

Avaya IP Office Power Demo Update

<i>Date:</i>	<i>March 21, 2011</i>
<i>Subject:</i>	<i>IP Office Power Demo</i>
<i>Regional Availability:</i>	<i>Global</i>
<i>Audience:</i>	<i>Distributors & Partners</i>

Table of Contents

ANNOUNCEMENT SUMMARY	1
1 IP OFFICE 500 POWER DEMO	1
1.1 HARDWARE	1
1.2 APPLICATION SOFTWARE	2
2 AVAILABILITY AND PRICING.....	2
2.1 IP OFFICE 500V2 POWER DEMO MATERIAL CODE AND DESCRIPTION	3
2.2 AVAILABILITY FOR AVAYA DISTRIBUTORS	3
3 MONITORING AND CONTROL OF POWER DEMO KITS.....	3
4 APPLICATION LICENSE UPGRADES.....	4
5 LOGISTICS AND ORDERING	4
5.1 PRICING AND MATERIAL CODES.....	4
5.2 EXCEPTIONS.....	5
5.3 SOFTWARE BUILD.....	5
6 CONTACTS.....	5
APPENDIX A: AVAYA POWER DEMO AUTHORIZATION FORM	6
APPENDIX B: ADDITIONAL LICENSES FOR EXISTING DEMO KITS.....	8

Announcement Summary

There are changes to the Power Demo Kits with the General Availability of IP Office Release 7.0. See Sections 1.1 and 1.2 for additional details.

Existing Power Demo Kits maybe be upgraded to IP Office Release 7.0 by completing Appendix B of this Product Update. As in the past, Appendix B licenses are provided free of charge.

1 IP Office 500 Power Demo

1.1 Hardware

The IP Office 500 Power Demo is designed to deliver complete demonstration capability through one orderable code. The following components are included:

- IP Office 500 version 2 (IP500v2) Chassis
- Combination Card with Analog Daughter Card
- Combination Card with BRI Daughter Card (International Kit only)
- LAN Cable
- 1416 Digital Telephone Set
- 9508 Digital Telephone Set
- 9641G IP Telephone Set
- Button Module 12 for 9508
- Button Module DBM32 for 1400 Series Sets
- Power Supply for 9641G IP Set
- System Secure Digital (SD) Card (MuLAW or ALAW)
- CD disk containing the activation license keys for the applications

NOTE: Excludes Power Lead. Power Lead must be ordered separately per country requirements.

1.2 Application Software

The following applications are included and can be activated from the license numbers on the CD disk. An overview of these applications can be found in the IP Office Product Description located on the IP Office Knowledge Base (<http://marketingtools.avaya.com/knowledgebase>)

- IPO LIC PREFRD (VM PRO) RFA LIC:DS
- IPO LIC R6+ ADV EDITION
- IPO LIC R6+ PWR USER 5
- IPO LIC R6+ MOBILE WORKER 5
- IPO LIC R6+ TELEWORKER 5
- IPO LIC R6+ OFF WORKER 5
- IPO LIC RECEPTIONIST RFA 1 LIC:DS
- IPO LIC CUSTMR SVC AGT RFA 5 LIC:CU
- IPO LIC PMGR PRO RFA 1 LIC:CU
- IPO LIC PMGR SFTPHN RFA 1 LIC:CU
- IPO LIC R6+ AV IP ENDPOINT 5
- IPO LIC IP500 VCE NTWKG ADD 4 LIC:CU
- IPO LIC SIP TRNK RFA 5
- IPO LIC IPSEC VPN RFA LIC:DS
- IPO LIC AVAYA TTS RFA 1 LIC:CU
- IPO LIC NTWKD MSGING RFA LIC:DS
- IPO LIC ACM CENTRAL VM LIC:DS
- IPO LIC CTI RFA LIC:DS

2 Availability and Pricing

Research has shown that demonstrations positively improve sales results and education of sales teams. The Power Demo kit is attractively priced to support demonstration kit usage only. The value of the parts within the kits exceeds that of the items when purchased individually (in many cases nearly ten-fold). The number of kits purchased per Avaya Partner will be limited to the following:

- One (1) IP Office 500v2 Power Demo Kit per Partner location.

For pricing, contact your Distributor.

Avaya Global Services does not provide installation or maintenance coverage on demonstration equipment

2.1 IP Office 500v2 Power Demo Material Code and Description

Material Code	Description	Availability
700501416	IP500 DEMO KIT US	North America
700501417	IP500 DEMO KIT INTL	APAC, EMEA, UK

IP Office 500 Demonstration Kits are made up of the following hardware components:

Description	Material Code	Kit
IPO IP500 V2 CNTRL UNIT	700476005	Both
IPO IP500 V2 COMB CARD ATM	700476013	APAC/EMEA
IPO IP500 V2 COMB CARD BRI	700476021	Both
IPO IP500V2 R7 DEMO LIC BNDL INTL	700501419	Both
IPO LAN RJ45/RJ45 3M GRY	700213481	Both
1416 TELSET FOR CM/IPO/IE UpN	700469869	Both
9508 TELSET FOR IPO	700500207	Both
IP PHONE 9641G	700480627	Both
BUTTON MOD 12B	700480643	Both
BUTTON MOD DBM32 FOR 1400 SERIES	700469968	Both
IP PHONE SNGL PT POE INJCTR SPPOE-1A	700500725	Both
1151D1 IP PHONE PWR W/CAT5 CBL	700434897	Both
PWR CORD EUROPE	407786623	Both
PWR CORD UNITED KINGDOM	407786599	Both

2.2 Availability for Avaya Distributors

- **March 23, 2011** – IP500v2 Power Demo Kits became available for shipment to Distributors

3 Monitoring and Control of Power Demo Kits

The price of the Demonstration kit is significantly less than if the parts were purchased separately. They should absolutely not be re-sold to end user sites. Both Avaya and the Distributor will be monitoring the sale of the kits. Avaya also reserves the right to audit a Partner location to validate the usage of the demonstration equipment. A Partner wishing to purchase the kit will be required to fill out a form available directly from their Distributor and have it countersigned by an Avaya Channel Account Manager or National Account Manager.

The number of kits will be restricted.

- One (1) IP Office 500v2 Power Demo Kit per Partner location.

4 Application License Upgrades

From time to time Avaya introduces new features and applications to IP Office. Some of these are enabled with a license 'key'. Avaya wants to ensure Partners remain current and have the ability to demonstrate every application on IP Office. To apply for new licenses (**free of charge**) Partners are to complete the attached form (see **Appendix B Additional licenses for Existing Demo Kits Authorization Form**). Avaya CAM or NAM countersignature is required. Fax the form to your Distributor. The Distributor will then forward to Avaya sales order processing for license distribution.

Appendix B can be used to secure additional licenses once a license key swap has been completed. A license key swap is performed when transferring licenses from one previously purchased Power Demo unit (using the Serial, Parallel, USB, or Smart Card feature key) to IP Office 500v2 system (which uses the System Secure Digital card). Failure to successfully complete a key swap prior to adding new licenses could result in the new licenses being overwritten. Avaya CAM or NAM countersignature is required. Fax the form to your Distributor. The Distributor will then forward to Avaya sales order processing for license distribution.

5 Logistics and Ordering

5.1 Pricing and Material Codes

The Power Demo kit is ordered as a single code. The equipment will be shipped to Distributors as one complete set of parts. Each box will be serialized. The hardware feature key and licence keys will be packaged together in a plastic bag and are contained within the unit.

For pricing, contact your Distributor.

Each Partner must complete the "Avaya Power Demo Authorization Form" to purchase these kits. See **Appendix A**. This form will require the signature of a Channel Account Manager (CAM) or National Account Manager (NAM) and will be closely monitored. The ordering process is detailed in the Logistics and Ordering section of this document.

APAC, EMEA, UK

Material Code	Description
700501417	IP500 DEMO KIT INTL

N. America

Material Code	Description
700501416	IP500 DEMO KIT US

5.2 Exceptions

The Power Demo Kit comes as pre-configured bundled package; Avaya cannot exchange equipment or make substitutions, the kit has been created to provide optimum demonstration capability. There are no provisions within in this program to purchase additional equipment at special pricing. Requests requiring additional equipment are to be directed to your Channel Account Manager (CAM) or National Account Manager (NAM).

For countries where IP Office Essential Edition – PARTNER® Version systems are supported, you may request the System Secure Digital (SD) Card – PARTNER Mode – strictly for demonstration purposes and PARTNER® ETR Card. This is done through the Special Bid Request (SBR) which is completed outside of this process. For tracking purposes, you will need to indicate that you will be submitting the SBR on Appendix A in STEP ONE.

For countries where IP Office Essential Edition – Norstar™ Version systems are supported in Middle East Africa, you may request the System Secure Digital (SD) Card – Norstar Mode – strictly for demonstration purposes. This is done through the Special Bid Request (SBR), which is processed by your CAM or National Account Manager. For tracking purposes, you will need to indicate that you will be submitting the SBR on Appendix A in STEP ONE.

5.3 Software Build

The System SD card that is included in the IP Office 500v2 Power Demo Kit contains the base level of software for operational and demonstration purposes.

To upgrade existing IP Office Power Demo Kits and future Power Demo kits, Partners will need to do two things:

1. Complete Appendix B requesting the Upgrade License
2. Download the most current level of software from support.avaya.com

Material Code	Description
700500928	IPO R7.0 USER/ADMIN SET DVD
700501420	IPO R7.0 APPL SRVR DVD

6 Contacts

Sr. Solutions & Product Marketing Manager - Global	Mark Massingham	+1 908 953 8547	massingham@avaya.com
Sr. Solutions & Product Marketing Manager - Global	Tim Johnson	+1 303 538 2172	timjohnson@avaya.com
Avaya Global Services Delivery (for US customers with AGS service contracts)	http://support.avaya.com/japple/css/japple?PAGE=OpenPage&ndtemp.template.name=Support_Countries	Customer Service Desk 800-628-2888 Partner Service Desk 877-295-0099	http://support.avaya.com
Avaya University (NA)	www.avaya.com/learning	+1 800-288-5327 (NA only)	
Avaya University (ROW)	http://www.avaya-learning.com	Please go to "Contact Us" page for information	

APPENDIX A: Avaya Power Demo Authorization Form

This form ensures Avaya Partners are aware of the terms and conditions and protects both Avaya and Distributors. The Avaya Authorized Partner will need to complete this form in its entirety. Signature approval by an Avaya Account Manager (CAM or NAM) authorizing the purchase of the Power Demonstration Kit package is required.

STEP ONE - Fill in Authorization Form - Avaya Partner Information

Partner Name	
Partner Location (where equipment will reside)	
Partner Location Number	
Partner Contact Name	
Telephone Number	
PO Number	
IP Office Essential Edition – PARTNER® Version SD Special Bid Request Date	
PARTNER® ETR base card Special Bid Request Date	
IP Office Essential Edition – Norstar™ Version SD Special Bid Request Date	

STEP TWO - Terms and Conditions

You must be an Avaya Authorized Partner to participate in this program. You must be Product Authorized prior to ordering specific equipment. This confirmation verifies Product Authorization and eligibility of purchase.

One IP Office 500 system Power Demo Kit can be purchased per location. Avaya reserves the right to inspect a Partner location to validate the effective usage of demonstration equipment.

No additional discounts or rebates will apply. All products obtained through this Program are to be used for demonstration purposes only (including sales and training initiatives) and cannot be resold.

If you qualify for the Avaya SME BDF Program, you may apply for BDF Reimbursement.

Power Demo Kits cannot be returned once purchased.

STEP THREE – Signatures

I hereby certify that this is a valid request for equipment used in accordance with the Terms and Conditions contained in this Demonstration Equipment Program.

Partner Name (Please Print)	
Email	
Partner Signature	
Date	
Avaya Account Manager Signature	
Date	
Email	
Phone Number	

STEP FOUR - Fax Documents

Avaya Account Manager is to return signed form to Reseller. Reseller is to fax this document and the Purchase Order to their Distributor for order processing. Distributors are to fax this completed document to Avaya Order Processing.

APPENDIX B: Additional licenses for Existing Demo Kits

This form ensures Avaya Partners are aware of the terms and conditions and protects both Avaya and Distributors. The Avaya Authorized Partner will need to complete this form in its entirety. Signature approval by an Avaya Account Manager (CAM or NAM) authorizing the release of new licence keys for an existing IP Office Power Demo Kit package is required.

STEP ONE - Fill in Authorization Form - Avaya Partner Information

Partner Name		
Partner Location (where equipment will reside)		
Partner Location Number		
Partner Contact Name		
Telephone Number		
Original PO Number		
Check which Power Demo Kit you are upgrading		IP406v2 Power Demo
		IP500 Power Demo
		IP500v2 Power Demo
Dongle/Smart Card/SD Number		

Please check the license(s) that is (are) required for this demo kit:

	171987	IPO LIC RECEPTIONIST RFA 1 LIC:DS
	229435	IPO LIC R6+ MOBILE WORKER 5
	229431	IPO LIC R6+ TELEWORKER 5
	229427	IPO LIC R6+ POWER USER 5
	217651	IPO LIC CUSTMR SVC AGT RFA 5 LIC:CU (requires IPO LIC ADVANCED RFA LIC:DS)
	229442	IPO LIC R6+ CUSTMR SVC SPV 1 (requires IPO LIC ADVANCED RFA LIC:DS)
	229424	IPO LIC R6+ ADVANCED EDITION
	174957	IPO LIC IP ENDPOINT RFA 5 LIC:CU
	229445	IPO LIC R6+ AV IP ENDPOINT 5 (enables use of 5 Avaya IP telephones)
	202968	IPO LIC SIP TRNK RFA 5 (enables 5 SIP trunks)
	174459	IPO LIC VM PRO RFA 2 LIC:CU (adds 2 ports of VoiceMail Pro)
	182299	IPO LICE AVAYA TTS RFA 1 LIC:CU (enables 1 TTS port)
	182297	IPO LIC NTWKD MSGING RFA LIC:DS
	177467	IPO LIC ACM CENTRAL VM LIC:DS
	171988	IPO LIC CTI RFA LIC:DS
	182301	IPO LIC IPSEC VPN RFA LIC:DS
	205650	IPO LIC IP500 VCE NTWKG ADD 4 LIC:CU
	217658	IPO CUSTMR CALL REPORTER UPG LIC
	262645	IPO LIC UPG R7.0 SML (upgrade to IP Office R7.0 for up to 32 users; applies only to IP500v1 and IP500v2 Power Demo units not equipped with Expansion Modules)
	262644	IPO LIC UPG R7.0 (upgrade to IP Office R7.0; applies to only to IP500v1 and IP500v2 Power Demo units equipped with Expansion Modules)

STEP TWO - Terms and Conditions

You must be an Avaya Authorized Partner to participate in this program. You must be product authorized prior to ordering specific equipment. This confirmation verifies product authorization and eligibility of purchase. Avaya reserves the right to inspect a Partner location to validate the effective usage of demonstration equipment.

STEP THREE - Signatures

I hereby certify that this is a valid request for equipment used in accordance with the Terms and Conditions contained in this Demonstration Equipment Program. All products obtained through this program are to be used for demonstration purposes (including sales and training initiatives) and cannot be resold. Every section is required to process this order.

Partner Name (Please Print)	
Email	
Partner Signature	
Date	
Avaya Account Manager Signature	
Date	
Email	
Phone Number	

STEP FOUR - Fax Documents

Avaya Account Manager is to return signed form to Reseller. Reseller is to fax this document to their Distributor for order processing.

For Distributor Use Only

Distributor Company Name	
Distributor Representative (Please Print)	
Distributor Signature	
Phone Number	

Distributors are to fax this completed document to Avaya Order Processing.

AVAYA IP OFFICE DEMO CASE

PURCHASE REQUEST FORM

The **Avaya IP Office Demo Case** is orderable through GENMAR PACKAGING. To place an order, please complete this form and submit it directly to GENMAR PACKAGING. See below for details.

The Avaya IP Office Demo Case is a black, soft-sided nylon bag with handles and removable shoulder strap. The red Avaya logo appears on one side. The case can fit the following Avaya IP Office equipment combinations including cables and accessories:

- IP Office 500 with two or three phones, depending on size of phone
- IP406v2 with two or three phones, depending on size of phone
- IP Office Small Office Edition with three phones

To order the Avaya IP Office Demo Case, contact GENMAR PACKAGING via phone, fax or e-mail.

AVAYA IP OFFICE DEMO CASE \$193.55 USD

EXCLUDES SHIPPING

ADD 7% SALES TAX FOR NJ ORDERS

■ **QUANTITY:** _____ CASE(S)

■ **METHOD OF PAYMENT*:**

(Do **NOT** include credit card number or details in writing on this form.)

- ☐ MASTERCARD ☐ VISA
☐ DISCOVER ☐ AMEX

■ **TO PLACE ORDERS:**

TEL: 973.669.0083
FAX: 973.669.1128
E-MAIL: genmarsales@comcast.net

■ **FOR QUESTIONS, CONTACT:**

JEFFREY WALD
jmwald@comcast.net
TEL: 973.669.0083

■ **NAME**

LAST: _____

FIRST: _____

COMPANY NAME: _____

■ **SHIPPING ADDRESS**

ADDRESS: _____

CITY: _____ STATE: _____

ZIP/COUNTRY CODE: _____

COUNTRY: _____

TEL: _____

E-MAIL: _____

***Upon receipt of order, GENMAR
will contact you for payment details.**

NOTE: Although Avaya selected GENMAR PACKAGING to design and develop the Avaya IP Office Demo Case, any and all transactions—from order placement through fulfillment and payment obligations—are solely between GENMAR PACKAGING and the purchaser.



GENMAR PACKAGING
782 NORTHFIELD AVENUE
WEST ORANGE, NJ 07052 USA
TEL: 973-669-0083
FAX: 973-669-1128

