Avaya IP Office 9.1

Set Up Guide for The IP Office Anywhere Demo Platform



Date: February 2015 Version: 2.0 Subject: Avaya IP Office 9.1 Anywhere Demonstration Set Up Guide Regional Availability: Global Audience: Distributors & Partners

Avaya Inc. Proprietary – Use Pursuant to Company Instructions or Agreement

Table of Contents

1	Ove	rview 1
2	Pre	paration1
3	Har 3.1	dware and Software Requirements2 Hardware
	3.2	Software2
4	Get	ting Started in 4 Easy Steps
	4.1	Download the Latest Software
	4.1.2	L VMware3
	4.1.2	2 IP Office Anywhere Platform
	4.1.3	3 Avaya Communicator3
	4.1.4	4 one-X [®] Mobile Preferred3
	4.2	Hardware Set-up and Connect4
	4.2.2	Pre-configuration
	4.3	Install and Start5
	4.3.2	L VMware Player5
	4.3.2	2 Install IP Office Anywhere onto the Virtual Machine
	4.3.3	3 IP Office Anywhere Ignition12
	4.3.4	1 Initial Configuration Utility21
	4.3.5	5 IP Office Video Softphone22
	4.3.6	5 Open IP Office
	4.4	Basic Endpoint Configuration23
	4.4.2	L Avaya Communicator23
	4.4.2	2 IP Office Video Softphone for Mac23
	4.4.3	3 IP Phones23
5	Test	ing
5	5 1	Basirs 24
	5.2	Mobility 24
_	0.2	
6	Pass	swords and System Access26
	6.1	System Manager:26
7	Sup	port26
A	opendi	x A – Alternative Installation using VirtualBox27

1 Overview

IP Office Anywhere Demo is a software implementation of IP Office used for demonstrating IP Office; IP telephony, mobility and Unified Communications capabilities. It offers pre-configured licenses and users to facilitate using a laptop for delivering a demonstration to potential customers. The IP Office Anywhere Demo software runs on Windows using software that provides a virtual machine and can be co-resident with other independent applications.

This document provides instructions to perform the required one-time setup prior to using the IP Office Anywhere Demo software. Once installed utilize the administrative tools of IP Office to modify the demo configuration, preferred language, demo user names and extensions. The standard demo configuration using IP Office Anywhere Demo software requires little or no re- configuration. A working knowledge of IP Office configuration tools is encouraged prior to making modifications.

2 Preparation

Before starting:

- <u>Most Important</u> Ensure you have met the minimum Hardware and Software requirement defined in Section 3 <u>AND</u> ensure the BIOS settings on your machine are enabled for virtualization.
- Review the <u>IP Office Anywhere and Power Demo Resource</u> Guide to ensure the order is complete
- (If a video enhancement kit was purchased) Review the Video Guide for clarity on the capabilities
- Review and outline the clients goals, system design and overall needs

Personal note on the last bullet point above: To ensure successful, repeatable demonstration, an understanding of the business you are preparing to meet is vital. This very important so your demonstration can be tailored the expectations of the client. Businesses need solutions to overcome obstacles and make their employees more productive. In addition to demonstrating IP Office capabilities, be prepared to answer important questions for the client.

- How does the Avaya solution help my business?
- Why should I buy this and not a competitor's product?
- How does the Avaya solution expand to meet the needs in my company growth plan?

3 Hardware and Software Requirements

3.1 Hardware

- A Windows PC with minimum of:
 - o 2GHz 64-bit dual core processor
 - 6 GB RAM (8 GB recommended)
 - o 40 GB hard drive
 - o Ethernet and WiFi connectivity
 - Virtualization enabled. Specific BIOS setting vary from machine to machine

Hard Disk Boot Priority	[Press Enter]	Item Help
Second Boot Device	[Hard Disk]	Menu Level 🕨
Third Boot Device Password Check	[Hard Disk] [Setup]	When enabled, a UMM
HDD S.M.A.R.T. Capability	[Enabled]	can utilize the
No-Execute Memory Protect	[Enabled]	capabilities provided
CPU Enhanced Halt (C1E) CPU Thermal Monitor 2(TH2	[Enabled] [Enabled]	Technology
CPU EIST Function	[Enabled]	-
Full Screen LOGO Show	[Disabled]	
Init Display First	[PCI]	

NOTE: The Demo PC must be disconnected from any corporate network and a static IP address assigned.

3.2 Software

- A web browser is required for downloading the software and for running the Web Control interface. The supported web browsers for Web Control are:
 - Microsoft Internet Explorer 8.0+ on Windows XP
 - Microsoft Internet Explorer 9.0+ on Window
 - o FireFox 3.6+
- VMware Player 4.0.0 or higher.

NOTE: Since the software is delivered as an .iso theoretically the IP Office Anywhere platform can be installed on any virtual platform. This guide provides instruction for VMware.

- IP Office Anywhere Demo Platform
- Avaya one-X[®] Mobile Preferred Software for Android or iPhone.
- Avaya Communicator software. Both Windows and iPad versions are supported

4 Getting Started in 4 Easy Steps

- 1. Download
- 2. Set-up & Connect
- 3. Install & Start
- 4. Configure

4.1 Download the Latest Software

4.1.1 VMware

- Navigate to the download page for <u>VMware Player</u>
- Download the software to the PC.

NOTE: Registration with VMware is required before the file can be downloaded.

4.1.2 IP Office Anywhere Platform

With 9.1 the IP Office Anywhere limited license demonstration platform is part of Server Edition. It uses the exact same .iso image and installs as a service at the end of the ignitions process.

- On the Laptop or PC where the software will be installed, create a destination folder for the installation file.
- Navigate to the Demo space on the Avaya Sales Portal HERE
- Under Related Links, click 'Download the NEW IP Office Anywhere Demo...'

The Downloads & Documents section of the Support Site will open in a new window -

- Login and Download the IP Office Server Edition and Application Server .iso (not the Source Code image or Virtual .ova image)
- Save the installation .iso file to the destination folder

4.1.3 Avaya Communicator

- Download the Avaya Communicator for Windows HERE
- For iPad, download the Avaya Communicator software from the iTunes store.

4.1.4 one-X[®] Mobile Preferred

To configure mobility on IP Office Anywhere, a smartphone and its application "Avaya one-X Mobile Preferred for IP Office" is required.

The Avaya one-X Mobile Preferred for IP Office is available for most Apple and Android mobile devices on the app store. The table below identifies the devices and telephone operating systems supported by each client. The tables also list the client download locations for each of the supported devices.

Table 1: one-X Mobile Preferred for IP Office

Platform	OS Version Support
iOS	5.0+
Android	4+

NOTE: that the VoIP mode has been tested and certified to work with acceptable acoustic performance for the Samsung Galaxy S3/S4, HTC One-S and LG Optimus

4.2 Hardware Set-up and Connect

The hardware modules need to be installed identically to the diagram below, failure to do so will mean the predefined configuration files downloaded will not match. This assumes you have an ERS 3510GT switch and that the 'run ipoffice' script has been executed from the switch cli interface or web manager. Please contact your SE or the ERS product guide for more information.

Connect IP Office Anywhere Laptop into Port 1 of the ERS 3510 Do not connect anything into port 2.



4.2.1 Pre-configuration

Extensions

Extension	Name	Group
x101	Alice	Main, Sales
x102	Bob	Main, Sales, Support
x103	Carol	Main, Support

Avaya Inc. Proprietary - Use Pursuant to Company Instructions or Agreement

Extension	Name	Group
TBD	TBD	Mobility User

Hunt Groups

Extension	Group	Members
x200	Main	Alice, Bob, Carol
x201	Sales	Alice, Bob
x202	Support	Bob, Carol

Demonstration Software License Changes	IP Office R9.1 Converged IPOA	Comment
VM Ports	2	Allow demonstration of resiliency when
		Primary is down.
IP endpoint licenses	5 -Avaya 2 -3 rd Party	Focus on Avaya endpoints
Concurrent IP User registrations	7	Flexibility to show more Avaya endpoints
Power User Licenses	7	Consistent with concurrent IP endpoints
Server Edition Licenses	5	Expanded to align with offers
SIP trunk channels	5	No change
Receptionist	1	No change
CTI-Pro	1	3 rd Party DevConnect

NOTE: Server Edition Evaluation mode is restricted to 2 ports of VM Pro despite what's reported in Manager/SSA.

4.3 Install and Start

NOTE: IP Office Anywhere for 9.1 can either be installed directly onto a server or, for ultimate portability, installed on a laptop as with 8.1. Installers choosing the server method can skip to section <u>4.3.2</u> if VMware Player is already running.

FOR INSTALLATION ON VirtualBox, Please see Appendix A for VirtualBox configuration Details.

4.3.1 VMware Player

Start VMware player from the start menu and create a new virtual machine



From the wizard choose to install OS later.

A virtual machin How will you ins	e is like a physic stall the guest of	h ine Wizard al computer; it i perating system	needs an oper ?	ating system.
Install from:				
🔿 Installer <u>d</u> isc:				
DVD Drive (D:)		-	
O Installer disc image	The (ISO):		×	Browse
. I will install the one	erating system la	ter		
The widual machin	ne will be croste	d with a blank h	ard disk.	

Select 'CentOS' as the Guest Operation System

Select a	Guest Operatin	ig System	allod on this with	ual machine?	
VVIII	in operating syst	en wii de inst	alleu on uns viru	al machine?	
Guest oper	ting system				
O Microsoft	Windows				
Linux					
O Novell N	tWare				
Sun Sola	is				
O Other					
Version					_
CentOS 64	-bit				

Name the new Virtual Machine 'IP Office Anywhere' and set the Browse location to the folder containing the .iso

Name the Vir What nam	t ual Machine ne would you like to use	for this virtual machine?	
Virtual marking r	ame:		
ipoffice-anywhe	re		
Location:			

Choose to Customize the Virtual Hardware

Click Finish 1 64-bit.	te Virtual Machine to create the virtual machine. Then you can install CentOS
The virtual machin	ne will be created with the following settings:
Name:	ipoffice-anywhere
Location:	C:\Users\ Documents\Virtual Machines\ipoffice
Version:	Workstation 9.0
Operating Syst	te CentOS 64-bit
Hard Disk:	20 GB, Split
4 [m +
<u>C</u> ustomize Har	dware

Increase the Virtual Hard Disk space to 40GB and choose to 'Split the disk into multiple files'.

How large do you wa	int this disk to be?
Maximum disk size GB):	40.d 🌲
Recommended size for Cen	105 61 5k 20 GB
Allocate all disk space no	w.
Allocating the full capac	ity can enhance performance but requires all of the
now, the virtual disk sta	arts small and grows as you add data to it.
now, the virtual disk sta	arts small and grows as you add data to it.
 Store virtual disk as a sin Split virtual disk into multiplication 	rits small and grows as you add data to it. Igle file

Increase the Virtual RAM to 4GB

Device Summary Memory 4.64 Processors 2 Hard Disk (SCSI) 20 GB CO(DVD (Dis) Using file C:\Users' Display Bridged (Automatic) Auto detect 32 GB 16 GB 32 GB 16 GB 32 GB 16 GB 32 GB 16 GB 32 GB	rdware Options		
Processors 2 Hard Dak (SCSI) 20 GB Voing file C:\Users Dow Or/OVD (IDE) Using file C:\Users Dow Display Auto detect Signature and the set of the	Device	Summary	Memory Specify the amount of memory allocated to this virtual
□ Hard Disk (SCS1) 20 GB Memory for this virtual michine: 4096 ⊋ MB ○ CD/DVD (IDE) Using file C:\Users Dow Main file C:\Users MB ○ Network Adapter Bridged (Automatic) 64 G8 32 G8 16 G8	Processors	2	machine. The memory size must be a multiple or 4 MB
Te Network Adapter Bridged (Automatic) 64 68 Display Auto detect 32 68 16 68	Hard Disk (SCSI) CD/DVD (IDE)	20 GB Using file C:\Users\amount.Dow	Memory for this virtual machine: 4096 🕀 MB
32 G8 16 G8	Network Adapter	Bridged (Automatic)	64 G8
16 GB	Dishiek	HOLD DECECC	32 GB
I Maximum recommended men			16 GB
8 GB Haxing in Faxing in F			8 GB: Maximum recommended memory
			2 GD OCCUr Deyond this size.)

Allocate at least 2 Processors



Configure Bridged Networking to the network adaptor being used for the demonstration network.

Device	Summary	Device status
Memory Processors	2 GB 2 Using file C:\a\abe-9.0.0-829_el6	Connected Connect at power on
Network Adapter	Bridged (Automatic)	Network connection
i USB Controller 0) Sound Card Printer ■ Display	Present Auto detect Present Auto detect	Bridged: Connected directly to the physical network Configure Adapters NAT: Used to share the host's IP address Host-only: A private network shared with the host Custom: Specific virtual network
		VMnet0 LAN segment: LAN Segments Adyanced.

Check 'Use ISO Image File' and browse to the .iso image location.

evice	Summary	Device status
Memory Processors Hard Disk (SCSI) CD/DVD (IDE) Floppy Network Adapter USB Controller	4 GB 2 40 GB Using file C:\Program Files\IP Auto detect Bridged Present	Connection Use physical drive:
)) Sound Card Printer Display	Auto detect Present Auto detect	C: Program Files IP Office Anyw Browse Advance

Click 'OK' then 'Finish'

4.3.2 Install IP Office Anywhere onto the Virtual Machine

Select the IPOA virtual machine and click on "Play virtual machine". If asked to download the VMware tools for Linux, select "Remind Me Later".

A series of installation screens will appear and the detailed operation of these is covered in the Server Edition deployment guide. Any screens where IPOA/SEES specific options are needed are detailed below.

If asked to perform a Media Test, skip it



NOTE: Installation on a virtual machine hosted on a low specification laptop can take a significant amount of time (> 1 hour). Please ensure to allow enough time to complete the process.

The installation may appear to "hang up" when installing the Voicemail module. The VM module takes a significant amount of time to install.

A Warning may appear stating your hardware is incompatible on modern/new laptops. Select Acknowledge and continue.

Player 👻 🛄 👻 🔚 📷		*
Payer +	Welcome to Linux for x86_54	* next screen
	Welcome to Linux for x86_54	- next screen

If you get this warning then select "Yes, discard any data"

	Storage Device Warning
The storage de	vice below may contain data.
WMware, VMw 40960.0 MB	ware Virtual S pci-0000:00:10.0-scsi-0:0:0:0
We could not detect p	artitions or filesystems on this device.
This could be because not, there may be dat in this installation. We protect the data.	e the device is blank , unpartitioned , or virtual . If a on the device that can not be recovered if you use it e can remove the device from this installation to
Are you sure this dev	ice does not contain valuable data?
Apply my choice t	o all devices with undetected partitions or filesystems
	Yes, discard any data No, keep any dat

After the "Yes, discard any data" option is chosen the IP Office image installation screens appear in this order:

1. Language choice

- 2. Keyboard system
- 3. Accept EULA
- 4. Confirm install
- 5. Configure Network >>>

For standard installation IP Office Anywhere it is essential that the default networking IP Address 192.168.42.1 is changed to **192.168.42.230**.

For advanced SEES operation the IP Address should be configured to match the network deployment.

NOTE: The remainder of this guide refers to the IP Office server IP address as 192.168.42.230.

Once the IP Office Demo config is installed and complete this addressing scheme can be modified for any network.

From the "Name This Computer' screen select "Configure Network". This sets the address of the Virtual Host that will have IP Office running on it.



	Countral atten		
connection hame:	System etno		
Connect autom	atically		
Wired 802.1x Se	curity IPv4 Setti	ngs IPv6 Setti	ngs
Method: Man	ual		0
Addresses			
Address	Netmask	Gateway	Add
192 168 42 2	30 255 255 255 (0 0000	Delete
<u>D</u> NS servers: Search domai	ns:		_
DNS servers: Search domain	ns:		
DNS servers: Search domain DHCP chent if	r4 addressing for l	this connection	to complet

- 1. Set root password for Linux CLI
- 2. Clicking "Next" starts the Linux installation This process takes about 15 minutes.
- 3. Decline Language Pack and it's done. Congratulations!
- 4. Click Reboot

You may again see an "unsupported hardware" warning upon reboot, ignore and allow the system to continue booting as normal.

After rebooting you can confirm the 192.168.42.230 IP Address setting, move to windows and assign a

static IP to your system. 192.168.42.10 will work fine. And then proceed to the IP Office Ignition process outlined in section <u>4.3.3</u>.

🥞 ipo-anywhere - VMware Player (Non-commercial use only)
Player 👻 🔛 🖛 🔚 📷
####################################
General commands: - "login" - Log in - "startx" - Start Graphics Environment
Configuration commands: - "1" - Change Language - "2" - Change Keyboard
Command: _

4.3.3 IP Office Anywhere Ignition

Once the IP address of the host is set and before the installation can be converted to an IP Office Anywhere Demonstration system, the standard Server Edition Ignition process must be completed.

This is covered in detail in the Server Edition Deployment Guide but the following screenshots will help you get started

NOTE: For SEES deployments this IP Address will match the one that was used in section <u>4.3.2</u>

For standard IP Office Anywhere systems, the Primary Server type must be selected. SEES deployments support Primary, Secondary and Expansion Server types.

Launch a browser and point to https://192.168.42.230:7071

NOTE: you MUST use HTTPS as the server only accepts a secure connection

Also confirm the network on the host

- 1. Virtual Ethernet adaptors are enabled
- 2. Local Area Connection is enabled and physically plugged into the PoE switch that comes with kit
- 3. Wireless is disabled (Do this to minimize issues during install. WiFi can be re- enable if necessary post-config)



Login with root/(Password set during Linux install)

P Office Solver Extern	IP Office Server Edition R9.1 Have begin using the tool account Logion with Logion Englan So england Logion england Logi	
	10 2014 Annya ito Adricha Inserved Mina Black	

Accept the End User License Agreement

IP Office - Ig	gnitio	on	
Accept License Tream Tyge Henry (Insulman Lonalporth Honeant Tone & Compare)(Henry Liftname Research Henry Schlinger	+	<section-header><section-header><text></text></section-header></section-header>	
		Cancel Next	-

Make the 'Server Type' Primary

Accept License	 Primary (Server Edition) Enables Core, one-X Portal and Voicemail Pro.
Server Type	+
Configure Network	 Secondary (Server Edition) Enables Core and Voicemail Pro.
Time & Companding	Expansion (Server Edition)
Change Password	Enables Core only.
Review Setting≋	 Application Server Enables one-X Portal and Voicemail Pro.

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. This connects the IP Office application to the virtual host. Leave gateway and DNS blank and ensure that the hostname is "ipoa". Click Next.

Accept License	1	Network interface: eth0		
	-	Assign IP Address:		
Server Type	4	Automatic (DHCP)		
Configure Network	+	IP Address:	192.168.42.230	
Time & Companding		Netmask:	255.255.255.0	
		Assign System Gate	way:	
Change Password		Gateway:		
Review Settings		Assign System DNS Automatic (DHCP) Primary DNS: Secondary DNS:	Servers:	
		Hostname:	ipoa	

Uncheck NTP as It's not required for the Kit. Set time and zone and choose $\mu\text{-Law}$ in the Companding box. Click Next.

Accept License	~	Use NTP:	E	
Server Type	~	NTP Server.	0.pool.ntp.org	
Configure Network	*	Timezone:	2013-11-01 / 14 : America/Denver	26
Time & Companding	+			
Change Password		Companding:	μ-Jaw	
Review Settings			O A-law	

You MUST enter a new root, Administrator and System password. Each password must be different. New passwords must follow the following policy – Minimum length of 8 characters Max length of 31 Two of the following special characters: lower, uppercase, numeric or special 3 or more consecutive identical characters are not allowed

Well-known default system passwords cannot be used (i.e. Password, administrator, etc.) Click Next once changed.

IP Office Se	erver	Edition - Ignition	
Accept License Server Type New Hardware Configure Network Timé & Companding Change Password Security	*****	Defanit account passwords are required to be changed "roor" and "security" password New Password (werby) Van consecutator "Administrator" password New Password New Password New Password (werby) Van consecutator	
Barriery Selfings		"System" password New Password New Password (woldy) Versinsential steps Cancel Provinsi Next	

Under CA Certificate, select "Generate New" and click next. Then, import the certificate into the web browser to prevent Security Certificate warnings in the future. Certificate link is in the "review settings tab" Click next once certificate has been generated and saved.

-		
IP Office Serve Accept License Server Type New Hardware Configure Network Time & Companding Change Password Security Hereter Sattings	rer Edition - Ignition	
	Gancel Previous N	ta



To install a security certificate, in Internet Explorer, go to "Internet Options", "content" then click on the "Certificates" button. Select Import and then browse to the folder that you downloaded the certificate file from.



After Reviewing Setting Click Apply to complete the Ignition Process



You will see the following confirmation screen:

The page at https://192.168.42.230:7071 says:	×
The settings have been applied. You will be redirected to the login page.	
ОК	

Log back in to <u>https://192.168.42.230:7070</u> to install the licensed IP Demo software and default Demo configuration.

Click the 'Platform' link in the main window drop down in Web Manager to view the installed platform. Everything should be green.

prise Por A Business Communicati					- Cl 🛛 + Google		の合自	* 🏠
ΑΥΑΥΑ	P Avaya IP Office	User 📙 My Links 🔟 Bookm	arks			_		-
Solution Ca	Management S	System Settings Security	Manager Applications			_	1 ?	
Solution						So	lution Settings 👻	
SOLUTION OBJECTS								
View All (1)		Actions +		5				
SERVER STATUS		IPOfficeDemo	192.168.42.230	Primary; Select		Dashboard		
Offline (0)						Platform Vie	w	
SERVER TYPE						Backup Bestore		
Servers (1)						On-boardin	g	
Expansions (0)						Launch SS/	X.	
Application Servers (U						Service Cor	nmands	

 https://192.168.42.23 	80:7071/main				- C 8-	Google		P		ê 🕹	A	Ξ
Home - Enterprise Por	Business Communicati 📝 Avaya IP Office	User 🧕 My Links 🚺 I	Bookmarks									
AVAYA IP Office Server Edition							Version 9.1.0.0 build	Document 337 <u>Online H</u>	ation lelp	Logged in a Administra	as ator	Logo
	Jystem Logs	Updates Setting	s "AphCenier	unu: Downloads	VINO							
	System				Check N	Rev	and jurator	Janata Mi				
	08 Version Linux release 6,4 (Fin	al)	Ketnel Version 2.6.32-358.23.2.el6,x86_64		Last Update -		Status up to date					
	Services				Check Nov	Cleart	ocal Cache	UpiRate All				
	Application	▲ Current Version	Latest Available	Status	Actions			•				
	cli-commands	9.1.0.0 build 337	9.1.0.0 build 337	up to date			Uninstall	-				
	Contact Recorder	9.1.0.0 build 3	9.1.0.0 build 3	up to date	Change Verbion	Unais.	Uninstall	-1				
	DLink	1.0.0.0 build 5	1.0.0.0 build 5	up to date	Change Vec.(00)	Undate	Uninstall					
	invirt	0.9.0.0 build 3	0.9.0.0 build 3	up to date	Change scione	Unioan-	Uninstall					
	IP Office	÷	9.1.0.0 build 337	not installed	Change Version	Uprovale	Install					
	IP Office Demo	9.1.0.0 build 337	9.1.0.0 build 337	up to date	Change Ver ton	1 janans	Uninstall					
	IP Office Demo Default Config	9.1.0.0 build 337	9.1.0.0 build 337	up to date		Unusie	Uninstall					
	ipphonebin	9.1.0.0 build 337	9.1.0.0 build 337	up to date	Clienty Ver mo-	Undate	Uninstall	_				
	ms	9.1.0.0 build 337	9.1.0.0 build 337	up to date	Thange is ton	Upinans.	Uninstall					
	one-X Portal	9.1.0.0 build 256	9.1.0.0 build 256	up to date		Quidate	Uninstall					
	Softconsole	9.1.0.0 build 138	9.1.0.0 build 138	up to date		1/10306	Uninstall					
	Softphone	4.1.0.1 build 1	4.1.0.1 build 1	up to date	Driange Letelon	Unioare.	Uninstall	-0				

Click the 'Update' and allow the available Services list to populate. "Uninstall" IP Office.

Application	 Current Version 	Latest Availal
DLink	1.0.0.0 build 5	1.0.0.0 build
imvirt	0.9.0.0 build 3	0.9.0.0 build
IP Office	9.0.0.0 build 829	9.0.0.0 build
IP Office Demo	-	9.0.0.0 build
IP Office Demo Default Config	-	9.0.0.0 build
ipphonebin	9.0.0.0 build 829	9.0.0.0 build

The Install 'IP Office Demo' followed by 'IP Office Demo Default Config'

Once the install is complete, navigate to the Platform->System sub tab and start the 'IP Office Demo' Service.

Office Web Markager	Solution 🕓 Call Management 🖾 Platform	* Tools		O Search Help
Systems				Launch in new la
Control Units 2000C29CF011B	System Services	Sing Sylee 1	3	Start All Stop All
	IP Office Demo	alonded	0K / 0% te	Start
	Voicemail	05:14	2284K / 0% ⊭	Stop
	👷 🤪 one-X Portal	05:14	867464K / 1% 🖂	Stop
	Web Manager	08:03	479268K / 0% be	Stop

4.3.4 Initial Configuration Utility

When IP Office Manager runs for the first time it will start the Initial Configuration Utility (ICU). For standard IP Office Anywhere, click 'Save' to save the settings and the process will complete.

System Type Server Edition 	Primary D Server i	Edition Secondary
Retain Configuration Data		
System Name	000C29CF011B	
Locale	United Kingdom (UK English) -
Services Device ID		
LAN Interface	LAN1	D LAN2
IP Address	192 · 168 · 42 · 230	
IP Mask	255 - 255 - 255 - 0	
Gateway	0 . 0 . 0 . 0	
DHCP Mode		
O Server O Client	Dialln	Disabled
Server Edition Secondary	0 + 0 + 0 + 0	
DNS Server	0 . 0 . 0 . 0	

Confirm the XMPP setting from Web Manager to ensure a clean connection to one-X[®] Portal.

Troubleshooting Note: If trouble arises when trying to register one-X Mobile Preferred mobile device:

- 1. Go to the XMPP setting on the one-X Portal page from Web Manager.
- 2. Change the address from 192.168.42.230 to something else (like 192.168.42.100...)
- 3. Stop and Start the one-X Portal service
- 4. Got the setting page again and change it the XMPP address back to 192.168.42.230
- 5. Stop and Start the one-X Portal serve a second time and try again

AVAVA P Office Web Manager	E Solution	Call Man	agement	Platform	🔧 Tools
	Portal fo	r IP Offi	ce		
Configuration	► Users				
Providers	► CSV				
Users	► Brandi	ing			
Branding IMPresence Exchange service	VIM/Pre Server to Disconnec	sence Server Server Federatic t on Idle	n		
	Port numb	an connect	5260		
	Port nume	ut.	3600		_
	M.Cuddu		mubude	k.	
	Mybuuty	main Name	102 169	17 230	-
Diagnostics	AMPP Do	main Name	192.100	5.42.230	_
Directory Integration	•			Save	
Gadgets Configuration	M/Pre	sence Exchange	Service		

4.3.5 IP Office Video Softphone

- On the PC where IP Office Anywhere is installed, open a web browser and enter the address https://192.168.42.230:7070.
- On the IP Office Server Edition page, log in using the login ID Administrator and the password Administrator.
- Click on the AppCenter tab.
- Download the file IPOffice_Softphone_Win32_<release_#>.exe into the My Virtual Machines folder.
- Navigate to the My Virtual Machines folder and double click on the file IPOffice_Softphone_Win32_<release_#>.exe to start the installation.

4.3.6 Open IP Office

- On the PC where the software will be installed, navigate to the directory My Documents\My VirtualMachine\IPOfficeAnywhere.
- Double click on the file ipoffice-anywhere.vmx to open IP Office Anywhere on the virtual machine.
- If prompted with 'This virtual machine might have been moved or copied' Select I copied it.
- Confirm that Avaya IP Office Server Edition is running with the IP address 192.168.42.230.

NOTE: If the Avaya IP Office Server Edition screen displays an error message, restart the virtual machine by clicking Virtual Machine > Power > Power Off from the VMware Player menu bar. Double click the ipoffice-anywhere.vmxfile to restart.

4.4 Basic Endpoint Configuration

NOTE: For IP Office Anywhere 9.0 increase endpoint licensing to five (5). The can be customized to meet the needs of many different scenarios. Section <u>4.4</u> covers the basics.

4.4.1 Avaya Communicator

- Connect the Avaya Communicator to the IP Office Anywhere through the WIFI access point using a static IP address 192.168.42.113.
- Set the Server address to 192.168.42.230.
- Set the Server port to 5060 and Transport type to TCP.
- Set the Domain to 192.168.42.230.
- Log in with an extension name and password.

4.4.2 IP Office Video Softphone for Mac

- Complete the installation outlined in in Section 4.3.5
- Launch and log with server at 192.168.42.230
- Enter user name Alice (x101) with password 101 or create a new user

4.4.3 IP Phones

Configure IP phones 1 & 2

- Set the IP address of IP Phone 1 to 192.168.42.102
- o Set the IP address of IP Phone 2 to 192.168.42.103
- Set the call server address to 192.168.42.230.
- Set subnet mask to 255.255.255.0.
- Login to IP phone 1 using extension 102 and security code 102. The user name Bob displays when it is successfully logged in.
- Login to IP phone 2 using extension 103 and security code 103. The user name Carol displays when it is successfully logged in.

NOTE: Bob and Carol are Power Users, any device can be substituted for IP Phones

5 Testing

5.1 Basics

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

- On the desktop, double click on the VMware Player icon.
- In the VMware Player window, in the left pane, double click ipoffice-anywhere.
- Test connectivity.
 - Ping 192.168.42.230 from host Windows PC to verify connectivity to the Virtual Machine.
 - Open Web Control. In a browser, enter the address <u>https://192.168.42.230:7070</u>.
 - o Login with user ID Administrator and password Administrator
 - In the menu bar, click System.
 - Confirm that the Status for the three software components, IP Office Anywhere, Voicemail Pro and one-X Portal is Running. If not, click Start All to start them.
- Test endpoint connectivity.
 - o From each extension, dial the other endpoints
 - Dial the hunt groups.
- Test Voicemail Pro.
 - From a softphone, call the IP phone at x103 and leave a message.
 - To access the message, dial *17 and follow the prompts.
 - **NOTE:** The password for all voice mail accounts is the same as the extension number.
- Test Avaya one-X[®] Portal for IP Office.
 - On the Web Control home page, click one-X Portal Administration
 - On the Avaya one-X Portal for IP Office web page, click User Login.
 - Open a user home page by entering one of the following User Name / Password combinations:
 - Alice / 101
 - Bob / 102
 - Carol / 103

5.2 Mobility

- Connect the smartphone WIFI to the access point of the Ethernet. Set the smartphone with static IP address of 192.168.42.112.
- Connect the Avaya one-X[®] Mobile Preferred with the following settings for user Bob:
 - o Server name: 192.168.42.230
 - o Server Port: 8444
 - o Username: Bob
 - Password: 102
 - o DNS: 192.168.42.230
 - o Gateway: 192.168.42.230

- Once configured, the connection indicator on its home page should turn from red to green.
- Configure the ring back as Work phone.
- Mobile phone (Bob's mobile) calls 101 (Alice).
- IP Office will ring Bob's desk phone (102) and also Alice's phone (101).

6 Passwords and System Access

6.1 System Manager:

User: Administrator

Password: Administrator (tip: copy and paste from user field)

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

7 Support

If support is required do not contact Avaya BBE/Tier 3 or CPE/Tier 4 support.

Contact your local Avaya Sales Engineer.

Appendix A – Alternative Installation using VirtualBox

Start 'VM VirtualBox'

Go to 'Machine menu'. Select 'New'.

le (Mac	chine Help	-			
m	0	New	Ctrl+N			
was	4	Add	Ctrl+A			
ew	0	Settings	Ctrl+S	-		
3	Đ	Clone	Ctrl+O			Previe
-	83	Remove	Ctrl+R	IPO/	100314	5
	8	Group	Ctrl+U	em: Red	Hat (64 bit)	
	4	Start		1000		
	00	Pause	Ctrl+P	4096 MB		I
	0	Reset	Ctrl+T	Floppy, C	D/DVD, Hard Disk	
	1	Close	- F		, mester i sging / menter	
	4	Discard saved state	Ctrl+J			
	5	Show Log	Ctrl+L			
	1	Refresh			17 MB	
		Show in Explorer		p Server:	Disabled Disabled	
	3	Create Shortcut on Desktop			S. Charles M. W. S.	
	88	Sort				

Name the new virtual machine and select the operating system you are going to use. Click 'Next'.

Name	and operat	ting system			
Please o	hoose a descrip	tive name for the new v	irtual machine ar	nd select the	
type of be used	operating syste throughout Virt	m you intend to install o ualBox to identify this m	n it. The name y achine.	ou choose w	
Name:	IPOA 9x1				
Type:	Linux			- 64	
Version:	Red Hat (64 bit)				

Increase memory size to 4GB. Click 'Next'.

Memory si	ze			
Select the amo	ount of memory (RA	AM) in megabytes to be allocat	ted to th	e
The recommen	ded memory size is	512 MB.		
-	0	77.52	4096	*
4 MB		8192 MB		

Select 'Create a virtual hard drive now'. Click 'Create'.

If you wish you can add a virtual hard drive to the n either create a new hard drive file or select one from location using the folder icon.	ew machine. You can 1 the list or from anothe
If you need a more complex storage set-up you can	skip this step and make
The recommended size of the hard drive is 8.00 GB.	ile is a cateu.
· · · · · · · · · · · · · · · · · · ·	
Do not add a virtual hard drive	
 Do not add a virtual hard drive Create a virtual hard drive now 	
 <u>Do not add a virtual hard drive</u> <u>Oreate a virtual hard drive now</u> <u>U</u>se an existing virtual hard drive file 	

Select 'VMDK (Virtual Machine Disk)'. Click 'Next'.

Hard drive file type	
Please choose the type of file the you do not need to use it with ot unchanged.	at you would like to use for the new virtual hard drive. If her virtualization software you can leave this setting
🔘 VDI (VirtualBox Disk Image)	
VMDK (Virtual Machine Disk)	
🔘 VHD (Virtual Hard Disk)	
HDD (Parallels Hard Disk)	
QED (QEMU enhanced disk)	
QCOW (QEMU Copy-On-Write	=)

Select 'Dynamically allocated'. Click 'Next'.

Storage or	physical hard	drive		
Please choose allocated) or i	whether the new virt fit should be created	ual hard drive file sl at its maximum size	nould grow as it is used (fixed size).	d (dynamical
A dynamica it fills up (up t space on it is	ly allocated hard dr a maximum fixed si freed.	ive file will only use ze), although it will	space on your physica not shrink again autor	l hard drive natically whe
A fixed size to use.	nard drive file may tak	e longer to create o	n some systems but is	often faste
Dynamical	allocated			
Eixed size				

Increase the virtual hard drive to 40GB. Click 'Create'.

File location and si	ze	
Please type the name of folder icon to select a diff	the new virtual hard drive file into the box below or of ferent folder to create the file in.	lick on the
IPOA_9x1		
Select the size of the virt file data that a virtual ma	ual hard drive in megabytes. This size is the limit on t chine will be able to store on the hard drive.	he amoun
(1, -1, -1, -1, -0, -1, -1)		4010
4.00 MB	2.00 TB	

You will see your new virtual machine instance in the right hand pane

Oracle VM VirtualBox Manag	er	
<u>File Machine H</u> elp		
New Settings Start Discard		Details I Snapshots
IPOA 100314	🧾 General	Preview
IPOA_9x1 Powered Off	Name: IPOA_9x1 Operating System: Red Hat (64 bit)	
	System	
	Base Memory: 4096 MB Boot Order: Floppy, CD/DVD, Hard Disk Acceleration: VT-x/AMD-V, Nested Paging, PAE/NX	IPOA_9x1
	Display	
	Video Memory: 12 MB Remote Desktop Server: Disabled Video Capture: Disabled	
	😥 Storage	
	Controller: IDE IDE Secondary Master: [CD/DVD] Empty Controller: SATA SATA Port 0: IPOA_9x1.vd (Normal, 40.00 GB)	
	Audio	
	Host Driver: Windows DirectSound Controller: ICH AC97	
	Network	
	Adapter 1: Intel PRO/1000 MT Desktop (NAT)	
	1	3

Go to Machine>Settings.

Select the 'System' menu.

Select the 'Processor' tab and increase the number of 'Processors' to 2.

	System	
 System Display Storage Audio Network Serial Ports USB Shared Folders 	Motherboard Processor Acceleration Processor(s): 1 CPU 8 CPUs Execution Cap: 1% 100% Extended Features: Image: The security of t	2 ×

Select the 'Network' menu.

Change the 'Attached to' setting from 'NAT' to 'Bridged Adapter'. Click 'OK'.

Network
Adapter 1 Adapter 2 Adapter 3 Adapter 4 ✓ Enable Network Adapter Attached to: Bridged Adapter Name: Atheros AR8162/8166/8168 PCI-E Fast Ethernet Controller (NDIS 6.20) Advanced

Installing IP Office Anywhere onto the VM

Run the Virtual Machine you just created.

<u>File Machine Help</u>		
New Settings Show Discord		Details 💿 Snapshots
New Settings Show Decarc POA 100314 POA 100314 POA 201 POA 201 Poard Off Poard Poard Poard Poard Off Poard Poard Poard Poard Poard Poard Poard Poard Poard Poard Poard Poard Poard Poard Poard Poard	Same Memory: 4096 MB Processor: 2 Buck Order: Febpy, CD/VD, Hard Diak Acceleration: VFx/MAD-U, Nexted Paging, PAE/NX	ISB PCI-E Fast Ethernet Controler (VDIS 6.20))
	G Shared folders	
	None	
	Description	

When prompted to test the media before the installation select 'Skip'.