



Avaya

Avaya IP Office 9.0
New Product Introduction

Frequently Asked Questions and
Associated Answers

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Version 1.2

Avaya IP Office 9.0 for Midmarket

Frequently Asked Questions and Associated Answers

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General FAQs

Question	Answer
Does Avaya plan to continue competing in the "small" SMB market segment? This key Market seems to have been abandoned by the focus on IP Office in the Mid-Market.	Avaya is not abandoning the Small in the SMB market segment. We will continue to target small customers. The push into the Midmarket, as our capacities expand, aims to deliver best in class solutions to market that is underserved.
Remind me what Server Edition is again?	Server Edition allows IP Office software to be run on a Linux based PC server. 9.0 scales to 2000 users across 32 locations
Can I have all 2000 users as analog or TDM users? At a single location?	Technically you can have 2000 users at a single location. The number of TDM and/or analog users is limited to the maximum number supported by 500 v2 expansion systems.
Can I use my own servers?	Customers that wish to install on their own server, can do so if they install it in a VMware virtualized environment.
Is Dell R210 HW supported?	Yes, as is the HP DL360 and HP DL120
Is there a migration path for IPO 8.0 SMB edition to IPO 9.0 server edition?	Yes, there is a migration path. Customers that have an 8.0 system with an IP 500 V2 can simply reuse their chassis as an expansion system as part of a Server Edition
Will IP Office 9.0 work on IP Office 500 v1 chassis?	Yes, but some functionality will only work on the V2 platform
Are the new DS16B and DS30B hardware modules supported by all form factors?	All hardware modules are designed for the IP500 v2 chassis. The chassis, however, can be deployed as a standalone system or as an expansion system part of a Server Edition deployment.
What is the 9.0 upgrade path for customers?	If they have IPOSS they will get the R9.0 software license as an entitlement. If they do not have IPOSS, they will need to pay to upgrade to 9.0.
Are there any changes planned for PARTNER node and Basic Edition?	No. PARTNER & Norstar modes stay the same
Is the outlook plugin compatible on systems with Microsoft Lync installed?	Yes but the Outlook Plugin is specifically for the Outlook client. Avaya has created a separate plugin for Lync. It's not a question of compatibility as they are different applications
What is the soft client of choice for this release?	For Windows and iPad everyone is encouraged to use Flare Experience. Please refer to the 9.0 Product Update for the complete of supported endpoints.

Has anything changed with the management GUI in r9.0?	Yes, Web Manager has gone through a full overhaul and has significant improvements in this release.
Does 9.0 support differentiated ring tones by incoming call types of calls to different hunt groups?	Yes, differentiated ringing is available with 9.0 on 14xx and 95xx endpoints.
Does one-X® Mobile Preferred support call of cellular and WiFi networks?	Yes, this is included as part of release 9.0
Is there a road map one-X® Mobile Preferred to function like one-X® Mobile SIP IOS (Aura) where the mobile is treated as an extension instead of using PSTN?	This is now supported with 9.0
Does drag & drop audio conferencing using Flare works on the same 256 conferencing channels from the system?	Yes, the drag-and-drop audio conferencing capabilities Avaya Flare use the same IP Office conference resources as a standard meet-me conference
Can PC applications like Avaya one-X® Portal or Microsoft Lync front end digital and analog endpoints?	Yes, this is supported
Is Multi-Tenancy supported with the Management GUI in 9.0?	No but multiple instances in virtual machines are support and managed centrally through Web Manager.
Is the VPN-less connectivity available for mobile users?	Yes, this is support in r9.0
How about 1608 phone on a VPN less connectivity (using SBC) as a teleworker?	No, this is not supported
Are Demo Kits being updated to release 9.0?	Yes. IP Office Anywhere and Power Demo are supported on 9.0. IP Office Anywhere will now offer a multi-node configuration

Capacity FAQs

Question	Answer
What are the primary capacity increases for 9.0?	<ul style="list-style-type: none"> ▶ Increase in total users: 2000 (up from 1000) ▶ Single server capacity: 1500 (up from 500) ▶ Many other capacities increased significantly. For example: <ul style="list-style-type: none"> – 150 Voicemail channels (was 100) – 750 One-X Portal users (was 500) – 18,000 BHCC (was 14,400) – 256 Conference channels per server (was 128) – 85 Recording channels (was 43) – 128 Paging group size (was 64)
Are there any enhancements or capacity increases to the applications module (UCM)?	No. For 9.0 the UC Modules stays the same.

Virtualization FAQs

Question	Answer
What is IP Office virtualization?	Virtualization is a deployment methodology designed to optimize hardware and software resources. Deploying IP Office in this way allows IP Office to be installed as a virtual machine. Typically this hardware will be shared with other applications and is one of the key benefits of virtualization.
What functionality is supported?	Virtualized IP Office functionality is equivalent to IP Office Server Edition. The software can also be configured to function as IP Office applications only i.e. one-X Portal™, or one-X Portal™ and VMPro.
Is HA supported in a virtualized environment? Can we run primary and secondary vAppliance on one host?	Yes, They Primary and Secondary servers can run on the same host as long as the minimum resource requirements are met
What is needed by the customer to support virtualized IP Office?	VMware vSphere 4 or higher is required, in addition to the hardware platform. To support virtualized IP Office these items are provided by the customer.
Is VMware my only choice?	Yes, currently.
What unique software licenses are required for virtualized IP Office?	Virtualized IP Office requires ordering a unique system license equivalent to a Server Edition system license. All other IP Office licenses applicable to Server Edition are supportable with virtualized IP Office.
Is there a System ID with virtualized IP Office?	As with Server Edition there is a unique System ID created by the software that is unique to the Virtual Machine (VM). The same VM can be moved within the virtualized environment/data center without changing the System ID.
How many users can virtualized IP Office support	The specs for virtualized IP Office are the same as IP Office Server Edition.
Are there any differences between virtualized and non-virtualized IP Office?	There will be minor differences. For example; the USB sound device for Music On Hold or for installation are not supported on the virtualized server. Also, System ID is used differently; however under normal conditions administrators will not notice any difference.
Can virtualized and non-virtualized IP Office be mixed?	Yes, in a multi-site configuration some sites may be virtualized and others not.
Can I use my own servers with virtualized IP Office?	Yes. The hardware is not provided by Avaya for virtualized IP Office. It must be available in the customer's environment already, or provided as part of the solution. The virtualized IP Office software can be deployed on any VMware supporting hardware and requirements can be found in the 9.0 Product Update document posted on the Sales Portal

Can virtualized IP Office be deployed as a cloud solution?	At GA of IP Office 9.0 virtualization will support customer premise deployments.
How is virtualized IP Office managed?	Management is done using the Web Manager GUI, and tools and interfaces available for IP Office and IP Office Server Edition. VMware tools are required for installation and upgrades of the software. This can be done with the minimal requirement of the vSphere client. Optionally VMware's vCenter tools can be used.
Can I migrate a non-virtualized IP Office to virtualized IP Office?	Yes. If you have an IP Office Support Service agreement then you are entitled to IP Office 9.0 software. To deploy this on new hardware will result in a new System ID. The existing IP Office codes will need to be Swapped for new codes.

Licensing FAQs

Question	Answer
What licensing changes have been made with IP Office R9.0?	There have been two key changes to licensing with IP Office R9.0 (1) new IP Office Release 9.0 material codes for licenses in ADI (2) new Product Licensing and Delivery System (PLDS) codes for IP Office deployed in the Branch. See the IP Office R9.0 Product Update for additional details.
Why have we introduced new R9.0 material codes for licenses in ADI?	This will allow better tracking of license deployments by Avaya and its Business Partners.
Why have we created new PLDS license codes for branch?	DS licensing aligns with the traditional Avaya Enterprise license model.
Are IP Office licenses still available in ADI?	Yes, while PLDS codes are available to support IP Office deployed as a branch, IP Office R9.0 will continue to support the ADI and as a hybrid solution, where both ADI and PLDS licenses can exist on a single system.
Have there been pricing changes with IP Office R9.0?	Yes, the following summarizes the pricing changes with IP Office R9.0: <ul style="list-style-type: none"> - Elimination of volume discounts within license bundles for several IP Office 9.0 licenses to simplify and streamline the pricing structure. - New IP Office Release 9.0 pricing for R9.0 upgrades. See the IP Office R9.0 Product Update for additional details.
Did license and upgrade pricing change on prior releases (E.g. IP Office R8.1)?	No. The pricing changes are specific to IP Office R9.0. IP Office R8.1 license and upgrade pricing is unchanged.
Which licenses had a price change with R9.0?	VM Pro, 3 rd Party IP endpoints, SIP trunks, Power User, Mobile Worker, Office Worker, Teleworker, and Avaya IP endpoints.
Where can I find a mapping of license material codes for pre-R9.0 licenses for ADI, R9.0 licenses ADI, and R9.0 licenses in PLDS?	A table providing this mapping is available in the IP Office R9.0 Product Update posted on the SME Sales Portal.

