



Avaya IP Office™ Platform Manuals and User Guides

Release 12.0
Issue 27
April 2024

Notice

While reasonable efforts have been made to ensure that the information in this document is complete and accurate at the time of printing, Avaya assumes no liability for any errors. Avaya reserves the right to make changes and corrections to the information in this document without the obligation to notify any person or organization of such changes.

Documentation disclaimer

"Documentation" means information published in varying media which may include product information, subscription or service descriptions, operating instructions and performance specifications that are generally made available to users of products. Documentation does not include marketing materials. Avaya shall not be responsible for any modifications, additions, or deletions to the original published version of Documentation unless such modifications, additions, or deletions were performed by or on the express behalf of Avaya. End user agrees to indemnify and hold harmless Avaya, Avaya's agents, servants and employees against all claims, lawsuits, demands and judgments arising out of, or in connection with, subsequent modifications, additions or deletions to this documentation, to the extent made by End user.

Link disclaimer

Avaya is not responsible for the contents or reliability of any linked websites referenced within this site or Documentation provided by Avaya. Avaya is not responsible for the accuracy of any information, statement or content provided on these sites and does not necessarily endorse the products, services, or information described or offered within them. Avaya does not guarantee that these links will work all the time and has no control over the availability of the linked pages.

Warranty

Avaya provides a limited warranty on Avaya hardware and software. Please refer to your agreement with Avaya to establish the terms of the limited warranty. In addition, Avaya's standard warranty language as well as information regarding support for this product while under warranty is available to Avaya customers and other parties through the Avaya Support website: <https://support.avaya.com/helpcenter/getGenericDetails?detailId=C20091120112456651010> under the link "Warranty & Product Lifecycle" or such successor site as designated by Avaya. Please note that if the product(s) was purchased from an authorized Avaya channel partner outside of the United States and Canada, the warranty is provided by said Avaya Channel Partner and not by Avaya.

"Hosted Service" means an Avaya hosted service subscription that You acquire from either Avaya or an authorized Avaya Channel Partner (as applicable) and which is described further in Hosted SAS or other service description documentation regarding the applicable hosted service. If You purchase a Hosted Service subscription, the foregoing limited warranty may not apply but You may be entitled to support services in connection with the Hosted Service as described further in your service description documents for the applicable Hosted Service. Contact Avaya or Avaya Channel Partner (as applicable) for more information.

Hosted Service

THE FOLLOWING APPLIES ONLY IF YOU PURCHASE AN AVAYA HOSTED SERVICE SUBSCRIPTION FROM AVAYA OR AN AVAYA CHANNEL PARTNER (AS APPLICABLE). THE TERMS OF USE FOR HOSTED SERVICES ARE AVAILABLE ON THE AVAYA WEBSITE, [HTTPS://SUPPORT.AVAYA.COM/LICENSEINFO](https://support.avaya.com/licenseinfo) UNDER THE LINK "Avaya Terms of Use for Hosted Services" OR SUCH SUCCESSOR SITE AS DESIGNATED BY AVAYA, AND ARE APPLICABLE TO ANYONE WHO ACCESSES OR USES THE HOSTED SERVICE. BY ACCESSING OR USING THE HOSTED SERVICE, OR AUTHORIZING OTHERS TO DO SO, YOU, ON BEHALF OF YOURSELF AND THE ENTITY FOR WHOM YOU ARE DOING SO (HEREINAFTER REFERRED TO INTERCHANGEABLY AS "YOU" AND "END USER"), AGREE TO THE TERMS OF USE. IF YOU ARE ACCEPTING THE TERMS OF USE ON BEHALF A COMPANY OR OTHER LEGAL ENTITY, YOU REPRESENT THAT YOU HAVE THE AUTHORITY TO BIND SUCH ENTITY TO THESE

TERMS OF USE. IF YOU DO NOT HAVE SUCH AUTHORITY, OR IF YOU DO NOT WISH TO ACCEPT THESE TERMS OF USE, YOU MUST NOT ACCESS OR USE THE HOSTED SERVICE OR AUTHORIZE ANYONE TO ACCESS OR USE THE HOSTED SERVICE.

Licenses

The Global Software License Terms ("Software License Terms") are available on the following website <https://www.avaya.com/en/legal-license-terms/> or any successor site as designated by Avaya. These Software License Terms are applicable to anyone who installs, downloads, and/or uses Software and/or Documentation. By installing, downloading or using the Software, or authorizing others to do so, the end user agrees that the Software License Terms create a binding contract between them and Avaya. In case the end user is accepting these Software License Terms on behalf of a company or other legal entity, the end user represents that it has the authority to bind such entity to these Software License Terms.

Copyright

Except where expressly stated otherwise, no use should be made of materials on this site, the Documentation, Software, Hosted Service, or hardware provided by Avaya. All content on this site, the documentation, Hosted Service, and the product provided by Avaya including the selection, arrangement and design of the content is owned either by Avaya or its licensors and is protected by copyright and other intellectual property laws including the sui generis rights relating to the protection of databases. You may not modify, copy, reproduce, republish, upload, post, transmit or distribute in any way any content, in whole or in part, including any code and software unless expressly authorized by Avaya. Unauthorized reproduction, transmission, dissemination, storage, or use without the express written consent of Avaya can be a criminal, as well as a civil offense under the applicable law.

Virtualization

The following applies if the product is deployed on a virtual machine. Each product has its own ordering code and license types. Unless otherwise stated, each Instance of a product must be separately licensed and ordered. For example, if the end user customer or Avaya Channel Partner would like to install two Instances of the same type of products, then two products of that type must be ordered.

Third Party Components

The following applies only if the H.264 (AVC) codec is distributed with the product. THIS PRODUCT IS LICENSED UNDER THE AVC PATENT PORTFOLIO LICENSE FOR THE PERSONAL USE OF A CONSUMER OR OTHER USES IN WHICH IT DOES NOT RECEIVE REMUNERATION TO (i) ENCODE VIDEO IN COMPLIANCE WITH THE AVC STANDARD ("AVC VIDEO") AND/OR (ii) DECODE AVC VIDEO THAT WAS ENCODED BY A CONSUMER ENGAGED IN A PERSONAL ACTIVITY AND/OR WAS OBTAINED FROM A VIDEO PROVIDER LICENSED TO PROVIDE AVC VIDEO. NO LICENSE IS GRANTED OR SHALL BE IMPLIED FOR ANY OTHER USE. ADDITIONAL INFORMATION MAY BE OBTAINED FROM MPEG LA, L.L.C. SEE [HTTP://WWW.MPEGLA.COM](http://www.mpegla.com).

Service Provider

WITH RESPECT TO CODECS, IF THE AVAYA CHANNEL PARTNER IS HOSTING ANY PRODUCTS THAT USE OR EMBED THE H.264 CODEC OR H.265 CODEC, THE AVAYA CHANNEL PARTNER ACKNOWLEDGES AND AGREES THE AVAYA CHANNEL PARTNER IS RESPONSIBLE FOR ANY AND ALL RELATED FEES AND/OR ROYALTIES. THE H.264 (AVC) CODEC IS LICENSED UNDER THE AVC PATENT PORTFOLIO LICENSE FOR THE PERSONAL USE OF A CONSUMER OR OTHER USES IN WHICH IT DOES NOT RECEIVE REMUNERATION TO: (i) ENCODE VIDEO IN COMPLIANCE WITH THE AVC STANDARD ("AVC VIDEO") AND/OR (ii) DECODE AVC VIDEO THAT WAS ENCODED BY A CONSUMER ENGAGED IN A PERSONAL ACTIVITY AND/OR WAS OBTAINED FROM A VIDEO PROVIDER LICENSED TO PROVIDE AVC VIDEO. NO LICENSE IS GRANTED OR SHALL BE IMPLIED FOR ANY OTHER USE. ADDITIONAL INFORMATION FOR H.264 (AVC) AND H.265 (HEVC) CODECS MAY BE OBTAINED FROM MPEG LA, L.L.C. SEE [HTTP://WWW.MPEGLA.COM](http://www.mpegla.com).

Compliance with Laws

You acknowledge and agree that it is Your responsibility to comply with any applicable laws and regulations, including, but not limited to laws and regulations related to call recording, data privacy, intellectual property, trade secret, fraud, and music performance rights, in the country or territory where the Avaya product is used.

Preventing Toll Fraud

“Toll Fraud” is the unauthorized use of your telecommunications system by an unauthorized party (for example, a person who is not a corporate employee, agent, subcontractor, or is not working on your company's behalf). Be aware that there can be a risk of Toll Fraud associated with your system and that, if Toll Fraud occurs, it can result in substantial additional charges for your telecommunications services.

Avaya Toll Fraud intervention

If You suspect that You are being victimized by Toll Fraud and You need technical assistance or support, please contact your Avaya Sales Representative.

Security Vulnerabilities

Information about Avaya's security support policies can be found in the Security Policies and Support section of <https://support.avaya.com/security>.

Suspected Avaya product security vulnerabilities are handled per the Avaya Product Security Support Flow (<https://support.avaya.com/css/P8/documents/100161515>).

Trademarks

The trademarks, logos and service marks (“Marks”) displayed in this site, the Documentation, Hosted Service(s), and product(s) provided by Avaya are the registered or unregistered Marks of Avaya, its affiliates, its licensors, its suppliers, or other third parties. Users are not permitted to use such Marks without prior written consent from Avaya or such third party which may own the Mark. Nothing contained in this site, the Documentation, Hosted Service(s) and product(s) should be construed as granting, by implication, estoppel, or otherwise, any license or right in and to the Marks without the express written permission of Avaya or the applicable third party.

Avaya is a registered trademark of Avaya LLC.

All non-Avaya trademarks are the property of their respective owners.

Linux® is the registered trademark of Linus Torvalds in the U.S. and other countries.

Downloading Documentation

For the most current versions of Documentation, see the Avaya Support website: <https://support.avaya.com>, or such successor site as designated by Avaya.

Contact Avaya Support

See the Avaya Support website: <https://support.avaya.com> for Product or Cloud Service notices and articles, or to report a problem with your Avaya Product or Cloud Service. For a list of support telephone numbers and contact addresses, go to the Avaya Support website: <https://support.avaya.com> (or such successor site as designated by Avaya), scroll to the bottom of the page, and select Contact Avaya Support.

Contents

Chapter 1: IP Office Manuals and User Guides	5
Documentation Set Changes.....	5
The Avaya Documentation Center.....	6
The Avaya IP Office Knowledgebase.....	6
IP Office Documentation Library.....	6
Finding documents on the Avaya Support website.....	6
Chapter 2: IP Office System Manuals	8
General IP Office Manuals.....	8
IP Office Basic Edition.....	8
IP Office Essential Edition.....	10
IP Office Preferred Edition.....	11
IP Office Server Edition.....	12
IP Office Subscription Systems.....	14
IP Office Interoperation.....	14
IP Office Enterprise Branch.....	14
Chapter 3: IP Office Telephone & Application User Guides	16
IP Office User Guides for Non-IP Telephones.....	16
IP Office User Guides for IP Telephones.....	17
IP Office User Guides for DECT Telephones.....	17
IP Office User Application Guides.....	18
IP Office Voicemail Guides.....	18
Chapter 4: IP Office API/SDK Documentation	20
Chapter 5: Additional Help and Documentation	21
Additional Manuals and User Guides.....	21
Getting Help.....	21
Finding an Avaya Business Partner.....	22
Additional IP Office resources.....	22
Training.....	23

Chapter 1: IP Office Manuals and User Guides

This document lists the core manuals and user guides available for Avaya IP Office systems.

- Where possible, the document title is a link to the latest version of that document on the [Avaya Documentation Center](https://documentation.avaya.com) (<https://documentation.avaya.com>) or [Avaya IP Office Knowledgebase](https://ipofficekb.avaya.com) (<https://ipofficekb.avaya.com>).
- This document is not comprehensive:
 - Other Avaya applications that work with IP Office have separate documentation lists and document libraries. Those are available from the [Avaya Documentation Center](#) and [Avaya Support](#) web sites.

Related links

- [Documentation Set Changes](#) on page 5
- [The Avaya Documentation Center](#) on page 6
- [The Avaya IP Office Knowledgebase](#) on page 6
- [IP Office Documentation Library](#) on page 6
- [Finding documents on the Avaya Support website](#) on page 6

Documentation Set Changes

Avaya have made the following major changes to the IP Office documentation set for IP Office R12.0:

- The documentation for the following has been removed. They are not supported with R12.0:
 - *Unified Communications Module (UCM)*
 - *Web Collaboration*

Related links

- [IP Office Manuals and User Guides](#) on page 5

The Avaya Documentation Center

The [Avaya Documentation Center](#) is a website for current Avaya technical documentation including IP Office.

The site automatically matches the language setting of your browser where possible. However, you can also select your preferred language from the site's menu bar.

Related links

[IP Office Manuals and User Guides](#) on page 5

The Avaya IP Office Knowledgebase

The [Avaya IP Office Knowledgebase](#) is a website for all IP Office manuals and user guides. It provides the latest versions in PDF and HTML format where possible. It also includes PDF only sections for previous releases of IP Office.

Related links

[IP Office Manuals and User Guides](#) on page 5

IP Office Documentation Library

For each major release of IP Office, Avaya creates a zipped set of the core manuals and user guides, called a 'document library'. The document library includes the English language manuals in PDF format, a document list, and a simple search tool.

- You can download the IP Office document library from the [Avaya Support](#) website (<https://support.avaya.com>).
- You can find links for the documentation library for current and previous IP Office releases on <https://ipofficekb.avaya.com/businesspartner/ipoffice/mergedProjects/general/docCD/index.htm>.


Related links

[IP Office Manuals and User Guides](#) on page 5

Finding documents on the Avaya Support website

Procedure

1. Go to <https://support.avaya.com>.
2. To log in, click **Sign In** at the top of the screen and then enter your login credentials when prompted.

3. Click **Product Support > Documents**.
4. In **Search Product**, start typing the product name and then select the appropriate product from the list displayed.
5. In **Select Release**, select the appropriate release number.
This field is not available if there is only one release for the product.
6. **(Optional)** In **Enter Keyword**, type keywords for your search.
7. From the **Select Content Type** list, select one or more content types.
For example, if you only want to see user guides, click **User Guides** in the **Select Content Type** list.
8. Click  to display the search results.

Related links

[IP Office Manuals and User Guides](#) on page 5

Chapter 2: IP Office System Manuals

This section lists the manuals available for system installers and maintainers.

Related links

- [General IP Office Manuals](#) on page 8
- [IP Office Basic Edition](#) on page 8
- [IP Office Essential Edition](#) on page 10
- [IP Office Preferred Edition](#) on page 11
- [IP Office Server Edition](#) on page 12
- [IP Office Subscription Systems](#) on page 14
- [IP Office Interoperation](#) on page 14
- [IP Office Enterprise Branch](#) on page 14

General IP Office Manuals

Document Type	Manuals
Overview	<ul style="list-style-type: none">• Avaya IP Office™ Platform Solution Description• Avaya IP Office™ Platform Feature Description• Avaya IP Office™ Platform Guidelines: Capacity• Avaya IP Office Locale Settings• Avaya IP Office™ Platform Security Guidelines• Information Required When Raising an IP Office Escalation to Avaya

Related links

- [IP Office System Manuals](#) on page 8

IP Office Basic Edition

The following manuals are available for IP Office Basic Edition systems.

Document Type	Manuals and User Guides
Overview	<ul style="list-style-type: none"> • Avaya IP Office™ Platform Solution Description • Avaya IP Office™ Platform Feature Description • Avaya IP Office™ Platform Guidelines: Capacity • Avaya IP Office Locale Settings • Avaya IP Office™ Platform Security Guidelines • Information Required When Raising an IP Office Escalation to Avaya
Installation and Administration	<ul style="list-style-type: none"> • Deploying an IP500 V2 IP Office Basic Edition System • Avaya IP Office Basic Edition Phone Based Administration • Avaya IP Office Basic Edition Web Manager • Avaya IP Office Basic Edition Manager
Telephone User Guides	<ul style="list-style-type: none"> • IP Office Basic Edition Analog Phone User Guide • IP Office Basic Edition 1400 Series Phone User Guide • IP Office Basic Edition 9500 Series Phone User Guide • IP Office Basic Edition ETR Series Phone User Guide • IP Office Basic Edition M7100 Series Phone User Guide • IP Office Basic Edition M7100N Series Phone User Guide • IP Office Basic Edition M7208 Series Phone User Guide • IP Office Basic Edition M7208N Series Phone User Guide • IP Office Basic Edition M7310 Series Phone User Guide • IP Office Basic Edition M7310N Series Phone User Guide • IP Office Basic Edition M7324 Series Phone User Guide • IP Office Basic Edition M7324N Series Phone User Guide • IP Office Basic Edition T7000 Series Phone User Guide • IP Office Basic Edition T7100 Series Phone User Guide • IP Office Basic Edition T7208 Series Phone User Guide • IP Office Basic Edition T7316 Series Phone User Guide • IP Office Basic Edition T7316E Series Phone User Guide

Related links

[IP Office System Manuals](#) on page 8

IP Office Essential Edition

This section lists the manuals available for IP Office Essential Edition systems.

Document Type	Manuals and User Guides
Overview	<ul style="list-style-type: none"> • Avaya IP Office™ Platform Solution Description • Avaya IP Office™ Platform Feature Description • Avaya IP Office™ Platform Guidelines: Capacity • Avaya IP Office Locale Settings • Avaya IP Office™ Platform Security Guidelines • Information Required When Raising an IP Office Escalation to Avaya
System Deployment	<ul style="list-style-type: none"> • Deploying an IP500 V2 IP Office Essential Edition System • IP Office Resilience Overview • IP Office Emergency Call Configuration
IP Telephone Deployment	<ul style="list-style-type: none"> • Avaya IP Office™ Platform H.323 Telephone Installation • IP Office SIP Telephone Installation Notes • Deploying Remote IP Office SIP Phones with an ASBCE • IP Office Avaya Workplace Client Installation Notes • B179 Conference Phone Installation and Administration Guide • IP Office 1100/1200 Series Phone Installation
Microsoft Teams	<ul style="list-style-type: none"> • Deploying Avaya Calling for MS Teams with IP Office • Deploying MS Teams Direct Routing with IP Office
DECT Telephone Deployment	<ul style="list-style-type: none"> • IP Office DECT R4 Installation • D100 SIP Wireless Terminal Installation and Administration Guide
Avaya Cloud Office	<ul style="list-style-type: none"> • Using the Avaya Cloud Office Migration Tool • Deploying an IP Office as an Avaya Cloud Office ATA Gateway
System Administration	<ul style="list-style-type: none"> • Administering Avaya IP Office™ Platform with Manager • Administering Avaya IP Office™ Platform with Web Manager
Monitoring	<ul style="list-style-type: none"> • Using IP Office System Status • Using IP Office System Monitor • Deploying Avaya IP Office™ Platform SSL VPN Services
Embedded Voicemail	<ul style="list-style-type: none"> • IP Office Embedded Voicemail Installation • Using IP Office Embedded Voicemail IP Office Mode • Using IP Office Embedded Voicemail Intuity Mode

Table continues...

Document Type	Manuals and User Guides
SoftConsole	<ul style="list-style-type: none"> • Installing IP Office SoftConsole • Using IP Office SoftConsole
User Applications	• See IP Office User Application Guides on page 18.
Telephones	• See IP Office Telephone & Application User Guides on page 16.

Related links

[IP Office System Manuals](#) on page 8

IP Office Preferred Edition

This section lists the manuals available for IP Office Preferred Edition systems.

Document Type	Manuals and User Guides
Overview	<ul style="list-style-type: none"> • Avaya IP Office™ Platform Solution Description • Avaya IP Office™ Platform Feature Description • Avaya IP Office™ Platform Guidelines: Capacity • Avaya IP Office Locale Settings • Avaya IP Office™ Platform Security Guidelines • Information Required When Raising an IP Office Escalation to Avaya
System Deployment	<ul style="list-style-type: none"> • Deploying an IP500 V2 IP Office Essential Edition System • IP Office Emergency Call Configuration • IP Office Resilience Overview
IP Telephone Deployment	<ul style="list-style-type: none"> • Avaya IP Office™ Platform H.323 Telephone Installation • IP Office SIP Telephone Installation Notes • Deploying Remote IP Office SIP Phones with an ASBCE • IP Office Avaya Workplace Client Installation Notes • B179 Conference Phone Installation and Administration Guide • IP Office 1100/1200 Series Phone Installation
Microsoft Teams	<ul style="list-style-type: none"> • Deploying Avaya Calling for MS Teams with IP Office • Deploying MS Teams Direct Routing with IP Office
DECT Telephone Deployment	<ul style="list-style-type: none"> • IP Office DECT R4 Installation • D100 SIP Wireless Terminal Installation and Administration Guide
System Administration	<ul style="list-style-type: none"> • Administering Avaya IP Office™ Platform with Manager • Administering Avaya IP Office™ Platform with Web Manager

Table continues...

Document Type	Manuals and User Guides
Monitoring	<ul style="list-style-type: none"> • Using IP Office System Status • Using IP Office System Monitor • Deploying Avaya IP Office™ Platform SSL VPN Services
Embedded Voicemail	<ul style="list-style-type: none"> • IP Office Embedded Voicemail Installation • Using IP Office Embedded Voicemail IP Office Mode • Using IP Office Embedded Voicemail Intuity Mode
Voicemail Pro	<ul style="list-style-type: none"> • Administering IP Office Voicemail Pro • Voicemail Pro Example Exercises • Using a Voicemail Pro Intuity Mode Mailbox • Using a Voicemail Pro IP Office Mode Mailbox
Media Manager	<ul style="list-style-type: none"> • Administering Avaya IP Office™ Platform Media Manager
one-X Portal	<ul style="list-style-type: none"> • Administering Avaya one-X Portal for IP Office • Using one-X Portal for IP Office
User Applications	<ul style="list-style-type: none"> • See IP Office User Application Guides on page 18.
Telephones	<ul style="list-style-type: none"> • See IP Office Telephone & Application User Guides on page 16.

Related links

[IP Office System Manuals](#) on page 8

IP Office Server Edition

This section lists the manuals available for IP Office Server Edition systems.

Document Type	Manuals and User Guide
Overview	<ul style="list-style-type: none"> • Avaya IP Office™ Platform Solution Description • Avaya IP Office™ Platform Feature Description • Avaya IP Office™ Platform Guidelines: Capacity • Avaya IP Office Locale Settings • Avaya IP Office™ Platform Security Guidelines • Information Required When Raising an IP Office Escalation to Avaya

Table continues...

Document Type	Manuals and User Guide
System Deployment	<ul style="list-style-type: none"> • Deploying IP Office Server Edition • Deploying Avaya IP Office Servers as Virtual Machines • Installing the IP Office Anywhere Demonstration Software • Avaya IP Office™ Platform Server Edition Reference Configuration • IP Office Emergency Call Configuration • IP Office Resilience Overview • Upgrading Linux-based IP Office Systems to R11.1 • Upgrading Linux-based IP Office Systems to R12.0
IP Telephone Deployment	<ul style="list-style-type: none"> • Avaya IP Office™ Platform H.323 Telephone Installation • IP Office SIP Telephone Installation Notes • Deploying Remote IP Office SIP Phones with an ASBCE • IP Office Avaya Workplace Client Installation Notes • B179 Conference Phone Installation and Administration Guide • IP Office 1100/1200 Series Phone Installation
Microsoft Teams	<ul style="list-style-type: none"> • Deploying Avaya Calling for MS Teams with IP Office • Deploying MS Teams Direct Routing with IP Office
DECT Telephone Deployment	<ul style="list-style-type: none"> • IP Office DECT R4 Installation • D100 SIP Wireless Terminal Installation and Administration Guide
System Administration	<ul style="list-style-type: none"> • Administering Avaya IP Office™ Platform with Manager • Administering Avaya IP Office™ Platform with Web Manager
Monitoring	<ul style="list-style-type: none"> • Using IP Office System Status • Using IP Office System Monitor • Deploying Avaya IP Office™ Platform SSL VPN Services
Voicemail Pro	<ul style="list-style-type: none"> • Administering IP Office Voicemail Pro • Voicemail Pro Example Exercises • Using a Voicemail Pro Intuity Mode Mailbox • Using a Voicemail Pro IP Office Mode Mailbox
Media Manager	<ul style="list-style-type: none"> • Administering Avaya IP Office™ Platform Media Manager
one-X Portal	<ul style="list-style-type: none"> • Administering Avaya one-X Portal for IP Office • Using one-X Portal for IP Office
User Applications	<ul style="list-style-type: none"> • See IP Office User Application Guides on page 18.
Telephones	<ul style="list-style-type: none"> • See IP Office Telephone & Application User Guides on page 16.

Related links

[IP Office System Manuals](#) on page 8

IP Office Subscription Systems

In addition to the document below:

- For IP Office Subscription systems using IP500 V2 control units, refer to the [IP Office Preferred Edition](#) on page 11 documentation set.
- For IP Office Subscription systems using a Linux-based primary server, refer to the [IP Office Server Edition](#) on page 12 documentation set.

Document Type	Manual
Deployment	• Deploying an IP500 V2 IP Office Subscription System
Monitoring	• Using Customer Operations Manager for IP Office Subscription Systems

Related links

[IP Office System Manuals](#) on page 8

IP Office Interoperation

This section lists manuals available for IP Office system interoperation with other telephone systems.

- For interoperation with Avaya Aura[®] systems, see [IP Office Enterprise Branch](#) on page 14.

Document Type	Manuals and User Guides
Avaya Cloud Office	<ul style="list-style-type: none"> • Using the Avaya Cloud Office Migration Tool • Deploying an IP Office as an Avaya Cloud Office ATA Gateway
Microsoft Teams	<ul style="list-style-type: none"> • Deploying Avaya Calling for MS Teams with IP Office • Deploying MS Teams Direct Routing with IP Office

Related links

[IP Office System Manuals](#) on page 8

IP Office Enterprise Branch

These documents apply to IP Office systems used as branch systems in an Avaya Aura network.

	Manuals
IP Office Enterprise Branch	<ul style="list-style-type: none">• Avaya IP Office™ Platform in a Branch Environment Reference Configuration• Deploying Avaya IP Office™ Platform as an Enterprise Branch with Avaya Aura® Session Manager• Administering Centralized Users for an IP Office™ Platform Enterprise Branch• Administering an IP Office Enterprise Branch• Migrating an IP Office or B5800 Branch Gateway to an IP Office Enterprise Branch

Related links

[IP Office System Manuals](#) on page 8

Chapter 3: IP Office Telephone & Application User Guides

This sections covers users guides common to most IP Office systems except IP Office Basic Edition (see [IP Office Basic Edition](#) on page 8 instead).

Related links

[IP Office User Guides for Non-IP Telephones](#) on page 16

[IP Office User Guides for IP Telephones](#) on page 17

[IP Office User Guides for DECT Telephones](#) on page 17

[IP Office User Application Guides](#) on page 18

[IP Office Voicemail Guides](#) on page 18

IP Office User Guides for Non-IP Telephones

	Manuals
Analog Telephones	<ul style="list-style-type: none">• IP Office Analog Phone User Guide
1400 Series Telephones	<ul style="list-style-type: none">• IP Office 1403 Telephone Quick Reference Guide• IP Office 1408/1416 Telephone Quick Reference Guide• Using IP Office 1403 Phones• IP Office 1408/1416 Phone User Guide
2400 Series Telephones	<ul style="list-style-type: none">• IP Office 2402 Phone User Guide• IP Office 2402 Quick Reference Guide• IP Office 2410 Phone User Guide• IP Office 2410 Quick Reference Guide• IP Office 2420 Phone User Guide• IP Office 2420 Quick Reference Guide
9500 Series Telephones	<ul style="list-style-type: none">• IP Office 9500 Series Quick Reference• IP Office 9500 Series Phone User Guide

Related links

[IP Office Telephone & Application User Guides](#) on page 16

IP Office User Guides for IP Telephones

	Manuals
J100 Series	<ul style="list-style-type: none"> • IP Office J100 Series Quick Reference • IP Office J100 Series Phone User Guide
9600 Series	<ul style="list-style-type: none"> • IP Office 9600 Series Quick Reference • IP Office 9600 Series Phone User Guide
1600 Series	<ul style="list-style-type: none"> • IP Office 1603 IP Telephone Quick Reference Guide • IP Office 1608/1616 IP Telephone Quick Reference Guide • Using IP Office 1603 Phones • IP Office 1608/1616 Phone User Guide
1100/1200 Series	<ul style="list-style-type: none"> • Avaya 1120E Series IP Deskphones with SIP Software - User Guide • Avaya 1140E Series IP Deskphones with SIP Software - User Guide • Avaya 1200 Series IP Deskphones with SIP Software - User Guide
Vantage/K100 Series	<ul style="list-style-type: none"> • Using Avaya Vantage • Installing and Administering Avaya Vantage in an Avaya Aura or IP Office Environment

Related links

[IP Office Telephone & Application User Guides](#) on page 16

IP Office User Guides for DECT Telephones

	Manuals
3700 Series	<ul style="list-style-type: none"> • Using Avaya Wireless Handset 3730 connected to Avaya Aura Communication Manager and IP Office • Using Avaya Wireless Handset 3735 connected to Avaya Aura Communication Manager and IP Office • Using Avaya Wireless Handset 374x connected to Avaya Aura Communication Manager and IP Office • Using Avaya Wireless Handset 375x
D100 DECT	<ul style="list-style-type: none"> • Using IP Office D160 SIP Wireless Terminal

Related links

[IP Office Telephone & Application User Guides](#) on page 16

IP Office User Application Guides

Application	Manuals and User Guides
Self-Administration	<ul style="list-style-type: none"> • Using the IP Office User Portal • Using the IP Office Historical Call Reporter
Workplace	<ul style="list-style-type: none"> • Using Avaya Workplace Client for IP Office
SoftConsole	<ul style="list-style-type: none"> • Installing IP Office SoftConsole • Using IP Office SoftConsole
one-X Portal	<ul style="list-style-type: none"> • Administering Avaya one-X Portal for IP Office • Using one-X Portal for IP Office

Related links

[IP Office Telephone & Application User Guides](#) on page 16

IP Office Voicemail Guides

How to work out which mailbox guide to use?

IP Office supports several types of voicemail, so it is important that you use the correct mailbox guide. Your system administrator can tell you which guide to use.

You can also use the following process to try and work out which guide to use for yourself. However, due to the customizability of IP Office voicemail, this may not always work.

1. On your phone, dial ***17** to access voicemail.
2. After the initial greeting, if voicemail asks “*Please enter extension and pound key*” it is running in a mode called 'Intuity emulation' mode. Otherwise, go to step 4.
3. Press **7**.
 - a. If the voicemail responds with a set of scan options, your voicemail server is called Voicemail Pro. Use the [Using a Voicemail Pro Intuity Mode Mailbox](#) user guide.
 - b. Otherwise, your voicemail server is called Embedded Voicemail. Use the [Using a Voicemail Pro IP Office Mode Mailbox](#) user guide.
4. If otherwise, your voicemail system is running in a mode called 'IP Office' mode. Press ***05**.
 - a. If the voicemail responds with a set of options, your voicemail server is called Embedded Voicemail. Use the [Using IP Office Embedded Voicemail Intuity Mode](#) user guide.

- b. Otherwise, your voicemail server is called Voicemail Pro. Use the [Using IP Office Embedded Voicemail IP Office Mode](#) user guide.

Related links

[IP Office Telephone & Application User Guides](#) on page 16

Chapter 4: IP Office API/SDK Documentation

IP Office supports a range of application program interfaces (APIs) and software development kits (SDKs). You can use these to connect third-party software to the IP Office.

- [Installing IP Office CTI TAPI Link](#)
- [IP Office TAPI Link Developer's Guide](#)
- [Avaya IP Office™ Platform DevLink Programmer's Guide](#)

For the full set of documentation and samples for IP Office APIs and SDKs, go to the [Avaya DevConnect](#) website.

Chapter 5: Additional Help and Documentation

The following pages provide sources for additional help.

Related links

[Additional Manuals and User Guides](#) on page 21

[Getting Help](#) on page 21

[Finding an Avaya Business Partner](#) on page 22

[Additional IP Office resources](#) on page 22

[Training](#) on page 23

Additional Manuals and User Guides

The [Avaya Documentation Center](#) website contains user guides and manuals for Avaya products including IP Office.

- For a listing of the current IP Office manuals and user guides, look at the [Avaya IP Office™ Platform Manuals and User Guides](#) document.
- The [Avaya IP Office Knowledgebase](#) and [Avaya Support](#) websites also provide access to the IP Office technical manuals and users guides.
 - Note that where possible these sites redirect users to the version of the document hosted by the [Avaya Documentation Center](#).

For other types of documents and other resources, visit the various Avaya websites (see [Additional IP Office resources](#) on page 22).

Related links

[Additional Help and Documentation](#) on page 21

Getting Help

Avaya sells IP Office through accredited business partners. Those business partners provide direct support to their customers and can escalate issues to Avaya when necessary.

If your IP Office system currently does not have an Avaya business partner providing support and maintenance for it, you can use the Avaya Partner Locator tool to find a business partner. See [Finding an Avaya Business Partner](#) on page 22.

Related links

[Additional Help and Documentation](#) on page 21

Finding an Avaya Business Partner

If your IP Office system currently does not have an Avaya business partner providing support and maintenance for it, you can use the Avaya Partner Locator tool to find a business partner.

Procedure

1. Using a browser, go to the [Avaya Website](#) at <https://www.avaya.com>
2. Select **Partners** and then **Find a Partner**.
3. Enter your location information.
4. For IP Office business partners, using the **Filter**, select **Small/Medium Business**.

Related links

[Additional Help and Documentation](#) on page 21

Additional IP Office resources

In addition to the documentation website (see [Additional Manuals and User Guides](#) on page 21), there are a range of website that provide information about Avaya products and services including IP Office.

- [Avaya Website](#) (<https://www.avaya.com>)

This is the official Avaya website. The front page also provides access to individual Avaya websites for different regions and countries.

- [Avaya Sales & Partner Portal](#) (<https://sales.avaya.com>)

This is the official website for all Avaya business partners. The site requires registration for a user name and password. Once accessed, you can customize the portal to show specific products and information type that you want to see.

- [Avaya IP Office Knowledgebase](#) (<https://ipofficekb.avaya.com>)

This site provides access to an online, regularly updated version of IP Office user guides and technical manual.

- [Avaya Support](#) (<https://support.avaya.com>)

This site provide access to Avaya product software, documentation and other services for Avaya product installers and maintainers.

- [Avaya Support Forums](https://support.avaya.com/forums/index.php) (<https://support.avaya.com/forums/index.php>)

This site provides forums for discussing product issues.

- [International Avaya User Group](https://www.iuag.org) (<https://www.iuag.org>)

This is the organization for Avaya customers. It provides discussion groups and forums.

- [Avaya DevConnect](https://www.devconnectprogram.com/) (<https://www.devconnectprogram.com/>)

This site provides details on APIs and SDKs for Avaya products, including IP Office. The site also provides application notes for third-party non-Avaya products that interoperate with IP Office using those APIs and SDKs.

- [Avaya Learning](https://www.avaya-learning.com/) (<https://www.avaya-learning.com/>)

This site provides access to training courses and accreditation programs for Avaya products.

Related links

[Additional Help and Documentation](#) on page 21

Training

Avaya training and credentials ensure our Business Partners have the capabilities and skills to successfully sell, implement, and support Avaya solutions and exceed customer expectations. The following credentials are available:

- Avaya Certified Sales Specialist (APSS)
- Avaya Implementation Professional Specialist (AIPS)
- Avaya Certified Support Specialist (ACSS)

Credential maps are available on the [Avaya Learning](#) website.

Related links

[Additional Help and Documentation](#) on page 21

Index

Numerics

1100 Series	17
1200 Series	17
1400 Series	16
1600 Series	17
2400 Series	16
3700 Series	17
9500 Series	16
9600 Series	17

A

Administration manuals	8
Administrator	21
Analog phone	16
API	20
APIs	22
Application Notes	22
Avaya Cloud Office	14

B

Basic Edition	8
business partner locator	22

C

Capacity	8
Changes	5
Cloud Office	14
Communicator	18
Country locales	8
courses	22
Customer Operations Manager	14

D

D160	17
DECT	17
DECT R4	10
Deployment manuals	8
Description	8
DevConnect	20
developer	20
DevLink	20
Documentation CD	6
Documentation Center	6

E

Edition

Edition (*continued*)

Basic	8
Essential	10
Preferred	11
Server	12
Subscription	14
Embedded Voicemail	10, 18
Escalations	8
Essential Edition	10

F

forums	22
--------------	--------------------

G

Guidelines	
Capacity	8
Security	8

H

Help	21
------------	--------------------

I

Implementation manuals	8
Installation manuals	8
Intuity	18
IP DECT R4	10
IP Office	
Basic Edition	8
Essential Edition	10
Preferred Edition	11
Server Edition	12
Subscription Systems	14
IP Office Knowledgebase	6
IP Office Server Edition	
Subscription	14
IP500 V2	10, 11
Subscription	14

J

J100 Series	17
-------------------	--------------------

K

Knowledgebase	6
---------------------	-------------------

L		Self-Administration	18
Locales	8	Series	
M		1100	17
Mailbox	18	1200	17
Manuals	21	1400	16
Media Manager	11, 18	1600	17
MS Teams	14	2400	16
		3700	17
N		9500	16
New documents	5	9600	17
		J100	17
O		Server Edition	12
Obsolete documents	5	Subscription	14
one-X Communicator	18	SoftConsole	18
one-X Portal	11	Subscription	14
Overview		support	22
Capacity	8	System Administrator	21
Security	8		
P		T	
Phone user guides	16	TAPI	20
Phones		Teams	14
1100	17	Technical Bulletins	22
1200	17	Telephone user guides	16
1400	16	Telephones	
1600	17	1100	17
2400	16	1200	17
3700	17	1400	16
9500	16	1600	17
9600	17	2400	16
J100	17	3700	17
Preferred Edition	11	9500	16
programmer	20	9600	17
		J100	17
Q		training	22, 23
Quick Reference Guides	21	U	
R		User Guides	21
Reporting	8	User Portal	18
Reseller	21	V	
S		Voicemail	
sales	22	Embedded	10
SDK	20	Voicemail Pro	11, 18
SDKs	22	W	
Security	8	Web Client	18
		websites	22
		Workplace	18