

Global Registration Tool 3.0

IPOSS Token

User Guide

Overview

IPOSS Tokens allow users to create an installation location and/or gain access to an existing location, perform IP Office equipment registration at the moment of product installation, plus activate the IPOSS service contract

This User Guide will assist users with the general steps necessary in the Global Registration Tool to complete Account Creation, IP Office Equipment Registration (standard registration) and Token Redemption (contract activation) as part of the IPOSS Token process



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Access the Global Registration Tool

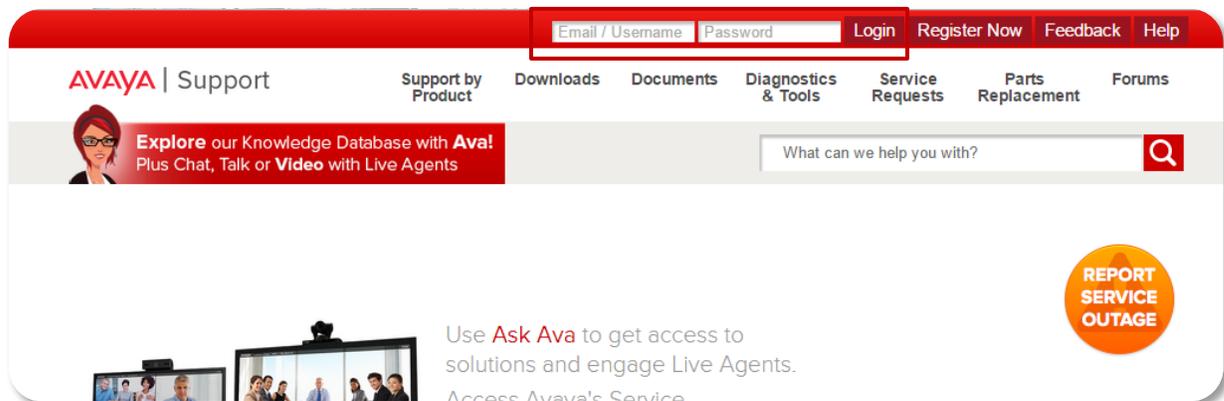
Access the **Global Registration Tool** directly at:

<https://support.avaya.com/grt>

-Or-

From the **Avaya Support site**

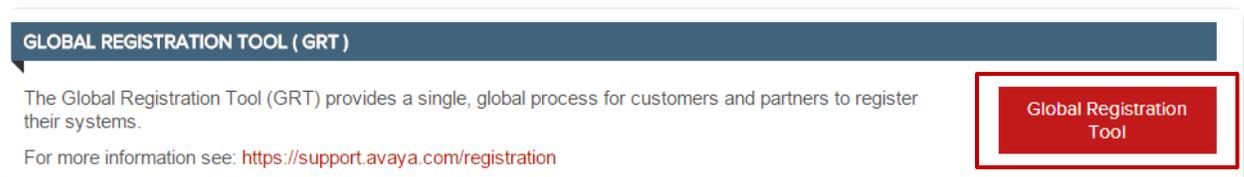
1. To access the **Global Registration Tool** via the **Avaya Support Site**, sign on to the support.avaya.com site using your SSO login credentials.



2. Once you have logged in to your **Avaya Support Dashboard**, select **All Tools** available under the **Tools** section at the bottom of the screen.



3. Select **Global Registration Tool** – This will take you to the **Global Registration Home** page





Account Creation

Account Creation allows Business Partners to:

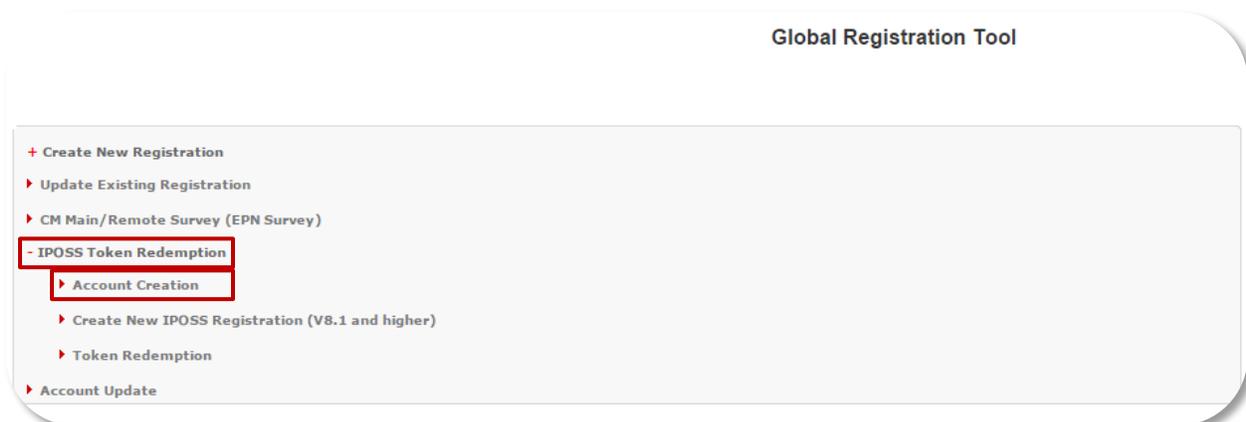
- Create and gain access for the duration of the term to a new end customer installation address to register products and activate maintenance coverage with an IPOSS Token in the Global Registration Tool (GRT).
- Gain temporary access to existing customer installation address. You can register products and activate maintenance coverage with an IPOSS Token in the Global Registration Tool (GRT).

Note: In order to complete the Account Creation for either scenario listed above, the user will need a Token that has not yet been redeemed and will be entered and validated during the process.

Note: When entering the unredeemed token during the Account Creation process for validation, the token is not being redeemed, only validated. The token is only redeemed during the Token Redemption (contract activation) part of the overall IPOSS Token process.

Global Registration Tool Home Page

1. Select **IPOSS Token Redemption**, then **Account Creation**



This will direct the user to the **End Customer Account Creation** page.

End Customer Account Creation Page

2. Select **Country** from drop down list and click **Next**

Note: The BPLinkID will be the used for registration purposes. This is auto populated based on login credentials provided by the user. If the user creating the account **IS NOT** the registration partner, enter the appropriate BPLinkID for the partner that will be performing registration

(Screen - Step 1 of 4)

AVAYA | GRT

Welcome GRT BP B2 LinkID2463 | Logout | Suggestions | Registration Help |

End Customer Account creation

Step 1 of 4

End Customer Account creation

Please select the Country for account creation: Ireland

Please enter/modify the BPLinkID*:

Will this account be used for redeeming a token?: Yes No

[Cancel](#) [Next](#)

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3. Enter the **Account Address** and select **Search**, which will initiate a search of existing Avaya records

(Screen - Step 2 of 4)

AVAYA | GRT

Welcome GRT BP B2 LinkID2463 | Logout | Suggestions | Registration Help |

End Customer Account creation

Step 2 of 4

Account address

Name*:

Street Name*:

City*:

State/Province*:

Zip/Postal Code*:

Country*:

[Back](#) [Search](#) [Cancel](#)

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- If any, the search results will display a list of similar records found, which are color coded and ranked, based on exact or potential match to address entered color coded based. In the case of requesting temporary access to an existing location, select the **desired record** and **Next. Account creation is halted and the Business Partner has temporary access to proceed with the Equipment Registration and Token Redemption.**

Note: Temporary access is granted for two weeks . For continued access, a Business Partner must activate the contract by completing the remaining Equipment Registration and Token Redemption steps. After which, the Business Partner is granted continued access through the duration of the contract service term for the token.

Note: In the event duplicate records are returned, contact the local CMD team for assistance:
 EMEA - emeacmd@avaya.com
 Canada - vitalservice@avaya.com
 US - uscmd@avaya.com

Similar Records found

Did you mean any of the above mentioned account?
 Before continuing, please read our [policy](#) for duplicate records

Select (Click on ID)	Account	Name	Street	City	State	Zip	Country
<input type="radio"/>	0003373925	IBM	1 NEW ORCHARD RD	ARMONK	NY	10504-1722	US
<input type="radio"/>	0004940860	IBM DO NOT USE	NEW ORCHARD RD	ARMONK	NY	10504	US
<input type="radio"/>	0003310898	CDW IBM	OLD ORCHARD RD	ARMONK	NY	10504	US
<input type="radio"/>	0003401204	IBM CORP	OLD ORCHARD RD	ARMONK	NY	10504	US
<input type="radio"/>	0004497246	IBM WANG	RTE 22 OLD ORCHARD RD	ARMONK	NY	10504	US
<input type="radio"/>	0004497244	IBM/AMTRAK	RTE 22 OLD ORCHARD RD	ARMONK	NY	10504	US
<input type="radio"/>	0004497241	IBM/MONTSANG	RTE 22 OLD ORCHARD RD	ARMONK	NY	10504	US
<input type="radio"/>	0004497384	IBM/SPHERION	RTE 22 OLD ORCHARD RD	ARMONK	NY	10504	US
<input type="radio"/>	0004497242	IBM/G.D. SEARLE	RTE 22 OLD ORCHARD RD	ARMONK	NY	10504	US
<input type="radio"/>	0003373905	IBM SVUGSA	1 NEW ORCHARD RD	ARMONK	NY	10504-1722	US
<input type="radio"/>	None of the above						

-Or-

- If creating a new installation address, select **Next**

AVAYA | GRT

Welcome GRT RP 82 Lnk3D2463 | [Logout](#) | [Suggestions](#) | [Registration Help](#) | 

End Customer Account creation

Step 2 of 4

Account address

Name*:

Street Name*:

City*:

State/Province*:

Zip/Postal Code*:

Country*:

No matching records found, click next to continue with creation of account.

Please review and select an existing account if displayed. If record is not displayed, Choose No Record Found and continue to Create a new Account.
 Before continuing, please read our [policy](#) for duplicate records

6. Enter the **Token Number**

7. If applicable, enter the **VAT number** (optional field for locations in the European Union)

8. Select **Validate**

(Screen - Step 3 of 4)

AVAYA GRT

Welcome GRT BP B2 Link02463 | Logout | Suggestions | Registration Help |

End Customer Account creation

Step 3 of 4

End Customer Account creation

Country: Ireland

BP Link ID: 2463

BPName: THE PHONE CENTER

Account creation for Standalone account

Token Number

Enter Token Number*: **Token Validated!**

Name: Best Irish Bakery

Street Name: 1200 Sugar Lane

City: Dublin

VAT No:

Province:

Zip/Postal Code: 11

Country: Ireland

9. Enter **Contact Information** for the end customer

10. Select **Submit**

Contact

First Name*:

Last Name*:

Email Address*:

Phone Number*(For US/Canada, please enter 10 digit phone number):

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Account Creation Complete

Account created successfully screen will be displayed and includes the account number* (aka Sold To, Ship To, or Functional Location/FL). If a new account is created, it will be associated with the partner link ID for the duration of the service term specified on the token.

End Customer Account creation

(Screen - Step 4 of 4)

Congratulations, Account is created successfully Step 4 of 4

SoldToId	*XXXXXXXXXX
Name	Bhavya Test
Street Name	898 E 133rd Ave
City	Thornton
State	Colorado
Zip/Postal Code	80241
Country	USA
BP Link ID:	This end customer has been assigned to identified link [redacted] for the contract duration time of the used token. This access will allow for product registration, token redemption, and Sibel access.

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After which, the user can register IP Office equipment.



Register IP Office Equipment

Once the user has created and/or gained access to the installation address via through new account creation or from an existing account, the user will need to register the IP Office equipment, which includes Install Base creation and Technical Onboarding. The steps in this user guide outlines high level instruction for Install Base creation, but the primary focus is on Technical Onboarding, which must be complete prior to proceeding with the Token Redemption (contract activation) for the end customer

Registration of the customer’s IP Office equipment is initiated via the built-in Web Manager, which is supported in IP Office 8.1 or higher

Note: Detailed steps for the Install Base creation portion of Equipment Registration are available at, support.avaya.com/registration or by selecting one of the following links:

[GRT 3 0 8.1 and 9 IPOSS Equipment Registration and Remote Connectivity - User Guide](#)

[GRT 3 0 IP Office 8 1 and Higher Training without Inventory File - User Guide](#)

Technical Onboarding for Token Redemption

1. After logging in to GRT, select **IPOSS Token Redemption**, then **Create New IPOSS Registration (v8.1 and higher)**

Global Registration Tool

- + Create New Registration
- ▶ Update Existing Registration
- ▶ CM Main/Remote Survey (EPN Survey)
- IPOSS Token Redemption
 - ▶ Account Creation
 - ▶ Create New IPOSS Registration (v8.1 and higher)
 - ▶ Token Redemption
- ▶ Account Update

2. Enter the **Sold To/Functional Location**, then select **Next**

Customer Site Registration

Please enter End Customer Sold To (Functional Location) Number:

Sold To/Functional Location

Cancel **Next**

8. **Initiate Install Base** by either manual entry or uploading Inventory xml File.
9. Ensure boxes under **Select for Registration** are checked
10. Select **Submit** and follow additional prompts

Install Base Creation

Registration ID: 5983018 SR #:
 Sold To/FL: 0004716969 Status:
 Customer Name: Sub-Status:

+ Existing Install Base
 + Sales Out Inventory Report
 - Material Entry

Material Code*	Quantity*	Serial Number (Optional)	Material Description	Tech On-Boarding Eligible?	Select for Registration	Warnings/Errors	Select Core Unit	Version
271688T	1		IPO-T C/D RTS 8X5 APR NBD-120G7 3YPP		<input checked="" type="checkbox"/>		<input type="radio"/>	Choose one Choose one

Add Material Entry Manually Add Material Code
 Upload No file selected. Upload IBASE information

Cancel Back Save Submit

Sold To/FL: 0005059400 Status:
 Customer Name: Sub-Status:
 Submitted Date: Completed Date:

+ Existing Install Base
 + Sales Out Inventory Report
 - Material Entry

Material Code*	Quantity*	Serial Number (Optional)	Material Description	Tech On-Boarding Eligible?	Sourced from Inventory xml	Select for Registration	Warnings/Errors
700476005	1	00e00705eb74	IPO IP500 V2 CNTRL UNIT	Y	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
700501586	Lookup 1		IPO IP500 DS30B RJ45		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
700500698	Lookup 1		IPO IP500 EXP MOD DS30A DIGTL ST RJ21		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
700501586	Lookup 1		IPO IP500 DS30B RJ45		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
UNKNOWNCODE	Lookup 1				<input checked="" type="checkbox"/>	<input type="checkbox"/>	
700501442	Lookup 1		IPO R8.0+ UC MOD		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
700476013	Lookup 1		IPO/B5800 IP500 V2 COMB CARD ATM		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
700417397	Lookup 1		IPO/B5800 IP500 MC VCM 64		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
700417462	Lookup 1		IPO/B5800 IP500 TRNK PRI UNVRSL DUAL		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
700479702	Lookup 1		IPO IP500 V2 SYS SD CARD AL		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
70096	Lookup 1		IPO R9.1 ESSNTL ED ADI		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	

Once the previous steps have been done, wait for the Technical Onboarding Status to read Complete on the Registration List screen. After which, the user can begin the Token Redemption

Note: Install Base Status does not need to be complete in order to proceed as long as Technical Onboarding is "Complete"

Registration List

Please enter a value in one or more of the filter fields below and then press the Filter button.

Registration Id	Requester Name	GRT Notification Name	GRT Notification Email	Create Date	Last Updated Date	Last Updated By	Registration Type	Install Base Status	Technical Onboarding Status	Equipment Removal Status	Sold TO/FL	Customer Name	SR ID
8220654				✓ 05/05/2014	05/06/2014	Siebel	IP Office	Completed	Completed	Not Initiated	0050525722	Singapore	

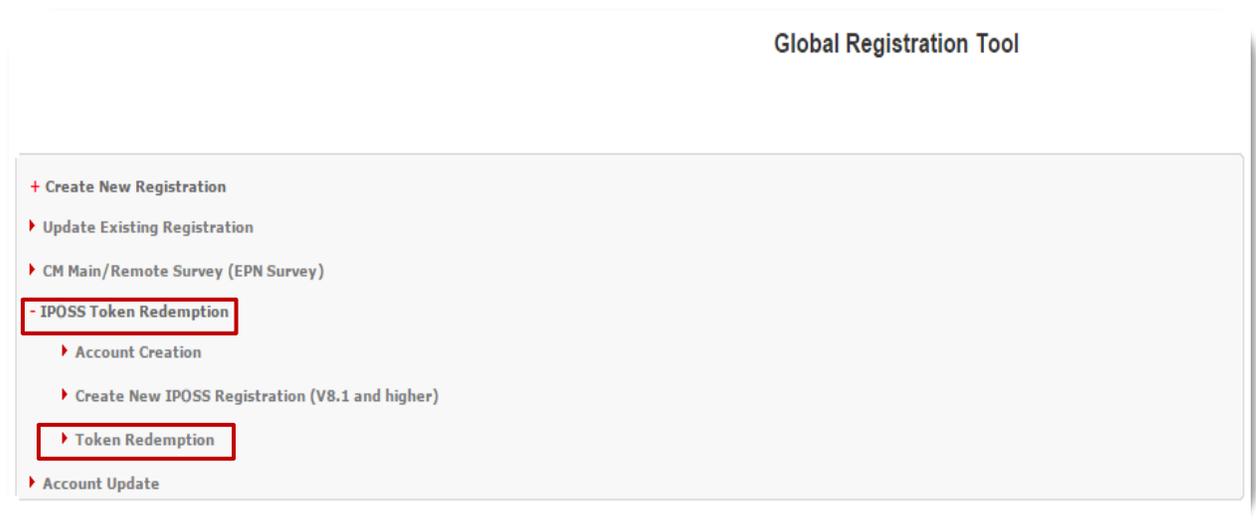


Token Redemption

Once the user has registered the IP Office equipment for the installation address, the user will need to perform the Token Redemption (contract activation) for the end customer in the Global Registration Tool

Global Registration Tool Home Page

1. Select **Token Redemption**



This will navigate the user to the **Token Redemption** Page

Token Redemption Page

2. Enter the **Token Number** that was previously validated during the Account Creation process
3. Select **Next**

(Screen - Step 1 of 5)

AVAYA GRT | Welcome GRT BP B2 User ID: 463 | Logout | Suggestions | Registration Help | ASK Ava: Live Agents on the Web

Token Redemption

Step 1 of 5

Token Number
Enter Token Number *:

[Cancel](#) [Next](#)

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4. **Verify the information**
5. Select **Next**

Note: The BP Link ID entered during Token Redemption is the partner that owns the contract and is responsible for service delivery. This link is auto populated based on login credentials provided by the user. If the user creating the account **IS NOT** the partner that owns the contract and responsible for service delivery, enter the appropriate BP Link ID for the responsible partner

Note: An Automated Co-Delivery Authorization check is done. If BP is not authorized, the user cannot proceed with redeeming the token.

(Screen - Step 2 of 5)

AVAYA GRT | Welcome Test User | Logout | Suggestions | Registration Help | Explore our Knowledge Database with Ava! Plus Chat, Talk or Video with Live Agents

Token Redemption

Step 2 of 5

Token Number	IPO60G3JC5LX09R3WJCI	
Distributor	Jenne Distributors Inc.	
Service description	T-Code service material/ Material Code/ Hardware	Quantity
IPO-T C/D RTS 8XS APR 4HR-500V2 5YPP	2717407/ 700476005/ IP OFFICE 500 VERSION 2 CONTROL UNIT	12
IPO-T C/D RTS 8XS APR 4HR-360G7 5YPP	2717417/ 306961/ R620 SERVER IP OFFICE SERVER EDITION PRIMARY	12
IPO-T C/D RTS 8XS APR 4HR-120G7 5YPP	2717427/ 380225/ R220 II XL SERVER IP OFFICE SERVER EDITION EXPANSION	12
Service term	60 Months	
Enter BP Link ID / Co-Delivery BP Link Id: *	2756	

BP Link: 2756 is not authorized to redeemed this token

[Back](#) [Cancel](#) [Next](#)

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6. Enter **the End Customer Account Number*** (aka Sold To, Ship To, or Functional Location/FL) established during the Account Creation. You can also look up the sold to/FL by clicking on 'Lookup' button and entering the FL address.
7. Select **Next**

(Screen - Step 3 of 5)

AVAYA GRT ASK AVE: Live Agents on the Web

Token Redemption Step 3 of 5

Business Partner: THE PHONE CENTER-2463

Enter End Customer Account Number*: 0050473908 Best Irish Bakery

Lookup Back Cancel Next

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8.
 - a) **Verify the information**

Note: If there is more than one BP Account ID listed, the partner technician must select the applicable Sold To/FL for the token redemption

(Screen - Step 4 of 5)

Step 4 of 5

Token Number	IPOS6AHMK2E15WFRU93	
Distributor	AEnet Communications LTD	
Service description	T-Code service material/ Material Code/ Hardware	Quantity
IPD-T RTS 8XS-500V2 SYPP	271677T/ 700476005/ IP OFFICE 500 VERSION 2 CONTROL UNIT 1	
Service term	36 Months	
Contract Start Date	12/01/2013	
BP Link ID	Account Id	Account Name
2463	0004537212	THE PHONE CENTER
End Customer Information		
End Customer Account Number	0050473908	
Name	Best Irish Bakery	
Address	1200 Sugar Lane	
City	Dublin	
State / Province		
Country	Ireland	
Zip/Postal Code	11	
Do you want to replace the existing contract?	<input type="radio"/> Yes <input checked="" type="radio"/> No	

Back Cancel Redeem Token

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b) **'Do you want to replace an existing contract'?** If **yes**, then an 'Additional Information' and 'Existing Contracts' fields appear. Please select the contract number you want to cancel in this field and select the region. If **no**, proceed to step 9.

Contract Start Date: 04/01/2015

BP Link ID: 933 | **Account Id**: 0005371253 | **Account Name**: CAROUSEL INDUSTRIES OF NORTH AMERICA, INC.

End Customer Information

End Customer Account Number: 0051409921
 Name: Avaya Georgia
 Address: 1145 Sanctuary Parkway
 City: Alpharetta
 State / Province: Georgia
 Country: USA
 Zip/Postal Code: 30009

Is this installation for Government account? Yes No

Do you want to replace the existing contract? Yes No

Additional information

Existing Contracts

Here are the contract details for this location. Please contact your customer or OEFC for more information on the contract before you proceed to cancel one. If you are sure of the contract you need to cancel and you select the appropriate one, then Termination Fees may apply. Contact OEFC for applicable fee information.

Select for Cancellation	Contract Number	Start Date	End Date
<input checked="" type="radio"/>	0051109246	01-Apr-2015	31-Mar-2018

Please choose the region: APAC

Additional Email Id(s) to send Token Redemption notification

Back **Cancel** **Redeem Token**

Note: An email is triggered to the OEFC team automatically and they will go ahead with the cancellation.

Note: If the selected contract is not eligible to be replaced by the new contract, a dialogue box informing the user as such will be displayed.

Link ID: 439 | **Account Id**: 0004973893 | **Account Name**: NACR/North American Communications Resource

End Customer Information

End Customer Account Number: 0051409920
 Name: Avaya Florida
 Address: 1000 NW 57th Court
 City: Miami
 State / Province: Florida
 Country: USA
 Zip/Postal Code: 33126

Is this installation for Government account? Yes No

Do you want to replace the existing contract? Yes No

Additional information

Existing Contracts

Here are the contract details for this location. Please contact your customer or OEFC for more information on the contract before you proceed to cancel one. If you are sure of the contract you need to cancel and you select the appropriate one, then Termination Fees may apply. Contact OEFC for applicable fee information.

Select for Cancellation	Contract Number	Start Date	End Date
<input checked="" type="radio"/>	0051109432	01-May-2015	30-Apr-2018

Please choose the region: APAC

Additional Email Id(s) to send Token Redemption notification

Back **Cancel** **Redeem Token**

9. Select Redeem Token

IPOSS maintenance contract activation successful screen will be displayed

(Screen - Step 5 of 5)

Step 5 of 5

Congratulations. You have successfully activated IPOSS contract using Token: IPOS6AHMK2E15IWFRU93

Contract Number 40191224

Distributor/Contract Party	Business Partner	End Customer
ABnet Communications LTD 27 Habarzel st. Tel Aviv Israel	THE PHONE CENTER 1827 BROAD ST SAN LUIS OBISPO California United States of America	Best Irish Bakery 1200 Sugar Lane Dublin Ireland

Contract Information

Service description	T-Code service material/ Material Code/ Hardware	Quantity
IPO-T RTS 8X5-500V2 3YPP	271677T/ 700476005/ IP OFFICE 500 VERSION 2 CONTROL UNIT 1	

Token Redemption Information

Contract Activate On	12/01/2013
Token redemmed date	11/18/2013
Contract Activated By	GRT BP B2 LinkID2463
BP Link ID	2463
Sold To/Functional Location	0050473908

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Token Redemption Complete

Once the token has been redeemed, an email notification, including the PO Number, is sent to notify the user that the maintenance contract is active and Avaya systems have been updated

Token Redemption Confirmation:

Avaya Maintenance Contract Created

Dear Avaya Customer,

Congratulations! Your Avaya Token Redemption for Maintenance below has been completed. This notification confirms that your request to activate your maintenance contract has successfully completed in our systems.

Please keep this notice for future reference, as required.

To change the contract, please submit specifics to uscare@avaya.com

Token Number/Status	IPOFL8IRFJ63WESZEWK7 : Redeemed	
Customer	Test iposs account 12121 Grant street Thornton Colorado 80020 US	
Customer Sold_to/Ship_to	0051435765	
Date Redeemed/Contract created	2015-Apr-10	
Contract Number	51124808	
Contract Start Date	2015-May-01	
PO Number	4500326195	
Reseller/Partner	2756	
Redeemed by	Law Partner	
Distributor	WESTCON GRP INC DBA VODAONE	
Service Description	IPOSS	
Hardware Covered	Service Code	Service Code Description
	271635T	IPO-T RTS 8X5 APR NBD-500V2 1YPP

This is an automated notification. Please do not respond to this email.

Thank You.

Document Information

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<i>Avaya Global Registration Tool – IPOSS Token User Guide</i>	100177835

Revision History

Description	Revision	Date
Original	1.0	01/19/2014
Updated CMD Contact Information	1.1	01/28/2014
Removed VAT Requirement verbiage	1.2	02/24/2014
Added Technical Onboarding for Token Redemption	1.3	02/24/2015
Token Redemption – Added contract replacement step	1.4	03/11/2015
Equip Registration – Added remote access types note	1.4	03/12/2015
Added IPOSS Token Release 2.0 Token Redemption Functionality	2.0	04/16/2016