Installing the IP Office Anywhere Demonstration Software

Release 12.0
Issue 15
February 2025

© 2020-2025, Avaya LLC
All Rights Reserved.

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 media which may include product information, subscription or service descriptions, 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. Please refer to your agreement with Avaya 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 the product(s) was purchased from an authorized Avaya channel partner outside of the United States and Canada, the warranty is provided 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 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 Global Software License Terms (“Software License Terms”) are available on the following website https://www.avaya.com/en/legal-license-terms/ or any successor site as designated by Avaya. These Software License Terms are applicable to anyone who installs, downloads, and/or uses Software and/or Documentation. By installing, downloading or using the Software, or authorizing others to do so, the end user agrees that the Software License Terms create a binding contract between them and Avaya. In case the end user is accepting these Software License Terms on behalf of a company or other legal entity, the end user represents that it has the authority to bind such entity to these Software License Terms.

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, 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. Unless otherwise stated, 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

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.

Service Provider

WITH RESPECT TO CODECS, IF THE AVAYA CHANNEL PARTNER IS HOSTING ANY PRODUCTS THAT USE OR EMBED THE 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 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.

Compliance with Laws

You acknowledge and agree that it is Your responsibility to comply 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, please contact your Avaya Sales Representative.

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).

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 LLC.

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.

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 Cloud Service notices and articles, or to report a problem with your Avaya Product or Cloud 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.

Contents

Chapter 1: IP Office Demo 5
IP Office Demo limitations 5
Network Specification 6
Default Configuration 7
IP Office Demo hardware requirements 8
Software Requirements 9
Product Support 9
Chapter 2: Installing IP Office Demo 11
Downloading the IP Office software 11
Hardware Setup 12
Installing the VMware Workstation Pro 13
Installing IP Office Demo from an OVA File 13
IP Office server ignition 14
Changing the IP Office service to IP Office Demo 16
Configuration Testing 16
Starting IP Office Demo 17
Configuring Avaya Workplace Client 18
Configuring IP Phones 18
Testing IP Office Demo 19
Chapter 3: Other IP Office Demo processes 21
Stopping IP Office Demo 21
Uninstalling IP Office Demo 21
Installing IP Office Demo from an ISO File 22
Chapter 4: Additional Help and Documentation 24
Additional Manuals and User Guides 24
Getting Help 24
Finding an Avaya Business Partner 25
Additional IP Office resources 25
Training 26

Chapter 1: IP Office Demo

IP Office Demo is special demonstration version of the IP Office service. You can run it on any platform that supports Linux-based IP Office, including virtual server platforms.

- The IP Office Demo service includes a pre-built and licensed configuration with a set of demonstration users, extensions and groups. This configuration allows immediate use of the system to demonstrate IP Office phones and applications.
- Demonstrators with sufficient product knowledge can further edit the configuration using the standard IP Office configuration tools.
- This document only covers installing a single instance of IP Office Demo ignited as an IP Office Server Edition primary server. However, experienced engineers can install additional instances ignited as secondary and/or expansion servers. The pre-built IP Office Demo configuration includes licenses for a network of 4 IP Office Server Edition servers.

This document details enabling the IP Office demonstration software on a Windows PC by installing IP Office Demo as a virtual machine in VMware Workstation Pro.

- Installers familiar with other methods of Linux-based IP Office installation can adapt the processes to enable IP Office Demo on other platforms.

Related links

IP Office Demo limitations on page 5
Network Specification on page 6
Default Configuration on page 7
IP Office Demo hardware requirements on page 8
Software Requirements on page 9
Product Support on page 9

IP Office Demo limitations

Whilst the IP Office Demo provides a full set of IP Office applications and services, the following limitations:

- You must use IP Office Demo for product demonstration and evaluation only. You must not use it to support business calls and functions.
- Avaya does not support IP Office Demo through its customer support channels. See Product Support on page 9.

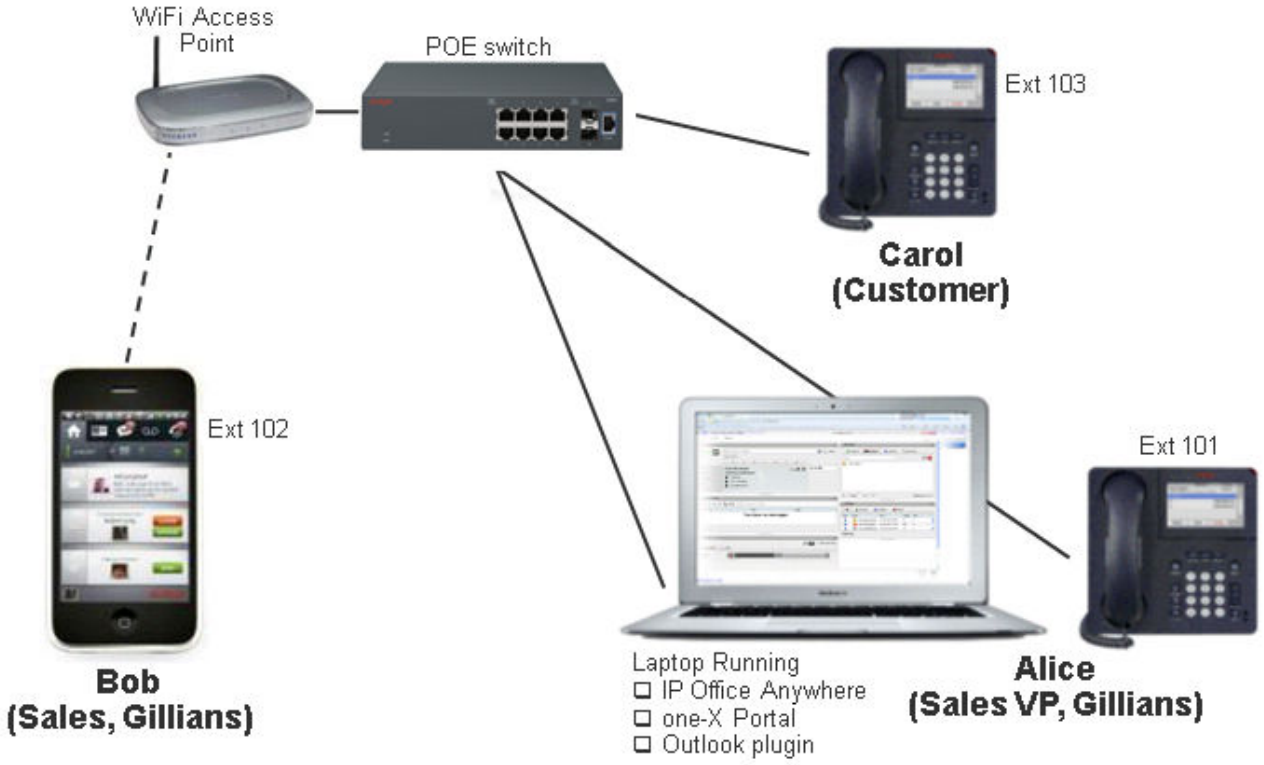
- The service is time limited to 1-year from the date of creation of the software image.
- The service is a pre-licensed build of a particular IP Office release. It does not support upgrades that require new licenses.

Related links

IP Office Demo on page 5

Network Specification

The IP Office Demo service installs with a configuration that matches the following setup. Following installation, you can change the configuration if required.



Device settings

Device	Extension	IP Address	Mask	Call Server
Computer / Softphone	101	192.168.42.1	255.255.255.0	192.168.42.230
IP Phone 1	102	192.168.42.102		
IP Phone 2	103	192.168.42.103		

Table continues…

Device	Extension	IP Address	Mask	Call Server
WiFi Ethernet adapter	N/A	192.168.42.2		
Mobility Client	TBD	192.168.42.112		

- 192.168.42.230 is the IP address of the IP Office Demo virtual machine running on the Windows PC.
- When you set the Windows PC IP address to 192.168.42.1, set its default gateway to 192.168.42.230.

System logins and passwords

The ports and paths below are relative to https://192.168.42.230 (the IP Office Demo server IP address).

System	Port and Path	Login	Password
IP Office Manager	–	*Administrator*	*Administrator*
IP Office Web Manager	7070		
Web Control	7071		
Avaya one-X® Portal Admin	8080/onexportal-admin.html	*Administrator*	*password*
Avaya one-X® Portal User	8080/onexportal.html	*Alice*	*101*
		Bob	*102*
		Carol	*103*

Related links

IP Office Demo on page 5

Default Configuration

The following users, groups and licenses are pre-configured in the IP Office Demo system configuration:

Extensions

Extension	Name	Profile	Group
101	Alice	Power User	Main, Sales
102	Bob	Power User	Main, Sales, Support
103	Carol	Power User	Main, Support
104	John	Power User	Main, Sales
105	Christine	Power User	Main, Sales

Table continues…

Extension	Name	Profile	Group
106	Tina	Power User	Main, Sales, Support
107	Michael	Power User	Main, Support
108	Jennifer	Basic User	—

Hunt Groups

Extension	Group	Ring Mode	Members
200	Main	Collective	Alice, Bob, Carol, John, Christine, Tina, Michael
201	Sales	Sequential	Alice, Bob, John, Christine, Tina
202	Support	Longest Waiting	Bob, Carol, Tina, Michael

Demonstration Software Licenses	Instances
Server Edition System licenses	8
IP Endpoint licenses	8 x Avaya IP Endpoints
	2 x Third-Party IP Endpoints
Additional Voicemail Pro Ports	12
SIP trunk channels	5
Power User licenses	7
Receptionist	1
CTI Link Pro	2
Avaya Contact Center Select	1
Media Manager	1
VMPro TTS Professional	1

Related links

IP Office Demo on page 5

IP Office Demo hardware requirements

- If installing VMware Workstation Pro on Windows, to act at the virtual server platform for IP Office Demo, you must use a computer with the following specification:
  - Minimum of 2GHz 64-bit dual core processor.
    - The PC must support virtualization. On a Windows PC, to determine if the processor supports this, download the processor testing application from http://www.grc.com/securable.htm.
  - Minimum 6GB of RAM; 8GB recommended.
  - 40GB of free hard drive space.

- Ethernet and Wi-Fi connectivity.
- Virtualization enabled. The specific BIOS settings for this vary from machine to machine.

Note:

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

- A Wi-Fi Access Point (AP) for connecting wireless devices to Ethernet.
- An Ethernet switch with at least 3 available ports. Avaya recommends using a switch that provides Power over Ethernet (PoE) switch to simplify power requirements for the IP phones.
- Two Avaya 9600 or J100 Series IP Phones. You need suitable power adapters if the Ethernet switch does not support PoE.
- An Android or iOS phone for Avaya Workplace Client.
- Four RJ45 cables.

Related links

IP Office Demo on page 5

Software Requirements

You must download the following software components to the Windows computer on which you are going to install IP Office Demo:

- VMware Workstation Pro. Go to https://support.broadcom.com/group/ecx/productdownloads?subfamily=VMware%20Workstation%20Pro.
- IP Office OVA
- Avaya Workplace Client software.
- You need a web browser for downloading the software and accessing the IP Office configuration.

Related links

IP Office Demo on page 5

Product Support

Training material for IP Office is available from http://avaya-learning.com/.

- You must use IP Office Demo for product demonstration and evaluation only. You must not use it to support business calls and functions.
- Avaya does not support IP Office Demo through its customer support channels. See Product Support on page 9.

Related links

IP Office Demo on page 5

Chapter 2: Installing IP Office Demo

This chapter covers installing the VMware Workstation Pro software, then installing a virtual IP Office server and configuring that server to then run as an IP Office Demo system.

Important:

Before changing the network settings on the Windows computer, ensure that you have a record of its existing settings. By recording the existing settings, you can return to the original configuration on the computer.

- You must be familiar with the IP Office components and terminology.
- Install and configure the IP Office Demo network. See Network specifications on page 6.

Note:

- If you experience connectivity problems during the installation process, try disabling the firewall and antivirus software. To avoid a security breach, only do this with the computer disconnected from the network.

Related links

Downloading the IP Office software on page 11
Hardware Setup on page 12
Installing the VMware Workstation Pro on page 13
Installing IP Office Demo from an OVA File on page 13
IP Office server ignition on page 14
Changing the IP Office service to IP Office Demo on page 16
Configuration Testing on page 16
Starting IP Office Demo on page 17
Configuring Avaya Workplace Client on page 18
Configuring IP Phones on page 18
Testing IP Office Demo on page 19

Downloading the IP Office software

About this task

The IP Office Demo service is part of the standard IP Office software. Following IP Office installation and ignition processes, the IP Office Demo replaces the normal IP Office service.

Procedure

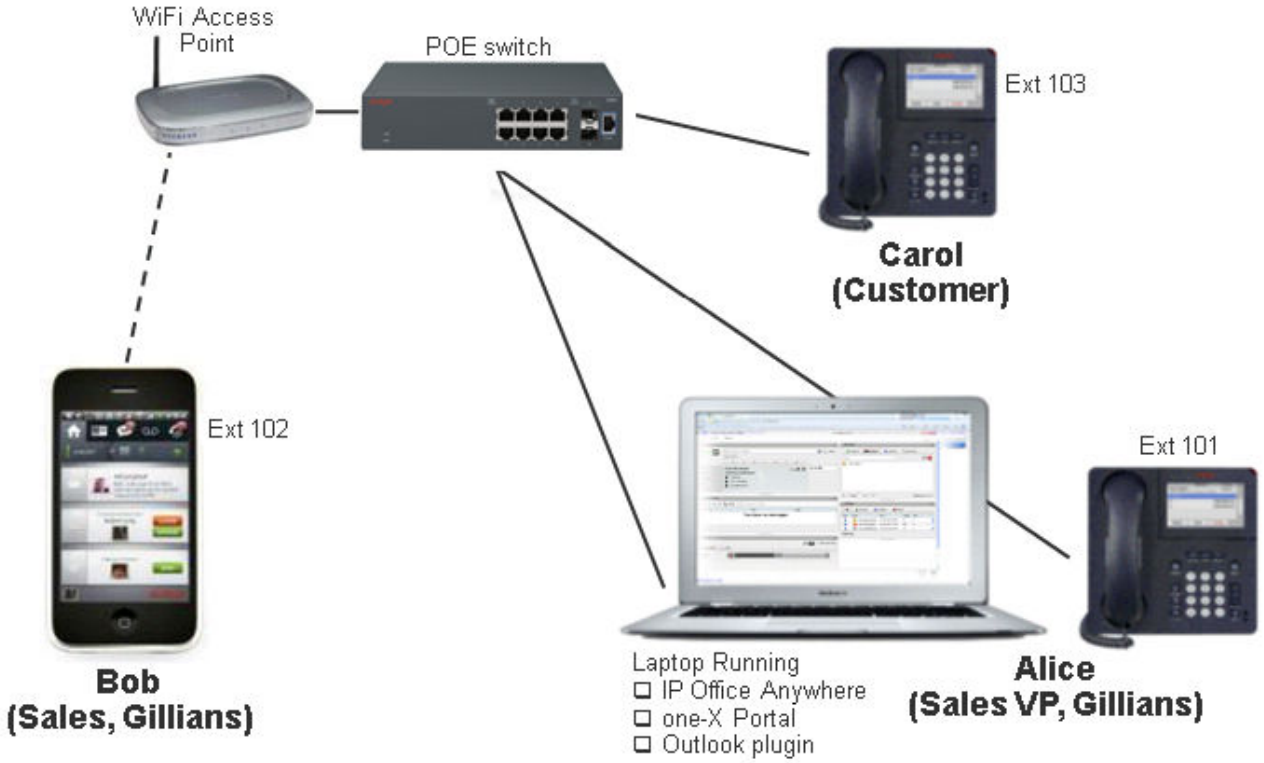
1. Browse to Avaya Support
2. Download an IP Office Server Edition OVA file.

Related links

Installing IP Office Demo on page 11

Hardware Setup

The pre-built IP Office Demo system configuration assumes a network configuration as shown below. You must install the hardware modules in your demo system in the same way. Failure to do so will result in a mismatch.



Related links

Installing IP Office Demo on page 11

Installing the VMware Workstation Pro

Before you begin

- The computer on which you install VMware Workstation Pro must be 64-bit and support virtualization. To determine this, download the processor testing application from http://www.grc.com/securable.htm.
- Enable the **Virtual Technology** setting in the BIOS of the computer. 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 in the Security menu. Set it to `Enabled`.
- Configure the computer with the static IP address `192.168.42.1`. If the computer has more than one network interface card (NIC), you can configure the alternate card with the IP address. If the computer has a single NIC, you must disconnect from the network and set the IP address to `192.168.42.1`.

Procedure

1. In a web browser, go to the download page for VMware Workstation Pro: https://support.broadcom.com/group/ecx/productdownloads?subfamily=VMware%20Workstation%20Pro
2. Download the VMware Workstation Pro software to the computer.
3. Install the software following the VMware instructions.

Related links

Installing IP Office Demo on page 11

Installing IP Office Demo from an OVA File

About this task

This process covers the installation of IP Office Demo on the VMware Workstation Pro from an IP Office OVA file.

Procedure

1. Set the IP address to `192.168.42.1` on the NIC that you are going to use in the IP Office Demo network.
2. Start VMware Workstation Pro.
3. Go to **File** > **Open...**.
4. Browse to the location where you saved the `OVA` file. Select the file and click **Open...**.
5. Accept the license agreement and click **Next >**.
6. In **Name for the new virtual machine** enter IP Office Demo.

7. Click **Import**.
8. After importing, the list of installed virtual machines includes IP Office Demo.
9. Modify the hardware specifications of the virtual machine:
    a. Select IP Office Demo.
    b. Click **VM** > **Settings**.
    c. Increase the **Memory** to at least `4GB`.
    d. Select the **Number of processors** as `2`.
    e. For **Network Adapter**, select **Bridged: Connected directly to the physical network**.
    f. Click **OK**.
10. Select IP Office Demo.
11. Open the drop-down menu and click **Start Up Guest**.
12. Wait for the server to complete rebooting and display the **Command:** prompt.

Next steps

- Go to IP Office server ignition on page 14

Related links

Installing IP Office Demo on page 11

IP Office server ignition

About this task

After installing the IP Office software, you must complete the server ignition process.

Procedure

1. Check the network on the host PC:
    - Virtual Ethernet adaptors enabled.
    - Local Area Connection enabled and physically plugged into the PoE switch that comes with kit.
    - Wireless disabled. Do this to minimize issues during installation. You can re-enable Wi-Fi if necessary post-configuration.
2. Open a browser and enter the address https://192.168.42.230:7070.
3. If the browser displays a security warning, ignore the warning. This is because you have not yet obtained the IP Office server's certificate.
4. Log in with `root` and the password you entered during the server installation process.

5. On the **Accept License** menu, select **I Agree** and click **Next**.
6. On the **Server Type** menu, select **Primary (Server Edition)**, and click **Next**.
7. On the **New Hardware** menu, click **Next**.
8. On the **Configure Network** menu match the following:
   - **IP Address** = `192.168.42.230`
   - **Netmask** = `255.255.255.0`
   - **Gateway** = Blank
   - **Primary DNS**/**Secondary DNS** = Blank
   - **Hostname** = `ipodemo`
9. Click **Next**.
10. On the **Time & Companding** menu:
    a. Select **Use NTP Client** and set the **Timezone**.
    b. In the **Companding** section, select **µ-law**.
    c. Click **Next**.
11. On the **Change Password** enter a new root, administrator and system passwords. The system password must be different from the other two passwords. Click **Next**.
12. On the **Security** menu:
    a. In the **CA Certificate** section, select **Generate New**.
    b. In the **EASG Settings** section, select **Disabled**.
    c. Click **Next**.
13. Click **OK** to close the warnings about EASG access and about downloading the certificate.
14. Click on the link to download the DER-encoded certificate.
15. Click **Apply** to complete the ignition process.
16. The server restarts with the new settings.
17. Whilst the server is restarting, import the certificate into your web browser to prevent further security certificate warnings from your browser.
    a. Locate the certificate file you downloaded. The file name is `root-ca.crt`.
    b. Right-click on the file and select **Install Certificate**.
    c. Click **Next**, **Next** and then **Finish**.

Next steps

- Go to Changing the IP Office service to IP Office Demo on page 16.

Related links

Installing IP Office Demo on page 11

Changing the IP Office service to IP Office Demo

About this task

This process replaces the IP Office service running on the server with the IP Office Demo service and configuration. This has the following effects:

- It resets the server security settings. The server prompts you to change the passwords again.
- The new configuration overrides the network settings with the defaults for IP Office Demo.

Procedure

1. Log in to https://192.168.42.230:7071 using the `Administrator` password.
2. On the **System** tab, in the list of **Services** check that the IP Office service is green.
3. Click on **Updates** and wait for the list of **Services** to update.
4. Locate the **IP Office** service and click the **Uninstall** button adjacent to it.
5. Click **Yes** when warned about the effects of stopping the service.
6. Click **Yes** to confirm stopping the service.
7. Wait until the service **Status** is `"not installed"`.
8. Locate the **IP Office Demo** service and click the **Install** button next to it. Wait until service **Status** is `"up to date"`.
9. Locate the **IP Office Demo Default Config** service and click on the **Install** button next to it.
10. Click **Yes** when warned about services restarting.
11. After the installation is complete, go to **System** tab and check that the **IP Office Demo** service has replaced the **IP Office** service in the list of services.

Related links

Installing IP Office Demo on page 11

Configuration Testing

About this task

The default configuration is usable immediately without any further configuration. However, it is useful to test configuration access.

Procedure

1. Log to the server using IP Office Web Manager by browsing to https://192.168.42.230:7070. Use the username and password `Administrator`.
2. When prompted, reset the passwords.

3. If prompted about **Google Analytics**, decline.
4. When prompted about **Database synchronisation**, click `Yes`.
5. Select **System Settings** and then **Licenses**.
6. Click on the ☰ icon next to the system.
7. Select **Remote Server**.
8. There is no need to change any settings.

Related links

Installing IP Office Demo on page 11

Starting IP Office Demo

Before you begin

On the computer on which you installed IP Office Demo, configure the correct PC IP address as follows:

- IP Address: `192.168.42.1`
- Subnet mask: `255.255.255.0`
- Gateway: `192.168.42.230`

Procedure

1. Start VMware Workstation Pro.
2. Select IP Office Demo.
3. Open the ▶ drop-down menu and click **Start Up Guest**.
4. If the screen displays an error message, restart the virtual machine:
   a. Click **VM** > **Power** > **Power Off** from the menu bar.
   b. Double-click the `IP Office Demo.vmx` file in the `This PC\Documents\Virtual Machines\IP Office Demo` directory to restart the virtual machine.
   c. Click **VM** > **Power** > **Power On** from the menu bar.
5. Confirm that IP Office is running with the IP address `192.168.42.230`.

Related links

Installing IP Office Demo on page 11

Configuring Avaya Workplace Client

About this task

Any of the existing user except Jennifer can be login as an Avaya Workplace Client user.

Procedure

1. Connect Avaya Workplace Client to IP Office Demo through the Wi-Fi access point using a static IP address, `192.168.42.113`.
2. On Avaya Workplace Client, click on the ☰ **Options and Settings** icon in the top-right corner. Select **Settings**.
   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. Click **OK**.
3. Log in with the user's extension number and password.

Related links

Installing IP Office Demo on page 11

Configuring 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 the **Subnet Mask** to `255.255.255.0`.
   d. Log in to IP phone 1 using extension `102` and security code or password `102`.

      The application displays the name *Bob* after successful login.
2. Configure IP Phone 2.
   a. Set the **IP Address** of IP Phone 2 to `192.168.42.103`.
   b. Set the **Call Server** address to `192.168.42.230`.
   c. Set the **Subnet Mask** to `255.255.255.0`.
   d. Log in to IP phone 2 using extension `103` and security code or password `103`.

      The application displays the name *Carol* after successful login.

Related links

Installing IP Office Demo on page 11

Testing IP Office Demo

About this task

Use this procedure to confirm that IP Office Demo is installed and functioning correctly.

Procedure

1. Start VMware Workstation Pro.
2. Select IP Office Demo.
3. Open the ▶ drop-down menu and click **Start Up Guest**.
4. Test connectivity.
   a. Ping `192.168.42.230` from the host Windows computer to verify connectivity to the virtual machine.
   b. Open Web Control and in a browser, enter the address `https://192.168.42.230:7071`.
   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 Demo, Voicemail Pro and Avaya one-X Portal are running. If not, click **Start All** to start the software components.
5. Test endpoint connectivity.
   a. From each extension, dial the other endpoints.
   b. Dial the hunt groups.
6. Test Voicemail Pro.
   a. From a softphone, call the IP phone at extension 103 and leave a message.
   b. To access the message, dial *17 and follow the prompts.

      The password for all voicemail accounts is the same as the extension number.
7. 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** and **Password** combinations:
   - *Alice* and *101*
   - *Bob* and *102*
   - *Carol* and *103*

d. Make a test call, test the directory, and listen to a voicemail.

Related links

Installing IP Office Demo on page 11

Chapter 3: Other IP Office Demo processes

This section covers other processes for managing IP Office Demo.

Related links

[Stopping IP Office Demo](#) on page 21
[Uninstalling IP Office Demo](#) on page 21
[Installing IP Office Demo from an ISO File](#) on page 22

Stopping IP Office Demo

Procedure

1. Select IP Office Demo.
2. Open the drop-down menu and click **Shut Down Guest**.

Related links

[Other IP Office Demo processes](#) on page 21

Uninstalling IP Office Demo

About this task

IP Office Demo is not an installed application on the PC. It is a virtual machine running in s on a virtual machine.

Procedure

1. Start VMware Workstation Pro.
2. Select IP Office Demo.
3. Click **VM** > **Manage** > **Delete from Disk**.
4. Click **Yes**.
5. To uninstall any other software, such as VMware Player and Avaya Workplace Client, use the standard Windows uninstall process.

Related links

Other IP Office Demo processes on page 21

Installing IP Office Demo from an ISO File

About this task

This process covers installation of the IP Office software from an IP Office ISO file. Whilst for IP Office Demo installation, Avaya recommend using the OVA file, it can be useful for IP Office installers and maintainers to see the steps in an ISO install.

- Installation on a virtual machine hosted on a low specification laptop can take more than an hour.
- The installation process can appear stuck when installing voicemail. The voicemail service takes a significant amount of time to install.

Procedure

1. Set the IP address to `192.168.42.1` on the NIC that you are going to use in the IP Office Demo network.
2. Start VMware Workstation Pro.
3. Click **File** > **New Virtual Machine**.
4. Select **Typical** and click **Next >**.
5. Select **Installer disc image file** and browse to and select the IP Office ISO file. Click **Next >**.
6. Set the **Guest operating system** to **Linux** and set the version as **Rocky Linux 64-bit**. Click **Next >**.
7. Set the **Virtual machine name:** as IP Office Demo and click **Next >**.
8. Increase the virtual hard disk space to `40GB` and select **Split virtual disk into multiple files**. Click **Next >**.
9. Click **Customize Hardware**.
    a. Increase the **Memory** to at least `4GB`.
    b. Select the **Number of processors** as `2`.
    c. For **Network Adapter**, select **Bridged: Connected directly to the physical network**.
    d. For **New CD/DVD (IDE)**, select **Use ISO image file** and browse to the IP Office `ISO` file.
    e. If the computer has more than one NIC, disable the protocol on any interface not used in the IP Office Demo network. In the **Properties** window for the unused NIC, clear the check box for **VMware Bridge Protocol**.

f. Click **Close**.

10. Click **Finish**.
11. The list of installed virtual machines now includes IP Office Demo.
12. Select IP Office Demo.
13. Open the ▶ drop-down menu and click **Start Up Guest**.
14. Select the language you want to use for the IP Office installation and click **Continue**.
15. Read the end-user license agreement (EULA) and click **Continue**.
16. Read the release notes and click **Continue**.
17. Click **Network & Host Name**.
    a. Set the **Hostname** to `ipodemo`.
    b. Select **Ethernet (eth0)** and click **Configure...**.
    c. Select IPv4 Settings. Change the default networking IP Address from `192.168.42.1` to `192.168.42.230`.
    d. Click **Save**.
    e. Click **Done**.
18. Click **Root Password**.
    a. For the root password enter `password`, the initial IP Office configuration will prompt you to change the root password later.
    b. Click **Done**.
19. Click **Installation Destination**. Do not change any settings. Click **Done**.
20. Click **Keyboard**. Do not change any settings. Click **Done**.
21. Click **Begin Installation**.
    - The installation process can appear stuck when installing voicemail. The voicemail service takes a significant amount of time to install.
22. After the software installation is complete, click **Reboot System**.
23. Wait for the server to complete rebooting and display the **Command:** prompt.

Next steps

- Go to IP Office server ignition on page 14

Related links

Other IP Office Demo processes on page 21

Chapter 4: Additional Help and Documentation

The following pages provide sources for additional help.

Related links

Additional Manuals and User Guides on page 24
Getting Help on page 24
Finding an Avaya Business Partner on page 25
Additional IP Office resources on page 25
Training on page 26

Additional Manuals and User Guides

The Avaya Documentation Center website contains user guides and manuals for Avaya products including IP Office.

- For a listing of the current IP Office manuals and user guides, look at the Avaya IP Office™ Platform Manuals and User Guides document.
- The Avaya IP Office Knowledgebase and Avaya Support websites also provide access to the IP Office technical manuals and users guides.
  - Note that where possible these sites redirect users to the version of the document hosted by the Avaya Documentation Center.

For other types of documents and other resources, visit the various Avaya websites (see Additional IP Office resources on page 25).

Related links

Additional Help and Documentation on page 24

Getting Help

Avaya sells IP Office through accredited business partners. Those business partners provide direct support to their customers and can escalate issues to Avaya when necessary.

If your IP Office system currently does not have an Avaya business partner providing support and maintenance for it, you can use the Avaya Partner Locator tool to find a business partner. See Finding an Avaya Business Partner on page 25.

Related links

Additional Help and Documentation on page 24

Finding an Avaya Business Partner

If your IP Office system currently does not have an Avaya business partner providing support and maintenance for it, you can use the Avaya Partner Locator tool to find a business partner.

Procedure

1. Using a browser, go to the Avaya Website at https://www.avaya.com
2. Select **Partners** and then **Find a Partner**.
3. Enter your location information.
4. For IP Office business partners, using the **Filter**, select **Small/Medium Business**.

Related links

Additional Help and Documentation on page 24

Additional IP Office resources

In addition to the documentation website (see Additional Manuals and User Guides on page 24), there are a range of website that provide information about Avaya products and services including IP Office.

- Avaya Website (https://www.avaya.com)

  This is the official Avaya website. The front page also provides access to individual Avaya websites for different regions and countries.
- **Avaya Sales & Partner Portal** *(*https://sales.avaya.com*)*

  This is the official website for all Avaya business partners. The site requires registration for a username and password. Once accessed, you can customize the portal to show specific products and information type that you want to see.
- **Avaya Support** *(*https://support.avaya.com*)*

  This site provide access to Avaya product software, documentation and other services for Avaya product installers and maintainers.

  - **Avaya Support Forums** *(*https://support.avaya.com/forums/index.php*)*

    This site provides forums for discussing product issues.

- **International Avaya User Group** *(*https://www.iuag.org*)*

  This is the organization for Avaya customers. It provides discussion groups and forums.

- **Avaya Learning** *(*https://www.avaya-learning.com/*)*

  This site provides access to training courses and accreditation programs for Avaya products.

Related links

Additional Help and Documentation on page 24

Training

Avaya training and credentials 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.

Related links

Additional Help and Documentation on page 24

Index

A

Administrator 24
APIs 25
Application Notes 25
Avaya Workplace 18

B

business partner locator 25

C

configuration
- Avaya Workplace 18
- default 7
- IP Phones 18

courses 25

D

default configuration 7
download
- IP Office 11
- VMware Workstation 13

F

forums 25

H

hardware
- requirements 8
- setup 12

Help 24

I

ignition 14
install 11
- ISO 22
- OVA 13
- VMware Workstation 13

IP Office
- download 11

IP Phones configuration 18
ISO 22

L

limitations 5

M

Manuals 24

N

network specifications 6

O

OVA 13
overview 5

Q

Quick Reference Guides 24

R

requirements
- hardware 8
- software 9

Reseller 24
restrictions 5

S

sales 25
SDKs 25
service
- convert 16

software requirements 9
specifications
- network 6

start 17
stop 21
support 9, 25
System Administrator 24

T

Technical Bulletins 25
testing 19
training 25, 26

U

uninstall 21
User Guides 24

V

VMware Workstation
    install 13

W

Web Manager 16
websites 25