



Avaya IP Office Release 5

FAQ

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Upgrades

Question	Answer
Is Release 5 a chargeable upgrade?	No, Release 5 is no different from previous versions of IP Office Software. There is no upgrade license key.
Professional Edition License is no longer required for R5, how does that affect my installed base when I upgrade to R5?	Installed systems that have anything prior to R5 will continue to operate as normal when upgraded to R5 (any existing Professional Edition license is unaffected, operating as usual).
Is Professional Edition License still available?	Yes. For BP's that may wish continue with R4.2, and for systems in the field that want to upgrade from Standard to Professional it will be available as long as R4.x is supported by Avaya.
Can I upgrade from Essential Edition to Preferred Edition?	Yes, simply remove the Essential Edition (embedded voice mail kit) and add the Preferred Edition license.
Can I upgrade my Power Demo Kit?	When Avaya introduces any new applications requiring a license key, the Power Demo document on the sales portal is updated. Look in Appendix B for details on how to acquire the new licenses.
Which IP Office systems can I upgrade with R5?	IP406v2, IP412 and the IP500
Will I lose any of my applications functionality when I upgrade to R5?	No
If I have Essential Edition with 20 users and I want to add another 20 users, do I need to upgrade to Preferred Edition?	No – The requirement for that license (Professional Edition) is eliminated. You could have 384 users on Essential Edition!
With Release 5, I get 2x64 conferencing on IP Office 500, is that a new control unit?	No – the conferencing is expanded by simply upgrading to R5 on ANY IP Office 500 control unit. Same rules apply as before – they cannot be combined to provide a single bridge larger than 64 parties.

Pricing

Question	Answer
Has IP Office pricing changed?	The Expansion Modules (Analog and Digital 16 and 30) have increased by \$600. However, this increase is balanced as R5 does not need Professional Edition License anymore (saves \$1000). The link below will explain in greater detail how the price changes effect the constructs



www.brainshark.com/avaya/ipofficer5pricing

Won't the licensing bundles e.g. Advanced Edition, make a system more expensive if only one of the applications is required?

No, in most cases it will actually make them cheaper, the link above explains in more detail.

Licensing

Question

Answer

What material codes are available after August 2009?

Basically all codes that you have been selling today. In November a number of codes will be eliminated. Please see the IP Office R5 Product Update or view

www.brainshark.com/avaya/ipofficer5pricing

Can I still order Phone Manager Pro?

Yes, after August 3rd all codes will be available. In November the multi user codes will be eliminated. Single user codes will remain available.

Is Avaya one-X Portal for IP Office available as a separate License?

Not with R5. Avaya one-X Portal for IP Office is only available through the Power User or Teleworker solution.

Can I upgrade my Phone Manager Pro to Avaya one-X Portal for IP Office?

Not with R5, although we are considering offering a migration path with R6.

I have a customer running R4.2. Can I still order applications codes (i.e. mobility)?

Yes, all codes will be supported on R4.2. A number of codes will be eliminated in November, and a number will remain available as a single user code such PC Softphone 1 user and Phone Manager Pro 1 user.

Are the User solutions orderable for systems running R4.2?

Yes, however you will need the Professional Edition license and some of the applications will only be supported on R5 (Customer Call Reporter and Avaya one-X Portal for IP Office).

What, if any, trial licenses are changing?

We are adding trial licenses for the System Editions and each User productivity solution as well as introducing a new 3rd-party IP end-point trial license to allow testing of SIP phones.

Have you changed the SCN license?

Yes, we have consolidated the codes down to one license that includes Advanced Networking capabilities. The Start and Advanced licenses are no longer needed with R5. The 'add 4' is the only license now required and include Advanced Networking features. Therefore, for each 4 channels of voice networking you simply order using the same code.



If an existing site has an SCN – can they upgrade to Advanced Networking?	Yes, just upgrade to R5 and they get the Advanced Networking facilities (hot desking & distributed groups across SCN) with their existing standard voice networking license (saves \$750).
Has Meet-Me Conferencing changed?	Yes, Meet-Me conferencing (direct dial into an audio bridge) requires Preferred Edition whether or not using VoiceMail Pro for announcements and/or security via PIN code checking.
Does R5 affect Ad-hoc conference?	Ad-hoc conferencing has not changed (adding callers manually to an audio conference bridge).
Sales Tools	
Question	Answer
Is further training available?	Yes. There are 2 audio presentations: www.brainshark.avaya.com/ipofficesimple www.brainshark.avaya.com/ipofficer5pricing The Avaya University ‘Selling IP Office’ basic sales course has been updated. Course number is ASC09000WEN . Go to: www.avaya-learning.com
Are Quick Links available?	Yes, for the Sales Toolkit, go to the Sales Portal > SME View. Under right hand column you will find the "Quick Links" section. Select ‘Avaya IP Office R5 Sales Toolkit.’
What collateral is available?	All the fact sheets, brochures and presentations are all updated and available on the Sales Portal > SME View on the ‘Avaya IP Office R5 Sales Toolkit’ landing page.
Release 5 Enhancements	
Question	Answer
Can you explain the resiliency features of R5?	Briefly on this FAQ.... In a SCN multi-site environment with IP Phones, IP Office systems can be nominated as backup systems. If a system should fail the IP Phones re-register to the backup system. Information such as extensions and groups are carried over. If the failed system had the centralized voicemail server attached, that too can



	re-register to the backup system. More detailed information can be found on the Sales Portal > SME View. Look in Sales Tools, "Did You Know"
How do you support 384 users?	For digital & analog phones, there is a new Base Card (Expansion Port Card) This new plug-in card for the IP 500 control unit provides 4 more expansion ports making it possible to support a total of 12 expansion modules. For IP phones simply connect 384 IP phones and provision VCM channels accordingly.
Does R5 support the 9600 set?	No, this is planned for Release 6.
Is T.38 only supported on SIP Trunk or also on SIP Endpoint?	T.38 is supported on SIP trunks and can be configured to connect to an Analog Terminal Adapter (ATA - Fax Machine) device that's connected to a SIP Endpoint.
What SIP providers & SIP phones have been tested with R5 so far?	A updated list of providers & SIP devices tested is available on the IP Office Knowledge Base: http://marketingtools.avaya.com/knowledgebase/
Is it possible to add to the system wide directory, through the handset?	No, only personal directory entries can be added via the 1600 phones or Avaya one-X Portal for IP Office.
Is the 3rd party license consumed per SIP extension created or per currently registered?	The 3 rd party license is only consumed on successful registration with the IP Office. One license is required for each SIP phone or SIP ATA.
Does the DECT R4 support GAP handsets	Yes
Are the current base stations upgradeable to DECT R4?	No, DECT R4 requires different hardware.
Can I use the 3701 and 3711 handset on DECT R4?	Yes, with some limitations (e.g. no directory access).
Is the Messaging Server compulsory in a DECT R4 system?	No, only needed if you need to have IP Office Directory integration or offer advanced messaging capability.
Is Call Listen in a SCN supported?	Local IP Phones can be silent monitored but not those across SCN.
Do SIP and VoIP changes still need reboots, for both trunk and extensions?	Yes, no change from R4.2 operation.
Will you be able to get the new QoS alarms via SMS over GSM network? Many local administrators would find the SMS alarm appealing.	Only if you have an application that can forward emails as SMS.



Can we now send original caller id if using call forwarding over SIP?	RPID and PAID in R5 makes it easier to send original Caller ID; however, it depends on the SIP service provider.
Can you add more than 1 email address for voicemail to email in System Manager?	No, only one email address can be set.
Will you be able to set an alarm for an extension from another extension?	Yes, you can select which phones you want the alarm to ring from. This is a new IP Office Preferred Edition (VoiceMail Pro) feature in R5.
Miscellaneous	
Question	Answer
Will Phone Manager Lite still be available on the User DVD?	Yes, Phone Manager Lite & Pro 4.2 are provided on the R5 DVD and supported with R5.