


# IP Office Release 8.1 FP1

## Product Update

Update Number: Version 1.0

Date: December 10, 2012

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.

### Revision History

Date	Rev.	Pages	Description
Nov 2, 2012	1.0	Most	Final Draft
Dec 12, 2012	1.1	6	Clarified ATM 4U support on 8.0

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## 1 Introduction to Feature Packs

In addition to regular major and minor (“dot”) releases Avaya needed a process to respond more rapidly to customer needs for new features or changes in feature functionality. This process is called a Feature Pack (FP) and supports the following concepts:

- Chose the features you want to enable
  - New features turned off by default
  - Customer implements desired features, not every feature
- Simple deployment
  - No architectural changes allowed
  - Supports remote installation
- Still fully tested
  - System verification & regression testing
  - Alpha and Beta as appropriate for content

Feature Packs allow Avaya to get new IP Office functionality out to the customers that need it at a faster pace with less disruption and lower customer cost.

The versioning scheme will look like this from within the system:

8	1	1	1
Major	Minor	Feature Pack	Service Pack

## 2 IP Office Release 8.1 FP1 Summary

IP Office 8.1 Feature Pack 1 (FP1) is delivering a number of time sensitive features and quality enhancements that can be categorized in to the following areas:

1. Enhancing the Server Edition offer that was launched with the 8.1 release.
2. Enhancing the 8.1 SME offering by closing some key competitive gaps.
3. Quality improvements to increase voice quality.
4. Enhancing the IP Office Support Services (IPOSS) offer that was launched with the 8.1 release.

### 2.1 Key Messages

Release 8.1	Resellers/Partners	Customers
<ul style="list-style-type: none"> <li>• Linux VMPro Contact Store</li> <li>• VMPro Backup &amp; Restore</li> </ul>	<ul style="list-style-type: none"> <li>• Provides feature parity to the Windows version</li> <li>• Offer value-add backup and restore services</li> </ul>	<ul style="list-style-type: none"> <li>• Secure call recording and retrieval via Contact Store</li> <li>• Better disaster recovery for voicemail</li> </ul>
<ul style="list-style-type: none"> <li>• New ATM4 Line Card</li> </ul>	<ul style="list-style-type: none"> <li>• Enhancements to voice quality, impedance matching and line connectivity status</li> </ul>	<ul style="list-style-type: none"> <li>• Improved quality and sound</li> </ul>
<ul style="list-style-type: none"> <li>• Lync Integration</li> </ul>	<ul style="list-style-type: none"> <li>• Seamless integration with Lync client to provide IP Office telephony capabilities</li> <li>• Support for both on-premise and hosted Lync deployments</li> </ul>	<ul style="list-style-type: none"> <li>• Customer does not have to buy Microsoft voice licenses</li> <li>• Lync look and feel preserved for the end-user</li> </ul>
<ul style="list-style-type: none"> <li>• Avaya one-X® Mobile Preferred Enhancements</li> </ul>	<ul style="list-style-type: none"> <li>• Simplified provisioning and configuration</li> <li>• Lower configuration errors and improve customer sat</li> </ul>	<ul style="list-style-type: none"> <li>• Ease of installation</li> <li>• One-touch configuration</li> <li>• Enhanced user experience for greater productivity</li> </ul>
<ul style="list-style-type: none"> <li>• D100 DECT System</li> </ul>	<ul style="list-style-type: none"> <li>• Address mobility needs for small customers</li> </ul>	<ul style="list-style-type: none"> <li>• Easy to use in-building mobility solution</li> </ul>
<ul style="list-style-type: none"> <li>• DECT R4 Capacity Increase</li> </ul>	<ul style="list-style-type: none"> <li>• Address mobility needs for mid-size customers</li> </ul>	<ul style="list-style-type: none"> <li>• Greater radio coverage and increase capacity for DECT R4 multi-zone solution</li> </ul>
<ul style="list-style-type: none"> <li>• Flare Enhancements</li> </ul>	<ul style="list-style-type: none"> <li>• Avaya's innovative collaboration client offered to SME and MM customers</li> <li>• Reduced training with single client for IP Office and Aura</li> </ul>	<ul style="list-style-type: none"> <li>• P2P video</li> <li>• One-touch VM access</li> </ul>
<ul style="list-style-type: none"> <li>• SSL/VPN NAPT Enhancement</li> </ul>	<ul style="list-style-type: none"> <li>• Reduced cost of support with expanded SSL/VPN remote access capabilities</li> </ul>	<ul style="list-style-type: none"> <li>• Faster support for reduced service interruption</li> </ul>

## 2.2 IP Office R8.1 – Summary of New Features

### IP Office platforms supported

- IP500
- IP500 V2
- IP Office for Linux

### New Hardware Components

- ATM4U v2 – New Analog Line
- Combo Card ATM v2
- D100 DECT System

### IP Office Licensing Changes

- None

### End-point additions / changes

- D160 DECT Phone
- Flare Communicator upgrade to Flare Experience (Flare 1.1)
- Radvision Scopia small configuration (XT5000/4200)

### IP Office Enhancements

- VMPro enhancement.
  - Back-up & Restore,
  - VRLA Support
- ATM4 Line Card – Quality Enhancement
- DECT R4 Capacity Increase
- Lync Integration
- Avaya one-X® Mobile Preferred Enhancements
- SSL/VPN NAPT Enhancement

### IP Office Demo Kits

- Power Demo Kit
- Anywhere Demo

*Note: Features listed are available worldwide unless otherwise specified. Not all of the features in IP Office Release 8.1 are supported on all platforms and phones - please see each feature's description for details.*

## 3 General Availability Milestones

### 3.1 Availability for Avaya Distributors

November 5, 2012      New Avaya material codes are added to the following tools in controlled status:  
- Price List Administration Tool (PLAT) files  
- Enterprise Configurator (EC Voice) and EZ Quote quoting tools  
- Avaya Direct International (ADI) Licensing tool

December 3, 2012      New Avaya material codes are changed to available status in the following tool:  
However, new material will be held until GA is declared on Dec 17<sup>th</sup>.  
- Price List Administration Tool (PLAT) files

- Enterprise Configurator (EC Voice) and EZ Quote quoting tools
- Avaya Direct International (ADI) Licensing tool

December 17, 2012 IP Office R8.1 FP1 software and documentation is available for download from [support.avaya.com](http://support.avaya.com)

January 14, 2012 IP Office R8.1 FP1 new HW & DVDs are available at distribution.

Note: The above dates are subject to change.

### 3.2 Availability for Avaya Authorized Partners

December 17, 2012 IP Office R8.1 FP1 software and documentation is available for download from [support.avaya.com](http://support.avaya.com)

January 14, 2012 IP Office R8.1 FP1 new HW & DVDs are available at distribution.

Note: The above dates are subject to change.

## 4 Platform Support

### 4.1 IP Office R8.1 FP1 will support the following platforms

Platform and features supported on the platform has not changed from the 8.1 release.

- IP500
- IP500 V2
- IP Office for Linux

However, some of the features are only supported on the IP500 V2 platform, as summarized in the following table:

	IP500	IP500 V2	Server Edition*
Basic Edition – PARTNER® Mode	X	✓	X
Basic Edition – Norstar™ Mode	X	✓	X
Combination cards	X	✓	X
SD cards	X	✓	X
Essential Edition additional ports license	X	✓	X
Norstar™/BCM Digital phones on IP Office	X	✓	X
TCM8	X	✓	X
DS16A / DS30A	X	✓	X
Unified Communications Module (UCM)	X	✓	X
SSL/VPN	X	✓	✓
On-Boarding Automation	X	✓	✓
SSL/VPN NAPT	X	✓	X

All other Release 8.1 FP1 features are supported on all platforms.

*\*Note: Some capabilities, such as support for Norstar/BCM digital phones and others are supported with Server Edition when used with an IP Office 500V2 that is configured as a gateway.*

*Note that IP Office R8.1 FP1 software cannot be used on IP401, IP403, IP406, IP406 V2, IP412, or Small Office Edition.*

## 5 Release Documentation

Detailed release information can be found in the following documents available with the Avaya IP Office R8.1 FP1 software pack available on DVD media or downloadable from [support.avaya.com](http://support.avaya.com)

- Product Description (Release 8.1FP1)
- Technical Bulletin (Release 8.1 FP1)
- 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 8.1 FP1 Documentation will be available by GA:

- Go to [support.avaya.com](http://support.avaya.com)
- Select **Find Documentation and Technical Information by Product Name** under Downloads & Documents
- Enter 'IP Office' as your product
- Choose '8.1.x' as your release
- Click the 'Documents' radio button
- Click 'Enter' to see all documentation

The latest version of the IP Office Product Description Document, which defines the IP Office product in more detail, is found on the Avaya Partner Portal (<https://partner.avaya.com/>), and will require a valid user name and password to view it online. It is also available from [support.avaya.com](http://support.avaya.com).

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

## 6 IP Office 8.1 Feature Pack 1 Detailed Description of Enhancements

The following enhancements are introduced with IP Office R8.1 FP1

### 6.1 Preferred Edition and Server Edition Enhancements

#### 6.1.1 VMPro Remote Backup & Restore

Existing VMPro Backup-Restore functionality relies on the local host (VMPro server host machine) to store backups. IP Office 8.1 Feature Pack 1 will enhance the resiliency of the VMPro solution by providing secure remote backup and restore capability. The remote backup & restore feature will be an addition to the existing option of a local backup-restore system.

#### Feature Benefits:

1. Enables centralized storage of backups as well as a secure way of backup retrieval.
2. Added resiliency (compared to local backup when the VMPro server host fails)
3. Avoids disk space issues on VMPro server (in mid-market deployments with 100 VMPro ports).

The remote backup and restore functionality is available via the VMPro client in a separate tab called "Backup & Restore" in the System Preferences screen tab. IP Office Administrator can launch "Restore" or "Backup Now" or "Configure Scheduled Backup" from this new tab. The tab also provides backup history.

#### Remote Backup options:

1. Use Secure (SFTP)
  - a. Encrypt (Y/N)
2. Use Non-secure (FTP)
  - a. Encrypt (Y/N)
3. Individual components in backup list are selectable (E.g. Call flows, recordings, campaigns etc)
4. Use Test Connection to verify remote settings.



### Remote Restore options:

1. Use Secure (SFTP)
2. Use Non-secure (FTP)
3. Individual components in backup are selectable (E.g. Call flows, recordings, campaigns etc)
4. Use Test Connection to verify remote settings.

### Backward compatibility

VMPRO Remote backup & restore functionality is backward compatible. i.e. after upgrading to the IP Office 8.1 Feature Pack, all the older backups can be restored in the same way as they were previously. Even if the older backups are not archived/encrypted they can be restored.

Note: VM Pro backups from IP Office R8.0 or earlier versions can only be restored from local path and not from remote path.

### Platform support

- Remote Backup and Restore functionality is available in VMPRO for IP Office Server Edition, Preferred Edition with both Application Server and UCM deployments. It is available for both Windows, and Linux platforms.
- Note that Remote Restore functionality works automatically when VM Pro is on Windows. For Linux platform (IP Office Server Edition, Application Server, UCM deployments), the Administrator must copy the remote backup archive to a local folder using web control.

## 6.1.2 Contact Store support for VM Pro on Linux platforms

The Contact Store application is used to securely archive, index and play call recordings. Previously, Contact Store was only supported on Windows versions of VMPRO. With 8.1 FP1, Contact Store also works on the Linux versions of VMPRO including Server Edition, UCM, and VMPRO on an external Linux server, when connecting to the Windows version of Contact Store.

This requires SFTP server (FTPSHELLSERVER) to run on the Windows machine running Contact Store to enable the remote connection from VM Pro on Linux.

## 6.2 ATM4U V2 Line Card and Combination Card ATM V2 Enhancements

The new material codes for the ATM4 v2 and the Combo Card ATM v2 are added to the inventory file, used as part of the Automated On-Boarding registration process for the IP Office Support Services (IPOSS) maintenance offer.

The new ATM4 V2 card is centered on enhancements to the function and operation of the analog trunk card. This same ATM card is used with the Combination card ATM V2 as the analog trunk interface. Enhancements include impedance matching to trunk characteristics, improved echo reduction and reduction of occasional noise. Line connectivity status: line connected to the cards will be shown on port LED and also on SSA.

### Material codes and descriptions:

- 700503164 IPO IP500 TRNK ANLG 4 UNI V2
- 700504556 IP500v2 COMBO CARD ATM V2

Pricing will be the same as the version 1 cards. Version 1 cards will continue to be available and sold in all countries approved for sale.

The new ATM4U V2 and Combination Card ATM V2 require the IP Office 500 V2 chassis and will work with IP Office release 8.0 (with Calendar Q1-2013 Service Pack in mid-February), 8.1, 8.1 FP1, and B5800 R6.2.

Availability of the ATM V2 and Combination ATM V2 cards are available with this release for the countries listed below.

Belgium	France	Iceland	Poland	Sweden
Canada	Germany	Italy	Portugal	Switzerland
Denmark	Greece	Netherlands	Saudi Arabia TBD	United Kingdom
Finland	Hungary	Norway	Spain	United States

Additional countries will be added and phased in as country type approvals are completed.

The new material codes for the ATM4 v2 and the Combo Card ATM v2 are added to the inventory file, used as part of the Automated On-Boarding registration process for the IP Office Support Services (IPOSS) maintenance offer.

### 6.3 D100 SIP DECT System

The Avaya D100 SIP DECT system is a wireless solution that makes it simple to respond to customer needs whenever and wherever required. The Avaya D100 SIP DECT wireless telephone system integrates fully with IP Office to provide full access to system features. Utilizing next-generation digital wireless technology (DECT 6.0), the Avaya D100 SIP DECT wireless telephone system offers crystal-clear, high quality voice communication.

The Avaya D100 SIP DECT wireless telephone system is entirely managed through IP Office manager software. No additional configuration interface is needed for a plug-n-play installation. It supports advanced IP Office features such as Busy Lamp Field (BLF) functionality, Message Waiting Indicator (MWI), Programmable buttons, Emergency call, Hot desking, and more. It offers similar feature functionality found on 11xx/12xx SIP telephones.

The Avaya D100 SIP DECT wireless telephone system is not just a single-cell wireless system. It can be expanded with repeaters to cover larger areas without the need of additional wiring. This flexible expansion of the coverage area makes the Avaya D100 SIP DECT telephone system cost effective for small installations, while at the same time providing the capability for seamless telephony in larger areas.

Up to five repeaters can be linked with a single base unit to increase the coverage area of the Avaya D100 SIP DECT wireless telephone system, which make crystal-clear communication possible in areas that were hard to reach without installing a complex, multi-cell wireless system.

The Avaya D100 SIP DECT wireless telephone system is also expandable in capacity. Each D100 Base Station supports up to 8 D160 handsets and up to 4 D100 base stations can be supported per IP Office system.

The Avaya D100 SIP DECT wireless telephone system consists of the following elements.

#### 6.3.1 D160 Handset

The D160 Handset allows easy access to IP Office features with 2 x 24 display, 4 soft keys and 8 function keys. The battery capacity allows for 16 hours of talk time and 7 days of standby time.

The following telephony features are supported on the D160 Handset

- Make and drop call
- Conference (3 party via IP Office)
- Music-on-hold (via IP Office)
- Redial
- Button programming
- Mute
- Voicemail access
- Call forwarding (via IP Office)



- Transfer
- Emergency call
- Hot desking

The following languages are supported on the D160 Handset: English, French, Italian, German and Spanish.

### 6.3.2 D100 Base Station



The D100 Base Station is connected to the IP network and powered by Power-over-Ethernet (PoE). Customers without PoE switch can purchase PoE injectors, such as Avaya's SPPOE-1A, to power the D100 base station.

The radio coverage for the D100 base station is 100-350 ft indoor and 700 ft in open field. Up to 8 D160 handsets can register to each base station.

### 6.3.3 D100 Repeater



The D100 Repeater has a cell radio coverage of 100-350 ft indoor and 700 ft in open field. Up to 5 repeaters can be used with each base station.

The D100 SIP DECT Wireless telephone system is approved in the following regions: US, Canada, European Union, Switzerland, South Africa, Turkey and Norway.

## 6.4 DECT R4 System Capacity Increase

The DECT R4 suite delivers high-quality wireless voice communication to employees who roam within a building or campus. It offers all the benefits of the DECT standard, including high security, scalability, low power consumption and long talk/standby times.

The DECT R4 solution capacity is increased with this release of IP Office. The maximum number of radio base stations is increased from 32 base stations to 128 base stations. The base stations can be any mix of IP base stations and ISDN base stations (with the use of IP DECT Gateway) with the total not exceeding 128.

The maximum number of handsets supported in IP Office increases from 120 handsets to 384 handsets.

## 6.5 Microsoft Lync Integration

Microsoft Lync has been deployed in the SME and Mid-Market segments primarily as a Presence and Instant Messaging client. There has been significant demand from IP Office customers to provide integration of IP Office with Microsoft Lync. IP Office 8.1 Feature Pack 1 will deliver Avaya Microsoft Lync integration, which will enable IP Office customers to use their existing Lync clients to avail of telephony features offered by Avaya IP Office.

The Avaya Microsoft Lync Integration is a plug-in that integrates with the Microsoft Lync client to provide telephony capabilities via IP Office. The plug-in is a client-side integration i.e., it adds a plug-in into the Microsoft Lync client on an end-user's desktop. The client-side integration gives IP Office customers the advantage that it will work with both Lync server-side infrastructures - On-premise and Hosted (Office 365). In addition, the customer does not have to buy any Microsoft voice licenses; Standard Microsoft CAL licenses are sufficient.

The Avaya Microsoft Lync integration plug-in operates in "Phone mode" in that it utilizes CTI control over the end user's desk phone. Please note that only Phone mode is supported with IP Office (i.e., the plug-in does not incorporate any soft-client functionality).

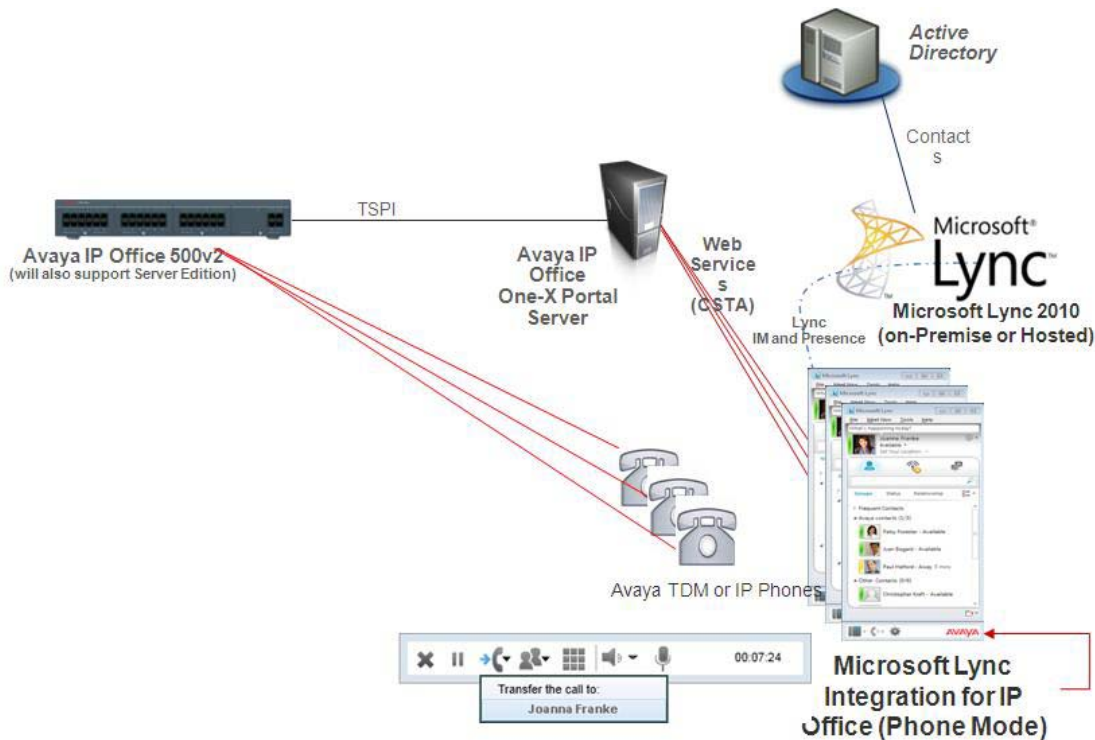
### 6.5.1 Solution Architecture

The Avaya Microsoft Lync integration adheres to the same architecture as used by other IP Office Desktop integrations such as the Outlook plug-in. It leverages the Web Services APIs exposed by the Avaya one-X Portal for IP Office product component to integrate with IP Office.

The diagram below depicts the Solution Architecture for the Lync integration. The essential components of this solution are as follows:

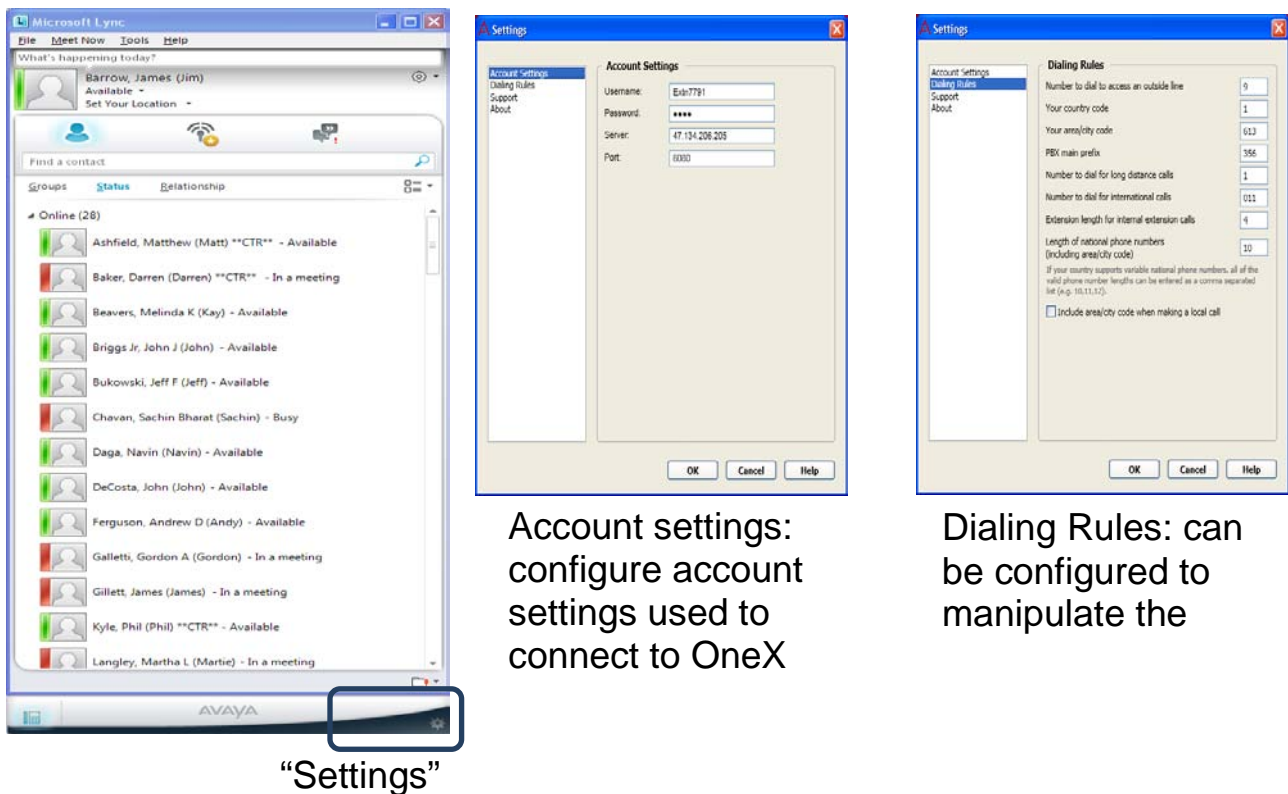
1. Avaya Microsoft Lync Integration for IP Office - Client side plug-in for Microsoft Lync 2010. It utilizes the Lync user interface to deliver Avaya IP Office Voice capabilities to the end user.
2. Avaya IP Office - Avaya's hybrid telephony and UC product for small and medium market segment. Avaya Microsoft Lync Integration will support both IP Office 500v2 and IP Office Server Edition
3. Avaya IP Office one-X Portal Server – one-X Portal Server is the Unified Communications Application Server that enables integration of IP Office with other applications. On one side, one-X Portal server interacts with the IP Office communication system over the TSPI interface while on the other side, one-X Portal exposes a set of APIs which are used by the Lync add-in to provide IP Office telephony capabilities through the Lync client. This is supported on both the internal UCM and external one-X Portal Server.

Microsoft Lync Server (on-premise or hosted) and Microsoft Lync 2010 (client) are assumed to be part of a customer's deployment and are not provided by the IP Office solution.



## 6.5.2 Installation & Features

Avaya Microsoft Lync integration is installed on end-user client machines via two binaries. Once installed the plug-in can be initialized by clicking on the Lync menu option → Tools → Avaya Microsoft Lync Integration. Once initialized, the end-user needs to configure the plug-in with his/her one-X Portal server IP Address, port, username, password and “Dialing Rules”. This configuration needs to be done only once and is accessible via the “Settings” option as shown below:



Account settings:  
configure account  
settings used to  
connect to OneX

Dialing Rules: can  
be configured to  
manipulate the

The Avaya Lync Integration uses phone numbers published by Microsoft Lync 2010. To publish your work phone number, open the Lync 2010 **Options** window and select **Phones**. Click **Work Phone** and enter a number in the Edit Work Phone window. Ensure that **Publish this phone number** is checked. Lync Integration cannot provide telephony integration unless your work number is published.

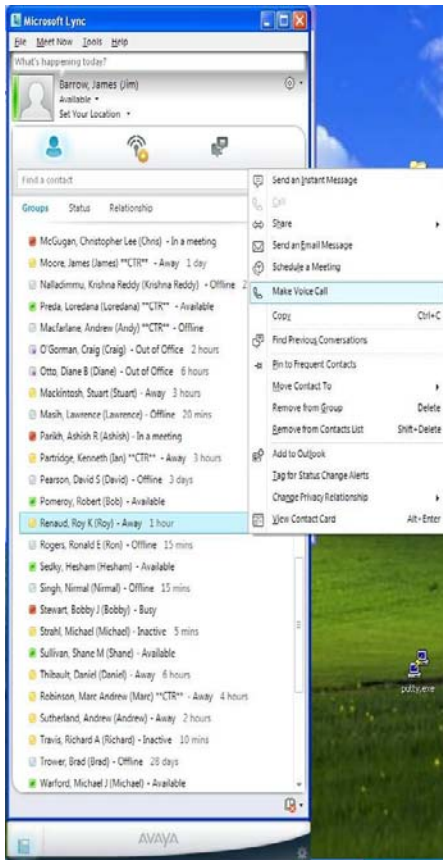
The Avaya Microsoft Lync integration provides the following telephony features in phone-mode (paired with the user's desk-phone):

- Make call
- Answer call (Toast pop up on incoming call with options to Answer/Decline)
- Disconnect call
- Hold / unhold call
- Transfer call
- Conference
- Call Forward
- Update Telephony Presence when user is on phone to Busy – In a Call
- Escalate from IM to Call
- Desk phone originated calls can be controlled via Lync conversation window
- Multiple calls (only one active at a time; other calls will be in held state)

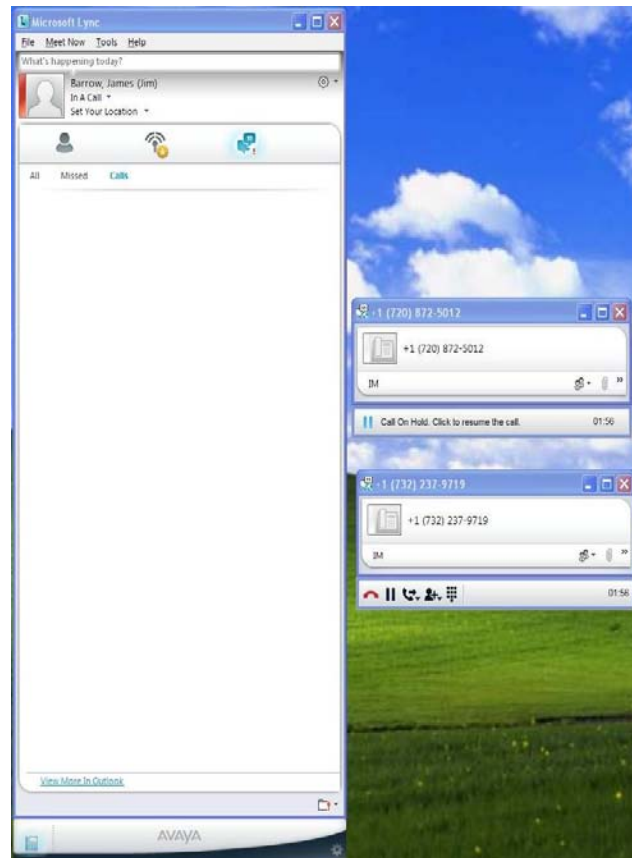
All existing Lync 2010 conversations include an associated Conversation window. Conversation Window for each active conversation provides context specific call-control features (disconnect, hold/retrieve, DTMF, Transfer and Conference) as well as a timer that indicates the duration of call. Please note that the transfer and conference icons are available in the call control bar of the Conversation window only when multiple calls are in session.

Please see diagram below which shows mechanism to make a voice call and the conversation windows with call control buttons:

Right Click on a contact  
Click on “Make Voice Call”



Two active Conversation Windows with all control buttons – Disconnect, Hold/Resume, DTMF, Transfer and Add to conference



Note: The Avaya Microsoft Lync integration plug-in disables native Lync peer to peer voice and video calling to avoid confusing the end-user with multiple call options. Example: the Lync integration plug-in adds a menu item of “Make Voice Call” and greys out Microsoft Lync’s “Call” option.

### 6.5.3 Licensing

The Microsoft Lync Integration for IP Office will be available with the Power User, Office Worker, and Teleworker user packages. These user packages are available per user and require either IP Office Preferred Edition or Server Edition.

## 6.6 Avaya one-X Mobile Preferred Enhancements

Avaya one-X Mobile Preferred mobility application for iPhone and Android smart-phones was released with IP Office R8.0. IP Office 8.1 Feature Pack 1 delivers simplicity and user experience enhancements to the IP Office mobility apps. These enhancements are explained below.

### 6.6.1 Simplified Provisioning of Avaya one-X Mobile Preferred Mobility clients

IP Office 8.1 Feature Pack provides an easy and automated way to provision, install and configure the Avaya one-X Mobile Preferred clients for iPhone and Android smart phones. This mechanism offers simplicity and ease-of-use for both the end-user and the installer.

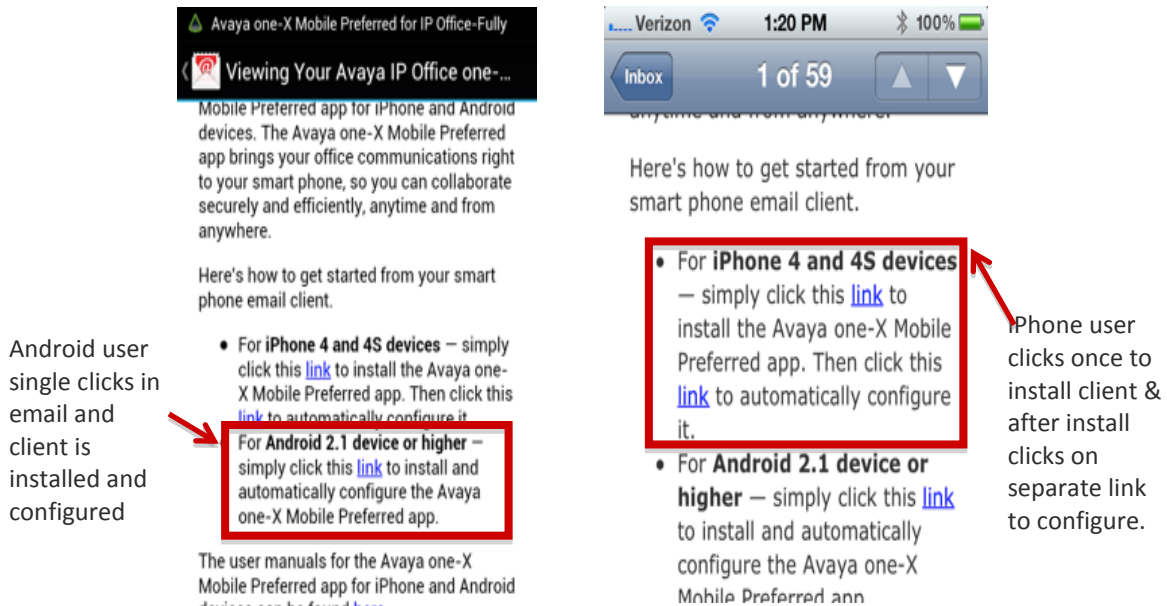
#### The automated mechanism works as follows:

When a new user is added with either Power User or Mobile Worker, IP Office automatically sends an email with details to install and configure the Avaya one-X Mobile Preferred mobility client.

#### This email contains the following information:

1. Link to install the Avaya one-X Mobile Preferred app on their iPhone and a link to configure the app.
2. Link to install and configure the Avaya one-X Mobile Preferred app on their Android smart-phone.

Clicking on the links within the welcome email will automatically install and configure the Avaya one-X Mobile Preferred app on the user's iOS or Android smart-phone. The image below shows the automatically generated welcome email on Android and iPhone smart-phones.



IP Office Manager will also automatically send an email to the mobility user when the following configuration changes are detected:

- The user had his license changed to Power user or Mobile worker when it was neither before
- The user is a Power user or Mobile worker and his e-mail address has changed from blank to non-blank.
- The user is a Power user or Mobile worker and has a password change

**Note:** E-mail is sent in the configured language for the user

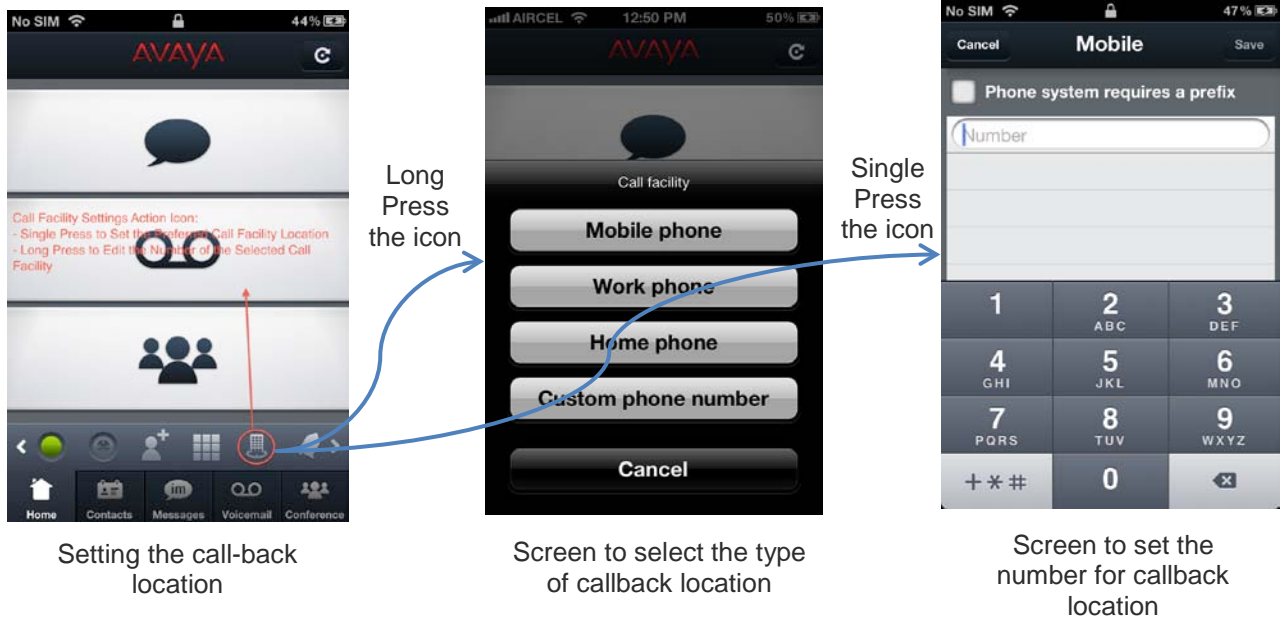
- This automated and simplified mechanism offers the following benefits:
- Less error prone for the end-user as he/she could mistype the configuration details while configuring the mobility client. These could generate support calls and lower customer satisfaction.

- Integration with IP Office Manager provides seamless provisioning and saves time and effort for the IP Office Administrator.

### 6.6.2 Avaya one-X Mobile Preferred enhancements for iOS

Avaya one-X Mobile Preferred app for iOS has been enhanced to make the user interface intuitive and easy to navigate for the end-user. The following enhancements have been made in this release:

1. Intuitive action bar navigation - Arrows added to the action bar in addition to support for swiping the action bar.
2. Reconnect button – Allows an end-user to quickly reconnect the mobility app. This provides a quick way for end-users to reconnect the app in situations network has been lost.
3. Call-back location and number configuration wizard for better out of box experience
  - a. Select the call-back location (mobile/work/home/custom) from the mobility app (Long press of the icon)
  - b. Setting the phone number of the call-back location from the app (Single press of the icon)



### 6.6.3 Avaya one-X Mobile Preferred enhancements for Android

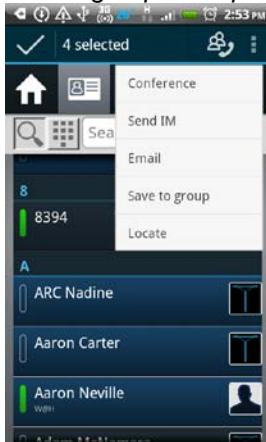
Avaya one-X Mobile Preferred app for iOS has been enhanced to make the user interface intuitive and easy to navigate for the end-user. Some of the enhancements are based on Android guidelines for mobility app user interface design.

The following enhancements have been made in this release:

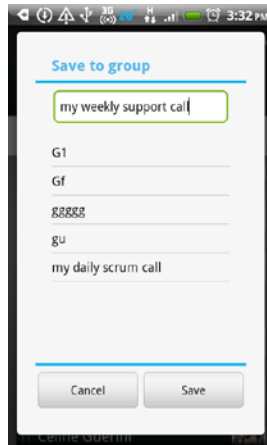
1. Unified contact list - Corporate directory and personal phone contacts are now visible as part of your contact list. Default Groups are:
  - a. Corporate Directory – Comes from IP Office system directory
  - b. Team –one-X Portal Personal Directory (if created)
  - c. My Contacts – Mobile phone contacts
  - d. My Local Groups – Groups created on the phone
2. Support for creating contact groups – New groups can be created using the app that allows for contacts from your mobile device, corporate directory and instant message roster to be grouped so that actions such as Conference, IM and Email can be performed at the group level. *Example: A manager creates a group of contacts for all his/her direct reports in a group called “direct-reports” and uses the Conference*



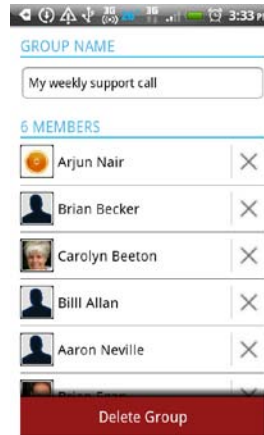
group action to start the team meetings with one click. Please see image below on how to create groups and perform a group-action.



Long press contacts to go into selection mode and select contacts. Press the 3 dots in upper right.



Save the group with a name



Groups can be edited to remove/add members



Groups then appear at the top of your contact list and allow actions

3. Contact list filtering – Contact list may be filtered to display all the contacts or hide offline contacts.
4. Contact card interface has been improved to add labels to icons, present contact as well as location information.
5. Selection of contacts using Long Press (instead of check-boxes)
6. Dialer has been moved under the Contacts tab
7. Labels have been added to the icons to help users that are not familiar with the icons
8. CLID lookup against contacts - Displays the contact's name from the device's contact list if the calling party's phone number gets a match in the contact list
9. Emoticons as well as "Is Typing" / "Stopped Typing" presence support has been added to Instant Messaging using the Android app.
10. Visual Voicemail enhancements
  - a. Urgent Voicemail support - Voicemail Badges on the tab and widget are now blinking when there is an unread urgent voicemail in the Inbox. The urgent voicemail itself is also decorated with an exclamation point badge.
  - b. Ability to send voicemails (as WAV files) from the mobility app to email participants.
  - c. Previously listened to voicemails are downloaded and will be available to listen to offline if network connection is lost.

## 6.7 Flare Experience



As part of Avaya's commitment to deliver industry leading innovation with superior quality, IP Office 8.1 Feature Pack introduces Avaya Flare® Experience for Apple iPad and Microsoft Windows. Avaya Flare® Communicator (introduced with IP Office 8.1) will be merged with Avaya Flare Experience in IP Office 8.1 Feature Pack adding features such as point-to-point video collaboration, one touch VM access etc. Flare Experience will be the single, converged collaboration client for IP Office and Avaya Aura® infrastructures going forward. Avaya Flare® Experience enables users to handle voice and video calls, instant messages, presence, enterprise contacts, and launch e-mail – all from a single interface for improved productivity and customer experience. Avaya is committed to further enrich Avaya Flare® Experience support for IP Office by adding capabilities such as multi-party audio and web conferencing in future releases.

The following enhancements will be delivered as part of Flare Experience **Windows** client:

- Point-to-Point Video calling – In addition to P2P voice calls, Flare Experience 1.1 adds P2P Video calling feature. A Flare user can initiate P2P video calls with another supported video-capable client from the dial-pad, contact-card, history record or instant message.
- One touch VM access – A Flare user can access his/her voice mailbox by clicking on the MWI icon.
- Supervised Call Transfer – Flare 1.1 adds supervised transfer capabilities to transfer a voice call to another contact after consulting the contact. This capability is only available with Flare 1.1 Windows version.

The following enhancements will be delivered as part of Flare Experience **iPad** client:

- Point-to-Point Video calling– In addition to P2P voice calls, Flare Experience 1.1 adds P2P Video calling feature. A Flare user can initiate P2P video calls with another supported video-capable client from the dial-pad, contact-card, history record or instant message.
- One touch VM access – A Flare user can access his/her voice mailbox by clicking on the MWI icon.
- Support for Avatars in contact cards – Contact cards in the Contacts fan of the Flare client will display the contact's avatar (photograph/image) uploaded via Avaya one-X Portal or the Avaya one-X Mobile Preferred mobility client.
- Shared Presence – Flare Experience 1.1 will display the last presence status for a user that is logged on multiple clients.

Please note that P2P video calling and One touch VM access features will be available only when Flare Experience 1.1 client communicates with IP Office Release 8.1 Feature Pack and above. These features will not be available if the Flare Experience 1.1 client connects to IP Office versions prior to 8.1 Feature Pack.

Avaya Flare® Experience is a single, converged collaboration client for both Avaya IP Office and Avaya Aura® infrastructures. The availability of the Flare Experience client may lag behind the release of IP Office 8.1 FP1

### 6.7.1 Backwards compatibility

Flare Experience 1.1 client will be supported with IP Office Release 8.1 4Q12 Service Pack and onwards only. The Flare Experience 1.1 client will not be supported on IP Office versions prior to IP Office R8.1 4Q12 Service Pack.

Note that the Flare **Communicator** 1.0 (released with IP Office Release 8.1) will not be supported on IP Office 8.1 Feature Pack and onwards. Customers are advised to upgrade their IP Office to Release 8.1 Feature Pack 1 and their Flare clients to Flare Experience 1.1 to take advantage to the latest capabilities.

## 6.8 SSL/VPN NAPT Enhancement

IP Office R8.1 introduced SSL / VPN as an integral part of the IP Office Support Services (IPOSS) offer, as well as a remote access solution for business partners who choose to invest in the Avaya VPN gateway infrastructure.

With IP Office R8.1 FP1, the SSL/VPN solution is enhanced with support for Network Address and Port Translation (NAPT). With the introduction of NAPT support, the SSL/VPN tunnel will now be enabled to remotely access LAN devices on the private side of the IP Office 500v2.

The IP address and port translation for the SSL/VPN tunnel is done by using NAPT rules which are configured for each SSL/VPN tunnel using the IP Office Manager. Each SSL/VPN service has a unique set of rules that are configured in the NAPT rules tab in the SSL/VPN service instance configuration.

With this feature, an SSL/VPN tunnel configured to an IP Office 500v2 can now be used to remotely manage devices such as the IP Office Unified Communication Module (UCM), the IP Office external UC applications server (Material Code – 269810) running Preferred Edition or Advanced Edition, and other LAN devices. This

removes one of the restrictions that was in place with the original introduction of SSL/VPN in IP Office R8.1 and further enhances the value of the SSL/VPN solution.

**Note: Some exceptions and conditions apply to the NAPT solution described above:**

- Supported on the IP Office 500v2 platform using IP Office Manager Standard Edition
- Not supported on the IP Office Server Edition Linux platforms, IP Office Basic Edition, and the IP Office 500v1 platform.

## 7 Entitlement Period

Effective April 19, 2012, the entitlement policy was updated as follows and all prior entitlements to an IP Office upgrade are superseded.

The “Entitlement Period” is defined as the period within 90 days after the Customer places their first call (intercom or outside) on the system. This is targeted to those newer users who may have just purchased a new system, and Avaya brings out a newer release

Please refer to the IP Office 8.1 Product update Document for details and examples.

The entitlement period for any future software ended on 15<sup>th</sup> September 2012  
Following September 15, 2012, all customers must purchase an upgrade license to upgrade to R8.1, R8.1 FP1 or beyond.

Customers that are on the current, R8.1 release are eligible to purchase for IP Office Support Services that entitles them to free upgrades during the support period.

## 8 Upgrading

One of the driving factors of Feature Pack 1 is to round out the Mid Market offering and expand the solution that 8.1 delivered. Customers still using Release 8.0 and earlier will need to purchase an upgrade to get to either release 8.1 or 8.1 FP1

Going forward FP1 will take over as the main release of the 8.1 code stream. As such, this will be the code that receives Service Packs in the future. Example CY Q4 2012 SP will patch 8.0 and 8.1. The Service Pack for CY Q1 2013 will patch 8.0 and 8.1 FP 1.

Corrective content is available during the 90 day warranty period. Post warranty access to corrective content (including Service Packs and Minor (aka Dot) Releases) is an entitlement of an IPOSS Agreement. Without an IPOSS agreement, post warranty corrective content is not available to the channel partner. Please note that access to service packs or updates without a customer agreement in place would be a violation of Avaya’s and yours End User Licensing Agreement.

## 9 Endpoints

The following table provides an overview about the Avaya phones supported on the IP Office 8.1 Feature Pack 1 release.

	8.0		8.1		
	IP Office Standard Mode	IP Office Basic Mode	IP Office Standard Mode	IP Office Basic Mode	Server Edition (all IP)
<b>Generally Available Phones</b>					
<b>Analogue Desk Phones</b>					
POTS	✓	✓	✓	✓	-
<b>Avaya 1000 Series Video Phones</b>					
1010, 1020, 1030, 1040 (Lifesize)	✓	-	✓	-	✓
<b>1400 Series - Digital (DS) - CM and IP Office</b>					
1403, 1408, 1416	✓	✓	✓	✓	-
DBM32	✓	✓	✓	✓	-
<b>1600 Series - IP (H323) - CM and IP Office</b>					
1603, 1603SW, 1603SW-i, 1608, 1608-i, 1616, 1616-i	✓	-	✓	-	✓
BM32 (DSS)	✓	-	✓	-	✓
<b>2400 Series - Digital (DS) - CM and IP Office</b>					
2402D, 2410D, 2420	✓	✓	✓	✓	-
EU24	✓	✓	✓	✓	-
<b>3600 Series - WiFi (H323) - CM and IP Office</b>					
3616, 3620, 3626	✓	-	✓	-	-
3641, 3645	✓	-	✓	-	✓
<b>3700 Series - DECT - CM and IP Office</b>					
3701, 3711, 3720, 3525, 3740, 3749	✓	-	✓	-	✓
<b>3900 Series - ETR DECT Cordless</b>					
3910, 3920	-	✓	-	✓	-
<b>9400 Series - Digital DS, CM and IP Office</b>					
9404, 9408	Not Supported on IP Office				
<b>9500 Series - Digital DS, IP Office Only</b>					
9504, 9508	✓	✓	✓	✓	-
BM12	✓	✓	✓	✓	-
<b>9600 Series - IP H323 CM and IP Office</b>					
9620L, 9620C, 9630, 9640G, 9650, 9650C	✓	-	✓	-	✓
9670	-	-	-	-	-
SBM24 with 96x0	✓	-	✓	-	✓
<b>96x1 Series - IP H323 CM and IP Office</b>					
9601	-	-	-	-	-
9608, 9611, 9621, 9641	✓	-	✓	-	✓
BM12	✓	-	✓	-	✓

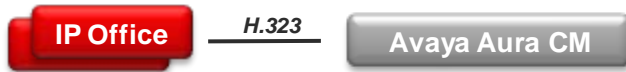
	8.0		8.1		
	IP Office Standard Mode	IP Office Basic Mode	IP Office Standard Mode	IP Office Basic Mode	Server Edition (all IP)
SMB24 with 96x1	-	-	-	-	-
<b>B100 Series - Conference Phones</b>					
B149, B159	✓	✓	✓	✓	-
B179 SIP	✓	-	✓	-	✓
<b>Softphones</b>					
Phone Manager Softphone (H323)	✓	-	✓	-	-
IP Office Video Softphone (SIP)	✓	-	✓	-	✓
Flare Experience Windows	✓	-	✓	-	✓
Flare Experience iPad	✓	-	✓	-	✓
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Norstar / BCM Phones - General Available and End of Sale</b>					
<b>1100 Series - SIP Phone (Unistim Migration)</b>					
1110E, 1165E	-	-	-	-	-
1120E, 1140E	✓	-	✓	-	✓
BM LED & Paper Labels	✓	-	✓	-	✓
BM LCD	✓	-	✓	-	✓
<b>1200 Series - SIP Phone (BCM Unistim Migration)</b>					
1210	-	-	-	-	-
1220, 1230	✓	-	✓	-	✓
BM paper	✓	-	✓	-	✓
BM LCD	✓	-	✓	-	✓
<b>Norstar/BCM Digital Phones</b>					
T7000, T7100, T7208, T7316, T7316E	✓	✓	✓	✓	-
T24 Key Module	✓	✓	✓	✓	-
M7100[N], M7208(N), M73100(N), M7310BLF, M7324[N]	✓	✓	✓	✓	-
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.					
CAP Key Module	✓	✓	✓	✓	-
BCM Door Phone	-	-	-	-	-
Norstar/BCM Digital Conference Phone	✓	✓	✓	✓	-
ATA-2	-	-	-	-	-
<b>Nortel Digital Mobility</b>					
T7406 & T7406E	✓	✓	✓	✓	-
7420, 7430, 7434, 7439, 7440, 7449	✓	✓	✓	✓	-

	8.0		8.1		
	IP Office Standard Mode	IP Office Basic Mode	IP Office Standard Mode	IP Office Basic Mode	Server Edition (all IP)
4135, 4136, 4145, 4146, 4145EX, 4146EX	✓	✓	✓	✓	-
<b>Legacy Avaya Phones - No longer available for sale</b>					
<b>3800 Series - Digital Cordless</b>					
3810	✓	-	✓	-	-
<b>4400 Series - Digital, Magix and IP Office</b>					
4406D, 4412D, 4424D	✓	-	✓	-	-
4424LD	-	-	-	-	-
4450 DSS unit	✓	-	✓	-	-
<b>4600 Series - IP H323 - CM and IP Office</b>					
4601, 4602IP, 4602SW, 4610IP, 4610SW, 4620, 4621, 4625	✓	-	✓	-	✓
4606, 4612, 4624	-	-	-	-	-
<b>5400 Series - DS Digital, IP Office only</b>					
5402, 5410, 5420	✓	-	✓	-	-
EU24	✓	-	✓	-	-
<b>5600 Series - IP H323, IP Office only</b>					
5601, 5602IP, 5602SW, 5610IP, 5610SW, 5620, 5621	✓	-	✓	-	✓
EU24	✓	-	✓	-	✓
<b>6400 Series - DS Digital, CM and IP Office</b>					
6408D+, 6416D+, 6424D+, XM24 (DSS)	No longer supported				
<b>9000 Series - Digital, Cordless - Magix &amp; IP Office</b>					
9040	No longer supported				
<b>ETR Phones - Analogue Feature Phone, PARTNER and IP Office</b>					
"Refreshed" 34, 18 & 6 Button Display	-	✓	-	✓	-
"Euro" 34 & 18 Button Display	-	✓	-	✓	-
"Euro" 18 & 6 Button non-Display	-	✓	-	✓	-
<b>T3 &amp; T3 IP Series</b>					
T3 Compact, Classic, Comfort, DSS	✓	-	✓	-	-
T3 IP Compact, Classic, Comfort	✓	-	✓	-	✓

## 10 IP Office 8.1 Interoperability

With the IP Office 8.1 release a number of interoperability scenarios with other Avaya products have been tested and will be supported going forward. The scenarios include:

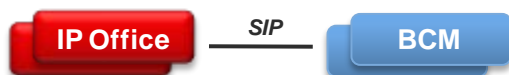
1. IP Office 8.1 and Avaya Aura Communication Manager 6.2



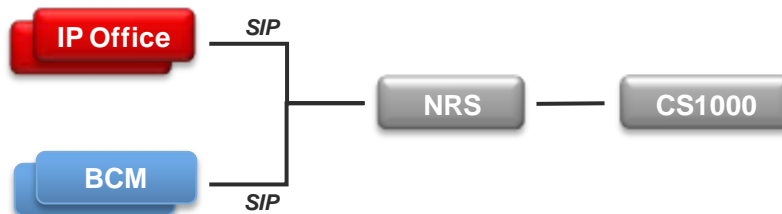
2. IP Office 8.1 and Avaya Aura Session Manager 6.2



3. IP Office 8.1 and BCM 6.0



4. IP Office 8.1, BCM 6.0 and CS1000 7.5 with NRS



Avaya recommends partners and customers who need a small to medium branch solution networked to an Avaya Aura Core, including a SM, to position the Avaya B5800 product. The B5800 is based on the IP Office platform but provides advanced SIP interoperability and functionality with Avaya Aura Core product including Session Manager, Communication Manager and legacy Nortel products such as BCM, CS1000 and Call Pilot.

## 10.1 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 8.1
    - **Edition:** Essential, Preferred, Advanced and Server Edition
  - **Communication Manager**
    - **Release:** CM 6.2
- **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.



## 10.2 IP Office & Session Manager Interop

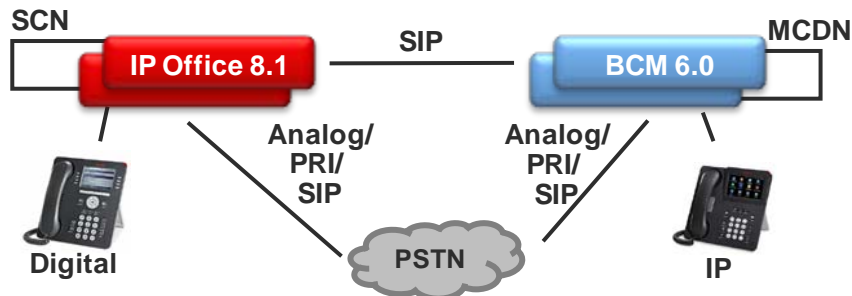


The SIP protocol is used for trunks between the IP Office nodes and the SM. The IP Offices are a network of SCNs and can use advanced SCN feature set between each other.

- **Protocol Support:**
  - IP Office to SM: SIP
  - IP Office to IP Office: H323 - SCN Networking
- **Platform Requirements**
  - **IP Office**
    - **Release:** IP Office 8.1
    - **Edition:** Essential, Preferred, Advanced and Server Edition
  - **Session Manager**
    - **Release:** SM 6.2
- **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.

## 10.3 BCM and IP Office

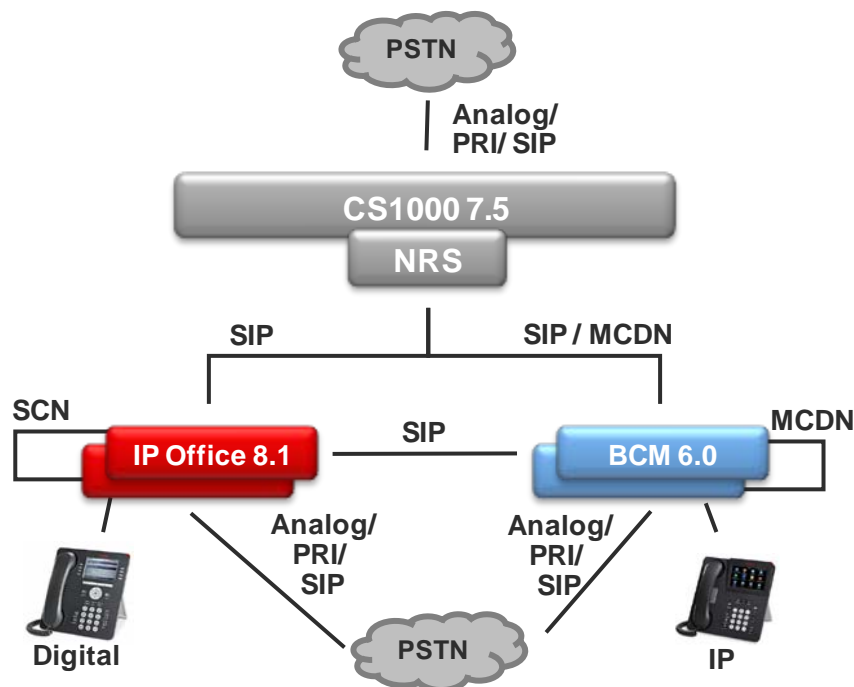


The SIP interoperability support between IP Office and BCM50/450 allows customers to migrate a network of BCM step by step to an IP Office SCN or Server Edition network.

- **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 8.1
    - **Edition:** Essential, Preferred, Advanced and Server Edition
  - **BCM**
    - **Release:** BCM50 and BCM450 6.0
- **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.

#### 10.4 IP Office, BCM and CS1000



This configuration allows migrating 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
- 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 or PRI trunks is not supported.

- **Platform Requirements**

- **IP Office**
  - **Release:** IP Office 8.1
  - **Edition:** Essential, Preferred, Advanced and Server Edition
- **BCM**
  - **Release:** BCM50 and BCM450 6.0
- **CS1000**
  - **Release:** CS1000 7.5 with NRS
- **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.

## 10.5 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.

## 10.6 Radvision Small Solution (Scopia XT5000/4200)

The Radvision Scopia solution based on the XT5000/4200 platform and the Elite 6000 platform using Radvision Scopia 7.7 firmware is currently supported in IP Office release 8.1.

The new release of Radvision firmware, release 8.0, will need to be validated for support with IP Office R8.1 FP1. For Scopia 8.0, the video solution has been broken into small and medium deployment scenarios. The small solution using Scopia 8.0 firmware will be ready for 8.1 FP1. The medium solution will be delayed until IP Office 8.1 SP3 and is therefore not in scope for FP1.

**IP Office 8.1 FP1 will support:**

- Scopia XT5000 Endpoint with embedded MCU with 7.7 firmware
- Scopia XT4200 Endpoint with 7.7 firmware
- Scopia Elte XT6000 with 7.7 firmware
- Scopia XT50 Endpoint with embedded MCU with 8.0 firmware
- Scopia XT4200 Endpoint with 8.0 firmware

## 11 Demo Kits

Due to lag times with stocking and testing, the demo kits will be available on January 14<sup>th</sup>, 2013.

### 11.1 Power Demo Kit

The IP Office Power Demo kit provides a fully licensed and functional IP Office system for use in demonstrations at a substantially reduced cost. For added simplicity, there is a custom configuration file created specifically for the Power Demo system. There is also an option to purchase a custom-made case to protect the system and make it easier to bring to your customer.

To upgrade an existing IP Office Power Demo system to R8.1, complete Appendix B of the IPO Power Demo Product Update to secure the upgrade license. For IPO Power Demos systems that are already at the R8.1 release, no upgrade license is required to move to the IP Office R8.1 FP1 release. The IPO Power Demo Product Update document can be found on the Avaya Sales Portal for SME under “Selling Tools”.

### 11.2 Anywhere Demo

The Anywhere Demo is a downloadable software package, which provides a fully functional IP Office system that runs on a laptop, allowing a sales person or SE to conduct an IP Office demo virtually anywhere. The software is pre-configured for added simplicity, but it also allows customization of settings when a more specialized demo is required. The system is designed to work with just a PoE switch and IP Phones.

For those requiring a more sophisticated demo capability, the Anywhere Demo will support Wireless Access Points (WAP)-not provided for iPad and mobility use cases, and SIP trunking for external connectivity. An updated version of the Anywhere Demo software incorporating the enhancements being delivered in IPO R8.1 FP1 release is planned for availability at the end of 2012. For additional details on the Anywhere Demo, see the Avaya Sales Portal for SME under “Selling Tools”.

## 12 Logistics and Ordering

### 12.1 IP Office R8.1 DVD Set

Avaya will supply DVD media to Avaya Authorized Distributors that have a current contract with Avaya. Avaya will not supply DVDs directly to reseller Partners. Partners are required to order DVD media from their respective Avaya Authorized Distributors.

Separate CDs have not been available since Release 6.0. The USER/ADMIN SET and VOICEMAIL PRO will be delivered in a single DVD set.

The following DVD set is available with Release 8.1 FP1 of IP Office:

Material Code	SAP Description	IP Office Basic, Essential, Preferred & Advanced Editions	IP Office Server Edition Controlled Introduction
700505016	IPO R8.1 FP1 USER/ADMIN SET DVD	✓	X
700505017	IPO R8.1 FP1 SE INSTL DVD	X	✓

*Note: It may be acceptable to duplicate this media but your contract with Avaya needs to be reviewed in the first instance. If permitted, copies may then be made which must contain an Avaya Proprietary Notice on the DVD.*

### 12.2 IP Office Applications Server DVD

Avaya will supply DVD media to Avaya Authorized Distributors that have a current contract with Avaya. Avaya will not supply DVDs directly to reseller Partners. Partners are required to order DVD media from their respective Avaya Authorized Distributors.

The following Applications Server DVD is available for Release 8.1 FP1 of IP Office:

Material Code	SAP Description
700505015	IPO R8.1 FP1 APPL SRVR DVD

*Note: It may be acceptable to duplicate this media but your contract with Avaya needs to be reviewed in the first instance. If permitted, copies may then be made which must contain an Avaya Proprietary Notice on the DVD.*

The IP Office Applications Server DVD installs selected IP Office Applications onto a general purpose computer that is compatible with CentOS Linux.

The DVD consists of the following:

- Linux (CentOS)
- VoiceMail Pro Server
- Avaya one-X<sup>®</sup> Portal for IP Office Server

IP Office Applications Server DVD simplifies the end user applications installation experience and reduces the overall solution total cost of ownership by removing the need for Microsoft Windows Server licenses.  
Server Specification

**Minimum:**

- Intel Core 2 Duo 2.0 Hz, 2 GB RAM, 30GB Hard Disk

**Recommended:**

- Intel Pentium Quad Core 2.4 GHz, 4GB RAM, 30GB Hard Disk

Hardware must be compatible with the CentOS Linux version specified.

The installation is performed by booting the server with the DVD in the drive. Follow the installation instructions, enter "root" password and the installer does the rest. At the end of the installation the server will reboot and then the installation is complete.

Once the Applications Server is up and running, any additional applications can be installed and run, using the standard CentOS Linux administrative tools. Hardware resources are the only thing which limits what can be run on the server, to ensure performance of all applications.

### 12.3 IP Office System SD cards

Avaya will supply SD card media to Avaya Authorized Distributors that have a current contract with Avaya. Avaya will not supply SD cards directly to reseller Partners. Partners are required to order 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. Please check for the latest available software on <http://support.avaya.com/>.

The only thing that makes a 500v2 an 8.0 vs an 8.1 system is the SD card. Upon GA, although we update the software load being burned on SD cards, these updates take some time to get through the distribution chain as distributors and partner inventories get replenished with the new software load. The material code of the SD card doesn't change.

Partners can continue selling either R8 or R8.1. When they do the initial installation they can install whatever release they are standardized on. The process we have for IP Office affords them the flexibility not to be tied to the date when we introduce a new release.

Standard installation practice is to always load the latest version of software available on Avaya support of whatever release one wishes to use on the system. This is recommended since from the time we shipped the SD card we may have released a Service Pack on R8.1 so the partner would always be prudent load the latest version.

This approach of being able to treat the SD card as a generic entity, providing the flexibility to install whatever release is required, makes it easier. 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, etc.

The following System SD cards are available and are independent of a particular release of IP Office.

Material Code	SAP Description
700479702	IPO IP500v2 SYSTEM SD CARD A-LAW
700479710	IPO IP500v2 SYSTEM SD CARD MU-LAW
700479728	IPO IP500v2 SYSTEM SD CARD PARTNER
700500948	IPO IP500v2 SYSTEM SD CARD NORSTAR

## 12.4 IP Office Release License

To upgrade existing IP Office systems with any earlier release to Release 8.1 a release license is required. The existing Small and Large Upgrade licenses for IP Office 8.1 will upgrade a system to IP Office 8.1 F1 from a release prior to 8.1.

For Systems that are already at the 8.1 SW level, no upgrade license is required to move up to the IP Office 8.1 FP1 SW.

Upgrade licenses are sold separately. Ordering codes are summarized below.

Material Code	SAP Description
270680	IPO LIC UPG R8.1 SML
270399	IPO LIC UPG R8.1 LARGE

## 12.5 Software Upgrade Process

The process for upgrading the different IP Office platforms from previous releases to Release 8.1 is described in the Release 8.1 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 “8.1” under “Select a Release”

## 12.6 Software Pricing

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

- A nominal charge for the delivery of media and the associated handling costs
- A license fee for the activation of specific new features introduced with this version of IP Office software

## 12.7 IP Office Software Applications and License Key Process

General Available (GA) IP Office software applications are orderable by Avaya Partners from their Avaya Authorized Distributor. Avaya Partners 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 Avaya Partners. These distributor specific internal processes are not covered by this document.

## 13 Avaya Global Services

With the introduction of IP Office R8.1, Avaya launched a new service offering. Avaya IP Office Support Services (IPOSS) provides service options designed to maintain and support Customers' IP Office. IP Office 8.1 FP1 will continue to be supported via IP Office Support Services.

For additional details of the new Avaya IP Office Support Services offering, please refer to the Global Offer Definition document and other launch materials located at the following URL

[IPOSS offer](#)

### 13.1 IP Office Software Availability

Avaya recognizes that Software Assets are intellectual property that provides value to customers and Authorized Channel Partners. With the introduction of IP Office R8.1 FP1, all software and firmware downloads continue to be placed behind the Avaya Firewall.

## Access to IP Office software and firmware downloads

IP Office R8.1 FP1 and earlier software:

- Single Sign-on (SSO) log-in will be required for access
- Access to major Software Updates, minor Software Updates, Service Packs and Firmware Updates will be available through the Avaya self-help web site ([support@avaya.com](mailto:support@avaya.com)).

## 13.2 Obtaining an SSO Log-In

An SSO Log-in can be obtained by registering at the Avaya Support website <http://support.avaya.com>

## 13.3 Avaya Maintenance, Lifecycle and Warranty Information

Avaya IP Office Support Services complement standard Avaya maintenance, lifecycle and warranty policies that are posted on [support@avaya.com](mailto:support@avaya.com)

## 13.4 Additional Avaya IP Office Support Services Information

For additional details of the new Avaya IP Office Support Services offering, please refer to the Global Offer Definition document and other launch materials located at the following URL <http://portal.avaya.com/ptlWeb/gs/services/SV0578>

# 14 IP Office Credentials and Avaya University Training

Avaya Credentials (previously Product Authorizations) are designed to ensure our Avaya Channel Partners have the capabilities and skills to successfully sell, and implement and support Avaya IP Office products/solutions to exceed customer expectations.

### The SMEC IP Office Credentials include:

- Avaya Certified Sales Specialist (APSS)
- Avaya Certified Implementation Specialist (ACIS)
- Avaya Certified Solutions Specialist (ACSS)

The requirements for these may be found at:  
<http://www.avaya-learning.com>

### Current Classes available with IP Office 8.1 Feature Pack 1

Training is one component that must be fulfilled prior to being an Authorized Avaya Channel Partner. The Avaya learning IP Office Technical curriculum is updated to reflect the new features of IP Office Release 8.1 Feature Pack 1 through the update to the existing 8.0 and 8.1 courses.

The updated content is also available in AvayaLive Engage™ IP Office Technical Center. Course 1S00010E provides a 12 month subscription to the 3D learning environment that includes many learning modules with delta information from 7.0 through 8.1 Feature Pack 1.

For IP Office 8.1 Feature Pack 1 (8.1.1), an updated slide deck inclusive of 8.1 and 8.1.1 content will be packaged with ACIS, ACSS leader led courses and the 8.1 delta WBT at GA. Also at this time, for those customers who have remained current with their training and have already taken the 8.1 Delta WBT, the updated slide deck of 8.1.1/8.1 will be mailed to the address that they provided at 8.1 WBT registration. The slide pack will also be posted in AvayaLive Engage in the IP Office Technical Floor for those with subscriptions to the 3D Learning Environment.



Credential exams remain unchanged from release 8.0.

**Sales – APSS Credential**

Take the APSS Selling IP Office class:

Course Code	Description	Duration hours	Modality
2S00005W	Selling IP Office	2	WBT
<b>Or</b>			
2S00041W	Selling IP Office (Russian)	3	WBT

Then:

1S00093O	Selling IP Office - Update Release 8.1	.50	Session (Delta)
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Then:

2S00005A	Selling IP Office Assessment	1	Assessment
<b>Or</b>			
2S00041A	Selling IP Office Assessment (Russian)	1	Assessment

In language deltas for R8.0 are also available as follows:

1S00141O	Selling IP Office Update Release 8.0 (German)	.50	Knowledge Session (Delta)
1S00144O	Selling IP Office Update Release 8.0 (French)	.50	Knowledge Session (Delta)
1S00142O	Selling IP Office Update Release 8.0 (Italian)	.50	Knowledge Session (Delta)
1S00143O	Selling IP Office Update Release 8.0 (Spanish)	.50	Knowledge Session (Delta)
1S00145O	Selling IP Office Update Release 8.0 (Russian)	.50	Knowledge Session (Delta)

## 15 List of New and Updated IP Office R8.1 FP1 Material Codes

All pricing of IP Office Release 8.1 FP1 material codes will be notified to distribution partners through the normal Price List Administration Tool (PLAT) procedure.

Material code	Description	Applicable to Basic Edition, PARTNER® / Norstar™ Modes	Applicable to Essential Edition, Preferred Edition & Advanced Edition	Applicable to Server Edition
700505016	IPO R8.1 FP1 USER/ADMIN SET DVD	✓	✓	X
700505017	IPO R8.1 FP1 SE INSTL DVD	X	X	✓
700505015	IPO R8.1 FP1 APPL SRVR DVD	✓	✓	?
700503164	IPO IP500 TRNK ANLG 4 UNI V2	✓	✓	✓
700504556	IP500v2 COMBO CARD ATM V2	✓	✓	✓

### 15.1 D100 DECT Phone New Material Codes:

Part Number	Long Description	SAP Description	Applicable to Basic Edition, PARTNER® / Norstar™ Modes	Applicable to Essential Edition, Preferred Edition & Advanced Edition	Applicable to Server Edition
700503098	D100 IP DECT KIT WITH BASE STATION AND HANDSET NORTH AMERICA	D100 IP DECT KIT NA	X	✓	✓
700503099	D100 IP DECT KIT WITH BASE STATION AND HANDSET EUROPE	D100 IP DECT KIT EU	X	✓	✓
700503100	D160 IP DECT HANDSET WITH CHARGER NORTH AMERICA	D160 IP DECT HANDSET NA	X	✓	✓
700503101	D160 IP DECT HANDSET WITH CHARGER EUROPE	D160 IP DECT HANDSET EU	X	✓	✓
700503102	D100 IP DECT RANGE KIT NORTH AMERICA	D100 IP DECT RANGE KIT NA	X	✓	✓
700503103	D100 IP DECT RANGE KIT EUROPE	D100 IP DECT RANGE KIT EU	X	✓	✓
700503104	D100 IP DECT REPEATER NORTH AMERICA	D100 IP DECT REPEATER NA	X	✓	✓
700503105	D100 IP DECT REPEATER EUROPE	D100 IP DECT REPEATER EU	X	✓	✓
700504737	D100 IP DECT BASE STA NA		X	✓	✓
700504738	D100 IP DECT BASE STA EU		X	✓	✓

Accessories for the D100/D160 are orderable from [www.uniden.com](http://www.uniden.com).

Uniden Part #	Description
D100UDC	Firmware Upgrade Cable for Avaya D160
BADG0962001	AC Adapter for Avaya D160 and 3920 Charger Cradle
AP680BHC	Charger Cradle for Avaya D160 and 3920 (without AC adapter)
BBTG0658001	Battery for Avaya D160 and 3920 (BT1009)
AP680BHXAM	Belt Clip Assembly for Avaya D160 and 3920
<TBD>	Handset cover for Avaya D160 and 3920
HS910BPB	Headset for Avaya D160 and 3920
HS915	Headset for Avaya D160 and 3920. Non Adjustable.
LC10000	Leather Case for Avaya D160 and 3920
KDPZ468991A	Index Cover (BACK) Battery Plastic Cover for Avaya D160 and 3920
KDPZ4D4330Z	Handset Front Index Paper Plastic Cover for Avaya D160 and 3920
PLBM468985Z	Index Paper (BACK) Battery Cover for Avaya D160 and 3920
PLMB4D4331Z	Handset Front Index Paper for Avaya D160 and 3920

## 15.2 New or changed configuration rules

Material code	Description	Pre-requisite material code	Comments
700503164	IPO IP500 TRNK ANLG 4 UNI V2	None	Same Configuration rules as the current ATM card.
700504556	IP500v2 COMBO CARD ATM V2	None	Same Configuration rules as the current ATM Combo card.
700503098	D100 IP DECT KIT NA	None	<p>Users are asked to input the number of standard phone, advanced phone and number of radio base stations.</p> <p>If the number of standard phone is less or equal to 8, the number of advanced phone is zero, and the number of radio base station is less or equal to 5, then configure the D100/D160 solution. Otherwise, configure for the IP DECT R4 solution.</p> <p>Auto provision one (1) D100 IP DECT Kit. Auto provision (# standard phone – 1) number of additional handsets. Auto provision (# radio base station – 1) number of D100 repeaters.</p>
700503099	D100 IP DECT KIT EU		
700503100	D160 IP DECT HANDSET NA		
700503101	D160 IP DECT HANDSET EU		
700503102	D100 IP DECT RANGE KIT NA		
700503103	D100 IP DECT RANGE KIT EU		
700503104	D100 IP DECT REPEATER NA		
700503105	D100 IP DECT REPEATER EU		

## 16 GRIP requests delivered in IP Office Release 8.1 FP1

The Global Requirements Integration Process, otherwise known as GRIP, was introduced at Avaya as a mechanism to capture the voice of Avaya’s customers, partners, and employees to accelerate innovation which ultimately helps Avaya become a more responsive solution provider. GRIP is a partnership between Sales, Services, Product Management and Development groups so that Avaya can design, develop and deliver what our customers and the marketplace demands. GRIP is the only formal process at Avaya, where our customer and partner feature / function requests are documented in one location via the centralized GRIP tool and driven through an automated workflow process.

GRIP requests are often entered by Avaya associates on behalf of the business partner or customer or can be entered directly by the business partner. Entering a GRIP feature request ensures that the request is handled according to the defined GRIP workflow, ultimately resulting in a decision by the Avaya business unit responsible for the specific product.

To arrive at a decision on a GRIP request, the responsible Avaya business unit will assess the merits of the request in conjunction with the broader Avaya roadmap planning process. GRIP’s that are approved for implementation are done so at the sole discretion of the Avaya business unit after reviewing the information provided in the GRIP. Submitting a GRIP should not in any way be interpreted as an indication or an expectation that the feature request will be accepted for implementation. Only a subset of submitted GRIPs is approved for implementation. The number of GRIP requests included in any product release will vary according to the business objectives of the specific release and the merits of GRIPs reviewed for potential inclusion into the release.

Please refer to the following URL for additional information regarding the GRIP process or contact your Avaya sales representative for assistance.

<http://spark4.avaya.com/Grip/index.asp>

The GRIP request table below summarizes GRIP requests that have been implemented in the IP Office R8.1 FP1 program. It is provided as a quick reference for the reader to identify whether a specific GRIP has been included in this product release. It is not meant to replace the use of the GRIP tool which always provides the most up to date status information on any GRIP request.

Please note that Avaya business partners will only be able to view GRIP requests entered against their specific Partner Link ID. If a GRIP was entered by an Avaya associate on behalf of a business partner or customer, please contact the Avaya associate for more details about the GRIP.

**GRIPs addressed in IPO 8.1 FP1 to be provided by the product management team.**

GRIP #	GRIP Request Title