



AVAYA IP OFFICE

A GUIDE TO USING THE POWER DEMONSTRATION KIT

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REGIONAL AVAILABILITY: GLOBAL

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1 Overview

This document is a guide, designed to give users of the IP Office Power Demonstration kit, the ability to set up, install and provide an effective, powerful demonstration when talking to prospects. A standard 'configuration' file ensures your system is set-up identically to the instruction in this guide. All of this and additional IP Office demonstration tools can be found on the Sales Portal > SME Sales View > Demonstrations > IP Office.

In addition to the Power Demo Kit and these instructions, don't forget to view the **IP Office How To Demo Videos**. These videos provide valuable information on how to demonstrate IP Office along with great Talking Points on the user solutions and system applications.

Beyond the **Power Demo Kit** and **How to Demo Videos**, you can access the **EZ Demo** tool (downloadable flash file). The **EZ Demo** allows you to select your preferred demonstration mode (Play Demo, Assist Me, Show Me) based on your comfort level. The EZ Demo is easily downloadable, even to a thumb drive and left with the prospect.

All demonstration options are available on the Sales Portal > SME Sales View > Demonstrations > IP Office

2 Preparation

Before you start the demonstration, it is vital you understand the basics of the business you are preparing to meet. This is 'Sales 101', but an important step in tailoring your demonstration to the needs of the prospect. Businesses need solutions to problems, not product.

- How does your product help my business?
- Why should I buy this?
- Why is your product better than.....?

While this guide is geared towards understanding IP Office, the handsets and the various applications, they need to come across as one unified solution – hence unified communications.

IP Office can help businesses:

1. **Maximize productivity** with its mobility solutions
2. Provide **Business Continuity** - enabling businesses to operate under unforeseen events (weather, unscheduled staff absence etc.)

3 Required Equipment

3.1 IP Office Power Demo Contents

The IP Office 500v2 Power Demo kit used for N. America (Material Code – 700501416) consists of the following components:

- IP Office 500v2 chassis
 - IP500v2 Combination Card with ATM
 - IPO System SD Card Mu-Law
 - CD with license keys to enable applications
 - LAN Cable
- Telephones
 - 1 x 1416 Digital telephone
 - 1 x 9508 Digital telephone
 - 1 x 9641G IP telephone
 - 1 x Button Module 12B
 - 1 x Button Module DBM32 for 1400 Series Phones
 - Power Adapter for 9600 Series IP telephone

The IP Office 500v2 Power Demo kit used for International (Material Code – 700500404) consists of the following components:

- IP Office 500v2 chassis
 - IP500v2 Combination Card with ATM
 - IP500v2 Combination Card with BRI
 - IPO System SD Card Mu-Law
 - CD with license keys to enable applications
 - LAN Cable
- Telephones
 - 1 x 1416 Digital telephone
 - 1 x 9508 Digital telephone
 - 1 x 9641G IP telephone
 - 1 x Button Module 12B
 - 1 x Button Module DBM32 for 1400 Series Phones
 - Power Adapter for 9600 Series IP telephone

3.2 Additional equipment required

- Laptop with IP Office applications loaded.
- USB headset device for IP Office Video Softphone.
- PC compatible personal video device for IP Office Video Softphone. Tested video cameras include Logitech Quick Cam Pro 4000, 5000, and 9000; Creative Webcam NX Pro; and Microsoft Lifecam VX-3000.

3.3 Laptop requirements and set-up

For IP Office applications to run you will need one of the following operating systems: Windows Vista, XP Professional, Windows 2003 or Windows 2008.

It is likely that the laptop you use for the demonstration may also be your work or personal laptop. It is essential to reset the IP Address of the laptop each time you need to demo IP Office and reset it afterwards.

4 Getting Started

Essential Steps:

1. Download the latest IP Office operating software
2. Download and unzip the IP Office Power Demo files to their relevant directory (automatic)
3. Connect components of IP Office
4. Connect your laptop to IP Office
5. Set your Network IP address to 192.168.43.2
6. Run IP Office System Manager and upload the IP Office Power Demo Configuration files
7. Begin!

4.1 Getting the latest IP Office Software

All new Power Demo kits are shipped with basic set-up software. The current version of shipping software is required to run any demonstration. These files are large and will take some time to download. Your organization may have these already downloaded locally, always a good idea to ask.

If you need software, visit support.avaya.com (do not use www or http – just type this straight in to the address bar.) Select **Downloads** on left navigation. Enter **IP Office**.

Download the following:

- Administration CD

- User CD
- VoiceMail PRO CD
- Avaya IP Office Video Softphone
- Avaya one-X® Portal for IP Office

When asked where to download, create a new folder on your desktop called **IP Office Demo**.

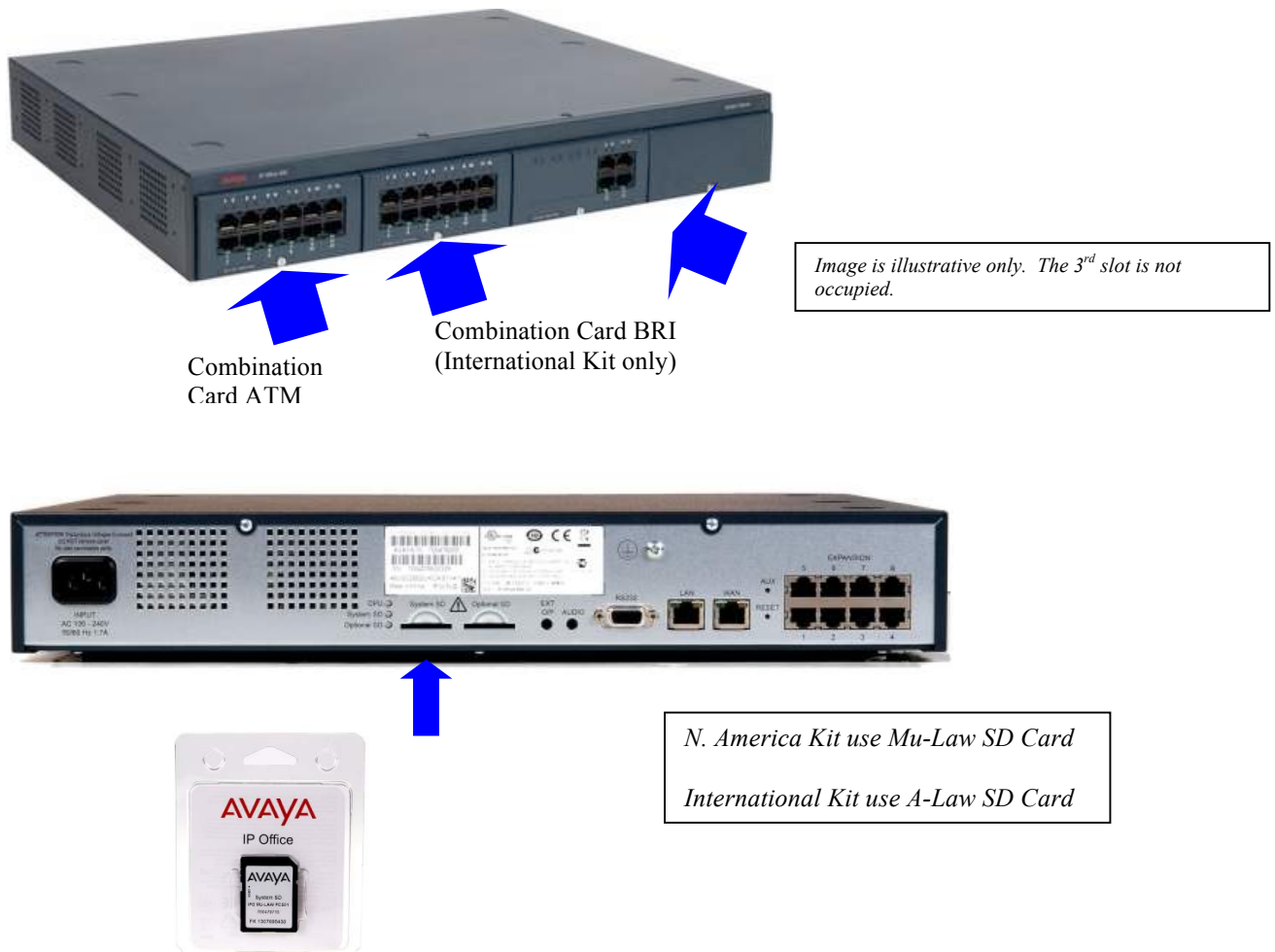
4.2 Downloading the pre-configured demonstration configurations

Visit the Avaya Sales Portal > *SME Sales View* > *SME Demonstrations* > *IP Office*. Download the **IP Office Power Demo Configuration Files 5 August 2010.zip** to the new folder on your desktop called **IP Office Demo**. Unzip the folder.

- *IP Office Demo Mgr.exe* will unzip the files to the correct folders. It should unzip a file called *IP Office 500v2.cfg* to: C:\program files\Avaya\IP Office\Manager
- *IP Office Demo VMPRO.exe* will unzip the files to the correct folders. It should unzip a number of files to C:\program files\Avaya\IP Office\Voicemail Pro\VM\WAVS

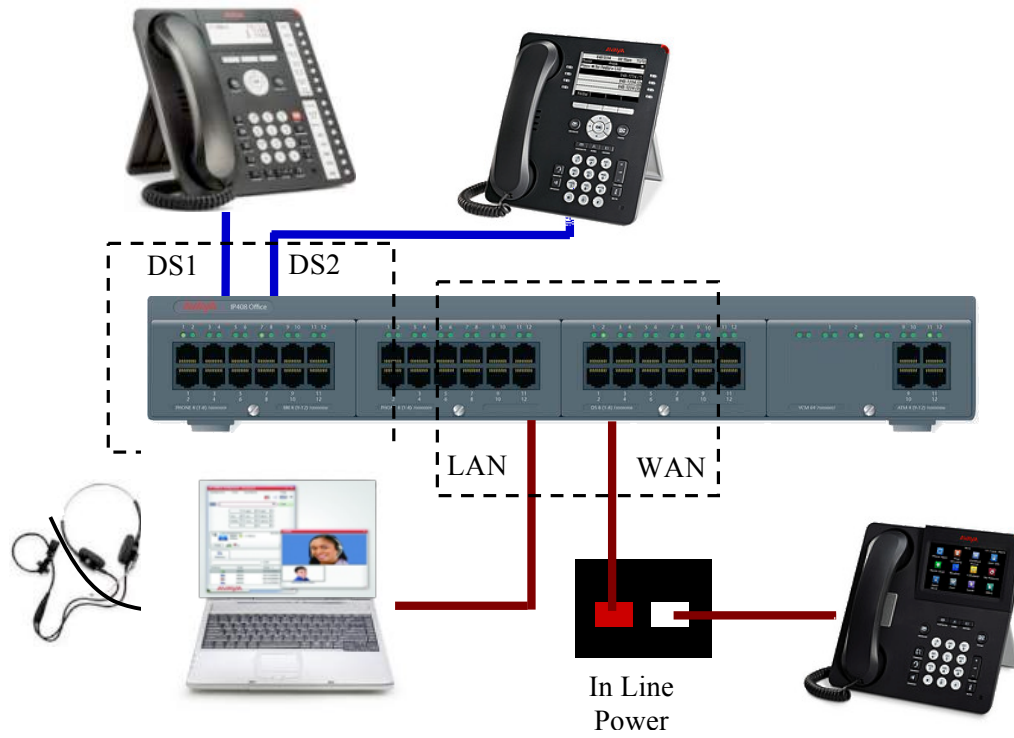
4.2.1 Building your Power Demo system

The hardware modules need to be installed identically to the diagram below, failure to do so will mean the predefined configuration files you have downloaded will not match.

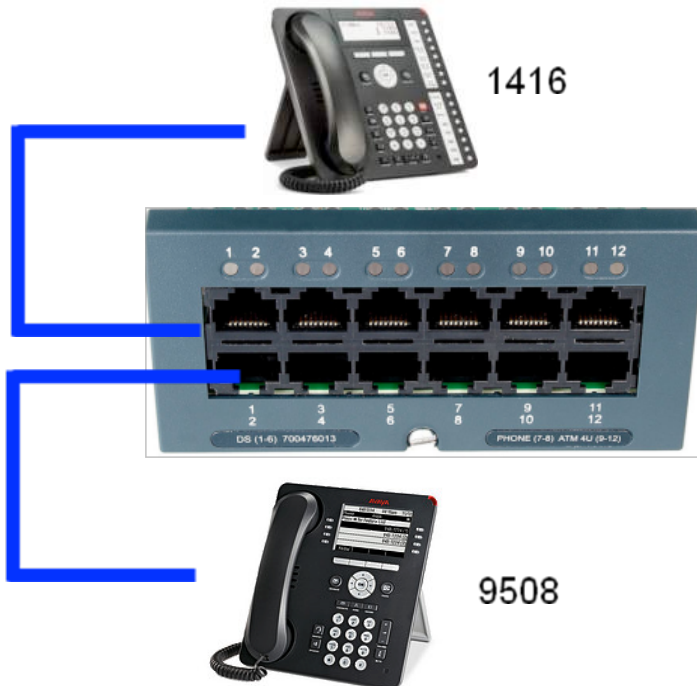


4.2.2 Connect the IP Office

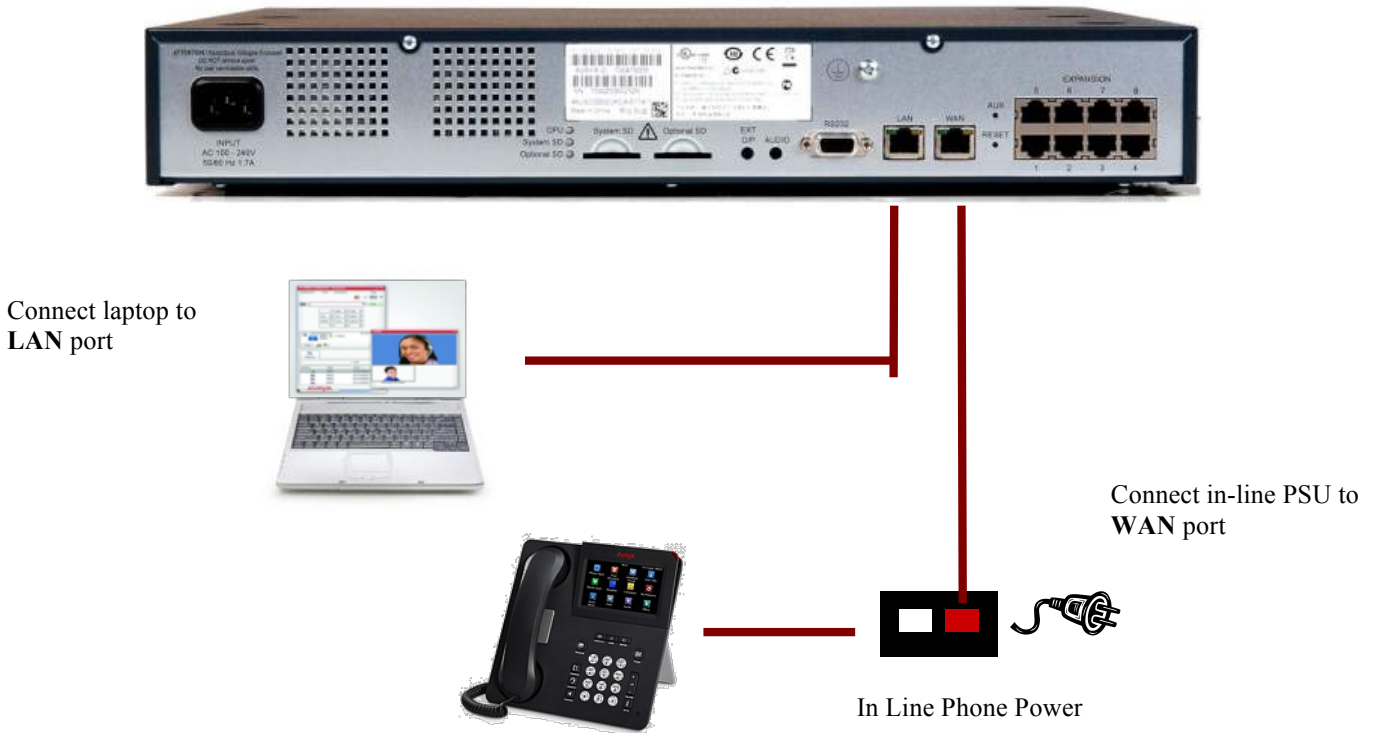
Connect the equipment as shown below.



4.2.3 Connect the Digital phones to Combination Card DS sockets 1 and 2



4.2.4 Connect the Laptop and 9641G IP Phone



4.3 Laptop Setup

The laptop you are using for the demonstration needs to be setup to 'talk' to IP Office, and run the applications. It may require you to change your network settings. Once you have run your demonstration, be sure to set it back.

4.3.1 Check IP Address

By default, the IP Office 500 is set to DHCP server. This means your laptop and the 9641G IP Phone will get its IP address from IP Office when connected.

It is likely your laptop will be set to obtain an IP address automatically, you can check this;

- On your laptop Click *Start, Control Panel, Network Connections, Right click on Local Area Network.*
- Click the *Properties* button in the General tab. At the bottom of the options list double click *Internet Protocol (TCP/IP).*
- Set the IP Address to 192.168.42.2 with the subnet at 255.255.255.0.
- Select *OK* to close.

4.3.2 Check Local Proxy Settings

- Open *Internet Explorer.*
- In the toolbar select *Tools* then *Internet Options.*
- In the new window select *Connections.*
- Select *LAN Settings* and ensure *Automatically Detect Settings* is checked.
- Ensure *Proxy Server Settings* is not checked.
- Select *OK*
- Select *OK* for in the next window to close Internet Explorer.

4.4 Installing the IP Office applications

4.4.1 IP Office System Manager


- Open the *IP Office Demo* folder on your desktop.
- Select *Admin* and unzip the files to the IP Office Demo folder – you will need to browse to this location.
- Now unzipped, select the new *ADMIN* folder that has just been created.
- Click on the *Setup* (IP Office Admin Suite) and run the admin application.
- Follow the instructions and use the default suggestions.

4.4.2 Connect to IP Office

Before running the user applications and VoiceMail Pro it is best to make sure you are connected to the IP Office 500 unit with your laptop.

IP Office will have the default IP address of 192.168.42.1 and will be set to DHCP server, meaning it distributes IP Addresses automatically to your laptop and the IP Handsets.

From your laptop select *Start | All Programs | IP Office*.

Open Manager  Manager

From the toolbar select *File | Open Configuration*.

A window will pop up and should display *IP Office 500 - 192.168.42.1 - version n.nn*.

This shows you are connected! If no IP Office appears, check your IP settings, and connections.

4.4.3 Upload the IP Office Demo configuration

From System Manager select *File | Offline | Open File*.

This opens the directory *Manager* and will display amongst other things *IP Office 500v2.cfg*.

This file should have automatically populated to this location when you unzipped the IP Office Power Demo zip file. If it not here, browse or search for this file.

The configuration files (.cfg) must always be in the Manager directory (C:\Program Files\Avaya\IP Office\Manager)

Select *IP Office 500v2.cfg*. This will now populate the System Manager window.

You now need to upload this configuration to the connected IP Office 500.

Select *File | Offline | Send Config*.

A window will pop up with the connected IP Office 500 unit.

Check the box and select *OK*.

Log in with User *Administrator* and Password *Administrator*.

A new window will pop up *Send Configuration* that will have *Immediate* checked.

Select OK. This sends the IP Office Demo configuration to the IP Office 500 unit.

4.4.4 Upload the Application licences

One of the first things you need to do is to load the application licences to enable you to demonstrate all the applications; these are all contained on the CD shipped with the Power Demo unit, and will need to be copied into the *Licence* section in Manager. This file is a Zip file.

Select, extract and open the excel spreadsheet. When excel opens, enable macros and go to the *Main* tab and select *Create All Views*.

Select the last tab (nnnnnnn.csv - your feature key is unique) all of your keys you need are located here.

In system Manager select *License* and start adding these licenses by using copy and paste.

Ensure that the IP Office 500 control unit is set to your region.

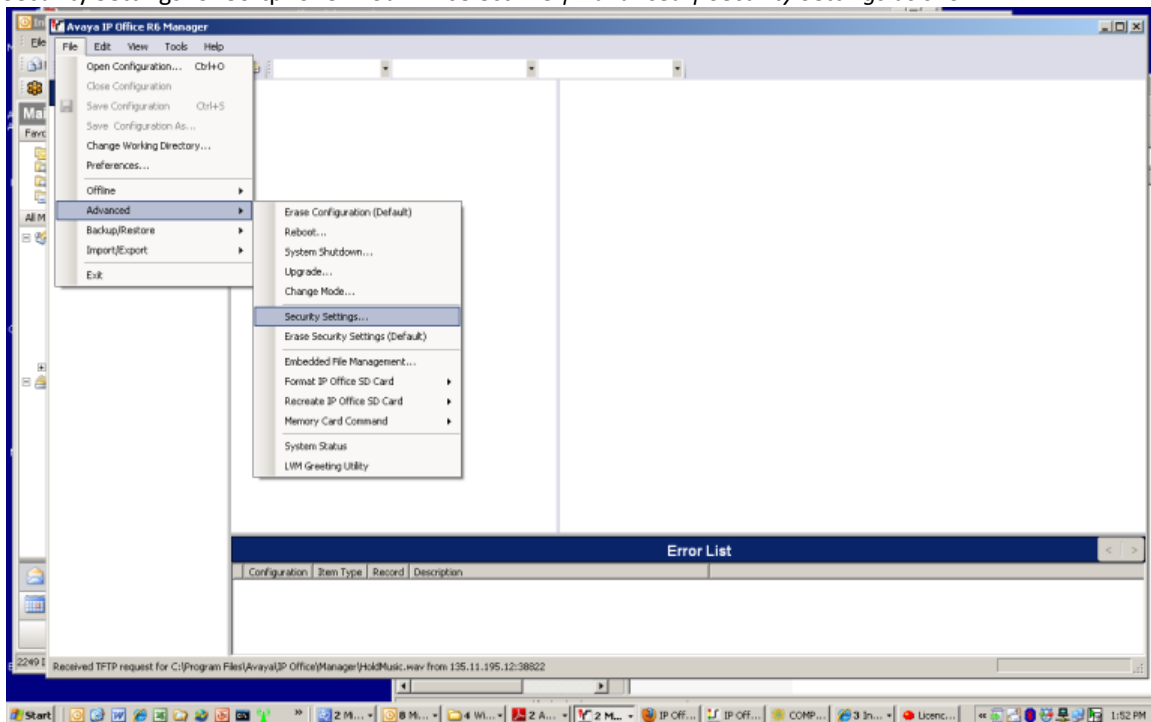
Log into System Manager.

Select IP Office 500.

In the System tab check Locale is set to your region.

4.4.5 Modify Security Settings

Prior to running the Setup Wizard for IP Office Video Softphone, you will need to configure the IP Office Security Settings for Softphone. You will select *File | Advanced | Security Settings* as shown:



You will be prompted to **Select IP Office**. Place check and click **OK**.

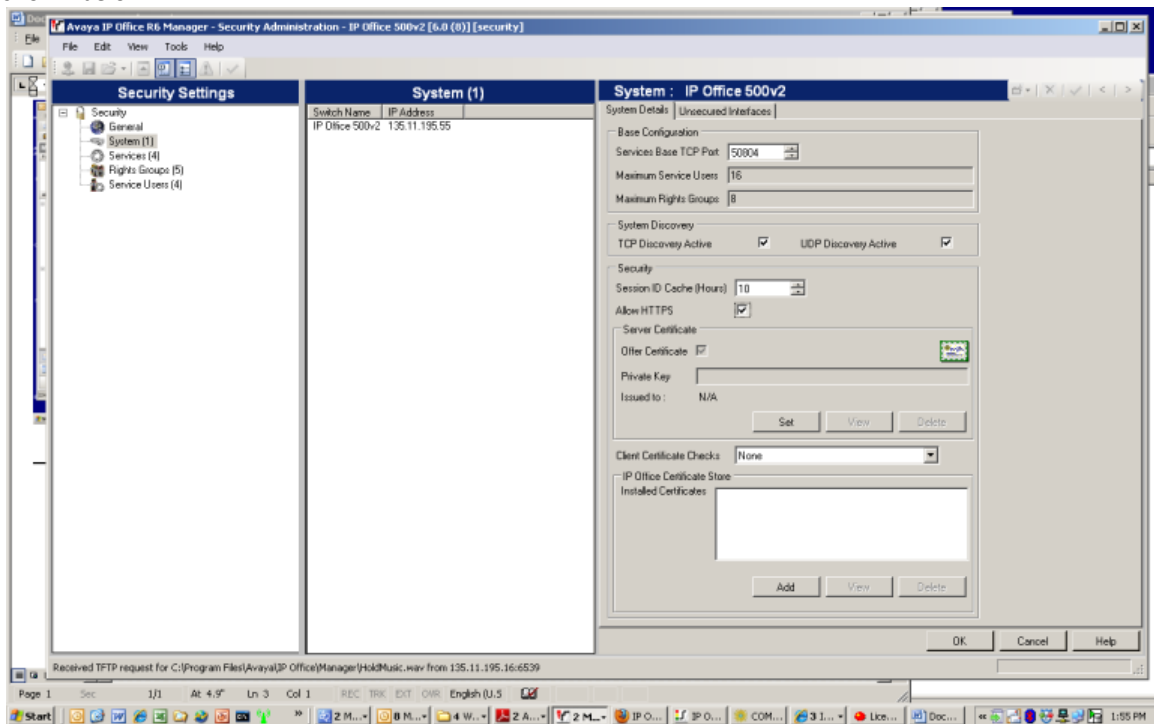
You will then be prompted for Security Service User Login.

Service User Name: security

Service User Password: securitypwd

Click **OK**.

You will then be presented with the Security Settings screen within Manager. You will select System as shown below.



You will need to check *Allow HTTPS* as shown above.

Click **OK**.

Then, select *Save Security Settings* (shown in top tool bar)

If you wish to access the IP Office configuration file, you will *select File | Configuration* from top tool bar.

4.5 Load User Applications and VoiceMail Pro

4.5.1 User application - IP Office Receptionist

Please note that IP Office Receptionist was formerly known as SoftConsole.

Open the *IP Office Demo* folder on your desktop.

- Select *USER*, and select *Setup.exe*.
- Choose language.
- Select *Next*.
- User Name is your name, company name is your company name (these are not used in the user apps) Leave *Anyone who uses this computer (all users)* checked and select *Next*
- Use the default Destination Folder location for the User Suite, *Next*

- Select *CUSTOM* then *Next*.
- Ensure that *TAPI* is selected then choose *Next*.
- A new window will open informing the connection to IP Office has been established.
- From *IP Office Demo* folder, select *USER*, then open folder called *sc*.
- Select *CUSTOM* then *Next*.
- Choose language.
- Select *Next*.
- Then select *Install*.
- Then *Finish*.

4.5.2 User application - IP Office Video Softphone

IP Office Video Softphone, like Receptionist, is a PC-based user application. The Setup Wizard will walk you through the installation.

Open the *IP Office Demo* folder on your desktop.

- Select the *Softphone.exe* file and unzip to *IP Office Demo* folder. It will automatically create a new folder called *Softphone*.
- Open the *Softphone* folder and run the *.exe* file.
- Destination Folder – install to default folder.
 - You may wish to uncheck '*Create a shortcut for this program on the desktop.*'
 - You may also wish to uncheck '*Launch this program when Windows starts.*'
- Select *Next*
- Select *Install*
- When wizard is complete, *Launch IP Office Softphone will be checked*.
- Select *Finish*.

Once all User applications have been installed, restart your computer.

You can confirm access to IP Office Receptionist.

Select *Start > Programs > IP Office > SoftConsole*.

The necessary steps to create a profile are provided in Section 5.

For IP Office Video Softphone:
Select *Start > Programs > IP Office > IP Office Softphone*.

You will be presented with the following:



Profile: IP Office: Default

Login server: 192.168.42.1 (this is the default IP address for the IP Office)

Username: Jane

Password: leave blank

4.5.3 VoiceMail Pro

VoiceMail Pro is a bit more involved as it runs as a 'service,'

It requires knowledge of the laptop account name and password.

- From the Folder on the Desktop *IP Office Demo* select folder *VMPRO* and select *Setup.exe*. Select language and *Next, Next*.
- In the new window enter the user name as the name you log on to your PC with
- Enter the computer name in the *User Name* field. And your company name in the *Company Name* field. Press *Next*.
- At the next window, use the default folder to extract the files, select *Next*
- Select *Voicemail Pro (Full)* and *Next*.
- Select *Typical*.
- At the next window Service account name, *Browse* for the user name – this is your log on name for this computer – **this is critical**. Password is the password to log on to the laptop.
- Next window use the default Program Folder *IP Office*.
- Copy files to your laptop.
- Press *Finish*

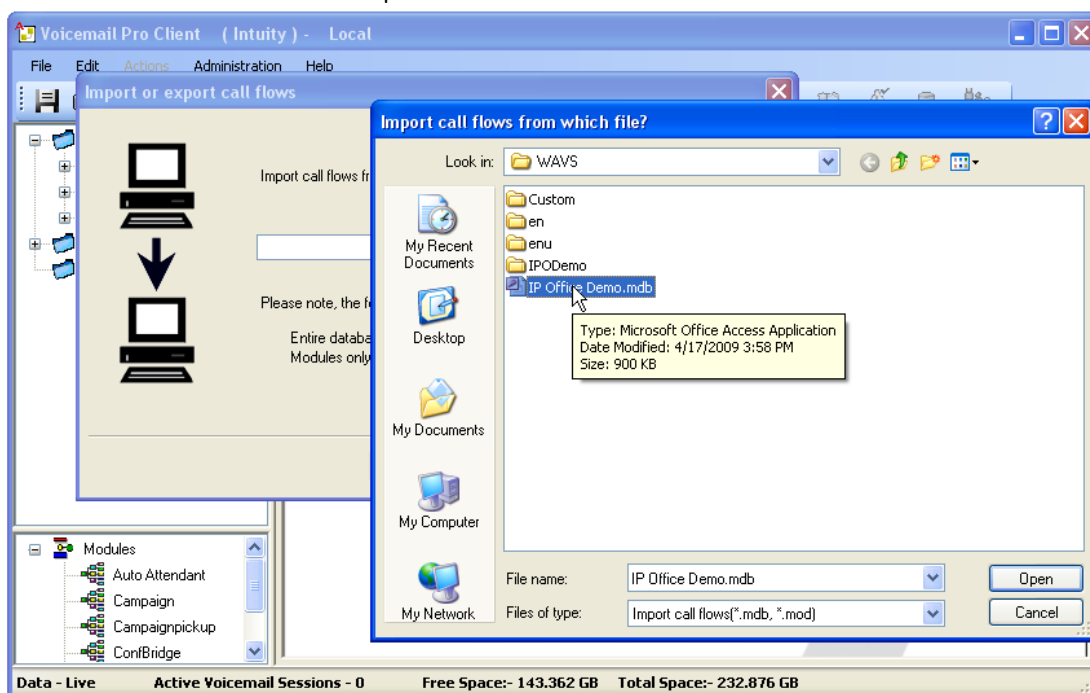
VoiceMail Pro is now installed


- Next it will attempt to install components for Email settings. Skip this section by selecting *Next, OK* then *Abort*.
- Start the VMPRO service when requested

4.5.3.1 Import Pre-configured call flows.

- Start VMPRO Client *Start | Program | IP Office | Voicemail Pro Client*
- From the toolbar select *File | Import or Export*
- At the new window check *Import Call Flows* select *Next*

- Select  to browse for the uploaded file



- Select *IP Office Demo.mdb*. Select *Open | Next | Finish | Close*
- The call flows are now imported
- Select  to save and make live
- Dial 600 to make a test call – you should get an auto attendant menu.

4.6 IP Office Demo Configuration

The default configuration will look the following:

Users

- Extension 201 (Mark) for 1416 Handset
- Extension 202 (Brian) for 9508 Handset – Uses forced Logon; Logon code 202
- Extension 209 (Analog Cordless) – Not used in this demonstration
- Extension 301 (Jane softphone) for IP Office Video Softphone
- Extension 302 (Lewis) for 9641G Handset and 32 button module - Uses forced Logon; Logon code 302
- Extension 350 (Temp Staff) used to demonstrate Hot Desk

Groups

- 500 (Main Office) All connected phones
- 501 (Sales North) Collective ring with user 204 and 205 (these are not connected but will be used for Receptionist/SoftConsole)
- 502 (Sales South) Sequential ring with users 201, 202, 302
- 503 (Queue Group) Sequential ring with user 202
- 510 Operators, Sequential with 201

Feature Codes

These enable a number of features within IP Office, some requiring VoiceMail Pro

- *17 - Voicemail Number.
- *35*N# - Extension Login (N represents the users extension number followed by a * and log in code)
- 600 - Routes to main Auto Attendant.
- 601 - Meet Me Conference. Direct.
- 602 - Meet Me Conference. Pin Check. (1234)
- 603 – Campaign (question and answer)
- 604 – Campaign pick up

4.6.1 Telephone Number Scheme and button configuration

201 - 1416 Handset – DS01 – User Mark

- Mapped to Receptionist
- Member of Groups
 - 500 Main
 - 510 Operators
 - 502 Sales South
- Feature Buttons
 - 1 – Call Appearance
 - 2 – Call Appearance
 - 3 – Visual Voice
 - 4 – Retrieve/pick up Campaign Messages
 - 5 – User Lewis (provides busy lamp field indication and used for one touch quick dial)
 - 6 – Twinning...turns on twinning prompting you to enter a number; in this demonstration (without trunks connected, you can enter another extension number to demonstrate)
 - 7 – Sales North (provides busy lamp field indication when there are callers in queue and used for one touch quick dial to call the group)
 - 8 – Call Listen to Ext 202, Brian on 9508

202 9508 Handset – DS02 – User Brian

- Mapped to Avaya one-X Portal® for IP Office with Telecommuter (since server based application, this application is outside scope of this instructional guide)
- Login Password 202
- Member of Groups
 - 500 Main
 - 502 Sales South
 - 503 Queue Group
- Feature Buttons
 - 1 – Call Appearance
 - 2 – Call Appearance
 - 3 – Call Forward All Calls
 - 4 – Visual Voice
 - 5 – User Jane (provides busy lamp field indication and used for one touch quick dial)
 - 6 – Extension Log Out

301 – PC/USB Handset – User Jane

- Mapped to IP Office Video Softphone.
- Member of Group
 - 500 Main

302 - 9641 Handset – User Lewis

- Member of Groups
 - 500 Main
 - 502 Sales South
- Login Password 302
- Feature Buttons
 - 1 – Call Appearance
 - 2 – Call Appearance
 - 3 – User Mark
 - 4 – Visual Voice
 - 5 – Meet Me Conference 601

4.6.2 System Passwords

- **System Manager:**
 - User: Administrator
 - Password: Administrator (tip: copy and paste from user field)
- **Security Service User:**
 - Service User Name: security
 - Service User Password: securitypwd
- **VoiceMail access:** Same as extension number
- **IP Office Receptionist:** No password
- **IP Office Video Softphone:** No password

5 Demonstration Process Core & User Applications:

The following is a high-level guide on how to demonstrate IP Office and its solutions based on the configuration file and instructions noted in this guide. As noted above, it is strongly recommended to view the **IP Office How To Demo Videos** to further sharpen your skills to deliver a customized demonstration.

Additional Resources, such as **Telephone User Guides** and User Applications Guides (IP Office Video Softphone, IP Office Receptionist) can be found on the following sites:

- support.avaya.com
- IP Office Knowledge Base (<http://marketingtools.avaya.com/knowledgebase>)

5.1 Getting Started

First you will need to login the following phones providing you the ability to show hot-desking.

9508 – User Brian. Extension 202. Password is 202.

9641G – User Lewis. Extension 302. Password is 302.

The default Short Code for Extension Login is: *35*N#. N represents the users extension number followed by a * and log in password code.

From the 9508, dial *35*202*202#.

From the 9641G, dial *35*302*302#.

Alternatively, from the 9641G, demonstrate Hot-Desking by logging 9508 (Brian) in by dialling *35*202*202#.

5.2 IP Office Receptionist

For the first time running IP Office Receptionist, it is important to set up and size. You will create a profile that will be used in future demonstrations. Once this is done, the 'Creating a profile' section can be skipped.

IP Office Receptionist is a desktop application designed for the main or primary answering positions. As a reminder, Receptionist was formerly known as SoftConsole. At this time, the GUI shows SoftConsole.

5.2.1 Creating a profile

- Open IP Office Receptionist application with user Mark (201). No password required.
- Select *Directory* from the SoftConsole toolbar.
- At the drop down select *Export*. This will open a new window and a folder called *Data* under SoftConsole in *My Documents* folder.
- Enter LocalDir in the *File Name Area*.
- Enter and ensure the file type is **.csv**
- *Save* and *Close* the window.

Select *Preferences*  from the toolbar.

- In the new window (Configure Preferences) select the *Incoming Calls tab*.
- Delete all entries in that list.
- Select *New* to enter a new Incoming Call reference.
- In the *Name* field enter **Operators**.
- In the *Number* field enter **510**.
- Select OK to return to the Configure Preferences window.

From the Configure Preferences window select *Queue Mode*.

- Select *New*. A new window opens.
- From the drop down box in *Queue name* select **Sales North 501**.
- Select *OK*

- Both **Main** and **Sales North 501** should now be displayed.
- Repeat this process to add to the list if Main is missing.

From the *Configure Preferences* window select *Park Slots*.

- Delete Slots 9 to 16.
- This will provide more room in the display area.

From the *Configure Preferences* window select *BLF Groups*.

- Delete the default group shown.
- Select *New* from that window to open a further window.
- In the *BLF Group Name* window enter **Main**.
- From the list add Brian, Lewis, to the Group Member list on the right.
- Select OK to implement and close that window.

From the *Configure Preferences* window select *Conferencing*.

- In the Name fields for the Conference rooms enter 101 and 102.
- Select OK to implement all these changes.
- Return to the main SoftConsole screen.

Size the window to what is appropriate for your PC.

From the Toolbar select *File* and *Save Profile As*.

- In the new window set the File name as **IP Office Demo** and *Save*.
- Close the SoftConsole Application.

5.3 IP Office Video Softphone

The IP Office Power Demo Kit includes, among others, licensing for multiple IP Office Power Users and IP Office Teleworkers. The IP Office Video Softphone application is included in each of these user profiles. Should you wish to or need to demonstrate a point to point Video call, this can be done using a second laptop and creating another Softphone user using either the Power User Profile or the Teleworker Profile.

A number of USB devices have been tested including the following Video Cameras:

- Logitech QuickCam Pro 4000, 5000, 9000
- Creative Webcam NX Pro
- Microsoft Lifecam VX-3000

6 Demonstration Process VoiceMail Pro:

6.1 Demonstrate Voicemail:

Demonstrate message retrieval

- Leave voice message for Brian (Ext 202).
 - From the 1416 handset, dial 202.
- After the prompt leave a Voicemail at least 3 seconds in length.
- Show Message Waiting light on the 9508 handset.
- On the 9508 handset select the *Voice* button from the display.
 - New options are now presented.
 - From this display select *Listen* show the button labelled New=1.
 - This indicates how many voice mails are left.
 - Select this button to play the message.
 - Select *Exit*.

6.2 Demonstrate VoiceMail Pro Call Flows

6.2.1 Activate VoiceMail Pro

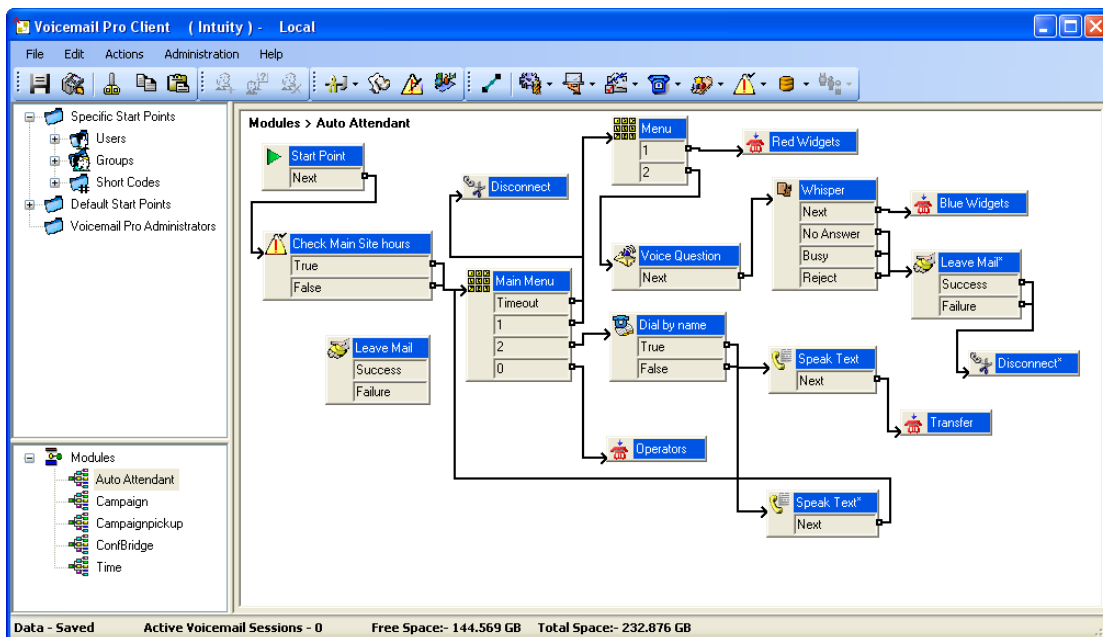
- Open the VoiceMail Pro application on your PC.
 - *Start | All Programs | IP Office | Voicemail Pro Client*
- Ensure in the top left hand it displays “Voicemail Pro Client (Intuity) – Local”.
- If it cannot connect it will display **VoiceMail Pro Client – Offline**. You are not connected to the VoiceMail Pro server on your PC and must do the following:
 - Select *File | Login*.
 - In the new window (VoiceMail Pro Login) the *Unit Name\IP Address* should be your PC name (e.g. *Marks Laptop*).
 - If not Browse to find this name.
 - Press the **OK** to activate the connection and close that window.

6.2.2 VoiceMail Pro GUI

Before proceeding with any interactive demo, spend a few minutes showing a call flow, and creating a new one.

6.2.2.1 Auto-Attendant Module

- From the *Modules* window select *Auto Attendant*. The ‘AVAYA’ window will now populate with a call flow



- Explain the call flow –
 - The first action after the *Start Point* (when the call is received) is the ‘*Check Main Site Hours*’.
 - Can be as simple as check open or closed hours, or could be morning, afternoon and lunch greetings. Others can be added to cater for holidays so it’s ‘set and forget’.

Main Menu is the traditional menu options (For Sales press 1....for Accounts press 2 etc) any number of these can be daisy chained.

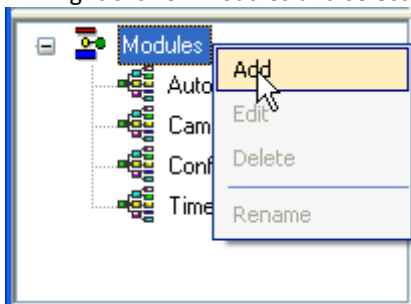
- In this example, we have another smaller *Menu*.
 - Explain support for multiple, multi-level menus
 - *Dial by name* options (first or last name).

- *Whisper announce* (please say your name) and so on.



6.2.2.2 Create a New Call Flow.



Demonstrate how easy it is to create a call flow.



- Right click on *Modules* and select *Add*




- Enter the name as TEST.
 - Press OK to implement and close that window.
 - A new *Start Point* will be displayed.
 - Left Click in the window on the right to ensure the tool bar Icons at the top of the client are active.

- From the tool bar select the Basic Actions tool .
- From the drop down options select *Menu*.
- Drop it in the right hand window area.
- From the tool bar left select the Line Tool  and keeping the left mouse button pressed, draw a line from the Gray area of the Start box to the Blue area of the Menu.
 - Explain calls to that *Start Point* in that call flow will be routed to the *Menu* options.
 - Double click on the *Menu* box and in the new window select *Touch Tones*.
 - Check 1, 2, 3 and that the Time Out Option is set to 5 seconds.
 - Select OK to implement and close that window.
 - Show how the options now exist in that call flow.

- Recording greetings is a simple exercise.
- Double click on the *Menu* box and select Entry Prompts.
- Select  a new window *Wave Editor* opens. Be sure to explain recordings can be done through the PC or with a phone.
 - **Optional: if you need to show recording:**
 - Select *Telephony Handset* from the drop down box and enter 202 in the Extension field.
 - Enter Testing123 in the *Please select a file or enter a new file name* field.
 - The Play, Stop and Record buttons are now active.
 - Press Record .
 - Extension 202 will ring and request you record.
 - Follow the instructions.
 - Press *Play* to review.
- Press Cancel.
- Add one more 'Action' to the menu.

- From the toolbar select *Telephony Actions*  and Transfer .
- Drop next to the *Menu* box.

- Now join the number 1 from the menu box to the transfer icon.
- From the tool bar left select the Line Tool  and keeping the left mouse button pressed draw a line from the number 1 in the Gray area of the Menu box to the Transfer Icon.
- **Optional** - You wish to repeat and let the customer 'tinker'.

6.2.3 Incoming Call Demonstration

6.2.3.1 Auto Attendant

- From the 1416 dial 600.
- At the options list press **1** for Sales.
- You will be routed to another menu. Press **1** for 'Red Widgets'. You will be routed directly to Extension 202 (9508).
- Repeat. From the 1416 dial 600.
- Press **1** for Sales and Press **2** for 'Blue Widgets'.
- State your name after the tone and wait for Extension 202 (9508) to ring.
- Answer the call on the 9508 using the Speaker button to hear your name stated followed by options.
- Accept the call by pressing **1**.
- Explain that you could have many different options if you selected to reject the call.
- Show the call flow created to give these options to the caller.
- Show how by selecting option **1** your call was routed to a further menu, and selecting **2** you were direct to a Voice Question and Whisper Announcement. These options are what allow the called party to screen their calls.

6.2.3.2 Queue Announcements.

A caller in a queue can be routed to VoiceMail Pro to be presented with queue announcements. These announcements can be customized to give ETA (estimated time to answer), position in queue, and further options, such as break out of the queue to leave a message or route elsewhere, such as alternative group.

- From the 1416 dial the Sales group **503**.
- After 5 seconds in the queue the caller is provided with an announcement and alternate options.
 - At the first announcement dial 1 to continue to hold.
 - Explain that no action is selected it will continue to hold, or could do something else.
 - After a few seconds the 2nd announcement will play.
 - Note no options are given.
 - Drop the call after hearing the announcements.
- Redial 503 and at the first announcement press **2** to route to the Operators.
- Call will now ring at Extension 302 (9641G phone).
- Show the call flow.
- In the VoiceMail Pro Client screen open the list for *Specific Start Points*.
 - Select *Groups / Queue Group*.
 - Select *Queued* to show the call flow created to give *Queue ETA*, *Queue Position*, and a *Menu Option* for the caller in the queue.
 - Select *Still Queued* and show that *Queue Position* and *Queue ETA* are played, but no further options available.
- Ensure the customer understands that the queue management can be basic without ETA or queue positions and there are any numbers of options available.

6.2.3.3 Secure Conference

- From 1416 dial **602**.
- After the audio prompt enter 1234# to be connected to the conference bridge.
- Drop the call after the connection is made.

- From 1416 dial **602**.
- After the audio prompt enter 1111#. You will be told it is an incorrect number and dropped from the bridge.
- Show the call flow for this:
 - In the VoiceMail Pro Client screen open the list for *Modules* and select *ConfBridge*.
 - Show how in the call flow (Menu box) the dialed digits are matched and passed to the transfer Icon for both Brian and Mark.
 - Invalid numbers are routed to a voice prompt requesting they try again.

6.2.3.4 Campaigns

- From 1416 dial **603**.
- Follow the prompts to enter name (speech), telephone number (using the keypad).
- Note – this could be things like ZIP code, part number, etc.
- Message (speech).
 - Explain the number of questions can be few or many.
 - After the prompts select 2 to have the information played back.
 - Press 1 for confirmation.
- To retrieve the information dial **604**
- Explain the power of campaigns:
 - Questions are customized and the possibilities are endless: request for information, customer satisfaction surveys, employee surveys, etc.
 - Responses can be either audio or touch-tone input. As referenced in the above example, numbers can either be spoken or entered via touch-tone.
 - When retrieving the information, touch-tone responses are spoken.
 - Prompts can be taken out for speedier transcription.

Be sure to review the IP Office **How to Demo Videos** and the **EZ Demo** for information and great demonstration tips. These and other demonstration tools can be found on the *Sales Portal > SME Sales View > Demonstrations > IP Office*.