



IP Office Release 6.0

FAQ

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If Avaya releases software upgrade shortly after a new IP Office 500v2 has been installed, can that system be upgraded to the new release in the 90 day window? 12



IP Office 500 Hardware

Question	Answer
What new hardware is in Release 6.0?	A new IP Office 500v2 chassis, Combination Cards that support digital phones, analog ports, VCM and either Analog trunk or BRI (region specific), ETR card to support PARTNER® phones, and Region specific SD (Secure Digital) cards holding the licensing, system software and Essential Edition voice messaging – only available with the IP Office 500v2. For the detail please refer to the Product Update or Product Description
Will the new Combination Cards be supported in the IP Office 500v1?	No – only the new IP Office 500v2 supports the Combination Cards
How many Combination Cards are supported in the IP Office 500v1?	None. A maximum of 2 Combination Cards are supported only on IP Office 500v2
Do the SD cards come with Essential Edition built in?	Yes. The SD card has built in Essential Edition voice messaging. 2 voice ports are included. Further ports can be purchased in increments of 2 up to 6 voice ports maximum.
Any change on hour's storage with Essential Edition?	No change – remains at 15 hours of storage
What is the other SD card slot for?	An optional SDHC specification card of 4GB or larger that is customer supplied. It can hold back-up for configurations, voice messaging and can also be used to upgrade the control unit, when software is available
Which IP Office systems can I upgrade to R6.0?	IP Office 500v1, IP500v2, IP406v2 and IP412
Which 9600 phones are supported on R6.0?	9620L / 9620C / 9630G / 9640 / 9640G / 9650 / 9650C
Can I use the 9600 phones on other versions of IP Office hardware?	The 9600 series IP telephones are supported on both the IP500v1 and IP500v2 units running R6.0 software.
Are the 4400 series phones still supported?	Yes – but only on the expansion modules DS16 and DS30
What other phones are supported?	Please see the IP Office R6.0 Product Update
Can I use PARTNER® phones in IP Office 'mode'?	No
Can I upgrade my Power Demo kit?	Yes. Use Appendix B of the Power Demo Update document found on Sales Portal > SME Sales View > Avaya IP Office R6.0 Sales Toolkit landing page



IP Office Essential Edition - PARTNER® Version

Question	Answer
How does IP Office Essential Edition PARTNER® Version work?	The new “PARTNER Version” SD card enables PARTNER® version on the new IP Office 500v2
How close to PARTNER® emulation do I get with this solution?	All the major features will be emulated i.e. Key and Lamp, audible and visual feedback, conference, hold and transfer are similar. The only difference is Voice Messaging – that is supplied on the Essential Edition and uses the Essential Edition TUI
Do I get anything new?	SIP trunks, full PRI/T1, 64 party conferencing, account code entry, automatic daylight savings and more – please refer to the Product Update for more details.
Which cards are supported on the IP Office 500v2 in Essential Edition - PARTNER® Version mode?	ETR6, Combination Card ATM4, DS8, Phone 2, Phone 8 and maximum of 1 expansion unit (DS16 or Phone 16)
What trunk interfaces does the new ETR card support?	The ETR Card can be fitted with the ATM4 daughter card or universal PRI daughter card (all channels available – maximum 1 T1/PRI per system)
What is the maximum capacity?	<ul style="list-style-type: none">• 48 stations (18 ETR phones maximum)• 12 analog Trunks (ATM4 on ETR Card, Phone 2, Phone 8, DS8 or Combination Card ATM4)• 24 T1/PRI (Daughter card on ETR)• 20 SIP trunks (requires the Combination Card for the VCM channels)
Which voice messaging platform can I use in Essential Edition - PARTNER® Version mode?	Essential Edition only – It utilizes the Essential Edition TUI and is different from PARTNER® voicemail TUI
Can I add more messaging ports on the Essential Edition - PARTNER® Version?	Yes. 2 voice ports are included for simultaneous access, and you can add ports in increments of 2 up to a maximum of 6 voice ports
Which phones are supported on Essential Edition – PARTNER® Version?	PARTNER® 6D / 18D / 34D ETR phones and IP Office 1400 series and any analog device (supported on the Combination Card, Phone 8/16 card or the Aux port of the ETR phones)
How many ETR (Enhanced Tip and Ring) phones are supported?	A maximum of 18 – (6 each on the ETR Module) 3 ETR modules maximum per IP Office 500v2
Is analog supported on the Aux port of the ETR phone?	Yes



How is Power Fail supported?	In each ETR Module port 7 and 8 will failover to trunk port 12. Port 7 and 8 are not operational in normal power mode. The ETR Module must be equipped with ATM Trunk Card to provide Power Fail.
Which trunk interfaces are supported?	Analog, T1/PRI, and SIP trunks (SIP trunks require the Combination Card)
Can IP500v2 systems in Essential Edition - PARTNER® Version mode be networked?	No
Can Essential Edition - PARTNER® Version be upgraded to full IP Office functionality?	Yes. A parameter in Manager, hidden away in the menus will change mode. Note that the ETR cards and ETR phones are only supported in Essential Edition – PARTNER® Version mode.
R6.0 Enhancements	
Question	Answer
What's changed with Multi-Site Network Option?	The maximum number of users across the network has been increased to 1000. Back up and distributed voice messaging has also been introduced with Preferred Edition
What is Back up Voice Messaging?	A 2 nd PC server equipped with Preferred Edition can be added anywhere on the network in case the primary PC server should fail or loses network connectivity
Is back-up real time?	All configurations and voice files are backed up when a change is made. Voice Messages are sent over to the back-up system as soon as the message is left on the primary.
Do I need to purchase the Preferred Edition license for the back-up system?	Yes
How does it work?	It is simply adding the IP address of the Back-up Preferred Edition PC in system Manager
What is Distributed Voice Messaging?	Extra Preferred Edition PC's can be used in the Multi-Site Network at locations where they may have heavy voice mail usage.
How does it work?	Distributed Preferred Edition can be used at any location, to handle local Auto-Attendant, queue management, announcements etc. A primary Preferred Edition must be assigned as all voice messages, no matter where handled, will find its



	way back to the Primary.
What is the benefit of Distributed Preferred Edition?	If extra voice ports are needed (limited to 40 ports in R5) and also minimizes bandwidth requirements as calls can be dealt with on a local level
Can Back-up and Distributed Preferred Editions be run on the same network?	Yes. Messages from the distributed Preferred Edition will always be left at the Primary. If the Primary is unavailable, messages will be left at the Back-up Preferred Edition
Does Distributed Preferred Edition require licensing	Yes. Each Preferred Edition PC server will require the Preferred Edition license and any extra voice ports
How is Avaya one-X® Portal for IP Office enhanced?	Telecommuter mode, IM and Presence, and audio conference management.
Are any more mobile devices compatible with one-X Mobile Client?	Yes – 3 rd party integrators can support one-X Mobile Client on iPhone and Blackberry devices. For the latest, visit the support site and search for 'Avaya one-X Mobile for IP Office -Device Compatibility List'
What softphone do I use now PhoneManager PC Softphone is not in any user productivity suite?	The new IP Office Video Softphone has been included in Teleworker and Power User. It is a thick client application that includes Video capability via webcam to another Teleworker or Power User on the network.
Does the IP Office Video Softphone let me see my customers and vice versa?	No – this version allows video within the secure IP Office network – so point to point video to IP Office users within the same site or network
VCM and IP endpoint licensing	
Question	Answer
What changes have you made to the Voice Compression Module (VCM) license?	To make planning a lot simpler, VCM channel licenses are no longer required with R6.0. Every channel is enabled 'out of the box' on the VCM32, VCM64 and the 10 channels on the Combination Card. Instead, there is a new IP Endpoint license that is required for Avaya IP hardphones to be used.
What are the new IP Endpoint licenses with R6.0?	R6.0 introduced the IP Endpoint license in lieu of the VCM channel license. This simplifies the planning associated with VoIP deployments. IP endpoint license are required to operate each



	<p>Avaya IP hardphones and DECT phones on IP Office. IP endpoint licenses are not required for the IP Office Video Softphone.</p> <p>12 IP endpoint licenses are included when a new VCM 32 and VCM64 is purchased. The Combination Card does not include any IP Endpoint licenses</p>
Will IP endpoints work without a license?	No. But users can still make emergency calls only
How are IP endpoint licenses allocated?	On a first come first served basis i.e. as soon as an IP phone is plugged in or logged on (in the case of Hot-Desking).
How can I make sure certain users always get a license to be able to work?	A license can be reserved against certain users within System Manager to ensure they will always be able to log-on. This is particularly useful if they work from home using an IP Phone
In a resilient Multi-site network, do I need to add IP endpoint licenses on the fall back systems?	No
Are any user licenses carried over in failover mode in a resilient Multi-site network?	Yes. All new licenses introduced in R6.0 are carried with the user to the fallback system
I have older IP Office 500 systems installed with VCM 32 and VCM 64 cards installed. What happens when I upgrade to R6.0?	<p>Upgrading to R6.0 enables every channel on the VCM32/64 cards (Combination Cards are not supported on IP Office 500 v1).</p> <p>An automatic conversion takes place to provide IP Endpoint licenses at a ratio of 1 VCM channel license = 3 IP endpoint licenses.</p> <p>Therefore, at minimum, each installed VCM will yield 12 IP endpoint licenses when upgrading to R6.0. Remember that the VCM32 and VCM64 came equipped with 4 VCM channels enabled. Therefore, 4 VCM channels enabled x 3 IP endpoint licenses per channel = 12.</p>
I have an IP Office 500v1 with VCM32/64 and a further 8 VCM licenses enabled. How many IP endpoint licenses does that give me?	The VCM32/64 will yield 12 IP endpoint licenses. The additional 8 VCM channels will produce 24 IP endpoints (8 VCM channels x 3 IP endpoint licenses). The total number of IP endpoint licenses in this example equals 36 (12 + 24).
And if 2 VCM32/64 cards are installed?	Each will provide 12 IP endpoint licenses, so at minimum the conversion will yield 24 IP endpoint licenses



<p>I have an existing IP Office 500v1 installed with a VCM32, and 8 further channels licensed. The site has 40 IP hard phones, what do I do?</p>	<p>In this example the conversion will yield 36 IP endpoint licenses (12 total VCM Channels x 3 conversion factor = 36.) 4 IP endpoint licenses will need to be purchased to support 40 IP hard phones.</p>
<p>I have an existing IP Office 500 R5 using legacy VCM 4,8,16,24 and 30 in a legacy card holder: How are they supported with IP Office R6.0</p>	<p>When upgrading to R6.0, they are treated like the VCM32/64 card: Each VCM channel gets converted into 3 Avaya IP phone licenses, e.g. a VCM4 would net 12 IP Avaya IP phone licenses, the VCM30 would net 90 Avaya IP phone licenses</p>
<p>I have an IP406v2 or IP412 holding the legacy VCM 4, 8, 16, 24, and 30 cards. How are they supported with IP Office R6.0?</p>	<p>Upgrading to R6.0 has no impact on VCM channels. IP Endpoint licenses are not required for the IP406v2 and IP412, therefore no conversion</p>
<p>I have older IP403 and IP406 systems with VCM 4, 8, 16, 24 or 30 cards that cannot be upgraded to R6.0. Can I re-use those cards if I upgrade the chassis to an IP Office 500v1 or v2?</p>	<p>Yes. The IP500v1 and IP500v2 supports up to 2 Legacy Card Carrier base cards. The same conversion rate applies. For example, a VCM 8 yields 24 IP endpoint licenses.</p>
<p>Now that VCM channel licenses effectively goes away, how does that affect SIP/IP trunking and Multi-Site Networks?</p>	<p>SIP trunking and Multi-Site licensing remains the same. However, VCM licenses are no longer needed as all channels are enabled on the VCM32, VCM64 and 10 on the Combination card, including any VCM cards on the Legacy card carrier if applicable</p>
<p>General licensing</p>	
<p>Question</p>	<p>Answer</p>
<p>Can you separate out the user licenses like R5?</p>	<p>No. Each User Solution is assigned to a specific user. You cannot extract individual applications and assign to other users</p>
<p>Are the user licenses in R5 still supported?</p>	<p>Yes. No change</p>
<p>Has the VPN license gone?</p>	<p>Yes. VPN licenses are no longer required with R6.0 software</p>
<p>Is PhoneManager Pro included in the user productivity solutions e.g. Power User?</p>	<p>No. Avaya one-X® Portal for IP Office has similar functionality to Phone Manager Pro, therefore, Phone Manager Pro is not required in the user suites</p>
<p>Can I still purchase PhoneManager Pro if my customer needs it?</p>	<p>Yes. It is still available as single orderable license.</p>
<p>Does that mean PhoneManager Pro is still supported on R6.0?</p>	<p>Yes. With R6.0 it is still supported</p>



Can I keep my existing PhoneManager Pro licenses?	Yes
Can I upgrade PhoneManager Pro when I upgrade to R6.0?	Yes. When upgrading to R6.0 the customer has a choice to swap that license for an Office Worker license to support one-X Portal for IP Office and UMS. Please note: Telecommuter mode is not supported in Office Worker.
I have R5 with Power User licenses, Will they be upgraded and include Video Softphone If I upgrade to R6.0?	No. If Video Softphone is required then that user will need to add teleworker license in addition to the existing Power User license in order to get Video Softphone
What about my other licenses such as Receptionist, mobility etc?	No change. Upgrading to R6.0 retains these licenses and functions per user
Software Upgrades	
Question	Answer
Is the Avaya IP Office upgrade policy changing?	Yes. Since IP Office was released globally, Avaya has not charged for software upgrades. Avaya reserved the right to change this policy and in October 2009, parallel with IP Office Release 5, we made the statement that software upgrades to the next release will be fee-based.
I have an IP Office 500v1. What is the cost of an IP Office software upgrade to R6.0?	Up to, and including 32 users, with no expansion modules = \$99 NPL For IP Office systems >33 users, OR have expansion modules (even with less than 32 users total) = \$199 NPL
I have an IP Office 406v2 or IP412. What is the cost of an IP Office software upgrade to R6.0?	\$199 per system for any number of users or expansion modules
Will Avaya charge for software maintenance releases?	No. If a software issue has been identified severe enough to warrant a maintenance release, it will be available on the support site at no charge
When a new IP500v2 system is purchased, does the upgrade license need to be purchased in order to run IP Office Release 6.0?	No. If you purchase a new IP Office 500v2 then you have a period of 90 days from initial use of the system to install the version of software that you wish to run. Thus you can run R6.0 without purchasing an upgrade license.
If an IP Office 500v1 is purchased does the upgrade license need to be purchased in order to run IP Office Release 6.0?	Yes Note: The 90 grace period described above is not applicable to the existing IP Office 500 v1, IP412, and IP406v2; these systems will require the purchase of the upgrade license.



If Avaya releases software upgrade shortly after a new IP Office 500v2 has been installed, can that system be upgraded to the new release in the 90 day window?

Yes. If Avaya releases new software (major or minor) within 90 days of a system first being used, the new software release can be loaded without requiring an upgrade license.
Note: The 90 day grace period is not applicable to existing IP Office 500v1, IP412 and IP406v2, these systems will require the purchase of the upgrade license

Let's suppose I upgrade within that 90-day window and choose to downgrade, what happens?

IP Office 500v2 will 'remember' it has been upgraded to that particular version, so, at anytime, you can re-visit and upgrade again without a license to the same release number

Does that mean I can go back a year later and upgrade to a later version i.e. to R8 free of charge?

No. Within that 90-day window if you upgrade, IP Office will remember that release only. Any upgrade above that release will require a license

How is it controlled – can't I just upload a new release of software to an IP Office?

A system can be upgraded but will 'look' for a license key after a short period of time. If a key is not present, the system will be unusable. In that event a license will need to be purchased to run R6.0 software.

Which releases of software will be supported when the upgrade policy is brought into effect?

Avaya will continue support release N (where N is the latest release) & N-1 (where N-1 is the latest release) of the previous major version of IP Office software.

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