL PRO LIC:DS
396448	IP OFFICE R11 PREFERRED VOICEMAIL PRO TRIAL LIC:DS

R11 Codes for Migration, Upgrades and Entitlements	
Mat Code	SAP Description
396476	IP OFFICE R11 PREFERRED VOICEMAIL PRO MIGRATION UPGRADE LIC:DS
396477	IP OFFICE R11 PREFERRED VOICEMAIL PRO MIGRATION ENTITLE UPG LIC:CU
396492	IP OFFICE R11 PREFERRED VOICEMAIL PRO UPGRADE LIC:DS
396529	IP OFFICE R11 ESSENTIAL/PREFERRED EDITION ENTITLED UPGRADE LIC:DS

Mat Code	Server Edition Licenses
396449	IP OFFICE R11 SERVER EDITION LIC:DS
396450	IP OFFICE R11 VIRTUALIZED SERVER EDITION LIC:DS
396478	IP OFFICE R11 VIRTUALIZED SERVER EDITION ADI MIGRATION LIC:DS
396479	IP OFFICE R11 VIRTUALIZED SERVER EDITION ENTITLED ADI MIG LIC:DS
396480	IP OFFICE R11 SERVER EDITION ADI MIGRATION UPGRADE LIC:DS
396481	IP OFFICE R11 SERVER EDITION ADI MIGRATION ENTITLE UPG LIC:DS
396493	IP OFFICE R11 SERVER EDITION/VIRTUALIZED UPGRADE LIC:DS
396530	IP OFFICE R11 SERVER EDITION/VIRTUALIZED ENTITLED UPGRADE LIC:DS

Mat Code	IP Office Select Codes
396532	IP OFFICE SELECT R11 AVAYA TTS PROLINUX ENTITLED UPGRADE LIC:DS
396533	IP OFFICE SELECT R11 POWER USER 1 ENTITLED UPGRADE LIC:CU
396534	IP OFFICE SELECT R11 OFFICE WORKER 1 ENTITLED UPGRADE LIC:CU
396536	IP OFFICE SELECT R11 SERVER ED VIRTUALIZED ENTITLED UPGRADE LIC:DS
396537	IPO SELECT R11 CONTACT RECORDER TO MEDIA MANAGER ENTITLED UPG LIC:DS
396538	IP OFFICE R11 SERVER EDITION TO VIRTUALIZD SERVER ED UPLIFT LIC:DS
396539	IP OFFICE SELECT R11 SERVER EDITION TO VIRTUALIZD SE UPLIFT LIC:DS
396278	IP OFFICE R11 TELEWORKER TO POWER USER 1 UPLIFT PLDS LIC:CU
396690	IP OFFICE SELECT R11 MEDIA ENCRYPTION DISABLEMENT UPGRADE LIC:DS

Mat Code	Other
396279	IP OFFICE R11 MEDIA ENCRYPTION DISABLEMENT UPGRADE LIC:DS
396451	IP OFFICE R11 MEDIA ENCRYPTION DISABLEMENT LIC:DS
396482	IP OFFICE R10+ MEDIA MANAGER ADI MIGRATION LIC:DS
396494	IP OFFICE R11 CONTACT RECORDER TO MEDIA MANAGER UPGRADE LIC:DS
396531	IP OFFICE R11 CONTACT RECORDER TO MEDIA MANAGER ENTITLED UPG LIC:DS

The following IP Office Branch specific material codes are provided for reference only. For more information on the IP Office Branch solution, please refer to the Sales and Partner portal link below:

<https://sales.avaya.com/en/pss/uc-ip-off-in-the-branch>

IP OFFICE BRANCH SPECIFIC R11.0/R10+ PLDS Licenses (Net New, paid and tracking licenses)	
Mat Code	SAP Description
396452	IP OFFICE R11 BRANCH WEBLM PLDS LIC:CU
383118	IPO BRANCH R10+ CENTRL ENDPT LIC
396453	IP OFFICE R11 IP ENDPOINT TO CM R7 CORE SUITE PLDS LIC:NU,CU,SR
396454	IP OFFICE R11 VOICEMAIL PRO TRACKING
396455	IP OFFICE R11 E1/T1 TRACKING
396456	IP OFFICE R11 SIP TRUNKING TRACKING
396457	IP OFFICE R11 SA FOR BRANCH TRACKING
IP OFFICE BRANCH SPECIFIC R11/R10+ UPGRADE PLDS Licenses (Net New, paid and entitled upgrade licenses – other IP Office upgrade licenses are required)	
Mat Code	SAP Description
396458	IP OFFICE R11 BRANCH WEBLM UPGRADE PLDS LIC:CU
396459	IP OFFICE R11 BRANCH WEBLM ENTITLED UPGRADE PLDS LIC:CU
383725	IPO BRANCH R10+ CENTRL ENDPT UPG LIC

Appendix D: Product Licensing Process and Policies

The following information defines license functions or operations as:

License Transaction type:	Description, Policy and Process
New	New licenses for a New system instance
Add/Expansion	New licenses for an existing system instance (not the same as move/merge)
Uplift	Uplift license level to a higher one in release
Upgrade	Upgrade from a lower release to a higher release <ul style="list-style-type: none"> Subscription Upgrade – upgrades entitled through the purchase of Subscription; IP Office Support Services (IPOSS) or Upgrade Advantage (UA) SS+U Transactional Upgrade – Paid upgrade at time of transaction
Move	The transaction of moving some existing licenses from an existing system instance (Donor) to another system instance (Target); new or existing. Donor licenses must be at or upgraded to release level of target and be in a License construct supported on the Target system instance. Moving Licenses Internationally (out of country of purchase) follow the Global License Portability policy and processes at link below: https://sales.avaya.com/en/general/standard-license-portability
Merge	Merges are the consolidation of software licenses and/or port hardware from one or more main servers (the “From” servers) to another existing main server (the “To” server). Usually, this means that a customer is choosing to decommission the Donor system. Moving licenses (ports and stations) is an integral part of merges and is the transaction of moving all existing licenses from an existing system instance (Donor) to another system instance (Target); new or existing. Donor licenses must be at or upgraded to release level of target and be in a License construct supported on the Target system instance. Merging Licenses Internationally (out of country of purchase) follow the Global License Portability policy and processes at link below: https://sales.avaya.com/en/general/standard-license-portability
Reduction	As of Avaya Aura® R6 and beyond, license capacity reductions are managed via the Global Licensing Policy by the use of the online License Move Request Form found at the link below. It should be noted any reductions exercised do not retain any future residual value. If the capacity is required in the future Add licenses must be purchased or Move from another system (based on Move guidelines) https://avaya.my.salesforce.com/apex/sp_ViewDetailPage?c=a3d30000000L4U0AAK&Id=a3j30000000L6p9AAC
Software Re-Licensing	Avaya Software is not sold to the end-user customer, but remains the property of Avaya or its third party suppliers. The end-user is granted a license to use the software subject to payment of applicable license fees and other terms. When an end-user customer seeks to transfer an Avaya “System,” which includes equipment and software or stand-alone software products to a new owner, it is necessary for the new owner to obtain a software license from Avaya before it is authorized to use the software. This software re-licensing policy (“Policy”) addresses the requirements for re-licensing Avaya software. See Policy at link https://sales.avaya.com/documents/1399549441087

Temporary License Requests

Temporary/Emergency licenses up to 30 days do not require product management or product operations approval. Please call the Helpdesk and have it flagged as “Business Critical”.

Temporary licenses between 31-90 days with supporting orders such as upgrades, new, moves or orders with errors/corrections do NOT require product management or product operations approval. Please call the Helpdesk (Tier 3) to request a temporary license.

Temporary licenses between 31-90 days without supporting orders will require review by product manager/product operations and will require business justification (i.e. business case); Call Helpdesk (Tier 3) first, open case and have escalated to product operations /product management.

Avaya Helpdesk

For the **USA**, please call 1-866-AVAYA IT (+1-866-282-9248) or 303-354-8999

EU & GGM users should call +44 1483 309800

Canada and AI users should call +1 720 444 0130

APAC users should call +65 6872 8700

Germany (GSMB) users should call +49 69 7505 1234

Laboratory Trials

Customer lab systems must be ordered and purchased as per standard processes and can leverage the partners MDF funds.

Appendix E: Avaya Call Reporting Licenses

Base Licenses and Add-On Licenses listed.

Base Licenses are one per Serial Key

Avaya IPOSS and Call Reporting Service support is mandatory

Note: IP Office CTI license is not required

The A1S configurator will be available with the August update. Until then, orders are placed via the catalog and must include corresponding services support materials listed below for corresponding ‘base’ and ‘add-on’ licenses. To include services material code on the order, design adjust is required. Contact productops@avaya.com for support.

There are ‘standard’ licenses and ‘global’ licenses. The license types support the variations in regional specific pricing and partner discounting.

The base license module is sold in tiers starting at 1 – 100, going up from there. Order the appropriate base license to cover all telephony users on the system. If a customer starts at a lower tier and in the future needs to add additional licenses, they will need to purchase the next tier as an add on license along with appropriate services support. The customer will not need to repurchase a new base license.

Standard Licenses apply to: Australia, Austria, Belgium, Bulgaria, Canada, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Japan, Kuwait, Latvia, Lebanon, Liechtenstein, Lithuania, Luxembourg, Malta, Mauritius, Netherlands, New Zealand, Norway, Poland, Portugal, Romania, Russia, Slovakia, Spain, Sweden, Switzerland, Ukraine, United Kingdom, United States, Uzbekistan.

Standard:

Material Code: Standard	Description: Base License
399510	AV CALL REPORTING 1-100 USERS
399511	AV CALL REPORTING 1-250 USERS
399512	AV CALL REPORTING 1-500 USERS
399513	AV CALL REPORTING 1-1000 USERS
399514	AV CALL REPORTING 1-2000 USERS
Standard	Next Tier, Add-On Expansion licenses
399516	AV CALL REPORTING EXP 100-250 USERS
399517	AV CALL REPORTING EXP 250-500 USERS
399518	AV CALL REPORTING EXP 500-1000 USERS
399519	AV CALL REPORTING EXP 1000-2K USERS

Add-On Reporting capabilities, Standard:

399522	AV CALL REPORTING CUSTOM REPORTS	Only one (1) license of Custom Reports needs to be purchased for an entire IPO environment (SCN or otherwise),
399523	AV CALL REPORTING VRTX RECORDING LIBRARY	Only one license needs to be purchased. If additional recording ports are required, purchase 399533 AV CALL Reporting Port
399524	AV CALL REPORTING REALTIME AGENT SEAT	Realtime is a 'one-to-one' or static license. Realtime requires that you have a Base License in place
399525	AV CALL REPORTING DASHBOARD SEAT	You must have a license of 399524, AV CALL REPORTING REALTIME SEAT in order to use 399525
399533	AV CALL REPORTING RECORDING PORT	This is a per port license. To add 'Recording Ports' you must first have a 399523, AV CALL REPORTING VRTX RECORDING LIBRARY license. The Library license comes with an initial 4 ports

Service support codes are available for 1, 3 and 5 years pre-paid. Avaya Call Reporting support must match the IPOSS system support for 1, 3 or 5 year pre-paid terms. Codes are available through the A1S configurator. 1 year pre-paid are shown below.

Services support codes 1 Year Pre-paid STANDARD:

1 YPP Description: STANDARD	RTS 8x5	RTS 24x7
AV CALL REPORTING 1-100 USERS	345924	346032
AV CALL REPORTING 1-250 USERS	345925	346033
AV CALL REPORTING 1-500 USERS	345926	346034
AV CALL REPORTING 1-1000 USERS	345927	346035
AV CALL REPORTING 1-2000 USERS	345928	346036
AV CALL REPORTING EXP 100-250 USERS	345929	346037
AV CALL REPORTING EXP 250-500 USERS	345930	346038
AV CALL REPORTING EXP 500-1000 USERS	345931	346039
AV CALL REPORTING EXP 1000-2K USERS	345932	346040
AV CALL REPORTING CUSTOM RPTS	345933	346041
AV CALL REPORTING VRTX RCDG LIB	345934	346042
AV CALL REPORTING REALTIME AGT SEAT	345935	346043
AV CALL REPORTING DASHBOARD SEAT	345936	346044
AV CALL REPORTING RCDG PT	345941	346049

Global Licenses apply to: Antigua, Argentina, Bahamas, Bahrain, Bermuda, Bolivia, Brazil, Chile, China, Colombia, Costa Rica, Dominican Republic, Egypt, El Salvador, Guam, Guatemala, Honduras, Hong Kong, India, Indonesia, Israel, Jamaica, Jordan, Kenya, Korea, Macau, Malaysia, Mexico, Morocco, Nicaragua, Oman, Pakistan, Panama, Paraguay, Peru, Philippines, Puerto Rico, Qatar, Saudi Arabia, Serbia, Singapore, Slovenia, South Africa, Taiwan, Thailand, Trinidad & Tobago, Turkey, U.S. Virgin Islands, UAE, Uruguay, Venezuela, Vietnam.

Global:

Material Codes:	
Global	Description: Base License
399530	AV CALL REPORTING 1-100 USERS GLOBAL
399531	AV CALL REPORTING 1-250 USERS GLOBAL
399532	AV CALL REPORTING 1-500 USERS GLOBAL
399547	AV CALL REPORTING 1-1000 USERS GLOBAL
399548	AV CALL REPORTING 1-2000 USERS GLOBAL
Global	Next Tier, Add-On Expansion licenses
399549	AVAYA CALL REPORTING EXP 100-250 USERS GLBL
399550	AVAYA CALL REPORTING EXP 250-500 USERS GLBL
399551	AVAYA CALL REPORTING EXP 500-1000 USERS GLBL
399552	AVAYA CALL REPORTING EXP 1000-2K USERS GLBL

Add-On Reporting capabilities, Global:

399554	AV CALL REPORTING CUSTOM REPORTS GLOBAL	Only one (1) license of Custom Reports needs to be purchased for an entire IPO environment (SCN or otherwise),
399555	AV CALL REPORTING VRTX RECRDING LIB GLBL	Only one license needs to be purchased. If additional recording ports are required, purchase 399562 AV CALL Reporting Port
399556	AV CALL REPORTING REALTIME AGNT SEAT GLB	Realtime is a 'one-to-one' or static license. Realtime requires that you have a Base License in place
399557	AV CALL REPORTING DASHBOARD SEAT GLOBAL	You must have a license of 399556, AV CALL REPORTING REALTIME SEAT GBL in order to use 399557
399562	AV CALL REPORTING RECORDING PORT GLOBAL	This is a per port license. To add 'Recording Ports' you must first have a 399555, AV CHRONICALL VRTX RECORDING LIBRARY GBL license. The Library license comes with an initial 4 ports

Services support codes 1 Year Pre-paid Global:

1 YPP Description: GLOBAL	RTS 8x5	RTS 24x7
AV CALL REPORTING 1-100 USERS GBL	345942	346050
AV CALL REPORTING 1-250 USERS GBL	345943	346051
AV CALL REPORTING 1-500 USERS GBL	345944	346052
AV CALL REPORTING 1-1000 USERS GBL	345945	346053
AV CALL REPORTING 1-2000 USERS GBL	345946	346054
AV CALL REPORTING EXP 100-250 USERS GBL	345947	346055
AV CALL REPORTING EXP 250-500 USERS GBL	345948	346056
AV CALL REPORTING EXP 500-1000 USERS GBL	345949	346057
AV CALL REPORTING EXP 1000-2K USERS GBL	345950	346058
AV CALL REPORTING CUSTOM RPTS GBL	345951	346059
AV CALL REPORTING VRTX RCDG LIB GBL	345952	346060
AV CALL REPORTING REALTIME AGT SEAT GBL	345953	346061
AV CALL REPORTING DASHBOARD SEAT GBL	345954	346062
AV CALL REPORTING RCDG PT GBL	345959	346067

Appendix F: J139 IP Phone Feature Support

The following features are supported by the Avaya J139 IP Phone when deployed on IP Office:

- Basic call handling on Call Appearances and Line Appearances only – Making a call, Call presentation, Answer, Hold, Transfer, Conference, Drop
- IP Office Directory (Personal and System)
- IP Office Call History
- Visual Voice

Include basic operation and call handling feature controls by default via IP Office Features Menu

- DND
- Forwarding
- Mobile Phone Call Twinning (User must first be administered to permit Mobile Twinning by a system Administrator).
- Hot Desking

Allow basic call handling feature controls to be administered as button features by a system Administrator

- Call Park
- Call Pickup
- Call Page
- Call Recording
- Auto Call-back
- Account Code
- Authorisation Code
- User BLF (from 11.0 FP4)
- Group BLF (from 11.0 FP4)

Allow basic agent controls to be administered as button features by a system Administrator

- Hunt Group Membership
- Agent Status
- After Call Work
- Coaching Request

The following features are not supported by the Avaya J139 IP Phone when deployed on IP Office™:

Advanced Call Presentation / Handling:

- MADN
- Bridged Appearances
- Coverage Appearances

IP Office Features/Status Menus:

- Advanced Call Pickup
- Advanced Call Park
- DND exceptions
- Account / Authorisation Code
- Auto Answer Controls
- Withhold Number
- Coverage Ring Controls
- Advanced Hunt Group Controls: (Multi Membership, Group Status, Group Configuration)
- Self-Administration
- System Administration

Button configuration:

- Hands-free Answer
- Automatic Intercom
- Specific Call Dial Types
- Conference Meet-Me
- Self-Administration
- System Administration
- Advanced Hunt Group Controls (Group Status, Group Configuration)
- Agent Supervisor Features: (Call Steal, Call Listen, Call Intrude, Coaching Intrusion)

Appendix G: Product Reference Information Links

Avaya Small and Medium Business Product Page

<https://sales.avaya.com/en/pss/small-and-midmarket-business>

Avaya Small and Midmarket Business Services and Support

<https://sales.avaya.com/en/pss/ip-office-support-services>

Avaya IP Office™ Platform Product Page

<https://sales.avaya.com/en/pss/ip-office>

Avaya IP Office™ Platform Branch Product Page

<https://sales.avaya.com/en/pss/uc-ip-office-in-the-branch>

Product Compatibility Matrix to determine products release levels compatible with IP Office is available on support.avaya.com at the link

<https://support.avaya.com/CompatibilityMatrix/Index.aspx>

Choose the Products you have in your environment to assess compatibilities

Technical Documentation for Avaya IP Office™ Platform can be found at

<https://support.avaya.com/downloads/>

Developer Community Information

Avaya DevConnect for Developer Community Information

https://www.devconnectprogram.com/site/global/home/p_home.gsp

Product Authorization, Credentials and Certifications on Avaya Connect Partner Program

<https://sales.avaya.com/en/general/program-requirements>

Product Licensing Delivery System (PLDS): Information on PLDS including how to obtain access, support and training

<https://sales.avaya.com/en/general/product-licensing-delivery-system-plds>

License Portability: Detailed information on License Migrations & Merges is available at the Global License Portability (GLP) Process and found under GLP project Documentation in Business Tools & Processes → Software Licensing & Fulfillment → Standard License Portability

<https://sales.avaya.com/en/general/standard-license-portability>

Software Licensing Policy: A full description of Avaya's licensing policy and approach to re-licensing for Avaya Communication Manager can be found under Global Licensing Policy project Documentation in Business Tools & Processes → Software Licensing & Fulfillment → Standard License Portability

<https://sales.avaya.com/en/general/standard-license-portability>

Avaya Product Lifecycle Policy:

<https://support.avaya.com/css/P8/documents/100081098>

APS Application support team engagement process:

<https://confluence.forge.avaya.com/display/EPTADVANCEDAPPS/Advanced+Application+Support+Process#overview>

https://avaya.my.salesforce.com/apex/sp_ContentClassificationListPage?Id=a3j30000000L2IvAAK&cat=Pre-Sales+Technical