

IP Office Release 9.1

Frequently Asked Questions

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IP Office Select

What is the difference between Server Edition and IP Office Select?

- Avaya IP Office Select is a unique combination of premium collaboration capabilities, enterprise-grade scale, resiliency, and security, and the simplicity of Avaya IP Office. It includes all the features of IP Office Server Edition plus incremental, enterprise grade functionality targeted at the mid-market customer with more sophisticated requirements.

Are there enhancements to the IP Office management tools to support the increased scale?

- Server Edition Manager will support the larger scale of IP Office Select. In addition, the functionality of Web Manager is being significantly increased in IP Office R9.1 for both Server Edition and Standard Edition. For Server Edition, Web Manager delivers value added functionality such as LDAP user synchronization, in addition to user interface improvements, new filtering functionality, end user self-administration and support for an expanded set of configuration parameters.

How does the new failover work?

- Location resilience is a new Select-only feature that allows the administrator to define a location (a group of H.323 extensions) and specify the fallback IP Office server for that group. This Location-based resilience overrides the system configuration. This flexibility now allows support for the following new resilient constructs:
 - Primary/Secondary phones fall back to one or more Expansions
 - Expansion phones fall back to another Expansion

Configuration can be set-up so that only a subset of a node's H.323 phones are resilient (previous release had an all-or-nothing option). Phones not part of a Location with a fallback system defined set will follow the system fallback configuration. Supported phone models are 96x1, 96x0, and 16xx.

What LDAP directories are supported?

- The following are the supported LDAP Servers:
 - Active Directory 2008/2012
 - OpenLDAP 2.4.21
 - IBM Domino 7.0
 - Novell eDirectory 8.8
 - SunOne Directory/Java System Directory 6.3

Upgrades

What is the process to upgrade from Server Edition to Select?

- Migrating an existing Server Edition to IP Office Select will require the purchase of PLDS IP Office Select migration software licenses. Avaya is planning a migration tool to assist partners in purchasing the correct set of PLDS migration licenses. This functionality is planned to be available in February 2015. In the weeks between the GA of R9.1 and the availability of this tool, migrations will be handled via an alternative purchasing process. Please contact your Avaya account representative for further details. For details on the technical aspects of performing the actual upgrade, please refer to technical documentation and the R9.1 technical bulletin.

Will existing Server Edition hardware work with Release 9.1?

- Yes. Note that the R9.1 capacity enhancements are dependent on the new Dell R620 server hardware (or OVA). See the capacity table in the IP Office R9.1 Product Update for additional details on the various Server Edition server capacities.

Hardware

When is the Dell R220 it being introduced?

- As part of normal lifecycle management, the Dell R210 will be replaced by the R220 shortly after General Availability (GA) of IP Office R9.1. As the R220 is functionally and price equivalent to the Dell R210, the Dell R220 introduction will be seamless for Partners. Watch for future communications regarding exact phase-in dates.

When will Unified Communications Module V2 (UCMV2) be available?

- UCM V2 is expected to be available in Distribution in March 2015. Note that UCM V1 will continue to be available through this period and will be supported with IP Office R9.1.

Advanced Edition

Is Advanced Edition really going away?

- Yes – 9.0 will be the last release to support Advanced Edition

Will CCR run after upgrading to 9.1?

- No. The CCR application is not compatible with release 9.1

What happens if a customer with Advanced Edition upgrades to 9.1?

- Customers will continue to have the 8 ports of TTS and Contact Recorder enabled on their upgraded system. CCR will not function after the upgrade.

How are the Voicemail Pro Database and Visual Basic Scripting features accessed in R9.1?

- In R9.1 Preferred Edition will now come with VM Pro Database and Visual Basic Scripting. TTS and Contact Store will need to be ordered separately.

Are there any incentives in place to help a customer upgrade to 9.1

- Incentives are actively being worked. Details will be posted on the IP Office 9.1 Sales Toolkit when they become available.

Tools

Will IP Office R9.1 be available in the Avaya configuration tools?

- IP Office R9.1 will be in Enterprise Configurator-EC Services and EC ASD / Avaya One Source Configurator on November 3.

Will IP Office R9.1 be available in the Avaya configuration tools?

- Yes 9.1 will be available in ASD and A1S Configurator tool but not in EC Voice. Job aides are available for both ASD Training and the One Source Configurator tool
<https://sales.avaya.com/en/general/a1s-job-aids>

Will IP Office R9.1 use ADI or PLDS licensing?

- Software licensing for IP Office R9.1 will remain predominantly in ADI, however there will be instances where PLDS licensing will be used. For new IP Office R9.1 quotes, the ASD and A1S configuration tools will default on licensing in the following manner:
 - **ADI Licensing Scenarios**
 - Most Basic/Essential/Preferred/Server Edition deployments (same as R9.0)
 - **PLDS Licensing Scenarios**
 - Essential and Preferred Edition in an Aura branch deployment (same as R9.0)
 - Preferred and Server Edition when quoted with either IP Office Contact Center or Avaya Contact Center Select (new to R9.1)
 - All IP Office Select scenarios (new to R9.1)
 - In addition, there will be an option to configure any new Basic, Essential, Preferred, or Server Edition with PLDS licensing. (new to R9.1).
 - Please note that existing systems upgrading to R9.1 should purchase the upgrade license in the same license format that resides on their system.

How do I find out more about PLDS?

- Answer: Here is the link to a PLD Job aid, under the License Software section <https://sales.avaya.com/en/general/a1s-job-aids>, see slide 4 for a link to great videos

Mobility/UC

What is the new Auto Fallback feature and how does it work?

- When the call facility is set to VoIP and the Wi-Fi connection drops, the call facility will automatically switch to Mobile so that the *next call attempt* will be made using the mobile network instead. When the Wi-Fi connectivity resumes, the call facility switches back to VoIP/Wi-Fi. Note that this is not a seamless hand-off of an active call between the Wi-Fi and cellular networks.

What is the new Transfer Call-to-Call Facility feature and how does it work?

- This capability allows a mobile user to move an active call from one call facility to another. For example a 4G VoIP call can be moved to the desk phone or mobile phone call back. Calls can be transferred between any facility including VoIP (Wi-Fi/3G/4G), Call Back (Cellular, Home, other), and Desk phone. Note that all moves are implemented as 'blind transfers' and the far-end will hear a ring back while the transfer is in progress.

Does one-X Mobile Preferred support handoff of a VoIP call from Wi-Fi to 3G/4G or vice versa?

- No. This capability is not included with release 9.1. It is being considered for a future release though.

Does Flare work with release 9.1?

- No. Flare users must upgrade their clients to Avaya Communicator. There is no cost for the client.

Do I need new licenses to use Avaya Communicator?

- Existing users with Power User and Teleworker licenses are entitled to the Avaya Communicator Windows soft client.

Will the IP Office Video Softphone for Windows work with release 9.1?

- No, but users with Power User and Teleworker licenses are entitled to the Avaya Communicator Windows soft client.

Is the IP Office Video Softphone for Mac supported on release 9.1?

- Yes. In addition, there is an updated version as part of release 9.1. Both are compatible with 9.1 and are supported with licensing from upgraded systems.

Does the Lync plugin support video?

- No. Support for native Lync video calling is disabled.

Web Collaboration

Does the iOS Web Collaboration application work with IP Office?

- It is not supported at this time, but is being considered for a future release.

Do I need an external server to run the Web Collaboration capabilities?

- Web Collaboration runs natively on the Server Edition and IP Office Select primary server. An external server is required when using Preferred Edition, or for additional scale when using Server Edition or IP Office Select

Does the new conference scheduling capability support web conferences too?

- Yes. Users can schedule audio and web conferences