



Avaya IP Office™ Platform Start Here First

Release 11.0
Issue 5
May 2018

Contents

Chapter 1: Introduction	3
Purpose.....	3
Change history for documentation set.....	3
Chapter 2: Documentation organization	4
Overview documents.....	4
Planning documents.....	4
Deployment documents.....	5
Administration documents.....	8
User documents.....	10
Developer documents.....	12
Phone documents.....	13
Chapter 3: Resources	17
Finding documents on the Avaya Support website.....	17
Support.....	17
Using the Avaya InSite Knowledge Base.....	17
Accessing Avaya DevConnect Application Notes.....	18
Viewing Avaya Mentor videos.....	18
Using the Avaya InSite Knowledge Base.....	19
Additional IP Office resources.....	20
Training.....	20
Product compatibility.....	21
Legal	22

Chapter 1: Introduction

Purpose

This document describes available documentation resources for IP Office and indicates the type of information in each document. Some information about documents for related programs, such as IP Office Contact Center, is also included.

Change history for documentation set

The following new documents have been added to the IP Office documentation set:

-

 **Note:**

Not all of the documents listed in this catalog were updated for release 11.0. Those documents still apply to the solution and can be found listed under other releases, for example 10, on the Avaya Support website.

Chapter 2: Documentation organization

Overview documents

Document number	Document title	Description
Not numbered	<i>Avaya IP Office™ Platform Solution Description</i>	Understand the solution at a high-level.
Not numbered	<i>Avaya IP Office™ Platform Feature Description</i>	Understand the solution features at a high-level.
15-604278	<i>Avaya IP Office™ Platform Start Here First</i>	See a list of all the documents related to the solution. (this document).

Planning documents

Document number	Document title	Description
15-604253	<i>Avaya IP Office™ Platform in a Branch Environment Reference Configuration</i>	Plan IP Office Branch deployment.
Not numbered	<i>OnAvaya™ and Powered by Avaya Reference Configuration for Business Partners</i>	Plan IP Office hosted deployment.
Not numbered	<i>Avaya IP Office™ Platform Security Guidelines</i>	Follow Avaya's recommended security guidelines.
Not numbered	<i>Avaya IP Office Platform Capacity Guidelines</i>	

Deployment documents

All editions and configurations

Document number	Document title	Description
15-601011	<i>Installing and Maintaining Avaya IP Office™ Platform Application Server</i>	Install and maintain the IP Office Application Server.
Not numbered	<i>Deploying Avaya IP Office™ Platform SSL VPN Services</i>	Install and configure the SSL VPN service for IP Office.
Not numbered	<i>IP Office Remote Access</i>	Install and maintain remote access services that allow management of both IP Office and any application servers that reside on the customers' network.
Not numbered	<i>Avaya IP Office™ Platform Locale Settings</i>	Set locale parameters for ring tones, call display settings and voicemail language prompts in various countries and languages.
Not numbered	<i>Avaya IP Office™ Platform Anywhere Demo Installation</i>	Install and use the IP Office Anywhere Demo software. This software provides a quick demonstration of IP Office features, including IP telephony, mobility, and Unified Communications capabilities.
Not numbered	<i>Avaya IP Office™ SIP Phones with ASBCE</i>	Provides an example configuration of remote SIP phones with an Avaya Session Border Controller for Enterprise (ASBCE) and covers the implementation of an IP Office Identity certificate for the ASBCE in order to support TLS.
Not numbered	<i>Avaya IP Office™ Resilience Overview</i>	Provides an overview of the various resilience features supported by IP Office systems and applications. Also, covers the configuration of resilience.

IP Office Basic Edition

Document number	Document title	Description
15-601042	<i>Installing Avaya IP Office™ Platform Basic Edition – Quick Mode</i>	Install core components on IP500 V2.
15-601042	<i>Installing Avaya IP Office™ Platform Basic Edition – Partner® Mode</i>	Install core components on IP500 V2.
15-601042	<i>Installing Avaya IP Office™ Platform Basic Edition – Norstar® Mode</i>	Install core components on IP500 V2.

IP Office Essential Edition and Preferred Edition

Document number	Document title	Description
15-601042	<i>Deploying Avaya IP Office™ Platform IP500/IP500 V2</i>	Install core components on IP500 V2 hardware.
46DHB0002UKCA	<i>IP Office IP500 Quick Instruction Sheet</i>	Install core components on IP500 V2 hardware.
Not numbered	<i>IP500 Wall Mounting Kit V3</i>	Install IP500 V2 using the wall mount kit.
15-601011	<i>Installing Avaya IP Office™ Platform Unified Communications Module</i>	Deploy and administer IP Office Unified Communications Module (UCM).
15-601064	<i>Deploying Avaya IP Office™ Platform Voicemail Pro</i>	Install and configure Voicemail Pro.
700503146	<i>IP500 V2 Unified Communications Module Instruction Sheet</i>	Install the UCM V2 on the IP500 V2.
15-601067	<i>Embedded Voicemail Installation</i>	Install and configure Embedded Voicemail on IP Office.

IP Office Server Edition

Document number	Document title	Description
Not numbered	<i>Deploying Avaya IP Office™ Platform Server Edition</i>	Install and configure IP Office Server Edition.
Not numbered	<i>Deploying Avaya IP Office™ Platform Servers as Virtual Machines</i>	Install and configure IP Office Server Edition servers as virtual machines.
Not numbered	<i>Installing IP Office Cloud Operations Manager</i>	

IP Office Branch

Document number	Document title	Description
18-603853	<i>Deploying Avaya IP Office™ Platform as an Enterprise Branch with Avaya Aura® Session Manager</i>	Install and configure IP Office Branch with Avaya Aura® Session Manager.

IP Office Cloud

Document number	Document title	Description
Not numbered	Deploying OnAvaya™ and Powered by Avaya for Business Partners	Install and configure IP Office in a hosted environment.

Avaya one-X® Portal for IP Office

Document number	Document title	Description
15-601140	<i>Deploying Avaya one-X® Portal for IP Office™ Platform</i>	Install and configure Avaya one-X® Portal for IP Office.

SoftConsole

Document number	Document title	Description
Not numbered	<i>Installing Avaya IP Office™ Platform SoftConsole</i>	Install and configure SoftConsole.

Video

Document number	Document title	Description
Not numbered	<i>Deploying Avaya IP Office Video Collaboration</i>	Install the IP Office Video endpoint.
Not numbered	<i>IP Office Radvision Installation Notes</i>	Install Radvision on IP Office.
Not numbered	<i>Installation Guide for Scopia XT5000 Server for IP Office</i>	Install the Scopia XT5000 server.
Not numbered	<i>Quick Setup Guide for Scopia XT5000 Server for IP Office</i>	Install the Scopia XT5000 server.
Not numbered	<i>Installation Guide for Scopia XT5000 Endpoint with Embedded Server for IP Office</i>	Install the Scopia XT5000 endpoint with an embedded server.
Not numbered	<i>Quick Setup Guide for Scopia XT5000 Endpoint with Embedded Server for IP Office</i>	Install the Scopia XT5000 endpoint with an embedded server.
Not numbered	<i>Deployment Guide for Scopia XT Desktop for IP Office</i>	Install the Scopia XT Desktop server.

Administration documents

All editions and configurations

Document number	Document title	Description
15-601011	<i>Administering Avaya IP Office™ Platform with Manager</i>	Use IP Office Manager to administer the IP Office servers and components.
Not numbered	<i>Administering Avaya IP Office™ Platform with Web Manager</i>	Use IP Office Web Manager to administer the IP Office servers and components.
15-601758	<i>Using Avaya IP Office™ Platform System Status Application</i>	Use IP Office System Status Application (SSA).
15-601019	<i>Using Avaya IP Office™ Platform System Monitor</i>	Monitor IP Office with System Monitor.
15-601063	<i>Administering Avaya IP Office™ Platform Voicemail Pro</i>	Administer Voicemail Pro.
15-601138	<i>Voicemail Pro Example Exercises</i>	Exercises to learn how to customize and configure Voicemail Pro mailboxes.

IP Office Basic Edition

Document number	Document title	Description
Not numbered	<i>Avaya IP Office™ Platform Basic Edition Manager</i>	Administer the system using IP Office Manager.
Not numbered	<i>Avaya IP Office Basic Edition Web Manager</i>	Administer the system using IP Office Web Manager.
Not numbered	<i>Avaya IP Office Basic Edition — Quick Mode Phone Based Administration</i>	Program IP Office Basic Edition Quick Mode from telephones.
Not numbered	<i>Avaya IP Office Basic Edition — Partner® Mode Phone Based Administration</i>	Program IP Office Basic Edition Partner® Mode from telephones.
Not numbered	<i>Avaya IP Office Basic Edition — Norstar® Mode Phone Based Administration</i>	Program IP Office Basic Edition Norstar® Mode from telephones.

IP Office Server Edition

Document number	Document title	Description
15-601011	<i>Administering Avaya IP Office™ Platform with Web Manager</i>	Administer IP Office Server Edition.
Not numbered	<i>Using the IP Office Cloud Operations Manager</i>	

IP Office Branch

Document number	Document title	Description
15-604263	<i>Administering Centralized Users for an IP Office™ Platform Enterprise Branch</i>	Administer Centralized Users in an IP Office enterprise branch.
15-604268	<i>Migrating an IP Office or B5800 Branch Gateway to an IP Office Enterprise Branch</i>	Upgrade and migrate to IP Office Branch.

Avaya Communicator

Document number	Document title	Description
15-601011	<i>Administering Avaya Communicator on IP Office™ Platform</i>	Administer Avaya Communicator.

Avaya one-X® Mobile

Document number	Document title	Description
Not numbered	<i>Administering Avaya one-X® Mobile for IP Office™ Platform</i>	Administering Avaya one-X® Mobile on the IP Office Essential and Preferred Editions.

Avaya one-X® Portal for IP Office

Document number	Document title	Description
15-601139	<i>Administering Avaya one-X® Portal for IP Office™ Platform</i>	Administer and maintain Avaya one-X® Portal for IP Office.

Media Manager

Document number	Document title	Description
Not numbered	<i>Administering Avaya IP Office™ Platform Media Manager</i>	Administer Media Manager.

Video

Document number	Document title	Description
Not numbered	<i>Administrator Guide for Scopia XT5000 Server for IP Office</i>	Administer Scopia XT5000 server.
Not numbered	<i>Administrator Guide for Scopia XT5000 Endpoint with Embedded Server for IP Office</i>	Administer Scopia XT5000 endpoint with an embedded server.

Avaya Lync Integration

Document number	Document title	Description
02-604119	<i>Administering Avaya Microsoft Lync Integration on IP Office™ Platform</i>	Administer the Avaya Lync Integration add-in.

User documents

Media Manager

Document number	Document title	Description
Not numbered	<i>Using Avaya IP Office™ Platform Media Manager</i>	End user management of the Media Manager application.

Web Self Administration

Document number	Document title	Description
Not numbered	<i>Avaya IP Office Web Self Administration</i>	End user management of personal configuration parameters.

Voicemail

Document number	Document title	Description
15-604067	<i>IP Office Embedded Voicemail User Guide (IP Office Mode)</i>	Use Embedded Voicemail in IP Office Mode.
15-604067	<i>IP Office Embedded Voicemail User Guide (Intuity Mode)</i>	Use Embedded Voicemail in Intuity Mode.
15-601066	<i>IP Office Voicemail Pro User Guide (Intuity Mode)</i>	Use Voicemail Pro in Intuity Mode.
15-601131	<i>IP Office Voicemail Pro User Guide (IP Office Mode)</i>	Use Voicemail Pro in IP Office Mode.
15-604067	<i>IP Office Basic Edition Embedded Voicemail User Guide (IP Office Mode)</i>	Use Embedded Voicemail on IP500 V2 in IP Office Basic Edition Quick Mode.
15-604067	<i>IP Office Basic Edition Partner® Mode Embedded Voicemail User Guide (IP Office Mode)</i>	Use Embedded Voicemail on IP500 V2 in IP Office Basic Edition Partner® Mode.

Table continues...

Document number	Document title	Description
15-604067	<i>IP Office Basic Edition Norstar® Mode Embedded Voicemail User Guide (IP Office Mode)</i>	Use Embedded Voicemail on IP500 V2 in IP Office Basic Edition Norstar® Mode.
15-604067	<i>IP Office Basic Edition Embedded Voicemail User Guide (Intuity Mode)</i>	Use Embedded Voicemail on IP500 V2 in IP Office Basic Edition Quick Mode.
15-604067	<i>IP Office Basic Edition Partner® Mode Embedded Voicemail User Guide (Intuity Mode)</i>	Use Embedded Voicemail on IP500 V2 in IP Office Basic Edition Partner® Mode.
15-604067	<i>IP Office Basic Edition Norstar® Mode Embedded Voicemail User Guide (Intuity Mode)</i>	Use Embedded Voicemail on IP500 V2 in IP Office Basic Edition Norstar® Mode.

Unified Communications clients

Document number	Document title	Description
Not numbered	<i>Using Avaya Communicator for iPad on IP Office™ Platform</i>	Use Avaya Communicator with IP Office on an iPad.
Not numbered	<i>Using Avaya Communicator for Windows on IP Office™ Platform</i>	Use Avaya Communicator with IP Office on Windows.
Not numbered	<i>Using Avaya Communicator for Web (ESNA-enabled client)</i>	Use Avaya Communicator with IP Office on Web.
Not numbered	<i>Using the Avaya IP Office Web Client</i>	
Not numbered	<i>Using Avaya Equinox for IP Office</i>	

Avaya one-X® Mobile

Document number	Document title	Description
Not numbered	<i>Using one-X® Mobile Preferred for IP Office™ Platform on Android</i>	Use Avaya one-X® Mobile for IP Office on the Android client.
Not numbered	<i>Using one-X® Mobile Preferred for IP Office™ Platform on Apple</i>	Use Avaya one-X® Mobile for IP Office on Apple mobile phones.

Avaya one-X® Portal for IP Office

Document number	Document title	Description
15-601131	<i>Using one-X® Portal for IP Office™ Platform</i>	Use Avaya one-X® Portal for IP Office.

SoftConsole

Document number	Document title	Description
15-601016	<i>Using Avaya IP Office™ Platform SoftConsole</i>	Use SoftConsole.

Conferencing

Document number	Document title	Description
Not numbered	<i>Using IP Office Platform Web Collaboration.</i>	Use Web Collaboration.

Video

Document number	Document title	Description
Not numbered	<i>User Guide for Scopia XT5000 Endpoint with Embedded Server for IP Office</i>	Use the Scopia XT5000 endpoint with an embedded server.

Avaya Lync Integration

Document number	Document title	Description
02-604413	<i>Using Avaya Communicator for Microsoft Lync 2013 on IP Office™ Platform</i>	Use Avaya Lync Integration 2013 add-in on IP Office.

Developer documents

Document number	Document title	Description
15-601034	<i>Avaya IP Office™ Platform DevLink Programmer's Guide</i>	Programming CTI DevLink using the IP Office CTI Link Software Development Kit.
15-601034	<i>Avaya IP Office™ Platform CTI TAPI Installation Manager</i>	Install and configure the TAPI driver for IP Office.
15-601035	<i>Avaya IP Office™ Platform TAPILink Developer's Guide</i>	Install and configure the TAPI link.

Phone documents

Deployment documents

Document number	Document title	Description
15-601047	<i>IP DECT R4 Installation</i>	Install and configure the DECT R4 Wireless solution.
Not numbered	<i>IP Office D100 SIP Wireless Terminal Installation and Administration Guide</i>	Install and configure the D100 DECT Wireless solution.
Not numbered	<i>BCM/Norstar to IP Office Phone Convergence Handbook</i>	Upgrade to an IP Office phone.
Not numbered	<i>IP Office 1100/1200 Series Phone Installation</i>	Install and configure 1100 Series and 1200 Series SIP phones.
15-601082	<i>IP Office 3600 Series Phone Installation</i>	Install and configure 3600 Series wireless phones.
15-601046	<i>IP Office H.323 Telephone Installation</i>	Install H.323 IP phones.
Not numbered	<i>IP Office SIP Extension Installation</i>	Install and configure SIP extensions on the IP Office, includes notes for Equinox and Vantage devices. .
16-603915	<i>IP Office B179 SIP Conference Phone Installation and Administration Guide</i>	Install and configure B179 SIP Conference Phones.

User documents (Standard Modes)

Document number	Document title	Description
15-601073	<i>IP Office Analog Phone User Guide</i>	Use analog phones.
15-601403	<i>IP Office Mobile Twinning Quick Reference Guide</i>	Set up Mobile Twinning.
AV40050-104	<i>IP Office 1120E IP Deskphone with SIP Software User Guide</i>	Use 1120E IP deskphones.
AV40050-105	<i>IP Office 1140E IP Deskphone with SIP Software User Guide</i>	Use 1140E IP deskphones.
AV40050-111	<i>IP Office 1200 Series IP desk phones with SIP Software User Guide</i>	Use 1200 series of IP deskphones.
15-601013	<i>IP Office 1403 Phone User Guide</i>	Use 1403 phones.
15-601040	<i>IP Office 1408/1416 Phone User Guide</i>	Use 1408 and 1416 phones.
Not numbered	<i>IP Office 1408 Telephone Quick Reference Guide</i>	Use 1408 phones.
Not numbered	<i>IP Office 1416 Telephone Quick Reference Guide</i>	Use 1416 phones.
15-601013	<i>IP Office 1603 Phone User Guide</i>	Use 1603 phones.
15-601040	<i>IP Office 1608/1616 Phone User Guide</i>	Use 1608 and 1616 phones.

Table continues...

Document number	Document title	Description
Not numbered	<i>IP Office 1603 IP Telephone Quick Reference Guide</i>	Use 1603 phones.
Not numbered	<i>IP Office 1608 IP Telephone Quick Reference Guide</i>	Use 1608 phones.
Not numbered	<i>IP Office 1616 IP Telephone Quick Reference Guide</i>	Use 1616 phones.
15-601108	<i>IP Office 2402 Quick Reference Guide</i>	Use 2402 phones.
15-601109	<i>IP Office 2410 Quick Reference Guide</i>	Use 2410 phones.
15-601110	<i>IP Office 2420 Quick Reference Guide</i>	Use 2420 phones.
Not numbered	<i>IP Office 3641/3645 Wireless IP Telephone and Accessories User Guide</i>	Use 3641 and 3645 handsets.
21-603360	<i>IP Office 3720 DECT Phone User Guide</i>	Use 3720 phones on the IP DECT system.
21-603358	<i>IP Office 3725 DECT Phone User Guide</i>	Use 3725 phones on the IP DECT system.
21-603690	<i>IP Office 3740, 3745, and 3749 DECT Phone User Guide</i>	Use 3740 and 3749 phones on the IP DECT system.
Not numbered	<i>IP Office 3720 DECT Telephone Quick Reference Guide</i>	Use 3720 DECT phones.
Not numbered	<i>IP Office 3725 DECT Telephone Quick Reference Guide</i>	Use 3725 DECT phones.
Not numbered	<i>IP Office 374Ex DECT Telephone Quick Reference Guide</i>	Use 3740 DECT phones.
Not numbered	<i>IP Office DECT Handset 4145Ex and 4146Ex User Guide</i>	Use 4145Ex and 4146Ex handsets.
Not numbered	<i>IP Office 9500 Phone User Guide</i>	Use 9500 Series phones.
Not numbered	<i>IP Office 9504 Quick Reference Guide</i>	Use 9504 phones
Not numbered	<i>IP Office 9508 Quick Reference Guide</i>	Use 9508 phones
Not numbered	<i>IP Office 9600 Phone User Guide</i>	Use 9600 Series phones.
Not numbered	<i>IP Office 9608 Telephone Quick Reference Guide</i>	Use 9608 phones
Not numbered	<i>IP Office 9611 Telephone Quick Reference Guide</i>	Use 9611 phones
Not numbered	<i>IP Office 9620 Telephone Quick Reference Guide</i>	Use 9620 phones
Not numbered	<i>IP Office 9621 Telephone Quick Reference Guide</i>	Use 9621 phones
Not numbered	<i>IP Office 9630 Telephone Quick Reference Guide</i>	Use 9630 phones
Not numbered	<i>IP Office 9640 Telephone Quick Reference Guide</i>	Use 9640 phones
Not numbered	<i>IP Office 9641 Telephone Quick Reference Guide</i>	Use 9641 phones
Not numbered	<i>IP Office 9650 Telephone Quick Reference Guide</i>	Use 9650 phones

Table continues...

Document number	Document title	Description
16-603923	<i>IP Office B149 Conference Phone User Guide</i>	Use B149 conference phones.
16-603908	<i>IP Office B149 Conference Phone Quick Reference Guide</i>	Use B149 conference phones.
16-603914	<i>IP Office B159 Conference Phone User Guide</i>	Use B159 conference phones.
16-603913	<i>IP Office B159 Conference Phone Quick Reference Guide</i>	Use B159 conference phones.
16-603918	<i>IP Office B179 SIP Conference Phone User Guide</i>	Use B179 SIP conference phones.
16-603916	<i>IP Office B179 SIP Conference Phone Quick Reference Guide</i>	Use B179 SIP conference phone.
16-603919	<i>PA Interface Box for Avaya B159/B179 Conference Phones Quick Setup Guide</i>	Install and set up the PA Interface Box for B159 and B179 phones.
Not numbered	<i>IP Office D100 SIP Wireless Terminal User Guide</i>	Use D100 SIP wireless phones.
Not numbered	<i>IP Office J100 Series Telephone User User Guide</i>	Using the J169 and J179 on IP Office.
Not numbered	<i>IP Office J169 Quick Reference Guide</i>	
Not numbered	<i>IP Office J179 Quick Reference Guide</i>	
Not numbered	<i>IP Office M7100 User Guide</i>	Use M7100 phones.
Not numbered	<i>IP Office M7100N User Guide</i>	Use M7100N phones.
Not numbered	<i>IP Office M7208 User Guide</i>	Use M7208 phones.
Not numbered	<i>IP Office M7208N User Guide</i>	Use M7208N phones.
Not numbered	<i>IP Office M7310 User Guide</i>	Use M7310 phones.
Not numbered	<i>IP Office M7310N User Guide</i>	Use M7310N phones.
Not numbered	<i>IP Office M7324 User Guide</i>	Use M7324 phones.
Not numbered	<i>IP Office M7324N User Guide</i>	Use M7324N phones.
Not numbered	<i>IP Office M7100 Digital Deskphone Quick Reference Guide</i>	Use M7100 phones.
Not numbered	<i>IP Office M7208 Digital Deskphone Quick Reference Guide</i>	Use M7208 phones.
Not numbered	<i>IP Office M7310 Digital Deskphone Quick Reference Guide</i>	Use M7310 phones.
Not numbered	<i>IP Office M7324 Digital Deskphone Quick Reference Guide</i>	Use M7324 phones.
Not numbered	<i>IP Office T7000 User Guide</i>	Use T7000 phones.
Not numbered	<i>IP Office T7100 User Guide</i>	Use T7100 phones.
Not numbered	<i>IP Office T7208 User Guide</i>	Use T7208 phones.

Table continues...

Document number	Document title	Description
Not numbered	<i>IP Office T7316 User Guide</i>	Use T7316 phones.
Not numbered	<i>IP Office T7316E User Guide</i>	Use T7316E phones.
Not numbered	<i>IP Office Digital Audio Conferencing Unit Quick Reference Guide</i>	Use digital audio conferencing endpoints.
Not numbered	<i>IP Office T7000 Digital Deskphone Quick Reference Guide</i>	Use T7000 phones.
Not numbered	<i>IP Office T7100 Digital Deskphone Quick Reference Guide</i>	Use T7100 phones.
Not numbered	<i>IP Office T7208 Digital Deskphone Quick Reference Guide</i>	Use T7208 phones.
Not numbered	<i>IP Office T7406E Digital Deskphone Quick Reference Guide</i>	Use T7406E phones.

User documents (Basic Edition)

Document Number	Document Title	Description
Not numbered	<i>IP Office Basic Edition Analog Phone User Guide</i>	Covers the use of analog telephones on Basic Edition systems.
Not numbered	<i>IP Office Basic Edition 1400 Series Phone User Guide</i>	IP Office Basic Edition 1400 Series Phone User Guide
Not numbered	<i>IP Office Basic Edition 9500 Series Phone User Guide</i>	Use IP Office Basic Edition 9500 Series Phone
Not numbered	<i>ETR Phone User Guide</i>	Use ETR Phone User Guide
Not numbered	<i>M7100 Phone User Guide</i>	Use M7100 Phone
Not numbered	<i>M7100N Phone User Guide</i>	Use M7100N Phone User Guide
Not numbered	<i>M7208 Phone User Guide</i>	Use M7208 Phone
Not numbered	<i>M7310 Phone User Guide</i>	Use M7310 Phone
Not numbered	<i>M7310N Phone User Guide</i>	Use M7310N Phone
Not numbered	<i>M7324 Phone User Guide</i>	Use M7324 Phone
Not numbered	<i>M7324N Phone User Guide</i>	Use M7324N Phone
Not numbered	<i>T7000 Phone User Guide</i>	Use T7000 Phone
Not numbered	<i>T7100 Phone User Guide</i>	Use Phone User Guide
Not numbered	<i>T7208 Phone User Guide</i>	Use T7208 Phone
Not numbered	<i>T7316 Phone User Guide</i>	Use T7316 Phone
Not numbered	<i>T7316E Phone User Guide</i>	Use T7316E Phone

Chapter 3: Resources

Finding documents on the Avaya Support website

Procedure

1. Navigate to <http://support.avaya.com/>.
2. At the top of the screen, type your username and password and click **Login**.
3. Click **Support by Product > Documents**.
4. In **Enter your Product Here**, type the product name and then select the product from the list.
5. In **Choose Release**, select an appropriate release number.
6. In the **Content Type** filter, click a document type, or click **Select All** to see a list of all available documents.

For example, for user guides, click **User Guides** in the **Content Type** filter. The list displays the documents only from the selected category.

7. Click **Enter**.

Support

Go to the Avaya Support website at <http://support.avaya.com> for the most up-to-date documentation, product notices, and knowledge articles. You can also search for release notes, downloads, and resolutions to issues. Use the online service request system to create a service request. Chat with live agents to get answers to questions, or request an agent to connect you to a support team if an issue requires additional expertise.

Using the Avaya InSite Knowledge Base

The Avaya InSite Knowledge Base is a web-based search engine that provides:

- Up-to-date troubleshooting procedures and technical tips
- Information about service packs
- Access to customer and technical documentation

- Information about training and certification programs
- Links to other pertinent information

If you are an authorized Avaya Partner or a current Avaya customer with a support contract, you can access the Knowledge Base without extra cost. You must have a login account and a valid Sold-To number.

Use the Avaya InSite Knowledge Base for any potential solutions to problems.

1. Go to <http://www.avaya.com/support>.
2. Log on to the Avaya website with a valid Avaya user ID and password.
The system displays the Avaya Support page.
3. Click **Support by Product > Product Specific Support**.
4. In **Enter Product Name**, enter the product, and press `Enter`.
5. Select the product from the list, and select a release.
6. Click the **Technical Solutions** tab to see articles.
7. Select relevant articles.

Accessing Avaya DevConnect Application Notes

The Avaya DevConnect program conducts testing with service providers to establish compatibility with Avaya products.

Procedure

1. Go to http://www.devconnectprogram.com/site/global/compliance_testing/application_notes/index.gsp.
2. Sign in or register.
3. Click a timeframe to search within.
A list of all the application notes for that timeframe appears.
4. In the **Search** field, type `IP Office` and press **Enter**.
A list of relevant Application Notes appear.

Viewing Avaya Mentor videos

Avaya Mentor videos provide technical content on how to install, configure, and troubleshoot Avaya products.

About this task

Videos are available on the Avaya Support website, listed under the video document type, and on the Avaya-run channel on YouTube.

Procedure

- To find videos on the Avaya Support website, go to <http://support.avaya.com> and perform one of the following actions:
 - In **Search**, type `Avaya Mentor Videos` to see a list of the available videos.
 - In **Search**, type the product name. On the Search Results page, select **Video** in the **Content Type** column on the left.
- To find the Avaya Mentor videos on YouTube, go to www.youtube.com/AvayaMentor and perform one of the following actions:
 - Enter a key word or key words in the **Search Channel** to search for a specific product or topic.
 - Scroll down Playlists, and click the name of a topic to see the available list of videos posted on the website.

 **Note:**

Videos are not available for all products.

Using the Avaya InSite Knowledge Base

The Avaya InSite Knowledge Base is a web-based search engine that provides:

- Up-to-date troubleshooting procedures and technical tips
- Information about service packs
- Access to customer and technical documentation
- Information about training and certification programs
- Links to other pertinent information

If you are an authorized Avaya Partner or a current Avaya customer with a support contract, you can access the Knowledge Base without extra cost. You must have a login account and a valid Sold-To number.

Use the Avaya InSite Knowledge Base for any potential solutions to problems.

1. Go to <http://www.avaya.com/support>.
2. Log on to the Avaya website with a valid Avaya user ID and password.
The system displays the Avaya Support page.
3. Click **Support by Product > Product Specific Support**.
4. In **Enter Product Name**, enter the product, and press `Enter`.
5. Select the product from the list, and select a release.
6. Click the **Technical Solutions** tab to see articles.

7. Select relevant articles.

Additional IP Office resources

You can find information at the following additional resource websites.

Avaya

<http://www.avaya.com> is the official Avaya website. The front page also provides access to individual Avaya websites for different countries.

Avaya Sales & Partner Portal

<http://sales.avaya.com> is the official website for all Avaya Business Partners. The site requires registration for a user name and password. Once accessed, the portal can be customized for specific products and information types that you wish to see and be notified about by email.

Avaya IP Office Knowledge Base

<http://marketingtools.avaya.com/knowledgebase> provides access to an online, regularly updated version of the IP Office Knowledge Base.

Avaya maintenance, lifecycle and warranty information

Avaya support services complement standard Avaya maintenance, lifecycle and warranty policies that are posted on <http://support.avaya.com>. For more information, send email to support@avaya.com.

International Avaya User Group

<http://www.iaug.org> is the official discussion forum for Avaya product users.

Training

Avaya training and credentials are designed to ensure our Business Partners have the capabilities and skills to successfully sell, implement, and support Avaya solutions and exceed customer expectations. The following credentials are available:

- Avaya Certified Sales Specialist (APSS)
- Avaya Implementation Professional Specialist (AIPS)
- Avaya Certified Support Specialist (ACSS)

Credential maps are available on the Avaya Learning website at <http://avaya-learning.com/>.

The following courses are also available on the Avaya Learning website. After logging in to the website, enter the course code or the course title in the **Search** field.

Course code	Course title
2S00012W	APSS – Small and MidMarket Communications – IP Office™ Platform and Select Overview
4601W	Avaya IP Office™ Platform — Components
4602W	Avaya IP Office™ Platform — Editions
2S00015O	Small and Midmarket Communications — IP Office — Endpoints
10S00005E	Knowledge Access: Avaya IP Office™ Platform Implementation
5S00004E	Knowledge Access: Avaya IP Office™ Platform Support

Included in all Knowledge Collection Access offers above is a separate area called IP Office Supplemental Knowledge. This floor in the Virtual Campus contains self-directed learning objects, which cover IP Office delta information. This material can be consumed by technicians experienced in IP Office.

Product compatibility

For the latest and most accurate compatibility information go to <https://support.avaya.com/CompatibilityMatrix/Index.aspx>.

Legal

© 1234

Notice

While reasonable efforts have been made to ensure that the information in this document is complete and accurate at the time of printing, Avaya assumes no liability for any errors. Avaya reserves the right to make changes and corrections to the information in this document without the obligation to notify any person or organization of such changes.

Documentation disclaimer

“Documentation” means information published in varying mediums which may include product information, operating instructions and performance specifications that are generally made available to users of products. Documentation does not include marketing materials. Avaya shall not be responsible for any modifications, additions, or deletions to the original published version of Documentation unless such modifications, additions, or deletions were performed by or on the express behalf of Avaya. End User agrees to indemnify and hold harmless Avaya, Avaya's agents, servants and employees against all claims, lawsuits, demands and judgments arising out of, or in connection with, subsequent modifications, additions or deletions to this documentation, to the extent made by End User.

Link disclaimer

Avaya is not responsible for the contents or reliability of any linked websites referenced within this site or Documentation provided by Avaya. Avaya is not responsible for the accuracy of any information, statement or content provided on these sites and does not necessarily endorse the products, services, or information described or offered within them. Avaya does not guarantee that these links will work all the time and has no control over the availability of the linked pages.

Warranty

Avaya provides a limited warranty on Avaya hardware and software. Refer to your sales agreement to establish the terms of the limited warranty. In addition, Avaya's standard warranty language, as well as information regarding support for this product while under warranty is available to Avaya customers and other parties through the Avaya Support website: <https://support.avaya.com/helpcenter/getGenericDetails?detailId=C20091120112456651010> under the link “Warranty & Product Lifecycle” or such successor site as designated by Avaya. Please note that if You acquired the product(s) from an authorized Avaya Channel Partner outside of the United States and Canada, the warranty is provided to You by said Avaya Channel Partner and not by Avaya.

“Hosted Service” means an Avaya hosted service subscription that You acquire from either Avaya or an authorized Avaya Channel Partner (as applicable) and which is described further in Hosted SAS or other service description documentation regarding the applicable hosted service. If You purchase a Hosted Service subscription, the foregoing limited warranty may not apply but You may be entitled to support services in connection with the Hosted Service as described further in your service

description documents for the applicable Hosted Service. Contact Avaya or Avaya Channel Partner (as applicable) for more information.

Hosted Service

THE FOLLOWING APPLIES ONLY IF YOU PURCHASE AN AVAYA HOSTED SERVICE SUBSCRIPTION FROM AVAYA OR AN AVAYA CHANNEL PARTNER (AS APPLICABLE), THE TERMS OF USE FOR HOSTED SERVICES ARE AVAILABLE ON THE AVAYA WEBSITE, [HTTPS://SUPPORT.AVAYA.COM/LICENSEINFO](https://support.avaya.com/licenseinfo) UNDER THE LINK “Avaya Terms of Use for Hosted Services” OR SUCH SUCCESSOR SITE AS DESIGNATED BY AVAYA, AND ARE APPLICABLE TO ANYONE WHO ACCESSES OR USES THE HOSTED SERVICE. BY ACCESSING OR USING THE HOSTED SERVICE, OR AUTHORIZING OTHERS TO DO SO, YOU, ON BEHALF OF YOURSELF AND THE ENTITY FOR WHOM YOU ARE DOING SO (HEREINAFTER REFERRED TO INTERCHANGEABLY AS “YOU” AND “END USER”), AGREE TO THE TERMS OF USE. IF YOU ARE ACCEPTING THE TERMS OF USE ON BEHALF A COMPANY OR OTHER LEGAL ENTITY, YOU REPRESENT THAT YOU HAVE THE AUTHORITY TO BIND SUCH ENTITY TO THESE TERMS OF USE. IF YOU DO NOT HAVE SUCH AUTHORITY, OR IF YOU DO NOT WISH TO ACCEPT THESE TERMS OF USE, YOU MUST NOT ACCESS OR USE THE HOSTED SERVICE OR AUTHORIZE ANYONE TO ACCESS OR USE THE HOSTED SERVICE.

Licenses

THE SOFTWARE LICENSE TERMS AVAILABLE ON THE AVAYA WEBSITE, [HTTPS://SUPPORT.AVAYA.COM/LICENSEINFO](https://support.avaya.com/licenseinfo), UNDER THE LINK “AVAYA SOFTWARE LICENSE TERMS (Avaya Products)” OR SUCH SUCCESSOR SITE AS DESIGNATED BY AVAYA, ARE APPLICABLE TO ANYONE WHO DOWNLOADS, USES AND/OR INSTALLS AVAYA SOFTWARE, PURCHASED FROM AVAYA INC., ANY AVAYA AFFILIATE, OR AN AVAYA CHANNEL PARTNER (AS APPLICABLE) UNDER A COMMERCIAL AGREEMENT WITH AVAYA OR AN AVAYA CHANNEL PARTNER. UNLESS OTHERWISE AGREED TO BY AVAYA IN WRITING, AVAYA DOES NOT EXTEND THIS LICENSE IF THE SOFTWARE WAS OBTAINED FROM ANYONE OTHER THAN AVAYA, AN AVAYA AFFILIATE OR AN AVAYA CHANNEL PARTNER; AVAYA RESERVES THE RIGHT TO TAKE LEGAL ACTION AGAINST YOU AND ANYONE ELSE USING OR SELLING THE SOFTWARE WITHOUT A LICENSE. BY INSTALLING, DOWNLOADING OR USING THE SOFTWARE, OR AUTHORIZING OTHERS TO DO SO, YOU, ON BEHALF OF YOURSELF AND THE ENTITY FOR WHOM YOU ARE INSTALLING, DOWNLOADING OR USING THE SOFTWARE (HEREINAFTER REFERRED TO INTERCHANGEABLY AS “YOU” AND “END USER”), AGREE TO THESE TERMS AND CONDITIONS AND CREATE A BINDING CONTRACT BETWEEN YOU AND AVAYA INC. OR THE APPLICABLE AVAYA AFFILIATE (“AVAYA”).

Avaya grants You a license within the scope of the license types described below, with the exception of Heritage Nortel Software, for which the scope of the license is detailed below. Where the order documentation does not expressly identify a license type, the applicable license will be a Designated System License as set forth below in the Designated System(s) License (DS) section as applicable. The applicable number of licenses and units of capacity for which the license is granted will be one (1), unless a different number of licenses or units of capacity is specified in the documentation or other materials available to You. “Software” means computer programs in object code, provided by Avaya or an Avaya Channel Partner, whether as stand-alone products, pre-installed on hardware products, and any upgrades, updates, patches, bug fixes, or modified versions thereto. “Designated Processor” means a single stand-alone computing device. “Server” means a set of Designated Processors that hosts (physically or virtually) a software application to be accessed by multiple users. “Instance” means a single copy of the Software executing at a particular time: (i) on one physical machine; or (ii) on one deployed software virtual machine (“VM”) or similar deployment.

License type(s)

Designated System(s) License (DS). End User may install and use each copy or an Instance of the Software only: 1) on a number of Designated Processors up to the number indicated in the order; or 2) up to the number of Instances of the Software as indicated in the order, Documentation, or as authorized by Avaya in writing. Avaya may require the Designated Processor(s) to be identified in the order by type, serial number, feature key, Instance, location or other specific designation, or to be provided by End User to Avaya through electronic means established by Avaya specifically for this purpose.

Concurrent User License (CU). End User may install and use the Software on multiple Designated Processors or one or more Servers, so long as only the licensed number of Units are accessing and using the Software at any given time. A "Unit" means the unit on which Avaya, at its sole discretion, bases the pricing of its licenses and can be, without limitation, an agent, port or user, an e-mail or voice mail account in the name of a person or corporate function (e.g., webmaster or helpdesk), or a directory entry in the administrative database utilized by the Software that permits one user to interface with the Software. Units may be linked to a specific, identified Server or an Instance of the Software.

Cluster License (CL). End User may install and use each copy or an Instance of the Software only up to the number of Clusters as indicated on the order with a default of one (1) Cluster if not stated. "Cluster" means a group of Servers and other resources that act as a single system.

Enterprise License (EN). End User may install and use each copy or an Instance of the Software only for enterprise-wide use of an unlimited number of Instances of the Software as indicated on the order or as authorized by Avaya in writing.

Named User License (NU). You may: (i) install and use each copy or Instance of the Software on a single Designated Processor or Server per authorized Named User (defined below); or (ii) install and use each copy or Instance of the Software on a Server so long as only authorized Named Users access and use the Software. "Named User", means a user or device that has been expressly authorized by Avaya to access and use the Software. At Avaya's sole discretion, a "Named User" may be, without limitation, designated by name, corporate function (e.g., webmaster or helpdesk), an e-mail or voice mail account in the name of a person or corporate function, or a directory entry in the administrative database utilized by the Software that permits one user to interface with the Software.

Shrinkwrap License (SR). You may install and use the Software in accordance with the terms and conditions of the applicable license agreements, such as "shrinkwrap" or "clickthrough" license accompanying or applicable to the Software ("Shrinkwrap License").

Heritage Nortel Software

"Heritage Nortel Software" means the software that was acquired by Avaya as part of its purchase of the Nortel Enterprise Solutions Business in December 2009. The Heritage Nortel Software is the software contained within the list of Heritage Nortel Products located at <https://support.avaya.com/LicenseInfo> under the link "Heritage Nortel Products" or such successor site as designated by Avaya. For Heritage Nortel Software, Avaya grants Customer a license to use Heritage Nortel Software provided hereunder solely to the extent of the authorized activation or authorized usage level, solely for the purpose specified in the Documentation, and solely as embedded in, for execution on, or for communication with Avaya equipment. Charges for Heritage Nortel Software may be based on extent of activation or use authorized as specified in an order or invoice.

Copyright

Except where expressly stated otherwise, no use should be made of materials on this site, the Documentation, Software, Hosted Service, or hardware provided by Avaya. All content on this site, the documentation, Hosted Service, and the product provided by Avaya including the selection, arrangement and design of the content is owned either by Avaya or its licensors and is protected by copyright and other intellectual property laws including the sui generis rights relating to the protection of databases. You may not modify, copy, reproduce, republish, upload, post, transmit or distribute in any way any content, in whole or in part, including any code and software unless expressly authorized by Avaya. Unauthorized reproduction, transmission, dissemination, storage, and or use without the express written consent of Avaya can be a criminal, as well as a civil offense under the applicable law.

Virtualization

The following applies if the product is deployed on a virtual machine. Each product has its own ordering code and license types. Note, unless otherwise stated, that each Instance of a product must be separately licensed and ordered. For example, if the end user customer or Avaya Channel Partner would like to install two Instances of the same type of products, then two products of that type must be ordered.

Third Party Components

“Third Party Components” mean certain software programs or portions thereof included in the Software or Hosted Service may contain software (including open source software) distributed under third party agreements (“Third Party Components”), which contain terms regarding the rights to use certain portions of the Software (“Third Party Terms”). As required, information regarding distributed Linux OS source code (for those products that have distributed Linux OS source code) and identifying the copyright holders of the Third Party Components and the Third Party Terms that apply is available in the products, Documentation or on Avaya’s website at: <https://support.avaya.com/Copyright> or such successor site as designated by Avaya. The open source software license terms provided as Third Party Terms are consistent with the license rights granted in these Software License Terms, and may contain additional rights benefiting You, such as modification and distribution of the open source software. The Third Party Terms shall take precedence over these Software License Terms, solely with respect to the applicable Third Party Components to the extent that these Software License Terms impose greater restrictions on You than the applicable Third Party Terms.

The following applies only if the H.264 (AVC) codec is distributed with the product. THIS PRODUCT IS LICENSED UNDER THE AVC PATENT PORTFOLIO LICENSE FOR THE PERSONAL USE OF A CONSUMER OR OTHER USES IN WHICH IT DOES NOT RECEIVE REMUNERATION TO (i) ENCODE VIDEO IN COMPLIANCE WITH THE AVC STANDARD (“AVC VIDEO”) AND/OR (ii) DECODE AVC VIDEO THAT WAS ENCODED BY A CONSUMER ENGAGED IN A PERSONAL ACTIVITY AND/OR WAS OBTAINED FROM A VIDEO PROVIDER LICENSED TO PROVIDE AVC VIDEO. NO LICENSE IS GRANTED OR SHALL BE IMPLIED FOR ANY OTHER USE. ADDITIONAL INFORMATION MAY BE OBTAINED FROM MPEG LA, L.L.C. SEE [HTTP://WWW.MPEGLA.COM](http://WWW.MPEGLA.COM).

Service Provider

THE FOLLOWING APPLIES TO AVAYA CHANNEL PARTNER’S HOSTING OF AVAYA PRODUCTS OR SERVICES. THE PRODUCT OR HOSTED SERVICE MAY USE THIRD PARTY COMPONENTS SUBJECT TO THIRD PARTY TERMS AND REQUIRE A SERVICE PROVIDER TO BE INDEPENDENTLY LICENSED DIRECTLY FROM THE THIRD PARTY SUPPLIER. AN AVAYA CHANNEL PARTNER’S HOSTING OF AVAYA PRODUCTS MUST BE AUTHORIZED IN WRITING

BY AVAYA AND IF THOSE HOSTED PRODUCTS USE OR EMBED CERTAIN THIRD PARTY SOFTWARE, INCLUDING BUT NOT LIMITED TO MICROSOFT SOFTWARE OR CODECS, THE AVAYA CHANNEL PARTNER IS REQUIRED TO INDEPENDENTLY OBTAIN ANY APPLICABLE LICENSE AGREEMENTS, AT THE AVAYA CHANNEL PARTNER'S EXPENSE, DIRECTLY FROM THE APPLICABLE THIRD PARTY SUPPLIER.

WITH RESPECT TO CODECS, IF THE AVAYA CHANNEL PARTNER IS HOSTING ANY PRODUCTS THAT USE OR EMBED THE G.729 CODEC, H.264 CODEC, OR H.265 CODEC, THE AVAYA CHANNEL PARTNER ACKNOWLEDGES AND AGREES THE AVAYA CHANNEL PARTNER IS RESPONSIBLE FOR ANY AND ALL RELATED FEES AND/OR ROYALTIES. THE G.729 CODEC IS LICENSED BY SIPRO LAB TELECOM INC. SEE WWW.SIPRO.COM/CONTACT.HTML. THE H.264 (AVC) CODEC IS LICENSED UNDER THE AVC PATENT PORTFOLIO LICENSE FOR THE PERSONAL USE OF A CONSUMER OR OTHER USES IN WHICH IT DOES NOT RECEIVE REMUNERATION TO: (I) ENCODE VIDEO IN COMPLIANCE WITH THE AVC STANDARD ("AVC VIDEO") AND/OR (II) DECODE AVC VIDEO THAT WAS ENCODED BY A CONSUMER ENGAGED IN A PERSONAL ACTIVITY AND/OR WAS OBTAINED FROM A VIDEO PROVIDER LICENSED TO PROVIDE AVC VIDEO. NO LICENSE IS GRANTED OR SHALL BE IMPLIED FOR ANY OTHER USE. ADDITIONAL INFORMATION FOR H.264 (AVC) AND H.265 (HEVC) CODECS MAY BE OBTAINED FROM MPEG LA, L.L.C. SEE [HTTP://WWW.MPEGLA.COM](http://WWW.MPEGLA.COM).

Compliance with Laws

You acknowledge and agree that it is Your responsibility for complying with any applicable laws and regulations, including, but not limited to laws and regulations related to call recording, data privacy, intellectual property, trade secret, fraud, and music performance rights, in the country or territory where the Avaya product is used.

Preventing Toll Fraud

"Toll Fraud" is the unauthorized use of your telecommunications system by an unauthorized party (for example, a person who is not a corporate employee, agent, subcontractor, or is not working on your company's behalf). Be aware that there can be a risk of Toll Fraud associated with your system and that, if Toll Fraud occurs, it can result in substantial additional charges for your telecommunications services.

Avaya Toll Fraud intervention

If You suspect that You are being victimized by Toll Fraud and You need technical assistance or support, call Technical Service Center Toll Fraud Intervention Hotline at +1-800-643-2353 for the United States and Canada. For additional support telephone numbers, see the Avaya Support website: <https://support.avaya.com> or such successor site as designated by Avaya.

Security Vulnerabilities

Information about Avaya's security support policies can be found in the Security Policies and Support section of <https://support.avaya.com/security>.

Suspected Avaya product security vulnerabilities are handled per the Avaya Product Security Support Flow (<https://support.avaya.com/css/P8/documents/100161515>).

Downloading Documentation

For the most current versions of Documentation, see the Avaya Support website: <https://support.avaya.com>, or such successor site as designated by Avaya.

Contact Avaya Support

See the Avaya Support website: <https://support.avaya.com> for product or Hosted Service notices and articles, or to report a problem with your Avaya product or Hosted Service. For a list of support telephone numbers and contact addresses, go to the Avaya Support website: <https://support.avaya.com> (or such successor site as designated by Avaya), scroll to the bottom of the page, and select Contact Avaya Support.

Trademarks

The trademarks, logos and service marks (“Marks”) displayed in this site, the Documentation, Hosted Service(s), and product(s) provided by Avaya are the registered or unregistered Marks of Avaya, its affiliates, its licensors, its suppliers, or other third parties. Users are not permitted to use such Marks without prior written consent from Avaya or such third party which may own the Mark. Nothing contained in this site, the Documentation, Hosted Service(s) and product(s) should be construed as granting, by implication, estoppel, or otherwise, any license or right in and to the Marks without the express written permission of Avaya or the applicable third party.

Avaya is a registered trademark of Avaya Inc.

All non-Avaya trademarks are the property of their respective owners. Linux[®] is the registered trademark of Linus Torvalds in the U.S. and other countries.