

Installing the IP Office Anywhere Demonstration Software

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Chapter 1: IP Office Demo

IP Office Demo is special demonstration version of the IP Office service. It can be run on any platform that supports Linux-based IP Office including virtual server platforms.

The IP Office Demo service includes a pre-built and licensed configuration with a set of demonstration users, extensions and groups. This configuration allows immediate use of the system to demonstrate IP Office phones and applications. Demonstrators with sufficient product knowledge can further edit the configuration using the normal suite of IP Office configuration tools.

This document details enabling the demonstration software on a Windows PC by first installing virtual platform software (VMware Player or Oracle VM VirtualBox) on that PC and then installing IP Office Demo as a virtual machine. Installers familiar with other methods of Linux-based IP Office installation can adapt those processes to enable IP Office Demo on other platforms.

This document only covers installing a single instance of IP Office Demo ignited as an IP Office Server Edition primary server. However, experienced engineers can install additional instances ignited as secondary and/or expansion servers. The pre-built IP Office Demo primary server configuration includes licenses for a network of 4 servers.

Related links

IP Office Demo limitations on page 5 Network Specification on page 6 Default Configuration on page 7 IP Office Demo hardware requirements on page 8 Software Requirements on page 9 Product Support on page 9

IP Office Demo limitations

Whilst the IP Office Demo provides a full set of IP Office applications and services, the following limitations:

- IP Office Demo is only intended for product demonstration and evaluation. It is not intended for use as an actual customer implementation of IP Office supporting there business calls and functions.
- The service is not supported through the Avaya customer support channels. See <u>Product</u> <u>Support</u> on page 9.

- The service is time limited to 1 year from the date of creation of the software image.
- The service is a pre-licensed build of a particular IP Office release. Whilst minor upgrades are supported, it does not support major upgrades, that is those that require changes of licensing.

Related links

IP Office Demo on page 5

Network Specification

The IP Office Demo service installs with a configuration that matches the following setup. Following installation, you can change the configuration if required.



Device settings

Device	Extension	IP Address	Mask	Call Server
Computer / Softphone	101	192.168.42.1	255.255.255.0	192.168.42.230
IP Phone 1	102	192.168.42.102		
IP Phone 2	103	192.168.42.103		

Table continues...

Device	Extension	IP Address	Mask	Call Server
WiFi Ethernet adapter	N/A	192.168.42.2		
Mobility Client	TBD	192.168.42.112		

- 192.168.42.230 is the IP address of the IP Office Demo virtual machine running on the Windows PC.
- When you set the Windows PC IP address to 192.168.42.1, set its default gateway to 192.168.42.230.

System logins and passwords

The ports and paths below are relative to https://192.168.42.230 (the IP Office Demo server IP address).

System	Port and Path	Login	Password
Manager	-	Administrator	Administrator
Web Manager	7070		
Web Control	7071		
Avaya one-X [®] Portal Admin	8080/onexportal- admin.html	Administrator	password
Avaya one-X [®] Portal User	8080/	Alice	101
	onexportal.html	Bob	102
		Carol	103

Related links

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Default Configuration

The following users, groups and licenses are pre-configured in the IP Office Demo system configuration:

Extensions

Extension	Name	Profile	Group
101	Alice	Power User	Main, Sales
102	Bob	Power User	Main, Sales, Support
103	Carol	Power User	Main, Support
104	John	Power User	Main, Sales
105	Christine	Power User	Main, Sales

Table continues...

Extension	Name	Profile	Group
106	Tina	Power User	Main, Sales, Support
107	Michael	Power User	Main, Support
108	Jennifer	Basic User	—

Hunt Groups

Extension	Group	Ring Mode	Members
200	Main	Collective	Alice, Bob, Carol, John, Christine, Tina, Michael
201	Sales	Sequential	Alice, Bob, John, Christine, Tina
202	Support	Longest Waiting	Bob, Carol, Tina, Michael

Demonstration Software Licenses	Instances
Server Edition System licenses	8
IP Endpoint licenses	8 x Avaya IP Endpoints
	2 x Third-Party IP Endpoints
Additional Voicemail Pro Ports	12
SIP trunk channels	5
Power User licenses	7
Receptionist	1
CTI Link Pro	2
Avaya Contact Center Select	1
Media Manager	1
VMPro TTS Professional	1

Related links

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IP Office Demo hardware requirements

- If installing VMware Player to act at the virtual server platform for IP Office Demo, a Windows computer with the following specification is required:
 - Minimum of 2GHz 64-bit dual core processor.
 - The virtual server platform must be 64-bit and support virtualization. On a Windows PC, to determine if the processor supports this, download the processor testing application from http://www.grc.com/securable.htm. If Hardware Virtualization is supported but locked, enable the Virtual Technology setting in BIOS.
 - Minimum 6GB of RAM; 8GB recommended.

- 40GB of free hard drive space.
- Ethernet and Wi-Fi connectivity.
- Virtualization enabled. The specific BIOS settings for this vary from machine to machine.
- Note:

If you are using a computer connected to a corporate network, you must be able to disconnect the computer from the network and configure a static IP address.

- A Wi-Fi Access Point (AP) for connecting wireless devices to Ethernet.
- An Ethernet switch with at least 3 available ports. Avaya recommends using a switch that provides Power over Ethernet (PoE) switch to simplify power requirements for the IP phones.
- Two Avaya 9600 or J100 Series IP Phones. You need suitable power adapters if the Ethernet switch does not support PoE.
- An Android or iOS phone for Avaya Workplace Client.
- Four RJ45 cables.

Related links

IP Office Demo on page 5

Software Requirements

The VMware Workstation Player used to host the IP Office Demo demonstration server. It is supported on Windows and Linux.

You need a web browser for downloading the software and for running the Web Control interface.

Required software components

You must download the following software components to the Windows computer where you are going to install IP Office Demo

- VMware Workstation Player. Go to <u>https://www.vmware.com/uk/products/workstation-player.html</u>.
- IP Office ISO or OVA
- Avaya Workplace Client software.

Related links

IP Office Demo on page 5

Product Support

Training material for IP Office is available from <u>http://avaya-learning.com/</u>.

IP Office Demo is intended for customer demonstration only. It is not intended to be used as an end-customer system and so is not support by the Avaya backbone and Tier 3 support channels.

Related links

IP Office Demo on page 5

Chapter 2: Installing IP Office Demo

This chapter covers installing the VMware Player software, then installing a virtual IP Office server and configuring that server to then run as an IP Office Demo system.

Important:

Before changing the network settings on the Windows computer, ensure that you have a record of its existing settings. By recording the existing settings, you can return to the original configuration on the computer.

- · You must be familiar with the IP Office components and terminology.
- Install and configure the IP Office Demo network. See Network specifications on page 6.

Note:

If you experience connectivity problems during the installation process, try disabling the firewall and antivirus software. To avoid a security breach, only perform this troubleshooting step when the computer is not connected to the Internet.

Related links

Downloading the IP Office software on page 12 Hardware Setup on page 12 Installing the VMware Player on page 13 Installing IP Office Demo from an ISO File on page 13 Installing IP Office Demo from an OVA File on page 15 IP Office server ignition on page 16 Changing the IP Office service to IP Office Demo on page 18 Configuration Testing on page 18 Starting IP Office Demo on page 19 Configuring Avaya Workplace Client on page 20 Configuring IP Phones on page 20 Testing IP Office Demo on page 21

Downloading the IP Office software

About this task

The IP Office Demo service is part of the ISO file and OVA file packages used for standard IP Officesoftware. Following the software installation and ignition processes, the normal IP Office service is removed and replaced by the special IP Office Demo service.

Procedure

- 1. From <u>https://support.avaya.com</u> and download an IP Office ISO or OVA file.
- 2. Download the IP Office Server Edition and Application Server ISO file or OVA file.

Related links

Installing IP Office Demo on page 11

Hardware Setup

The pre-built IP Office Demo system configuration assumes a network configuration as shown below. You must install the hardware modules in your demo system in the same way. Failure to do so will result in a mismatch.



Installing IP Office Demo on page 11

Installing the VMware Player

Before you begin

- The processor on the computer where you want to install VMware Player must be 64-bit and support virtualization. To determine if the processor is 64-bit and supports virtualization, download the processor testing application from http://www.grc.com/securable.htm.
- Enable the Virtual Technology setting in the BIOS of the computer. If Hardware Virtualization is supported but locked when you run the processor test, this indicates that Virtual Technology is disabled. Reboot the machine and enter the BIOS setup utility. On most machines, the Virtual Technology setting is located in the Security menu. Set it to Enabled.
- Configure the computer with the static IP address 192.168.42.1. If the computer is equipped with more than one network interface card (NIC), you can configure the alternate card with the IP address. If the computer has a single NIC, you must disconnect from the network and set the IP address to 192.168.42.1.

Procedure

- 1. In a web browser, go to the download page for VMware Player: <u>https://</u> www.vmware.com/uk/products/workstation-player.html
- 2. Download the VMware Player software to the computer.
- 3. Install the VMware Player following the VMware instructions.

Related links

Installing IP Office Demo on page 11

Installing IP Office Demo from an ISO File

About this task

This process covers the completion of the IP Office ISO installation as a virtual server on VMware player.

- Installation on a virtual machine hosted on a low specification laptop can take a significant amount of time, usually more than an hour. Ensure to allow enough time to complete the process.
- The installation process can appear stuck when installing voicemail. The voicemail service takes a significant amount of time to install.

- 1. Set the IP address to 192.168.42.1 on the NIC that you are going to use in the IP Office Demo network.
- 2. Click Player > File > New Virtual Machine....
- 3. Select I will install the operating system later and click Next.
- 4. Set the **Guest operation system** to **Linux** and set the version as **Rocky Linux 64-bit**. Click **Next**.
- 5. Set the Virtual machine name: as ipoffice-demo and click Next.
- 6. Increase the virtual hard disk space to 40GB and select **Split virtual disk into multiple files**. Click **Next**.
- 7. Click Customize Hardware.
 - a. Increase the memory to at least 4GB.
 - b. Select the Number of processor cores as 2.
 - c. For Network Adapter, select Bridged: Connected directly to the physical network.
 - d. For New CD/DVD (IDE), select Use ISO image file and browse to the IP Office . ISO file.
 - e. The VMWare Bridge Protocol must run on single network interface only. If the computer is equipped with more than one NIC, disable the protocol on any interface not used in the IP Office Demo network. In the **Properties** window for the unused NIC, clear the check box for **VMware Bridge Protocol**.
 - f. Click Close.
- 8. Click Finish.
- 9. IP Office Demo is shown in the list of installed virtual machines.
- 10. Select IP Office Demo and click Play virtual machine.
- 11. Select the language you want to use for the IP Office installation and click **Continue**.
- 12. Read the end-user license agreement (EULA) and click **Continue**.
- 13. Read the release notes and click **Continue**.
- 14. Click Network & Host Name.
 - a. Set the Hostname to ipodemo.
 - b. Select Ethernet (eth0) and click Configure....
 - c. Select IPv4 Settings. Change the default networking IP Address from 192.168.42.1 to 192.168.42.230.
 - d. Click Save.
 - e. Click Done.

15. Click Root Password.

- a. For the root password enter password, the initial IP Office configuration will prompt you to change the root password later.
- b. Click Done.
- 16. Click Installation Destination. There is no need to change any settings, click Done.
- 17. Click **Keyboard**. There is no need to change any settings, click **Done**.
- 18. Click Begin Installation.
 - The installation process can appear stuck when installing voicemail. The voicemail service takes a significant amount of time to install.
- 19. After the software installation is complete, click **Reboot System**.
- 20. Wait for the server to complete rebooting. This is shown by details of the service address and the **Command:** prompt appearing.

Next steps

Go to IP Office server ignition on page 16

Related links

Installing IP Office Demo on page 11

Installing IP Office Demo from an OVA File

About this task

This process covers the installation of IP Office Demo on the VMware Player from an IP Office OVA file.

- 1. Set the IP address to 192.168.42.1 on the NIC that you are going to use in the IP Office Demo network.
- 2. Open VMware Player.
- 3. Go to Player > File > Open....
- 4. In the Files of type field, select All files.
- 5. Browse to the location where you saved the .ova file. Select the file and click **Open**.
- 6. Accept the license agreement and click Next >.
- 7. In Name for the new virtual machine enter IP Office Demo.
- 8. Click Import.
- 9. Wait until the virtual machine is imported.

- 10. After importing, IP Office Demo is shown in the list of installed virtual machines.
- 11. Modify the hardware specifications of the virtual machine:
 - a. Select IP Office Demo.
 - b. Click Edit virtual machine settings.
 - c. Increase the memory to at least 4GB.
 - d. Select the Number of processor cores as 2.
 - e. For Network Adapter, select Bridged: Connected directly to the physical network.
 - f. Click OK.
- 12. Start the virtual server by selecting IP Office Demo and clicking Play virtual machine.
- 13. Wait for the server to complete rebooting. This is shown by details of the service address and the **Command:** prompt appearing.

Next steps

Go to IP Office server ignition on page 16

Related links

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IP Office server ignition

About this task

Having installed the IP Office software onto the server or virtual server platform, you must complete the Server Edition Ignition process. For standard IP Office Demo systems, you must select the Primary Server type.

Following ignition, the standard IP Office service is replaced with the IP Office Demo service and configuration.

- 1. Check the network on the host PC:
 - Virtual Ethernet adaptors enabled.
 - Local Area Connection enabled and physically plugged into the PoE switch that comes with kit.
 - Wireless disabled. Do this to minimize issues during installation. You can re-enable Wi-Fi if necessary post-configuration.
- 2. Open a browser and enter the address <u>https://192.168.42.230:7070</u>.
- 3. If the browser displays a security warning, ignore the warning. This is because you have not yet obtained the IP Office servers certificate.

- 4. Log in with root and the password you entered during the server installation process.
- 5. Accept the end user license agreement, and click Next.
- 6. Select the Server Type as Primary (Server Edition), and click Next.
- 7. There is no new hardware, click **Next**.
- 8. The IP Address should already be 192.168.42.230 with a 255.255.255.0 subnet mask. If it is not, change it now.
- 9. Leave the Gateway and DNS entries blank.
- 10. Ensure that the Hostname is set as ipodemo. Click Next.
- 11. Set the **Timezone**.
- 12. In the **Companding** section, select **µ-Law** and click **Next**.
- 13. Enter a new root, administrator and system password. The system password must be different from the other two passwords. Click **Next**.
- 14. In the CA Certificate area, select Generate new.
- 15. In the EASG Settings, select Disabled and click Next.
- 16. Click **OK** to close the warnings about EASG access and about downloading the certificate.
- 17. Click on the link to download the DER-encoded certificate.
- 18. Click **Apply** to complete the ignition process.
- 19. The server is restarted with its new settings. This can take several minutes, after which your browser is automatically redirected to the server's web control login page.
- 20. Whilst the server is restarting, import the certificate into your web browser to prevent further security certificate warnings from your browser.
 - a. Locate the certificate file you downloaded. The file name is root-ca.crt.
 - b. Right-click on the file and select Install Certificate.
 - c. Click Next, Next and then Finish.

Next steps

• Go to Changing the IP Office service to IP Office Demo on page 18.

Related links

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Changing the IP Office service to IP Office Demo

About this task

This process replaces the IP Office service running on the server with the IP Office Demo service and configuration. This has the following effects:

- The server security settings are reset. You will be prompted to change the passwords again.
- The new configuration overrides any previous network settings (IP address, hostname, and so on) with the expected defaults for IP Office Demo.

Procedure

- 1. Log in to https://192.168.42.230:7071 using the Administrator password.
- 2. On the System tab, in the list of Services check that the IP Office service is green.
- 3. Click on Updates and wait for the list of Services to update.
- 4. Locate the IP Office service and click the Uninstall button adjacent to it.
- 5. Click **Yes** when warned about the effects of stopping the service.
- 6. Click Yes to confirm stopping the service.
- 7. Wait until the service is listed as "not installed".
- 8. Locate the IP Office Demo service and click the Install button next to it. Wait until its Status changes to "up to date".
- 9. Locate the **IP Office Demo Default Config** service and click on the **Install** button next to it.
- 10. Click **Yes** when warned about services restarting.
- 11. After the installation is complete, go to **System** tab and check that the **IP Office Demo** service has replace the **IP Office** service in the list of services.

Related links

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Configuration Testing

About this task

The default configuration is usable immediately without any further configuration. However, it is useful to test configuration access.

- 1. Log to the server using IP Office Web Manager by browsing to https://192.168.42.230:7071. Use the username and password Administrator.
- 2. When prompted, reset the passwords.

- 3. If prompted about **Google Analytics**, decline.
- 4. When prompted about Database synchronisation, click Yes.
- 5. Select System Settings and then Licenses.
- 6. Click on the \equiv icon next to the system.
- 7. Select Remote Server.
- 8. There is no need to change any settings.

Related links

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Starting IP Office Demo

Before you begin

On the computer on which IP Office Demo is installed, configure the correct PC IP address:

- IP Address: 192.168.42.1
- Subnet mask: 255.255.255.0
- Gateway: 192.168.42.230

Procedure

- 1. Log on to the computer where IP Office Demo is installed.
- 2. On the desktop, double-click the VMware Player icon.
- 3. In the VMware Player window, in the left pane, double-click **ipoffice-demo**.
- 4. If you receive the prompt, This virtual machine might have been moved or copied, select I copied it.
- 5. If the screen displays an error message, restart the virtual machine:
 - a. Click Virtual Machine > Power > Power Off from the VMware Player menu bar.
 - b. Double-click the ipoffice-demo.vmx file in the My Virtual Machine\IPOfficeDemo directory to restart the virtual machine.
- 6. Confirm that IP Office is running with the IP address 192.168.42.230.

Related links

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Configuring Avaya Workplace Client

About this task

Any of the existing user except Jennifer can be login as an Avaya Workplace Client user.

Procedure

- 1. Connect Avaya Workplace Client to IP Office Demo through the Wi-Fi access point using a static IP address, 192.168.42.113.
- 2. On Avaya Workplace Client, click on the **≡ Options and Settings** icon in the top-right corner. Select **Settings**.
 - a. Set the Server address to 192.168.42.230.
 - b. Set the Server port to 5060 and Transport type to TCP.
 - c. Set the Domain to 192.168.42.230.
 - d. Click OK.
- 3. Log in with the user's extension number and password.

Related links

Installing IP Office Demo on page 11

Configuring IP Phones

Procedure

- 1. Configure IP Phone 1.
 - a. Set the IP Address of IP Phone 1 to 192.168.42.102.
 - b. Set the Call Server address to 192.168.42.230.
 - c. Set the Subnet Mask to 255.255.255.0.
 - d. Log in to IP phone 1 using extension 102 and security code or password 102.

The application displays the user name Bob after successful login.

- 2. Configure IP Phone 2.
 - a. Set the IP Address of IP Phone 2 to 192.168.42.103.
 - b. Set the Call Server address to 192.168.42.230.
 - c. Set the Subnet Mask to 255.255.25.0.
 - d. Log in to IP phone 2 using extension 103 and security code or password 103. The application displays the user name Carol after successful login.

Related links

Installing IP Office Demo on page 11

Testing IP Office Demo

About this task

Use this procedure to confirm that IP Office Demo is installed and functioning correctly.

Procedure

- 1. On the desktop, double-click the VMware Player icon.
- 2. In the VMware Player window, in the left pane, double-click ipoffice-demo.
- 3. Test connectivity.
 - a. Ping 192.168.42.230 from the host Windows computer to verify connectivity to the Virtual Machine.
 - b. Open Web Control and in a browser, enter the address https://192.168.42.230:7071.
 - c. Login with user ID Administrator and password Administrator.
 - d. In the menu bar, click System.
 - e. Confirm that the Status for the three software components, IP Office Demo, Voicemail Pro and Avaya one-X Portal are running. If not, click **Start All** to start the software components.
- 4. Test endpoint connectivity.
 - a. From each extension, dial the other endpoints.
 - b. Dial the hunt groups.
- 5. Test Voicemail Pro.
 - a. From a softphone, call the IP phone at extension 103 and leave a message.
 - b. To access the message, dial *17 and follow the prompts.

The password for all voice mail accounts is the same as the extension number.

- 6. Test Avaya one-X[®] Portal for IP Office.
 - a. On the Web Control home page, click one-X Portal Administration.
 - b. On the Avaya one-X[®] Portal for IP Office web page, click **User Login**.
 - c. Open a user home page by entering one of the following **User Name** and **Password** combinations:
 - Alice and 101

- *Bob* and *102*
- Carol and 103
- d. Make a test call, test the directory, and listen to a voicemail.

Related links

Installing IP Office Demo on page 11

Chapter 3: Other IP Office Demo processes

This section covers other processes for managing IP Office Demo.

Related links

<u>Stopping IP Office Demo</u> on page 23 <u>Uninstalling IP Office Demo</u> on page 23 <u>Installing Oracle VM VirtualBox</u> on page 24

Stopping IP Office Demo

Procedure

- 1. Go to the IP Office Server Edition web page and in the menu bar, click System.
- 2. To shut down the virtual machine, click **Shutdown**.

Related links

Other IP Office Demo processes on page 23

Uninstalling IP Office Demo

About this task

IP Office Demo is not an installed application. It is a software implementation that runs on a virtual machine.

Procedure

- 1. Delete the My Documents\My Virtual Machine\IPOfficeDemo folder.
- 2. To uninstall the remaining software components such as VMware Player and Avaya Workplace Client, use the uninstall tool in Windows Control Panel.

Related links

Other IP Office Demo processes on page 23

Installing Oracle VM VirtualBox

About this task

As an alternative to using VMware Player, you can install IP Office Demo on Oracle VM VirtualBox. You can download Oracle VM VirtualBox from <u>https://www.virtualbox.org</u>.

Procedure

- 1. Start VM VirtualBox.
- 2. Go to Machine > New.
- 3. Name the new virtual machine and select the operating system that you are going to use.
- 4. Click Next.
- 5. Increase the memory size to 4 GB and click Next.
- 6. Select Create a virtual hard drive now and click Create.
- 7. Select VMDK (Virtual Machine Disk) and click Next.
- 8. Select Dynamically allocated and click Next.
- 9. Increase the virtual hard drive to 40 GB and click Create.

You can view the new virtual machine instance in the right hand pane.

- 10. Go to Machine > Settings.
- 11. Select the **System** menu.
- 12. Select the **Processor** tab and increase the number of Processors to 2.
- 13. Select the Network menu.
- 14. Change the Attached to setting from NAT to Bridged Adapter and click OK.
- 15. Run the Virtual Machine that you just created.
- 16. When prompted to test the media before the installation, select Skip.

Next steps

Go to Installing IP Office Demo from an ISO File on page 13 or Installing IP Office Demo from an OVA File on page 15.

Related links

Other IP Office Demo processes on page 23

Chapter 4: Additional Help and Documentation

The following pages provide sources for additional help.

Related links

Additional Manuals and User Guides on page 25 Getting Help on page 25 Finding an Avaya Business Partner on page 26 Additional IP Office resources on page 26 Training on page 27

Additional Manuals and User Guides

The <u>Avaya Documentation Center</u> 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 <u>Avaya IP Office[™]</u> <u>Platform Manuals and User Guides</u> document.
- The <u>Avaya IP Office Knowledgebase</u> and <u>Avaya Support</u> 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 <u>Avaya Documentation Center</u>.

For other types of documents and other resources, visit the various Avaya websites (see <u>Additional IP Office resources</u> on page 26).

Related links

Additional Help and Documentation on page 25

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 <u>Finding an Avaya Business Partner</u> on page 26.

Related links

Additional Help and Documentation on page 25

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 25

Additional IP Office resources

In addition to the documentation website (see <u>Additional Manuals and User Guides</u> on page 25), there are a range of website that provide information about Avaya products and services including IP Office.

<u>Avaya Website (https://www.avaya.com)</u>

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)

This site provides forums for discussing product issues.

International Avaya User Group (https://www.iuag.org)

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

Avaya DevConnect (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/)

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

Related links

Additional Help and Documentation on page 25

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 25

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