



# **IP Office Anywhere Demo Installation**

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# Chapter 1: Introduction

IP Office Anywhere Demo is a software implementation of IP Office used for demonstrating IP Office IP telephony, mobility and Unified Communications capabilities. It offers pre-configured licenses and users to facilitate using a laptop for delivering a demonstration to potential customers. The IP Office Anywhere Demo software runs on a Windows PC using software that provides a virtual machine. A virtual machine allows the Linux based IP Office software to operate on a general purpose Windows PC. You may want to run IP Office Anywhere Demo on a dedicated PC. However, the virtual machine can be coresident with other independent applications.

This document provides instructions to perform the required one-time setup prior to using the IP Office Anywhere Demo software. Once installed, you can utilize the administrative tools of IP Office to modify the demo configuration, preferred language, demo user names and extensions. You will need a knowledge of IP Office configuration tools to make modifications. The standard demo using IP Office Anywhere Demo software and script requires little or no re-configuration.

## Network specifications

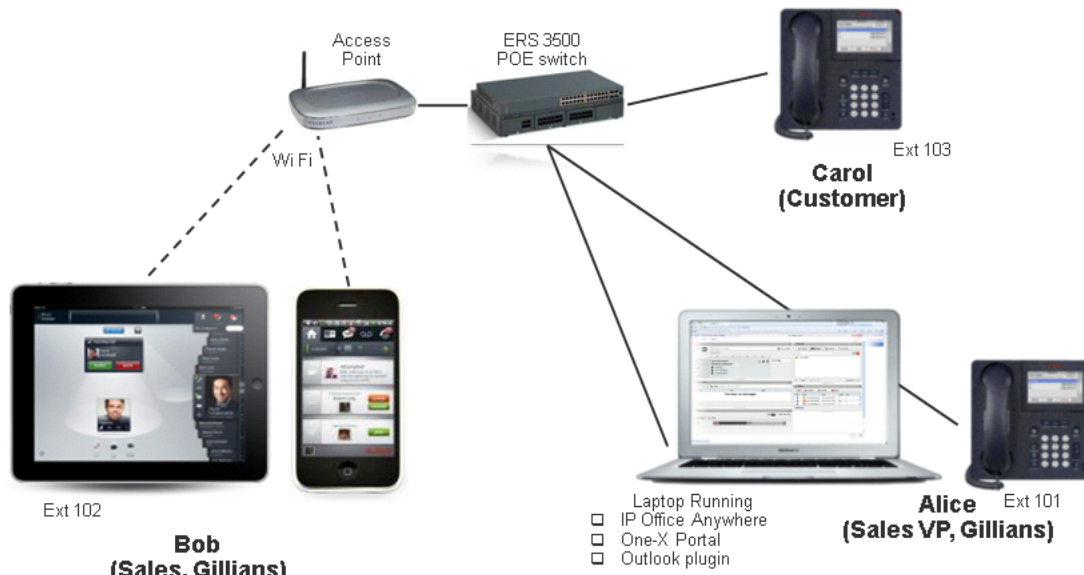


Figure 1: IP Office Anywhere network diagram

### Device settings

| Device                | Extension | IP Address     | Mask          | Call Server    |
|-----------------------|-----------|----------------|---------------|----------------|
| PC / Softphone        | 101       | 192.168.42.1   | 255.255.255.0 | 192.168.42.230 |
| IP Phone 1            | 102       | 192.168.42.102 | 255.255.255.0 | 192.168.42.230 |
| IP Phone 2            | 103       | 192.168.42.103 | 255.255.255.0 | 192.168.42.230 |
| WiFi Ethernet adapter | N/A       | 192.168.42.2   | 255.255.255.0 | 192.168.42.230 |
| Mobility Client       | TBD       | 192.168.42.112 | 255.255.255.0 | 192.168.42.230 |

#### Note:

When you set the IP address of the PC to 192.168.42.1, set the default gateway to 192.168.42.230.

### System logins and passwords

| System  | Port and Path | Login         | Password      |
|---------|---------------|---------------|---------------|
| Manager |               | Administrator | Administrator |

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

## Extensions

| Extension | Name  | Group                |
|-----------|-------|----------------------|
| x101      | Alice | Main, Sales          |
| x102      | Bob   | Main, Sales, Support |
| x103      | Carol | Main, Support        |
| TBD       | TBD   | Mobility User        |

### Note:

Names and groups can be changed using IP Office Manager.

## Hunt Groups

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

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## Hardware requirements

- A Windows PC with minimum of 2GHz 64-bit dual core processor, 4GB RAM, 30 GB of hard drive, and Ethernet and WiFi connectivity.

**Note:**

If you are using a PC connected to a corporate network, you must be able to disconnect the PC from the network and configure a static IP address.

- A WiFi Access Point (AP) for connecting wireless devices to Ethernet. For an example device, see the Trendnet wireless router at [http://www.trendnet.com/products/proddetail.asp?prod=175\\_TEW-654TR&cat=165](http://www.trendnet.com/products/proddetail.asp?prod=175_TEW-654TR&cat=165).
- An Ethernet switch with at least 3 available ports. A power over Ethernet (POE) switch is recommended to simplify power requirements for the IP phones.

**Note:**

Included in the IP Phone Demo Kit. See the “Hardware available from Avaya” section below.

- Two Avaya 96x1 or 1600 series IP Phones. A power adapter is required if the Ethernet switch does not support POE.
- Smart phone (Android or iPhone) or iPad.
- Four RJ45 cables.
- (Optional) VGA for iPhone® 4S to enable projection of the iPhone display onto a large screen.

### 64 bit processor and VMware® Player

The IP Office Anywhere application is installed on a virtual environment created by the VMware Player. The IP Office Anywhere is on 64-bit CentOS. Therefore, the processor must be 64 bit and support virtualization. Note that the Windows operating system can be 32 or 64 bit.

To determine if the processor is 64 bit and supports virtualization, download the processor testing application from <http://www.grc.com/securable.htm>. Note that if Hardware Virtualization is supported but locked, you can unlock it by enabling the Virtual Technology setting in BIOS. This setting is described further in the installation procedure.

### Hardware available from Avaya

The following hardware components can be ordered from Avaya

- IP Phone Demo Kit (order number 700504405). The kit includes the following:
  - 9608 IP phone (1)
  - 9611 IP phone (1)
  - 9641 IP phone (1)
  - POE Switch: ERS 3510GT-PWR+ (1)
- Power cord for the POE switch.

| Country | Order number |
|---------|--------------|
| Europe  | 700289762    |

| Country        | Order number |
|----------------|--------------|
| United Kingdom | 700289747    |
| U.S.A.         | 700289770    |

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## Software requirements

The following software components are required and must be downloaded to the Windows PC where IP Office Anywhere Demo will be installed. For the download procedures see [Downloading the software](#) on page 13. A web browser is required for downloading the software and for running the Web Control interface. The supported web browsers for Web Control are:

- Microsoft Internet Explorer 8.0 or higher
- FireFox version 13.0.1 or higher
- Google Chrome version 18 or higher
- Opera version 11 or higher

### Required software components

- VMPlayer 4.0.0 or higher.
- IP Office Anywhere Demo.

#### Note:

The IP Office Anywhere installation software is a large file (~3.6 GB) and it will take some time to download. If preferred, you can order the IP Office Anywhere Demo software on DVD (order number 700505224).

- The IP Office Anywhere Demo Script is a Power Point presentation that guides you through a customer demonstration.
- WinZip, 7-Zip, or an equivalent archive utility is required to unpack the IP Office Anywhere Demo compressed software files.
- Avaya one-X® Mobile Preferred Software - for Android or iPhone.
- IP Office Flare Experience software.

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## Avaya IP Office Anywhere Demo support

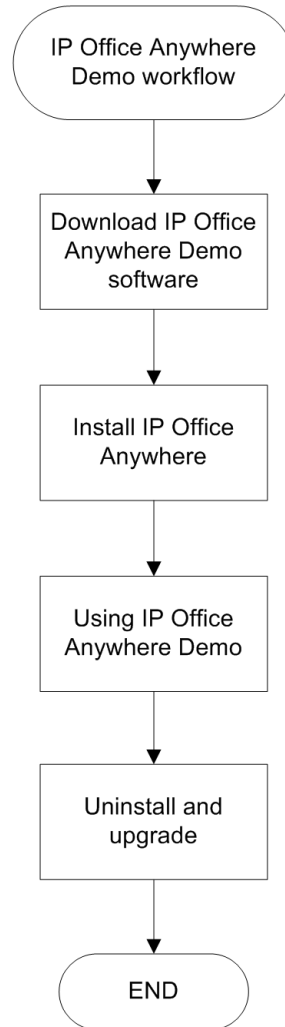
Support information and training material is available on the Avaya IP Office Anywhere Demo support site at [https://avaya.my.salesforce.com/apex/sp\\_ViewDetailPage?Id=a3j30000000LEBuAAO](https://avaya.my.salesforce.com/apex/sp_ViewDetailPage?Id=a3j30000000LEBuAAO).

If support is required do not contact Avaya backbone/Tier 3 support. First contact your CAM/Sales Engineer. If further support is required, contact Avaya Tier 4 by email:

- CPE IOC US: (cpeiocus@avaya.com)
- CPE IOC UK: (cpeiocuk@avaya.com )

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# Workflow





# Chapter 2: Downloading the software

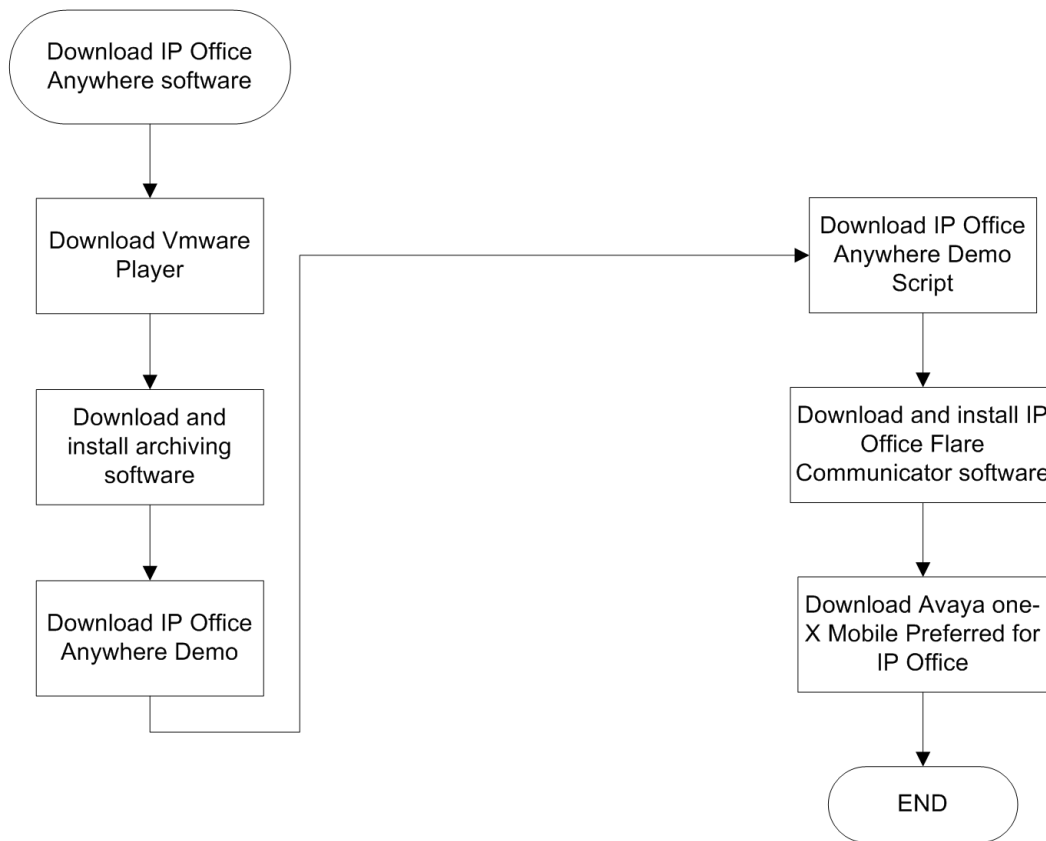
This chapter contains the procedures for download the software required to install IP Office Anywhere Demo.

## Prerequisites

A web browser and internet connectivity.

## Downloading the software procedures

This task flow shows you the sequence of procedures you perform to download the required software.



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- [Downloading and installing archiving software](#) on page 14
- [Downloading Anywhere Demo](#) on page 14
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## Downloading VMware Player

### Procedure

1. In a web browser, go to the download page for VMware Player 4.0 at [https://my.vmware.com/web/vmware/info/slug/desktop\\_end\\_user\\_computing/vmware\\_player/4\\_0](https://my.vmware.com/web/vmware/info/slug/desktop_end_user_computing/vmware_player/4_0).
  2. Download the software to the PC.  
Registration is required before you can download the file.
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## Downloading and installing archiving software

The IP Office Anywhere Demo files have been compressed in a .zip file. You will require an archiving utility to unpack the compressed files.

Most Avaya corporate machines are equipped with the WinZip application. You can download WinZip from the WinZip web site at <http://www.winzip.com/win/en/index.htm>.

The open source archiving utility 7-Zip is available from <http://www.7-zip.org/>.

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## Downloading IP Office Anywhere Demo

The IP Office Anywhere Demo archive is a large file (~3.6 GB) and it will take some time to download. If preferred, you can order the IP Office Anywhere Demo software on DVD (order number 700505224).

### Before you begin

You must be able to download software from the Avaya web site. Login is required.

## Procedure

1. On the PC where the software will be installed, create a destination folder for the installation file. Under `My Documents`, create the sub-directory `My Virtual Machine\IPOfficeAnywhere`.
2. In a web browser, go to the Avaya web site <https://sales.avaya.com/en/general/anywhere-demo-kit>
3. Under **Related Links**, click **Anywhere Demo download page**.
4. Click **Download the Anywhere Demo**.
5. Save the file to the `My Virtual Machine\IPOfficeAnywhere` folder.
6. Double click on the `ipoffice-anywhere.tar.bz2` file and extract the file `ipoffice-anywhere.tar` file.

### Note:

Extracting the large file may take some time.

7. Double click on the `ipoffice-anywhere.tar` file to extract the files:
    - `ipoffice-anywhere.vmx`
    - `ipoffice-anywhere.vmdk`
- 

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## Downloading the IP Office Anywhere Demo Script

The IP Office Anywhere Demo Script is a Power Point presentation that guides you through a customer demonstration.

## Procedure

1. In a web browser, go to the Avaya web site <https://sales.avaya.com/en/general/anywhere-demo-kit>
  2. Click **IP Office Anywhere Demo Script**.
  3. Save the file.
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## Downloading and installing Flare Experience software

Download the Avaya Flare Experience for Windows software from the Avaya support site at [https://support.avaya.com/downloads/download-details.action?contentId=C2012127103058130\\_8&productId=P0160&releaseId=8.1.x](https://support.avaya.com/downloads/download-details.action?contentId=C2012127103058130_8&productId=P0160&releaseId=8.1.x).

If you are using an iPad, download the Avaya Flare Experience software from the iTunes store.

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## Downloading one-X Mobile Preferred for IP Office

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

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

**Table 1: one-X Mobile Preferred for IP Office**

| OS Platform  | OS Version Support | Device Model Tested                                |
|--------------|--------------------|----------------------------------------------------|
| iPhone (iOS) | 5.0 or later       | iPhone 4/4S                                        |
| Android      | 2.1 or later       | Smartphones and tablets with supported OS version. |

You can download the software from the following locations.

Apple App Store

<https://itunes.apple.com/us/app/avaya-one-x-mobile-preferred/id509229173?mt=8>

Google Play Store

[https://play.google.com/store/apps/details?id=com.avaya.ScsCommander&feature=search\\_result#?t=W251bGwsMSwxLDEsImNvbS5hdmF5YS5TY3NDb21tYW5kZXliXQ](https://play.google.com/store/apps/details?id=com.avaya.ScsCommander&feature=search_result#?t=W251bGwsMSwxLDEsImNvbS5hdmF5YS5TY3NDb21tYW5kZXliXQ)

For more details on the set up and use of the one-X Mobile client, refer to the *Avaya one-X® Mobile for IP Office Administration Guide*.

# Chapter 3: IP Office Anywhere installation

This chapter contains the procedures for installing and configuring the software components.

## **Important:**

Before configuring the network settings on the PC, ensure that the existing settings are recorded. Recording the existing settings will allow you to return the PC to the original configuration.

## **Prerequisites**

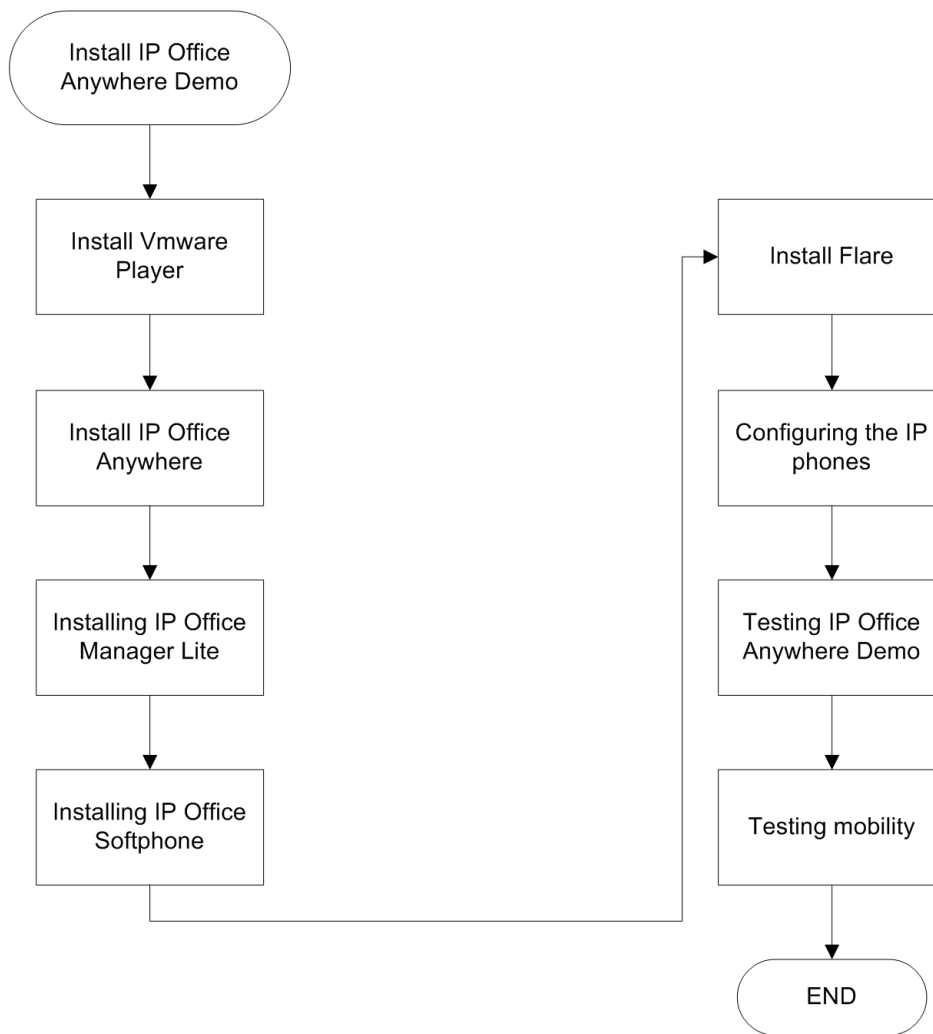
- You must be familiar with IP Office components and terminology.
- The IP Office Anywhere Demo network must be installed and configured. See [Network specifications](#) on page 6.

## **Note:**

If you experience connectivity problems during the installation process, try disabling firewall and anti-virus software. To avoid a security breach, only perform this troubleshooting step when the PC is not connected to the external internet.

## **IP Office Anywhere installation procedures**

This task flow shows you the sequence of procedures you perform to install IP Office Anywhere Demo.



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## Installing VMware Player

### Before you begin

- The processor on the PC where VMware Player is installed must be 64 bit and support virtualization. To determine if the processor is 64 bit and supports virtualization, download the processor testing application from <http://www.grc.com/securable.htm>.
- The Virtual Technology setting must be enabled in the BIOS of the PC. If Hardware Virtualization is supported but locked when you run the processor test, this indicates that Virtual Technology is disabled. Reboot the machine and enter the BIOS setup utility. On most machines, the Virtual Technology setting is located under the Security menu. Set it to Enabled.
- The PC must be configured with the static IP address 192.168.42.1. If the PC is equipped with more than one network interface card (NIC), you can configure the alternate card with the IP address. If the PC has a single NIC, you must disconnect from the network and set the IP address to 192.168.42.1.

### Procedure

1. Set the IP address to 192.168.42.1 on the NIC that will be used in the IP Office Anywhere Demo network.
  2. Navigate to the location on the PC where the VMware Player software is located.
  3. Double click on the file to start the installation.
  4. Accept all the default options.
  5. (Optional) VMWare Bridge Protocol should run on single network interface only. If the PC is equipped with more than one NIC, disable VMWare Bridge Protocol on any interface not used in the IP Office Anywhere Demo network.  
In the Properties window for the unused NIC, uncheck the check box for **VMware Bridge Protocol**.
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## Open IP Office Anywhere Demo in VMPlayer

This procedure opens the IP Office Anywhere application on the VMware Player virtual machine.

## Procedure

1. On the PC where the software will be installed, navigate to the directory `My Documents\My Virtual Machine\IPOfficeAnywhere`.
  2. Double click on the file `ipoffice-anywhere.vmx`.  
The VMware Player starts and begins to open IP Office Anywhere on the virtual machine.
  3. You receive the prompt **This virtual machine might have been moved or copied**.  
Select **I copied it**.
  4. When the Open IP Office Anywhere Demo has completed the launch sequence, the VMware Player window displays the **Avaya IP Office Server Edition** running with the IP address 192.168.42.230.
  5. If the **Avaya IP Office Server Edition** screen displays an error message, restart the virtual machine. From the VMware Player menu bar click **Virtual Machine > Power > Power Off**. Then double click the `ipoffice-anywhere.vmx` file to restart.
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## Launching IP Office Server Edition Manager

You can launch IP Office Server Edition Manager using the Web Control of the IP Office Server Edition server.

### Before you begin

To launch IP Office Server Edition Manager using Web Control install the Java Runtime Environment (JRE) Oracle version 1.6.x or 1.7.x.

## Procedure

1. Open Web Control. On the PC where IP Office Anywhere is installed, open a web browser and enter the address `https://192.168.42.230:7070`.
  2. Log with the user ID **Administrator** and password **Administrator**.
  3. In the Home tab click **Manage**.
- 

## Result

The system checks if the IP Office Server Edition Manager and Voicemail Pro client is not installed. The system also checks for the version of the IP Office Server Edition Manager and

Voicemail Pro client that is installed. The system prompts you to download and install the latest version of IP Office Server Edition Manager and Voicemail Pro client:

- If version of the IP Office Server Edition Manager and Voicemail Pro client is not the latest.
- If IP Office Server Edition Manager and Voicemail Pro client is not installed.

### Next steps

- Click Yes if you want to launch the current version IP Office Server Edition Manager that the system has detected.
- Download the latest version of IP Office Server Edition Manager that the system displays and install IP Office Server Edition Manager.

#### Note:

In the final step of the installation process, do not select the run Manager option.

Restart the browser after installing IP Office Server Edition Manager.

After you install the IP Office Server Edition Manager, to launch the IP Office Server Edition Manager directly from a personal computer, select **Start > Programs > IP Office > Manager**.

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## Installing IP Office Video Softphone

### Procedure

1. On the PC where IP Office Anywhere is installed, open a web browser and enter the address `https://192.168.42.230:7070`.
  2. On the IP Office Server Edition page, log in using the login ID **Administrator** and the password **Administrator**.
  3. Click on the **AppCenter** tab.
  4. Download the file `IPOffice_Softphone_Win32_<release_#>.exe` into the `My Virtual Machines` folder.
  5. Navigate to the `My Virtual Machines` folder and double click on the file `IPOffice_Softphone_Win32_<release_#>.exe` to start the installation.
  6. Log in to IP Office Anywhere server at 192.168.42.230 with user name **Alice (x101)** with password **101**.
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## Configuring Flare

### Procedure

Connect the Flare Experience to the IP Office Anywhere through the WIFI access point using a static IP address 192.168.42.113. Configure the Flare Experience:

- a. Set the Server address to 192.168.42.230.
  - b. Set the Server port to 5060 and Transport type to TCP.
  - c. Set the Domain to 192.168.42.230.
  - d. After the Flare Experience is configured, log in with an extension name and password.
- 

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## Configuring the IP phones

### Procedure

1. Configure IP phone 1.
    - a. Set the IP address of IP Phone 1 to 192.168.42.102.
    - b. Set the call server address to 192.168.42.230.
    - c. Set subnet mask to 255.255.255.0.
    - d. Login to IP phone 1 using extension **102** and security code/password **102**.  
The user name Bob displays when it is successfully logged in.
  2. Configure IP phone 2.
    - a. Set the IP address of the IP phone 2 to 192.168.42.103.
    - b. Set the call server address to 192.168.42.230.
    - c. Set subnet mask to 255.255.255.0.
    - d. Login the IP phone using extension 103 and security code 103.  
The user name Carol will be displayed when it is successfully logged in.
-

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## Testing IP Office Anywhere Demo

Use this procedure to confirm that the IP Office Anywhere Demo is installed and functioning correctly. Once you have confirmed that the network is operational, use the IP Office Anywhere Demo Script to perform a customer demonstration.

### Procedure

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

- d. Make a test call, test the directory, and listen to a voice mail.
- 

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## Testing mobility

### Procedure

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

Once configured, the connection indicator on its home page should turn from red to green.

3. Configure the ring back as **Work phone**.
  4. Mobile phone (Bob's mobile) calls 101 (Alice).  
IP Office will ring Bob's desk phone (102) and also Alice's phone (101).
-

# Chapter 4: Using IP Office Anywhere Demo

This chapter contains the procedures for using IP Office Anywhere Demo.

## Navigation

- [Starting Anywhere Demo](#) on page 25
- [Stopping Anywhere Demo](#) on page 25

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## Starting IP Office Anywhere Demo

### Before you begin

The PC where IP Office Anywhere Demo is installed must be configured with the correct IP address.

### Procedure

1. Log on to the PC where IP Office Anywhere Demo is installed.
  2. On the desktop, double click on the **VMware Player** icon.
  3. In the **VMware Player** window, in the left pane, double click **ipoffice-anywhere**.
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## Stopping IP Office Anywhere Demo

### Procedure

1. Go to the IP Office Server Edition web page and in the menu bar, click **System**.
  2. Click **Shutdown** to shut down the virtual machine.
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# Chapter 5: Uninstall and upgrade

## Uninstalling IP Office Anywhere Demo

The IP Office Anywhere Demo is not an installed application. It is a software implementation that runs on a virtual machine. To uninstall IP Office Anywhere Demo, simply delete the folder `My Documents\My Virtual Machine\IPOfficeAnywhere`.

To uninstall the remaining software components, use the uninstall tool in Windows Control Panel.

## Upgrading IP Office Anywhere Demo

To upgrade IP Office Anywhere Demo, delete the files in the folder `My Documents\My Virtual Machine\IPOfficeAnywhere` and replace them with the new version.

Uninstall and upgrade