Avaya Learning Companion Guide
for the
Avaya IP Office™ Platform Implementation Knowledge Access (10S00005E)

Version 3.0
December 22nd, 2014
Note:

Avaya IP Office™ Platform Basic Implementation is part of the two Knowledge Accesses (KA / KCA) for Avaya IP Office™ Platform training listed below:

10S00005E   Knowledge Access: Avaya IP Office™ Platform Implementation ONLY
and
0S00010E   Knowledge Collection Access: Midmarket Implementation and Support
# Table of Contents

About the Guide ................................................................................................................................. 4  
Offering Description ........................................................................................................................... 5  
Introduction ....................................................................................................................................... 8  
Rooms and Objects (Floor Layout) .................................................................................................... 8  
Avaya IP Office™ Platform Basic Implementation Theoretical Rooms ........................................ 9  
Room 01: Avaya IP Office™ Platform Overview .............................................................................. 9  
Room 02: Avaya IP Office™ Platform Server Edition ...................................................................... 10  
Room 03: Avaya IP Office™ Platform Basic Configuration .............................................................. 11  
Room 04: Avaya IP Office™ Platform Application Server, Embedded Voicemail and Branch .......... 12  
Room 05: Avaya IP Office™ Platform System Customization ............................................................ 13  
Room 06: VoIP and SIP ....................................................................................................................... 14  
Room 07: VoiceMail Pro ................................................................................................................... 15  
Room 08: VoiceMail Pro Customization ............................................................................................. 16  
Room 09: one-X® Portal for IP Office ................................................................................................ 17  
Room 10: Documentation and Collaboration ..................................................................................... 18  
Conclusion ......................................................................................................................................... 19  
E-Books ........................................................................................................................................... 19  
Opinion Survey ................................................................................................................................. 19
About the Guide

Use this guide to help you navigate the details and knowledge in this Knowledge Access offer. This guide will help you:

- Prepare for your visits to the Avaya IP Office™ Platform Implement floor.
- Identify the different learning objects and locate the content by rooms.
- Prepare for instructor-facilitated practice lab workshops where applicable.

Avaya Learning recommends you download and/or print this guide to have it available during your visits to the Avaya Learning Virtual Campus when interacting with Avaya IP Office™ Platform Knowledge Access.

For details on Avaya Learning Virtual Campus, features and navigation please see the Avaya Learning Virtual Campus Overview Guide:
Offering Description

Knowledge Access: Avaya IP Office™ Platform Implementation

Course Number: 10S00005E
Over all Duration: 32 hours
Type: AvayaLive™ Engage
Delivery Language: English
Region Offered: All
Job Function: This AvayaLive™ Engage knowledge access is designed for Avaya Associates, Avaya Partners, and Resellers with Avaya IP Office™ Platform installation, administration and maintenance responsibilities.

Synopsis:

This learning opportunity is divided into three segments:

- Introductory Session
- Self-paced Theoretical Learning
- Practice Labs

The Introductory session provides a Question and Answer session with an Instructor. Learn how to navigate and best utilize the learning materials available in the Avaya Learning Virtual Campus by attending one of our weekly Introductory Sessions.

The Theoretical section provides implementation associates with the necessary skills to gain knowledge of basic functionality before attending practice labs where they will install administer and manage an Avaya IP Office™ Platform customer solution implementation.

To get the most out of the theoretical content and the Quiz, Avaya Learning recommends learners note any questions that may arise and bring those questions to the Shared Instructor Office.
Finally, the Practice Lab Workshop (LAB) provides implementation associates with practical lab exercises so they can install, administer, and manage an Avaya IP Office™ Platform customer solution implementation and get practice in supporting the everyday system functions. Learners perform this practical part in the ALE virtual labs with instructor support.

Students access all Knowledge Access materials in the Avaya Learning Virtual Campus through the Avaya Learning Center>My Learning>Current Courses. Self-directed theory material is available in both the 2D and 3D environments. The 2D environment is optimized for tablets and smart phones.

**Audience**

This knowledge access is designed for Avaya Associates, Avaya Partners, and Resellers with Avaya IP Office™ Platform installation and maintenance responsibilities.

**Learning Objectives**

Upon completion of the Avaya IP Office™ Platform Basic Implementation, students should be able to:

**Theory:**

- Identify the Avaya IP Office™ Platform 500V2 control unit and expansion modules.
- Describe the Server Edition product and how it sits alongside the Avaya IP Office™ Platform edition, the target market and the ease of Installation and Administration.
- Understand the different phone units connected to the IP Office.
- Describe the Avaya IP Office™ Platform Manager Configuration settings.
- Understand various important settings.
- Identify how to customize and configure the different types of users, extensions and trunks.
- Describe the upgrade of the core software.
- Summarize the set up and configuration of VoIP endpoints and trunks.
- Identify how to set up the Avaya IP Office™ Platform for Embedded Voicemail.
- Recognize the differences between VoiceMail Pro and Embedded Voicemail.
- Understand the Voicemail Pro Interfaces.
- Describe and understand the VM Pro Actions that can be used to create Call Flows.
- Explain the Avaya one-X® Portal for Avaya IP Office™ Platform application.
Practice:

- Describe the configuration on Avaya IP Office™ Platform 500v2 control unit and expansion modules.
- Configure and customize the Avaya IP Office™ Platform Server Edition.
- Customize the Avaya IP Office™ Platform Manager Configuration settings.
- Create various important system settings.
- Configure the different types of users, extensions and trunks.
- Configure VoIP / SIP endpoints and trunks.
- Configure Avaya IP Office™ Platform Embedded Voicemail and announcements.
- Configure the settings on Voicemail Pro Interfaces.
- Set up the VM Pro Actions and Call Flows.
- Set up and configure the Avaya one-X® Portal for Avaya IP Office™ Platform application.

Student Materials:
There are no additional student materials required for this floor.

Prerequisite Knowledge:
None

Prerequisites:
as listed in the AvayaLive™ Engage description.

System Requirements:
In order to use AvayaLive™ Engage, the AvayaLive™ Engage client must be installed on your local PC. Before booking this bundle, please verify through this link http://demo.avayalive.com that your IT security will allow downloading and installing the client and there are no bandwidth issues within the demo AvayaLive™ Engage environment.

For additional information on this Knowledge Access offer including How to enroll and Avaya Learning System Requirements, guidelines please read the reference materials listed below.

- Enrollment Guide
- Avaya Learning System Requirements
Introduction

As you first walk through this floor with your avatar, use this guide to help you move and get a better impression of how to navigate through the learning in this 3D world. This guide should help you to:

- Better prepare for your visits within the Avaya IP Office™ Platform Implementation Floor.
- Guide yourself through the prerequisite training so you are well prepared before attending the Practical Workshop session.
- Identify the different learning objects and locate the content by rooms.
- Download and print this guide.

Rooms and Objects (Floor Layout)

View the diagram below to see the room numbers and layout. Use the guide below to see where objects are in the rooms, as well as, the recommended order and flow for content consumption:

Below is the recommended room order.
Within each room, you should move clockwise around the room:

- **Room 1** IP Office™ Platform Overview
- **Room 2** IP Office™ Platform Server Edition
- **Room 3** IP Office™ Platform Basic Configuration
- **Room 4** IP Office™ Platform Application Server Embedded Voicemail and Branch
- **Room 5** IP Office™ Platform System Customization
- **Room 6** IP Office™ Platform Voice over IP and SIP
- **Room 7** VoiceMail Pro
- **Room 8** VoiceMail Pro Customization
- **Room 9** oneX ® Portal for IP Office
- **Room 10** Documentation and Collaboration
Avaya IP Office™ Platform
Basic Implementation Theoretical Rooms

Room 01: Avaya IP Office™ Platform Overview

In this room, you will find the basic overview of Avaya IP Office™ Platform hardware components as well as notes about the configuration and installation of an Avaya IP Office™ Platform 500v2:

- Please consume the self paced nuggets in the following order::
  - Application Software,
  - System Components,
  - Unified Communication Module (UCM) Overview
  - Trunk Cards,
  - Telephones,
  - Start Up,
  - Avaya IP Office™ Platform Manager,
  - Avaya IP Office™ Platform 500v2 Upgrade and
  - Avaya IP Office™ Platform 500v2 Licensing.

- This room has associated content with the following exercises from the practical workshop of “Avaya IP Office™ Platform Implementation”:
  - “Manager” and “Licenses”

The information in this room will enable you to:

- Identify Software applications used to manage, configure and troubleshoot installations with Avaya IP Office™ Platform and Server Edition.
- Comprehend the hardware associated with the Avaya IP Office™ Platform 500v2, Avaya IP Office™ Platform Control Unit, Base cards, including the UCM and Expansion Units.
- Identify the various Trunk Cards, Analog and Digital, and the handsets supported by the IP Office, including Conferencing Handset, DECT and Endpoints used for Video Conferencing.
- Define the connection sequence for the start up of the Avaya IP Office™ Platform and the default settings found when you first connect to the IP Office.
- Review how to use the Manager application to modify and create configurations, and identify the different Manager modes.
- Identify some of the different views and options within the Manager Mode.
- Learn how to save the configuration, store it for reuse, if required.
- Recall the different Licenses available and how they can impact feature usage, and the importance of knowing the License Groups and what they support.
- Review the Upgrade Procedure and which binary files can be used for Upgrading and configuration of the Upgrade Wizard.
- Locate where to find Software, help and information.
Room 02: Avaya IP Office™ Platform Server Edition

In this room you will find the overview of the Avaya IP Office™ Platform Server Edition and the different options in configuring and maintaining this system.

- Please consume the self paced nuggets in the following order:
  - Server Edition Introduction,
  - Server Edition Select Mode,
  - Installation Requirement,
  - Installation of Server Edition,
  - Web Management, Web Control,
  - End User Self Administration,
  - Manager Server Edition Mode,
  - Licensing for Server Edition and
  - Server Edition Resilient, Backup and Upgrade.

- This room has associated content with the following exercises from the practical workshop of “Avaya IP Office™ Platform Implementation”:
  - “Web Control” and “Web Manager”

The information in this room will enable you to:

- Describe the Server Edition product and how it is positioned alongside the Avaya IP Office™ Platform edition, the target market, and the ease of Installation and Administration.
- Describe the Capacities of the Server Edition and Server Edition select mode. Learn how these capacities can be impacted by the adding of hardware.
- Identify the Hardware requirements and specifications for Server Edition and its applications, also the single DVD software requirement.
- Comprehend how the One-x® Portal can be installed on a unique server to increase capacity.
- Explain the order for the Server Edition Installation, if it is a full installation on a customer provided Server or if the Server has been supplied by Avaya with the software pre loaded.
- Review the Ignition process which is required to complete the installation.
- Identify how the Web Control interface is used for Server Edition administration. Recognize the different Tabs in Web Control, the information they offer and the applications they can impact.
- Identify the Server Edition Mode for Manager Application, the various installation methods, and identify that SSA and Monitor can also be work with this product.
- Explain and recognize the licenses that are used and which ones are specifically used for Server Edition, where the licenses reside for the primary and secondary server.
Room 03: Avaya IP Office™ Platform Basic Configuration

In this room you will find the description on how to work through a basic configuration of Avaya IP Office™ Platform and the default entries in the different configuration tabs.

- Please follow the self paced nuggets in the following order:
  - Basic Configuration,
  - Time Profiles,
  - Extensions and Users,
  - Hunt Groups,
  - Lines and Trunks,
  - Short Codes,
  - Alternate Route Selection and
  - Incoming Call Route.

- This room has associated content with the following exercises from the practical workshop of “Avaya IP Office™ Platform Implementation”:

  “Time Profiles”, “Hunt Groups”, “Lines and Trunks” and “Short Codes”

The information in this room will enable you to:

- Determine various important settings such as IP Addressing within the Avaya IP Office™ Platform and define the purpose of the TFTP and HTTP server settings.
- Define the use of Time Profiles and where to apply them with in the Manager program.
- Learn how to create, delete and Modify Time Profiles.
- Identify how to customize and configure the different User types and also recognize the different Extension types.
- Explain how to create and modify Hunt Groups, and identify the different settings with the Hunt Group Tab.
- Distinguish the different types of Ring Mode used by Hunt Groups and how they can impact the way calls are answered.
- Learn the use of Overflow and Voicemail used by Hunt Groups.
- Summarize the different line types Avaya IP Office™ Platform can utilize and customize or configure them using the Manager Application.
- Define the use of Short Codes, the hierarchy and priorities that can control how Short Codes can impact calls and features.
- Explain how to create Short Codes for Features and Voicemail etc.
- Explain how to use the Manager to configure and customize ARS for outgoing call routing, incorporating Short Codes and Time Profiles.
Room 04: Avaya IP Office™ Platform
Application Server, Embedded Voicemail and Branch

In this room you will see how to setup and configure an embedded voicemail for Avaya IP Office™ Platform 500v2. You also will learn how to handle the voice announcements for auto attendants. Furthermore you will learn specifics about the Application Server as well as basics about the Branch edition on IP Office.

- Please follow the self paced nuggets in the following order::
  - Application Server
  - Embedded Voicemail,
  - Auto Attendant
  - Announcements
  - Embedded Card Management
  - Backup and Restor using the SD card and
  - Branch Solution Basics (Overview)

- This room has associated content with the following exercises from the practical workshop of “Avaya IP Office™ Platform Implementation”:
  “Announcement”

The information in this room will enable you to:

- Identify how to set up the Avaya IP Office™ Platform for Embedded Voicemail and set the Voicemail Mode for either Avaya IP Office™ Platform mode or Intuity Mode depending on the customer’s preference for Mailboxes.
- List the Capacities of the Embedded Voicemail. Identify that the recordings are located on the SD Card.
- Review the features and facilities supported by EVM.
- Describe the features associated with the Users, Breakout, Visual Voice, Source Numbers and Passcodes.
- Identify the default Short Codes for accessing Voicemail and Voicemail Groups.
- Comprehend the Language settings and Embedded file management.
- Identify the file structure for the LVMSound folder.
- Summarize the use of the Auto Attendant, and the Auto Attendant options.
- Describe how to route calls to the Auto Attendant using the Incoming Call Routing.
- Review how Short Codes are automatically created for the routing of call and for the purpose of recording greetings.
- Identify Queuing announcements for Hunt Groups and Users, and also how Queuing is defined and used.
Room 05: Avaya IP Office™ Platform System Customization

In this room you will get information on how to customize an Avaya IP Office™ Platform system and combine the different configuration settings.

- Please follow the self paced nuggets in the following order:
  - Button Programming,
  - Agents and Hot Desking,
  - User Right and Templates,
  - Mobility Call Control and One-X® Mobile and
  - Offline Configuration.

- This room has associated content with the following exercises from the practical workshop of “Avaya IP Office™ Platform Basic Implementation”:
  - “Agents & Hot Desks” and "User Rights"

The information in this room will enable you to:

- Summarize the use of Hot Desking and the difference between Hot Desking and Agents
- Create a user to logon and use the Hot Desking feature.
- Program how to use User Rights and Template for the easy distribution of features and Button Programming.
- Learn how to create and assign User Right to Users, and how to copy User Rights.
- Create an offline Configuration and understand how to save it to be imported to a Control Unit.
- Explain how twining and One-x Mobile enhance User mobility.
- Explain how the One-x Mobile client is configured and used via the manager application.
- Define the supported trunk types for Mobile Call Control functionality.
- Learn the Short Codes used for FNE Service and the features that can be used with the Short Codes Feature.
- Identify the One-x Mobile Application for Mobiles and associated features for Mobile handsets.
- Define One-x Mobile architecture, hardware and software.
Room 06: VoIP and SIP

In this room you will get information on how to customize an Avaya IP Office™ Platform system combining the different configuration settings.

- Please follow the self paced nuggets in the following order:
  - VoIP Endpoint,
  - Avaya IP Phones,
  - Creating IP Extensions and Users,
  - Configuring SIP Terminal and
  - Configuring SIP Trunking.

- This room has associated content with the following exercises from the practical workshop of “Avaya IP Office™ Platform Basic Implementation”:
  “Creating VoIP Extension and Users” and “Configure SIP Trunk”

The information in this room will enable you to:

- Review how Gatekeepers control call processing and security for H.323 devices and the location of Gatekeeper settings
- Determine IP handset features and some of the commands for resetting and changing options on different handsets.
- Identify how to create and IP Extension and User.
- Identify the settings within Manager which are associated with creating IP Extensions and Users.
- Identify how a SIP Endpoint call flow works and the information that is sent form the endpoint.
- Review the requirements to set up of SIP Endpoints and Trunks.
- Summarize the set up and configuration of a SIP line, so that you can use it to make phone calls, and use Trunk Templates to create SIP Lines.
- Explain how both TCP and UDP can be used as base protocols.
- Identify Subscriber addresses and the similarities to e-mail addresses.
- Distinguish a SIP trunk set up, the various Provider requirements and the options for easiest installation and best results.
Room 07: VoiceMail Pro

In this room you will get basic information on how to setup the VoiceMail Pro application. You will also learn how to configure different features using this application.

- Please follow the self paced nuggets in the following order:
  - Voicemail Pro Feature Comparisons,
  - Voicemail Pro Interface,
  - Structure and Sequence of Call flow,
  - Setting for Users and Groups and
  - Importing Call flows.

- This room has associated content with the following exercise from the practical workshop of “Avaya IP Office™ Platform Implementation”:
  “VoiceMail Pro Interface”.

The information in this room will enable you to:

- Determine the Voicemail Pro Interfaces and settings including Mailbox settings, Message and Recording lengths, Directory settings, Backup Restore, SNMP Alarms, Housekeeping, Email setup / integration and Outdialing.
- Configure the setup for MAPI and SMTP settings to work with voicemail to email and other email facilities used with VM Pro.
- Describe Start points and Actions, how they fit together to create Call flow.
- Identify the different actions available on VM Pro, and the specific tabs in the Action which is unique to that Action.
- Compare the Short Code Features associated with VM Pro.
- Learn how to Import and Export Call flow, either the whole Call flow or just a section of the Call flow.
Room 08: VoiceMail Pro Customization

In this room you will get basic information on how to setup the VoiceMail Pro application. You will also learn how to configure different features using this application.

- Please follow the self paced nuggets in the following order:
  - Installation Requirements,
  - Setup and Functionality,
  - De-Bug View,
  - Centralized Voicemail
  - Action and Variables and
  - Call Flows,

- This room has associated content with the following exercises from the practical workshop of “Avaya IP Office™ Platform Implementation”:
  “VoiceMail Pro Call Flow”

The information in this room will enable you to:

- Define VoiceMail Pro Service configuration options.
- Summarize installation verification procedures.
- Change VoiceMail Pro options post installation
- Describe the Avaya provided diagnostic tool called Debug view and explain how to use debug view in a VoiceMail Pro environment
- Identify the Start Points available in the Voicemail Pro Client.
- Describe how Short Codes are used to access call flows.
- Summarize the benefits of using Modules.
- Identify how Users and Groups can be set up in VM Pro for Customized Greetings which override the standard greetings set by users and the Queuing feature that can be assigned with added features from VM Pro.
- Configure VM Pro Service options, installation verification and the changing of VoiceMail Pro options after installation.
Room 09: one-X® Portal for IP Office

In this room you will get additional information on how to customize the VoiceMail Pro application. You will also learn how to configure the one-X® Portal application.

- Please follow the self paced nuggets in the following order:
  - Avaya One-X® Portal for IP Office,
  - OneX® Portal Conferencing and
  - Avaya Communicator

- This room has associated content with the following exercises from the practical workshop of “Avaya IP Office™ Platform Implementation”:
  - “Configure one-X® Portal”

The information in this room will enable you to:

- List the features of One-X® Mobile Preferred for IP Office.
- Describe how it is configured in One-X® Portal for Avaya IP Office™ Platform and Avaya IP Office™ Platform Manager.
- Determine why the Avaya One-X® Mobile Preferred for IP Office is an application that works with the Avaya IP Office™ Platform suite to provide enterprise communications on mobile devices.
- Understand one-X Portal for IP Office Conferencing.
- Identify the changes to the existing IP Office™ Platform with Avaya Communicator.
Room 10: Documentation and Collaboration

In this room you will find additional documents regarding System Status Application (SSA) and System Monitor (SysMon).

The System Status Application can be installed at the same time as Manager. SSA may help you while configuring an IP Office™ Platform.

SysMon can be installed as a component of the Admin CD, it is installed with the standard setup, you can select it when you are installing Manager, if required.

You will learn more about this two application in the Support learning area for IP Office™ Platform.
Conclusion

E-Books
Each learning object is available in e-book format for viewing on iPhone/iPad and Android devices. Locate and download the files from the e-book stand found near the entrance in each learning room. Avaya Learning recommends downloading the ReadMe document (ReadMe.doc) for tips on viewing the learning objects.

To download the files, do the following:

1. Right-click on the stand to reveal the file list
2. Select a file by clicking it
3. Follow the on-screen directions provided by the browser for downloading and saving the file.

Additional notes about e-books will be available on POD 1 in this floor.

Opinion Survey
Before closing a session in the environment Avaya Learning ask learners to answer some questions.

This survey is designed to measure the underlying beliefs, values, and assumptions that are held by our learners, as well as the practices and behaviors that exemplify and reinforce them.

It is important that learners respond openly and honestly to the survey for accurate results. The responses are completely confidential.

The URL for the survey on Avaya IP Office ™ Platform Basic Implementation is: http://www.surveymonkey.com/s/GTJSRV5

We value the feedback.

Thank you!