


# Avaya IP Office™ Platform Release 9.1.2 (FP) Product Update Document (Offer Definition)

Update Number: 1.0

Date: June, 2015

Document Definition:		
	Product Update	This is a communication that summarizes “what’s new” within a given release regarding any changes or enhancements to an existing GA (Generally Available) product.

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## Offer Definition

Product →	Avaya IP Office Platform Release 9.1.2 Feature Pack	GA Date →	8 June, 2015
Rev #		Rev Date	
1.0		06/05/2015	
Avaya Source Prime		Channel Partner Target Audience	
alao@avaya.com		Product Management, Order Management, Documentation, Training, Lab Engineers, Sales Engineers	
CHANGE CONTROL RECORD			
Date (mm/dd/yy)	Issue / Version #	Prime	Summary of Changes
06/05/15	1.0	Alan Lao	Initial Release

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- *Prime*—the person responsible for any changes made to that version of the document.
- *Summary of changes*—Provide a summary of the relevant changes made since the last iteration.

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# 1 IP Office Release 9.1.2 (FP) Summary

## 1.1 About this Offer Definition

This Offer Definition discusses IP Office R9.1.2 (FP) in both a standalone and network environment. IP Office R9.1.2 (FP) will be made generally available (GA) on June 8<sup>th</sup> 2015. Since this Offer Definition may be made available to third parties approved by Avaya prior to GA, it should be noted that the information contained herein is provided for information purposes only and is intended only to outline Avaya's presently anticipated general technology direction. The information is not a commitment or an obligation to deliver any product, product feature or software functionality and Avaya reserves the right to make changes to the content and timing of any product, product feature or software release. Prices for any future product or software included herein will be separately negotiated when and if such product or software becomes available.

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## 2 General Availability Milestones

Availability for Avaya Distributors June 08<sup>th</sup>, 2015

IP Office Release 9.1.2 (FP) software will be available for download from [support.avaya.com](http://support.avaya.com)

## 3 Release Documentation

Detailed release information can be found in the following documents available with the Avaya IP Office R9.1.2 (FP) downloadable from [support.avaya.com](http://support.avaya.com)

- Product Description (Release 9.1.2 (FP))
- IP Office Knowledge base - Contains all administrator and user documentation for IP Office - <http://marketingtools.avaya.com/knowledgebase>
- The Avaya support site – Contains all administrator and user documentation for IP Office - <http://support.avaya.com>

The Technical Bulletin and Release 9.1 Documentation is anticipated to be available by GA:

- Go to [support.avaya.com](http://support.avaya.com)
- Select **Find Documentation and Technical Information by Product Name** under Downloads & Documents
- Enter 'IP Office' as your product
- Choose '9.1' as your release
- Click the 'Documents' radio button
- Click 'Enter' to see all documentation

**NOTE:** Always refer to the Avaya websites for the latest versions of product documentation.



## 4 IP Office Release 9.1.2 (FP) Enhancements

### 4.1 IP Office Select Capacity Enhancements

Avaya IP Office Select is a premium software solution that combines powerful, enterprise-class scalability, resiliency and security, required by mid-market customers with sophisticated requirements, as well as the simplicity, flexibility and value of the Avaya IP Office Platform.

IP Office Release 9.1.2 (FP) builds on R9.1 and delivers the following capacity enhancements:

- Increased scale, with support for up to 3000 users
- Supports a 1:1 ratio between users and power users

Capacities	R9.0/R9.1/R9.1.2(FP) Server Edition	R9.1 Select	R9.1.2 (FP) Select
Solution Users	2000	2500	3000
Users on single server	1500	2500	3000
Nodes	32	150	150
UC users	750	2500	3000
VM Ports	150	250	250
Solution VM Ports	150	500	500
Recording Channels	150	500	500
Paging Group Size	128	256	256
Hunt Groups	300	500	500
Conference Channels	256	512	512
Soft Console	32	50	50

### 4.2 Support for Google Cloud Compute Engine

IP Office is supported in the Google Cloud Compute engine environment co-located with IP Office Contact Center. Deployment in this environment supports automation of instance creation and licensing through the Avaya Operational Support System (OSS).

### 4.3 IP Office interface with Avaya OSS

To support the deployment of a common Avaya Cloud Reference Architecture, IP Office™ 9.1.2 (FP) delivers integration with the Avaya OSS. This allows new instances to be spun up and licensed with a unique identifier.

### 4.4 WebLM Integration

WebLM is a key component of the OSS and will be deployed to support IP Office instances in the common Avaya Cloud Reference Architecture. This allows the implementation of interfaces between IP Office and WebLM to enable the passing of a License files for the IP Office instance.

### 4.5 Japanese Localization

IP Office will deliver localization requirements to support the initial introduction of IP Office (on premise only) into the Japanese market. Full localization of Japan documentation to include manager and administration and supporting tools was not possible for IP Office 9.1, so these additional requirements have been addressed in 9.1.2 (FP).

For clarity, the Avaya branded, hosted service, Customer Engagement OnAvaya™ Powered by Google Cloud Platform, is not available in Japan. Customer Engagement OnAvaya™ Powered by Google Cloud Platform is only available in the United States.

The Japan core content delivered into the 9.1 stream had been disabled through the locale system settings. The End user Interface, EVM, VMPro prompts, soft console, end user documentation and phone strings will be fully supported in 9.1.2. Type approval will be completed on the dual PRI card only for this release.

## 5 Detailed IP Office Scalability

Outside of Capacity increases in section 4.1 for a detailed view on IP Office scalability please refer to the IP Office 9.1 Offer Definition: <https://sales.avaya.com/en/pss/ip-office-release-9.1-sales-toolkit?view=collateral>

### 5.1 Operating System and Browser Support

R9.1.2 (FP) Operating System and Browser Support is summarized in the tables below.

#### Operating System Editions and Service Packs

Operating System	Service Pack	Editions
Windows 7 32/64	SP1	Professional, Enterprise, Ultimate
Windows 8.1	n/a	Pro, Enterprise
Server 2008 32/64	SP2	Standard, Small Business Server
Server 2008 R2 (64 only)	SP1	Standard
Server 2012	n/a	Standard
Server 2012 R2	n/a	Standard

#### Operating System Support - Server Components

Application	Win 7		Win 8.1 (3)		Server 2008 /2008R2 (2)		Server 2012/2012R2
	32 bit	64 bit	32 bit	64 bit	32 bit	64 bit	64 bit
Preferred Edition Server (Voicemail Pro) Standalone	✓	✓	✓	✓	✓	✓	✓
... Plus UMS	X	X	X	X	✓	✓	✓
... Plus Campaigns	X	X	X	X	✓	✓	✓
... with IMS	X	X	X	X	✓	X	X
... MAPI service for Voicemail Pro on Linux	✓	✓	X	X	✓	✓	✓
Contact Store Server	X	X	X	X	✓	✓	X
one-X Portal for IP Office Server	X	X	X	X	✓	✓	✓
TAPI - 3rd Party & TAPI WAV	✓	✓	✓	✓	✓	✓	✓
IP Office Contact Center (IPOCC)	X	X	X	X	X	✓ (1)	✓ (1)

**NOTES:**

- 1) IP Office Contact Center Server 2008R2 and 2012R2
- 2) 2008R2 is 64 bit only
- 3) As per Microsoft Win 8.1 is the replacement/Service Pack for 8.0 - <http://windows.microsoft.com/en-GB/windows/service-packs-download#sptabs=win8other> (link valid 16-Jun-2014)

**Operating System Support - Thick Client Apps**

Application	Win 7		Win 8.1		Server 2008/2008R2		Server 2012/2012R2
	32 bit	64 bit	32 bit	64 bit	32 bit	64 bit	64 bit
Voicemail Pro Client	✓	✓	✓	✓	✓	✓	✓
SoftConsole	✓	✓	✓	✓	X	X	X
Manager	✓	✓	✓	✓	✓	✓	✓
SysMon	✓	✓	✓	✓	✓	✓	✓
SSA	✓	✓	✓	✓	✓	✓	✓
TAPI 1st Party	✓	✓	✓	✓	✓	✓	✓
TAPI WAV	✓	✓	✓	✓	✓	✓	✓
IP Office Video Softphone (2)	✓	✓	X	X	X	X	X
Avaya Communicator	✓	✓	✓	✓	X	X	X
one-X Portal Plug-In for Outlook	✓	✓	✓	✓	X	X	X
one-X Portal Plug-In for Salesforce.com	✓ (1)	✓ (1)	✓ (1)	✓ (1)	X	X	X
Call Assistant	✓	✓	✓	✓	X	X	X
Plug-In for MS Lync 2010	✓	✓	✓	✓	X	X	X
Plug-In for MS Lync 2013	✓	✓	✓	✓	X	X	X

Application	Win 7		Win 8.1		Server 2008/2008R2		Server 2012/2012R2
	32 bit	64 bit	32 bit	64 bit	32 bit	64 bit	64 bit
Web Conferencing (Adobe Flash and Java Applet for sharing)	✓	✓	✓	✓	X	X	X
IP Office Contact Center (IPOCC)	✓	✓	✓	✓	X	X	X

**NOTES:**

- 1) With matching IE - use IE8-32bit on Win7-32bit, IE8-64bit on Win7-64bit
- 2) Legacy support only

**Mac Thick Client Applications**

Application	OSX 10.7 Lion	OSX 10.8 Mountain Lion	OSX 10.9 Mavericks	OSX 10.10 Yosemite
IP Office Video Softphone - Version 4.0	X	✓	✓	✓
Web Conferencing (Adobe Flash and Java Applet for sharing)	✓	✓	✓	✓

**Google OS Applications**

Application	*Google Chromebook
Customer Engagement OnAvaya™ Client IPOCC	✓

**Browser Support for IP Office Applications**

Application	IE8	IE10	IE11	FFXX (3)	Chrome XX (3)	Safari 7
Voicemail Pro Campaigns Client	✓	✓	✓	X	X	X
Voicemail Pro UMS WebMail	✓	✓	✓	X	X	X
Contact Store Client (4)	✓	✓	X	X	X	X
one-X Portal for IP Office Client	✓ (2)	✓	✓	✓	✓	✓
Web Conferencing	N	✓	✓	✓	✓	✓
Web Manager	N	✓	✓	✓	✓	✓
Web Control	N	✓	✓	✓	✓	✓

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Application	IE8	IE10	IE11	FFXX (3)	Chrome XX (3)	Safari 7
Page						
Salesforce.com Plug-In	✓ (1)	✓ (1)	N	✓ (4)	✓ (4)	X
D100 DECT Admin	✓	✓	✓	✓	✓	✓
IP DECT R4 Admin	✓	✓	✓	✓	✓	✓

**NOTES:**

- 1) With matching IE - use IE8-32bit on Win7-32bit, IE8-64bit on Win7-64bit (support is dependent on the plugin used)
- 2) Not on Server O/S
- 3) Testing on Firefox and Chrome are performed with the latest version available at the time of testing (Firefox 32.0 and Chrome 37.0 were tested).
- 4) Please refer to the KB article released by Salesforce for latest versions Firefox and Chrome.  
<https://help.salesforce.com/HTViewSolution?id=000187116>

## 6 Upgrading

Customers operating IP Office software releases earlier than Release 9.1, will need to purchase an upgrade to get to Release 9.1. For Systems that are already at the 9.1 Software level, no upgrade license is required to move up to the IP Office 9.1.2 (FP)

IP Office Support Services (IPOSS) contracted customers are entitled to no charge IP Office software updates/upgrades in accordance with the terms of their support contract.

The terms and conditions of the IP Office Support Services offer and how to purchase maintenance coverage can be found on the link below.

<https://sales.avaya.com/en/pss/ip-office-support-services?view=collateral>

## IP Office Select

IP Office Select was introduced at R9.1. Moving from one Server Edition version to another, where a basic upgrade license is required, moving to IP Office Select is a migration activity. Existing Server Edition licenses need to be replaced by purchasing a new set of IP Office Select Migration PLDS licenses.

## 7 Interoperability Table

Interoperability is segmented as follows:

Interoperability Matrix	
Segment	Interoperable Products
IP Office	IP Office
End-Points	1100 Series IP Deskphones SIP 4.4
	1200 Series IP Deskphones SIP 1.0
	1400 Series Digital Deskphones 1.0

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Interoperability Matrix	
Segment	Interoperable Products
	1600 Series IP Deskphones H.323 1.3
	3600 Series IP Wireless Handsets 3.0
	3641 IP Wireless Handset H.323 3.0
	3700 Series DECT Handsets 4.0
	9600 Series IP Deskphones 96x0 H.323 3.1/3.2
	9600 Series IP Deskphones 96x0 SIP 2.6
	9600 Series IP Deskphones 96x1 H.323 6.4/6.5
	9600 Series IP Deskphones 96x1 SIP 6.4
	IP DECT Phones
	D100 DECT base station, D160 handset
	B100 Series Conference Phones B179 SIP R2.3
	Avaya Communicator iPad 1.1/1.2/2.0
	RAPID (E129) phone
	Avaya Communicator Windows 2.0
	Konftel Branded Phones for the Avaya Channel Phase I
	Avaya one-X Mobile Preferred for IP Office Android
	Avaya one-X Mobile Preferred for IP Office iOS
	Avaya one-X® Communicator SIP 6.2 /6.2.3
	E159/169 R1.1 Media Station
Aura Applications	Avaya Aura® Call Center Elite 6.3.6 FP
	Avaya Aura® Call Center (I think this is Contact Centre, if so then its version 6.4)
	Avaya Aura® Communication Manager 6.3.6/6.3.9
	Avaya Aura® Conferencing 7.2/8.0
	Avaya Aura® ME 6.2
	Avaya Aura® Meeting Exchange 6.2
	Avaya Aura® Experience Portal 6.0/7.0
	Avaya Aura® Messaging 6.2/6.3
	Avaya Aura® Session Manager 6.3.8
	Avaya Aura® System Manager 6.3.11
Additional Applications	Avaya CallPilot® R5.1
	B5800 Branch Gateway R6.2
	Business Communications Manager 6.0 SU 24
	Communication Server 1000 R7.6
	Modular Messaging 5.2
	Outbound Contact Express 1.1
	Voice Portal 7.0
	Customer Engagement OnAvaya™ Client IPOCC
Data Services	Avaya Session Border Controller
	Avaya Session Border Controller for Enterprise 6.3
Other Services	Video Collaboration Solution for IP Office
	Radvision Scopia® Video Conferencing Infrastructure
	Secure Access Link

There are no additional phones supported for Avaya IP Office™ Platform 9.1.2 (FP). Please refer to the IP Office 9.1 Offer Definition: <https://sales.avaya.com/en/pss/ip-office-release-9.1-sales-toolkit?view=collateral>

## 8 IP Office R9.1.2 (FP) Interoperability Deployment Scenarios

There are no additional deployment scenarios for Avaya IP Office™ Platform 9.1.2 (FP). Please refer to the IP Office 9.1 Offer Definition: <https://sales.avaya.com/en/pss/ip-office-release-9.1-sales-toolkit?view=collateral>

## 9 Logistics and Ordering

### 9.1 IP Office R9.1.2 (FP) DVD Sets

Avaya will not supply DVD media for IP Office Release 9.1.2 (FP). Upgrade is detailed in Section 6.

### 9.2 IP Office System SD cards

Subject to the terms and conditions of Avaya's agreement with its authorized distributor, Avaya will supply SD card media to Avaya authorized distributors that have a current contract with Avaya. Avaya will not supply SD cards directly to reseller Partners. Partners are required to order SD card media from their respective Avaya Authorized Distributors.

System SD cards supplied by Avaya contain all the system software required for the IP500 V2, including expansion module and phone firmware binaries. An update to the latest IP Office software release may be required to have the latest software on the SD card for the installation. This can be done in IP Office Manager. Please check for the latest available software on <http://support.avaya.com/>.

The only thing that makes an IP500 V2 a R9.0 vs. a R9.1 system is the files on the SD card, which can be updated. Upon GA, although Avaya updates the software load being burned on SD cards, these updates take some time to get through the distribution chain as distributors and partner inventories get replenished with the new software load. The material code of the SD card doesn't change.

Subject to the terms of their agreement with Avaya, Partners are able to continue selling R9.0, should they wish to do so. When Partners do the initial installation they can install whatever release they are standardized on. The process Avaya has for IP Office affords them the flexibility not to be tied to the date when we introduce a new release.

For IP Office R9.1 purchases, standard installation practice is to always load the latest version of software available on Avaya support of whatever release one wishes to use on the system. This is recommended since from the time Avaya shipped the SD card we may have released a Service Pack on the current release so it would always be prudent for the partner to load the latest version.

This approach of being able to treat the SD card as a generic entity, providing the flexibility to install whatever release is required, makes it easier. Partners need not worry about changing material codes, about managing stock of different SD cards, about holding off an order until the GA date because they want to ensure that they receive the new release, etc.

The following System SD cards are available and are independent of a particular release of IP Office.

Material Code	SAP Description
700479702	IP OFFICE IP500 V2 SYSTEM SD CARD A-LAW
700479710	IP OFFICE IP500 V2 SYSTEM SD CARD MU-LAW
700479728	IP OFFICE IP500 V2 SYSTEM SD CARD PARTNER
700500948	IP OFFICE IP500 V2 SYSTEM SD CARD NORSTAR

To upgrade existing IP Office Release 9.1 systems to IP Office Release 9.1.2 (FP) no release upgrade license is required.

#### Software Upgrade Process

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The process for upgrading the different IP Office platforms from previous releases to Release 9.1 is described in the Release 9.1 Technical Bulletin where all software upgrades are addressed.

To find the latest IP Office technical bulletin after the release is available:

1. Go to <http://support.avaya.com/>
2. If not previously selected, select IP Office, Select “products” or “change product” from the left menu and type IP Office.
3. Click “Technical Tips” under “Documentation”
4. Select “IP Office”
5. Select “9.1” under “Select a Release”

## 10 Avaya Global Services

Avaya IP Office Support Services (IPOSS) is the global service offer for IP Office R9.1.2 (FP). Avaya IP Office Support Services offers a variety of service coverage options designed to maintain and support customers' IP Office, including the virtualized product offering, contact center, and distributed branch solutions. For centralized branch solutions, the Avaya Support Advantage is the global service offer (not IPOSS).

For additional details of the new Avaya IP Office Support Services offering, please refer to the Global Offer Definition document and other launch materials located on the Avaya Sales and Partner Portal:  
[IPOSS offer](#)

### 10.1 Avaya Maintenance, Lifecycle and Warranty Information

Avaya IP Office Support Services complement standard Avaya maintenance, lifecycle and warranty policies that are posted on [support@avaya.com](mailto:support@avaya.com)

## 11 IP Office Credentials and Avaya Learning Training

There are no additional training requirements for Avaya IP Office™ Platform 9.1.2 (FP). Please refer to the IP Office 9.1 Offer Definition: <https://sales.avaya.com/en/pss/ip-office-release-9.1-sales-toolkit?view=collateral>

## 12 List of New and Updated IP Office Release 9.1.2 (FP) Material Codes

There are no new or updated material codes for Avaya IP Office™ Platform 9.1.2 (FP). Please refer to the IP Office 9.1 Offer Definition:  
<https://sales.avaya.com/en/pss/ip-office-release-9.1-sales-toolkit?view=collateral>

## 13 IP Office Release Select Migration Process

For details on the Select migration process please refer to the IP Office 9.1 Offer Definition:  
<https://sales.avaya.com/en/pss/ip-office-release-9.1-sales-toolkit?view=collateral>

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