



Avaya IP Office™ Platform Manuals and User Guides

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Avaya Toll Fraud intervention

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Chapter 1: IP Office Manuals and User Guides

This document lists the core manuals and user guides available for Avaya IP Office systems.

- Where possible, the document title is a link to the latest version of that document on the [Avaya Documentation Center](https://documentation.avaya.com) (<https://documentation.avaya.com>).
- This document is not comprehensive. Other Avaya applications that work with IP Office have separate documentation lists and document libraries. Those are available from the [Avaya Documentation Center](https://documentation.avaya.com) and [Avaya Support](https://support.avaya.com) web sites.

Related links

[Documentation Set Changes](#) on page 5

[The Avaya Documentation Center](#) on page 5

[IP Office Documentation Library](#) on page 6

[Finding documents on the Avaya Support website](#) on page 6

Documentation Set Changes

The following changes have occurred:

- The "*IP Office DECT R4 Installation*" manual is now titled "*Deploying Avaya Wireless DECT with IP Office*".
- The "*Deploying IP Office as an Avaya Cloud Office ATA Gateway*" manual is now titled "*Deploying IP Office as an Avaya Cloud Office Gateway*".
- The IP Office Knowledgebase is no longer being maintained. So where necessary the document links have been updated.

Related links

[IP Office Manuals and User Guides](#) on page 5

The Avaya Documentation Center

The [Avaya Documentation Center](https://documentation.avaya.com) is a website for current Avaya technical documentation including IP Office.

The site automatically matches the language setting of your browser where possible. However, you can also select your preferred language from the site's menu bar.

Related links

[IP Office Manuals and User Guides](#) on page 5

IP Office Documentation Library

For each major release of IP Office, Avaya creates a zipped set of the core manuals and user guides, called a 'document library'. The document library includes the English language manuals in PDF format, a document list, and a simple search tool.

- You can download the IP Office document library from the [Avaya Support](https://support.avaya.com) website (<https://support.avaya.com>).
- You can find links for the documentation library for current and previous IP Office releases on <https://support.avaya.com/support/en/products/P0160>.

Related links

[IP Office Manuals and User Guides](#) on page 5

Finding documents on the Avaya Support website

Procedure

1. Go to <https://support.avaya.com>.
2. To log in, click **Sign In** at the top of the screen and then enter your login credentials when prompted.
3. Click **Product Support > Documents**.
4. In **Search Product**, start typing the product name and then select the appropriate product from the list displayed.
5. In **Select Release**, select the appropriate release number.
This field is not available if there is only one release for the product.
6. **(Optional)** In **Enter Keyword**, type keywords for your search.
7. From the **Select Content Type** list, select one or more content types.
For example, if you only want to see user guides, click **User Guides** in the **Select Content Type** list.
8. Click  to display the search results.

Related links

[IP Office Manuals and User Guides](#) on page 5

Chapter 2: IP Office System Manuals

This section lists the manuals available for system installers and maintainers.

Related links

- [General IP Office Manuals](#) on page 7
- [IP Office Basic Edition](#) on page 7
- [IP Office Essential Edition](#) on page 9
- [IP Office Preferred Edition](#) on page 10
- [IP Office Server Edition](#) on page 11
- [IP Office Subscription Systems](#) on page 13
- [IP Office Interoperation](#) on page 13
- [IP Office Enterprise Branch](#) on page 13

General IP Office Manuals

Document Type	Manuals
Overview	• <i>Avaya IP Office™ Platform Solution Description</i> • <i>Avaya IP Office™ Platform Feature Description</i> • <i>Avaya IP Office™ Platform Guidelines: Capacity</i> • <i>Avaya IP Office Locale Settings</i> • <i>Avaya IP Office™ Platform Security Guidelines</i> • <i>Information Required When Raising an IP Office Escalation to Avaya</i>

Related links

- [IP Office System Manuals](#) on page 7

IP Office Basic Edition

The following manuals are available for IP Office Basic Edition systems.

Document Type	Manuals and User Guides
Overview	• <i>Avaya IP Office™ Platform Solution Description</i> • <i>Avaya IP Office™ Platform Feature Description</i> • <i>Avaya IP Office™ Platform Guidelines: Capacity</i> • <i>Avaya IP Office Locale Settings</i> • <i>Avaya IP Office™ Platform Security Guidelines</i> • <i>Information Required When Raising an IP Office Escalation to Avaya</i>
Installation and Administration	• <i>Deploying an IP500 V2 IP Office Basic Edition System</i> • <i>Avaya IP Office Basic Edition Phone Based Administration</i> • <i>Avaya IP Office Basic Edition Web Manager</i> • <i>Avaya IP Office Basic Edition Manager</i>
Telephone User Guides	• <i>IP Office Basic Edition Analog Phone User Guide</i> • <i>IP Office Basic Edition 1400 Series Phone User Guide</i> • <i>IP Office Basic Edition 9500 Series Phone User Guide</i> • <i>IP Office Basic Edition ETR Series Phone User Guide</i> • <i>IP Office Basic Edition M7100 Series Phone User Guide</i> • <i>IP Office Basic Edition M7100N Series Phone User Guide</i> • <i>IP Office Basic Edition M7208 Series Phone User Guide</i> • <i>IP Office Basic Edition M7208N Series Phone User Guide</i> • <i>IP Office Basic Edition M7310 Series Phone User Guide</i> • <i>IP Office Basic Edition M7310N Series Phone User Guide</i> • <i>IP Office Basic Edition M7324 Series Phone User Guide</i> • <i>IP Office Basic Edition M7324N Series Phone User Guide</i> • <i>IP Office Basic Edition T7000 Series Phone User Guide</i> • <i>IP Office Basic Edition T7100 Series Phone User Guide</i> • <i>IP Office Basic Edition T7208 Series Phone User Guide</i> • <i>IP Office Basic Edition T7316 Series Phone User Guide</i> • <i>IP Office Basic Edition T7316E Series Phone User Guide</i>

Related links

[IP Office System Manuals](#) on page 7

IP Office Essential Edition

This section lists the manuals available for IP Office Essential Edition systems.

Document Type	Manuals and User Guides
Overview	• <i>Avaya IP Office™ Platform Solution Description</i> • <i>Avaya IP Office™ Platform Feature Description</i> • <i>Avaya IP Office™ Platform Guidelines: Capacity</i> • <i>Avaya IP Office Locale Settings</i> • <i>Avaya IP Office™ Platform Security Guidelines</i> • <i>Information Required When Raising an IP Office Escalation to Avaya</i>
System Deployment	• <i>Deploying an IP500 V2 IP Office Essential Edition System</i> • <i>IP Office Resilience Overview</i> • <i>IP Office Emergency Call Configuration</i>
IP Telephone Deployment	• <i>Avaya IP Office™ Platform H.323 Telephone Installation</i> • <i>IP Office SIP Telephone Installation Notes</i> • <i>Deploying Remote IP Office SIP Phones with an ASBCE</i> • <i>IP Office Avaya Workplace Client Installation Notes</i> • <i>B179 Conference Phone Installation and Administration Guide</i> • <i>IP Office 1100/1200 Series Phone Installation</i>
Microsoft Teams	• <i>Deploying Avaya Calling for MS Teams with IP Office</i> • <i>Deploying MS Teams Direct Routing with IP Office</i> • <i>Using IP Office as an Avaya Cloud Office Persistent Gateway</i>
DECT Telephone Deployment	• <i>Deploying Avaya Wireless DECT with IP Office</i>
Avaya Cloud Office	• <i>Deploying IP Office as an Avaya Cloud Office ATA Gateway</i>
System Administration	• <i>Administering Avaya IP Office™ Platform with Manager</i> • <i>Administering Avaya IP Office™ Platform with Web Manager</i>
Monitoring	• <i>Using IP Office System Status</i> • <i>Using IP Office System Monitor</i> • <i>Deploying Avaya IP Office™ Platform SSL VPN Services</i>
Embedded Voicemail	• <i>IP Office Embedded Voicemail Installation</i> • <i>Using IP Office Embedded Voicemail IP Office Mode</i> • <i>Using IP Office Embedded Voicemail Intuity Mode</i>

Table continues...

Document Type	Manuals and User Guides
SoftConsole	• <i>Installing IP Office SoftConsole</i> • <i>Using IP Office SoftConsole</i>
User Applications	• See IP Office User Application Guides on page 17.
Telephones	• See IP Office Telephone & Application User Guides on page 15.

Related links

[IP Office System Manuals](#) on page 7

IP Office Preferred Edition

This section lists the manuals available for IP Office Preferred Edition systems.

Document Type	Manuals and User Guides
Overview	• <i>Avaya IP Office™ Platform Solution Description</i> • <i>Avaya IP Office™ Platform Feature Description</i> • <i>Avaya IP Office™ Platform Guidelines: Capacity</i> • <i>Avaya IP Office Locale Settings</i> • <i>Avaya IP Office™ Platform Security Guidelines</i> • <i>Information Required When Raising an IP Office Escalation to Avaya</i>
System Deployment	• <i>Deploying an IP500 V2 IP Office Essential Edition System</i> • <i>IP Office Emergency Call Configuration</i> • <i>IP Office Resilience Overview</i> • <i>Installing and Maintaining an IP Office Unified Communications Module</i>
IP Telephone Deployment	• <i>Avaya IP Office™ Platform H.323 Telephone Installation</i> • <i>IP Office SIP Telephone Installation Notes</i> • <i>Deploying Remote IP Office SIP Phones with an ASBCE</i> • <i>IP Office Avaya Workplace Client Installation Notes</i> • <i>B179 Conference Phone Installation and Administration Guide</i> • <i>IP Office 1100/1200 Series Phone Installation</i>
Microsoft Teams	• <i>Deploying Avaya Calling for MS Teams with IP Office</i> • <i>Deploying MS Teams Direct Routing with IP Office</i> • <i>Using IP Office as an Avaya Cloud Office Persistent Gateway</i>
DECT Telephone Deployment	• <i>Deploying Avaya Wireless DECT with IP Office</i>

Table continues...

Document Type	Manuals and User Guides
System Administration	• <i>Administering Avaya IP Office™ Platform with Manager</i> • <i>Administering Avaya IP Office™ Platform with Web Manager</i>
Monitoring	• <i>Using IP Office System Status</i> • <i>Using IP Office System Monitor</i> • <i>Deploying Avaya IP Office™ Platform SSL VPN Services</i>
Embedded Voicemail	• <i>IP Office Embedded Voicemail Installation</i> • <i>Using IP Office Embedded Voicemail IP Office Mode</i> • <i>Using IP Office Embedded Voicemail Intuity Mode</i>
Voicemail Pro	• <i>Administering IP Office Voicemail Pro</i> • <i>Voicemail Pro Example Exercises</i> • <i>Using a Voicemail Pro Intuity Mode Mailbox</i> • <i>Using a Voicemail Pro IP Office Mode Mailbox</i>
Media Manager	• <i>Administering Avaya IP Office™ Platform Media Manager</i>
one-X Portal	• <i>Administering Avaya one-X Portal for IP Office</i> • <i>Using one-X Portal for IP Office</i>
User Applications	• See IP Office User Application Guides on page 17.
Telephones	• See IP Office Telephone & Application User Guides on page 15.

Related links

[IP Office System Manuals](#) on page 7

IP Office Server Edition

This section lists the manuals available for IP Office Server Edition systems.

Document Type	Manuals and User Guide
Overview	• <i>Avaya IP Office™ Platform Solution Description</i> • <i>Avaya IP Office™ Platform Feature Description</i> • <i>Avaya IP Office™ Platform Guidelines: Capacity</i> • <i>Avaya IP Office Locale Settings</i> • <i>Avaya IP Office™ Platform Security Guidelines</i> • <i>Information Required When Raising an IP Office Escalation to Avaya</i>

Table continues...

Document Type	Manuals and User Guide
System Deployment	• <i>Deploying IP Office Server Edition</i> • <i>Deploying Avaya IP Office Servers as Virtual Machines</i> • <i>Installing the IP Office Anywhere Demonstration Software</i> • <i>Avaya IP Office™ Platform Server Edition Reference Configuration</i> • <i>IP Office Emergency Call Configuration</i> • <i>IP Office Resilience Overview</i> • <i>Upgrading Linux-based IP Office Systems to R11.1</i> • <i>Upgrading Linux-based IP Office Systems to R12.0</i>
IP Telephone Deployment	• <i>Avaya IP Office™ Platform H.323 Telephone Installation</i> • <i>IP Office SIP Telephone Installation Notes</i> • <i>Deploying Remote IP Office SIP Phones with an ASBCE</i> • <i>IP Office Avaya Workplace Client Installation Notes</i> • <i>B179 Conference Phone Installation and Administration Guide</i> • <i>IP Office 1100/1200 Series Phone Installation</i>
Microsoft Teams	• <i>Deploying Avaya Calling for MS Teams with IP Office</i> • <i>Deploying MS Teams Direct Routing with IP Office</i> • <i>Using IP Office as an Avaya Cloud Office Persistent Gateway</i>
DECT Telephone Deployment	• <i>Deploying Avaya Wireless DECT with IP Office</i>
System Administration	• <i>Administering Avaya IP Office™ Platform with Manager</i> • <i>Administering Avaya IP Office™ Platform with Web Manager</i>
Monitoring	• <i>Using IP Office System Status</i> • <i>Using IP Office System Monitor</i> • <i>Deploying Avaya IP Office™ Platform SSL VPN Services</i>
Voicemail Pro	• <i>Administering IP Office Voicemail Pro</i> • <i>Voicemail Pro Example Exercises</i> • <i>Using a Voicemail Pro Intuity Mode Mailbox</i> • <i>Using a Voicemail Pro IP Office Mode Mailbox</i>
Media Manager	• <i>Administering Avaya IP Office™ Platform Media Manager</i>
one-X Portal	• <i>Administering Avaya one-X Portal for IP Office</i> • <i>Using one-X Portal for IP Office</i>
User Applications	• See IP Office User Application Guides on page 17.
Telephones	• See IP Office Telephone & Application User Guides on page 15.

Related links

[IP Office System Manuals](#) on page 7

IP Office Subscription Systems

In addition to the document below:

- For IP Office Subscription systems using IP500 V2 control units, refer to the [IP Office Preferred Edition](#) on page 10 documentation set.
- For IP Office Subscription systems using a Linux-based primary server, refer to the [IP Office Server Edition](#) on page 11 documentation set.

Document Type	Manual
Deployment	• <i>Deploying an IP500 V2 IP Office Subscription System</i>
Monitoring	• <i>Using Customer Operations Manager for IP Office Subscription Systems</i>

Related links

[IP Office System Manuals](#) on page 7

IP Office Interoperation

This section lists manuals available for IP Office system interoperation with other telephone systems.

- For interoperation with Avaya Aura[®] systems, see [IP Office Enterprise Branch](#) on page 13.

Document Type	Manuals and User Guides
Avaya Cloud Office	• <i>Deploying IP Office as an Avaya Cloud Office ATA Gateway</i>
Microsoft Teams	• <i>Deploying Avaya Calling for MS Teams with IP Office</i> • <i>Deploying MS Teams Direct Routing with IP Office</i> • <i>Using IP Office as an Avaya Cloud Office Persistent Gateway</i>

Related links

[IP Office System Manuals](#) on page 7

IP Office Enterprise Branch

These documents apply to IP Office systems used as branch systems in an Avaya Aura network.

	Manuals
IP Office Enterprise Branch	• <i>Avaya IP Office™ Platform in a Branch Environment Reference Configuration</i> • <i>Deploying Avaya IP Office™ Platform as an Enterprise Branch with Avaya Aura® Session Manager</i> • <i>Administering Centralized Users for an IP Office™ Platform Enterprise Branch</i> • <i>Administering an IP Office Enterprise Branch</i> • <i>Migrating an IP Office or B5800 Branch Gateway to an IP Office Enterprise Branch</i>

Related links

[IP Office System Manuals](#) on page 7

Chapter 3: IP Office Telephone & Application User Guides

This sections covers users guides common to most IP Office systems except IP Office Basic Edition (see [IP Office Basic Edition](#) on page 7 instead).

Related links

[IP Office User Guides for Non-IP Telephones](#) on page 15

[IP Office User Guides for IP Telephones](#) on page 16

[IP Office User Guides for DECT Telephones](#) on page 16

[IP Office User Application Guides](#) on page 17

[IP Office Voicemail Guides](#) on page 17

IP Office User Guides for Non-IP Telephones

	Manuals
Analog Telephones	• <i>IP Office Analog Phone User Guide</i>
1400 Series Telephones	• <i>IP Office 1403 Telephone Quick Reference Guide</i> • <i>IP Office 1408/1416 Telephone Quick Reference Guide</i> • <i>Using IP Office 1403 Phones</i> • <i>IP Office 1408/1416 Phone User Guide</i>
9400 Series Telephones	• <i>IP Office 9408 Quick Reference</i> • <i>IP Office 9408 Phone User Guide</i>
9500 Series Telephones	• <i>IP Office 9500 Series Quick Reference</i> • <i>IP Office 9500 Series Phone User Guide</i>

Related links

[IP Office Telephone & Application User Guides](#) on page 15

IP Office User Guides for IP Telephones

	Manuals
J100 Series	• <i>IP Office J100 Series Quick Reference</i> • <i>IP Office J100 Series Phone User Guide</i>
9600 Series	• <i>IP Office 9600 Series Quick Reference</i> • <i>IP Office 9600 Series Phone User Guide</i>
1600 Series	• <i>IP Office 1603 IP Telephone Quick Reference Guide</i> • <i>IP Office 1608/1616 IP Telephone Quick Reference Guide</i> • <i>Using IP Office 1603 Phones</i> • <i>IP Office 1608/1616 Phone User Guide</i>
1100/1200 Series	• <i>Avaya 1120E Series IP Deskphones with SIP Software - User Guide</i> • <i>Avaya 1140E Series IP Deskphones with SIP Software - User Guide</i> • <i>Avaya 1200 Series IP Deskphones with SIP Software - User Guide</i>
Vantage/K100 Series	• <i>Using Avaya Vantage</i> • <i>Installing and Administering Avaya Vantage in an Avaya Aura or IP Office Environment</i>

Related links

[IP Office Telephone & Application User Guides](#) on page 15

IP Office User Guides for DECT Telephones

	Manuals
3700 Series	• <i>Using Avaya Wireless Handset 3730 connected to Avaya Aura Communication Manager and IP Office</i> • <i>Using Avaya Wireless Handset 3735 connected to Avaya Aura Communication Manager and IP Office</i> • <i>Using Avaya Wireless Handset 374x connected to Avaya Aura Communication Manager and IP Office</i> • <i>Using Avaya Wireless Handset 375x</i>

Related links

[IP Office Telephone & Application User Guides](#) on page 15

IP Office User Application Guides

Application	Manuals and User Guides
Self-Administration	• <i>Using the IP Office User Portal</i> • <i>Using the IP Office Historical Call Reporter</i>
Workplace	• <i>Using Avaya Workplace Client for IP Office</i>
SoftConsole	• <i>Installing IP Office SoftConsole</i> • <i>Using IP Office SoftConsole</i>
one-X Portal	• <i>Administering Avaya one-X Portal for IP Office</i> • <i>Using one-X Portal for IP Office</i>

Related links

[IP Office Telephone & Application User Guides](#) on page 15

IP Office Voicemail Guides

How to work out which mailbox guide to use?

IP Office supports several types of voicemail, so it is important that you use the correct mailbox guide. Your system administrator can tell you which guide to use.

You can also use the following process to try and work out which guide to use for yourself. However, due to the customizability of IP Office voicemail, this may not always work.

1. On your phone, dial ***17** to access voicemail.
2. After the initial greeting, if voicemail asks “*Please enter extension and pound key*” it is running in a mode called 'Intuity emulation' mode. Otherwise, go to step 4.
3. Press **7**.
 - a. If the voicemail responds with a set of scan options, your voicemail server is called Voicemail Pro. Use the *Using a Voicemail Pro Intuity Mode Mailbox* user guide.
 - b. Otherwise, your voicemail server is called Embedded Voicemail. Use the *Using a Voicemail Pro IP Office Mode Mailbox* user guide.
4. If otherwise, your voicemail system is running in a mode called 'IP Office' mode. Press ***05**.
 - a. If the voicemail responds with a set of options, your voicemail server is called Embedded Voicemail. Use the *Using IP Office Embedded Voicemail Intuity Mode* user guide.
 - b. Otherwise, your voicemail server is called Voicemail Pro. Use the *Using IP Office Embedded Voicemail IP Office Mode* user guide.

Related links

[IP Office Telephone & Application User Guides](#) on page 15

Chapter 4: IP Office API/SDK Documentation

IP Office supports a range of application program interfaces (APIs) and software development kits (SDKs). You can use these to connect third-party software to the IP Office.

- *Installing IP Office CTI TAPI Link*
- *IP Office TAPI Link Developer's Guide*
- *Avaya IP Office™ Platform DevLink Programmer's Guide*

For the full set of documentation and samples for IP Office APIs and SDKs, go to the [Avaya DevConnect](#) website.

Chapter 5: Additional Help and Documentation

The following pages provide sources for additional help.

Related links

[Additional Manuals and User Guides](#) on page 19

[Getting Help](#) on page 19

[Finding an Avaya Business Partner](#) on page 20

[Additional IP Office resources](#) on page 20

[Training](#) on page 21

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.
- [Avaya Support](#) website provides access to the IP Office technical manuals and users guides.
 - Note that where possible this site redirects 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 20).

Related links

[Additional Help and Documentation](#) on page 19

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 20.

Related links

[Additional Help and Documentation](#) on page 19

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 19

Additional IP Office resources

In addition to the documentation website (see [Additional Manuals and User Guides](#) on page 19), 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.

- **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 19

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 19

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