



Installing the IP Office Anywhere Demonstration Software

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Chapter 1: IP Office Demo

IP Office Demo is special demonstration version of the IP Office service. You can run it on any platform that supports Linux-based IP Office, including virtual server platforms.

- The IP Office Demo service includes a pre-built and licensed configuration with a set of demonstration users, extensions and groups. This configuration allows immediate use of the system to demonstrate IP Office phones and applications.
- Demonstrators with sufficient product knowledge can further edit the configuration using the standard IP Office configuration tools.
- This document only covers installing a single instance of IP Office Demo ignited as an IP Office Server Edition primary server. However, experienced engineers can install additional instances ignited as secondary and/or expansion servers. The pre-built IP Office Demo configuration includes licenses for a network of 4 IP Office Server Edition servers.

This document details enabling the IP Office demonstration software on a Windows PC by installing IP Office Demo as a virtual machine in VMware Workstation Pro.

- Installers familiar with other methods of Linux-based IP Office installation can adapt the processes to enable IP Office Demo on other platforms.

Related links

[IP Office Demo limitations](#) on page 5

[Network Specification](#) on page 6

[Default Configuration](#) on page 7

[IP Office Demo hardware requirements](#) on page 8

[Software Requirements](#) on page 9

[Product Support](#) on page 9

IP Office Demo limitations

Whilst the IP Office Demo provides a full set of IP Office applications and services, the following limitations:

- You must use IP Office Demo for product demonstration and evaluation only. You must not use it to support business calls and functions.
- Avaya does not support IP Office Demo through its customer support channels. See [Product Support](#) on page 9.

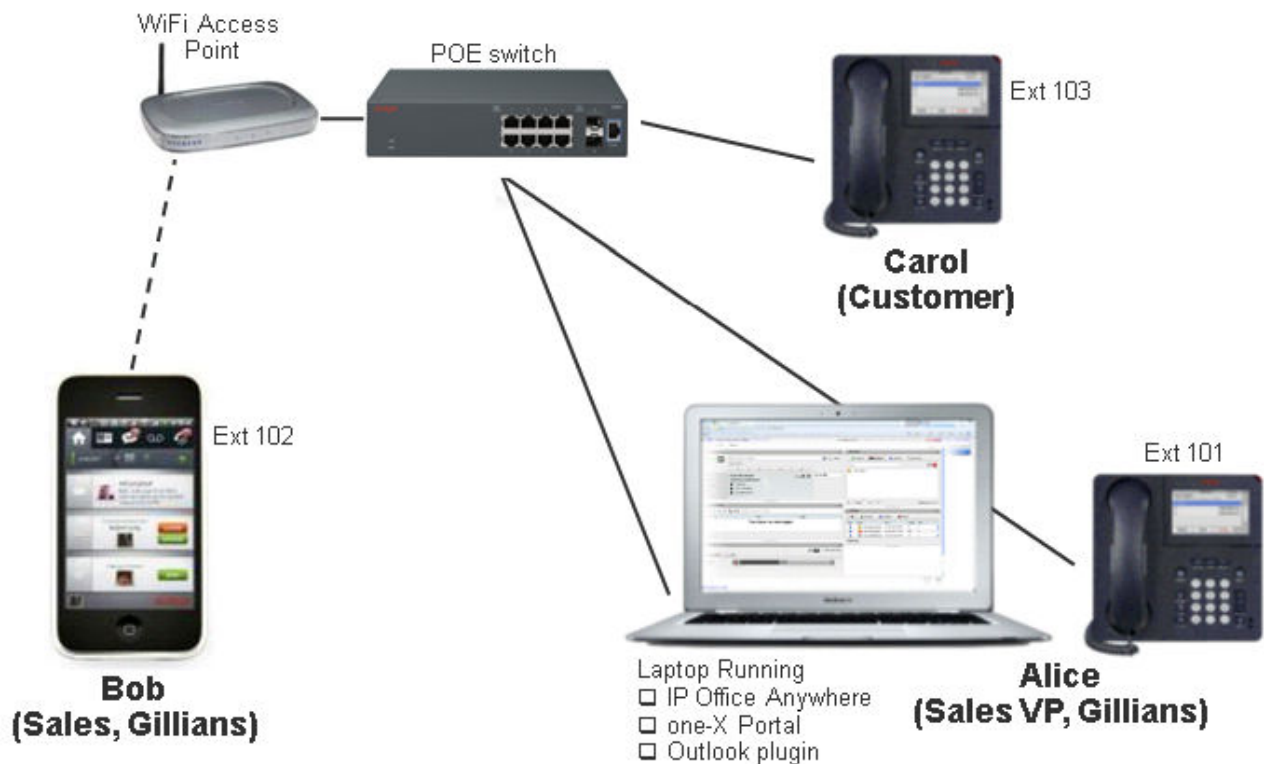
- The service is time limited to 1-year from the date of creation of the software image.
- The service is a pre-licensed build of a particular IP Office release. It does not support upgrades that require new licenses.

Related links

[IP Office Demo](#) on page 5

Network Specification

The IP Office Demo service installs with a configuration that matches the following setup. Following installation, you can change the configuration if required.



Device settings

Device	Extension	IP Address	Mask	Call Server
Computer / Softphone	101	192.168.42.1	255.255.255.0	192.168.42.230
IP Phone 1	102	192.168.42.102		
IP Phone 2	103	192.168.42.103		

Table continues...

Device	Extension	IP Address	Mask	Call Server
WiFi Ethernet adapter	N/A	192.168.42.2		
Mobility Client	TBD	192.168.42.112		

- 192.168.42.230 is the IP address of the IP Office Demo virtual machine running on the Windows PC.
- When you set the Windows PC IP address to 192.168.42.1, set its default gateway to 192.168.42.230.

System logins and passwords

The ports and paths below are relative to `https://192.168.42.230` (the IP Office Demo server IP address).

System	Port and Path	Login	Password
IP Office Manager	–	<i>Administrator</i>	<i>Administrator</i>
IP Office Web Manager	7070		
Web Control	7071		
Avaya one-X® Portal Admin	8080/onexportal-admin.html	<i>Administrator</i>	<i>password</i>
Avaya one-X® Portal User	8080/onexportal.html	<i>Alice</i>	<i>101</i>
		<i>Bob</i>	<i>102</i>
		<i>Carol</i>	<i>103</i>

Related links

[IP Office Demo](#) on page 5

Default Configuration

The following users, groups and licenses are pre-configured in the IP Office Demo system configuration:

Extensions

Extension	Name	Profile	Group
101	Alice	Power User	Main, Sales
102	Bob	Power User	Main, Sales, Support
103	Carol	Power User	Main, Support
104	John	Power User	Main, Sales
105	Christine	Power User	Main, Sales

Table continues...

Extension	Name	Profile	Group
106	Tina	Power User	Main, Sales, Support
107	Michael	Power User	Main, Support
108	Jennifer	Basic User	—

Hunt Groups

Extension	Group	Ring Mode	Members
200	Main	Collective	Alice, Bob, Carol, John, Christine, Tina, Michael
201	Sales	Sequential	Alice, Bob, John, Christine, Tina
202	Support	Longest Waiting	Bob, Carol, Tina, Michael

Demonstration Software Licenses	Instances
Server Edition System licenses	8
IP Endpoint licenses	8 x Avaya IP Endpoints
	2 x Third-Party IP Endpoints
Additional Voicemail Pro Ports	12
SIP trunk channels	5
Power User licenses	7
Receptionist	1
CTI Link Pro	2
Avaya Contact Center Select	1
Media Manager	1
VMPPro TTS Professional	1

Related links

[IP Office Demo](#) on page 5

IP Office Demo hardware requirements

- If installing VMware Workstation Pro on Windows, to act at the virtual server platform for IP Office Demo, you must use a computer with the following specification:
 - Minimum of 2GHz 64-bit dual core processor.
 - The PC must support virtualization. On a Windows PC, to determine if the processor supports this, download the processor testing application from <http://www.grc.com/securable.htm>.
 - Minimum 6GB of RAM; 8GB recommended.
 - 40GB of free hard drive space.

- Ethernet and Wi-Fi connectivity.
- Virtualization enabled. The specific BIOS settings for this vary from machine to machine.

*** Note:**

If you are using a computer connected to a corporate network, you must be able to disconnect the computer from the network and configure a static IP address.

- A Wi-Fi Access Point (AP) for connecting wireless devices to Ethernet.
- An Ethernet switch with at least 3 available ports. Avaya recommends using a switch that provides Power over Ethernet (PoE) switch to simplify power requirements for the IP phones.
- Two Avaya 9600 or J100 Series IP Phones. You need suitable power adapters if the Ethernet switch does not support PoE.
- An Android or iOS phone for Avaya Workplace Client.
- Four RJ45 cables.

Related links

[IP Office Demo](#) on page 5

Software Requirements

You must download the following software components to the Windows computer on which you are going to install IP Office Demo:

- VMware Workstation Pro. Go to <https://support.broadcom.com/group/ecx/productdownloads?subfamily=VMware%20Workstation%20Pro>.
- IP Office OVA
- Avaya Workplace Client software.
- You need a web browser for downloading the software and accessing the IP Office configuration.

Related links

[IP Office Demo](#) on page 5

Product Support

Training material for IP Office is available from <http://avaya-learning.com/>.

- You must use IP Office Demo for product demonstration and evaluation only. You must not use it to support business calls and functions.
- Avaya does not support IP Office Demo through its customer support channels. See [Product Support](#) on page 9.

IP Office Demo

Related links

[IP Office Demo](#) on page 5

Chapter 2: Installing IP Office Demo

This chapter covers installing the VMware Workstation Pro software, then installing a virtual IP Office server and configuring that server to then run as an IP Office Demo system.

Important:

Before changing the network settings on the Windows computer, ensure that you have a record of its existing settings. By recording the existing settings, you can return to the original configuration on the computer.

- You must be familiar with the IP Office components and terminology.
- Install and configure the IP Office Demo network. See [Network specifications](#) on page 6.

Note:

- If you experience connectivity problems during the installation process, try disabling the firewall and antivirus software. To avoid a security breach, only do this with the computer disconnected from the network.

Related links

- [Downloading the IP Office software](#) on page 11
- [Hardware Setup](#) on page 12
- [Installing the VMware Workstation Pro](#) on page 13
- [Installing IP Office Demo from an OVA File](#) on page 13
- [IP Office server ignition](#) on page 14
- [Changing the IP Office service to IP Office Demo](#) on page 16
- [Configuration Testing](#) on page 16
- [Starting IP Office Demo](#) on page 17
- [Configuring Avaya Workplace Client](#) on page 18
- [Configuring IP Phones](#) on page 18
- [Testing IP Office Demo](#) on page 19

Downloading the IP Office software

About this task

The IP Office Demo service is part of the standard IP Office software. Following IP Office installation and ignition processes, the IP Office Demo replaces the normal IP Office service.

Procedure

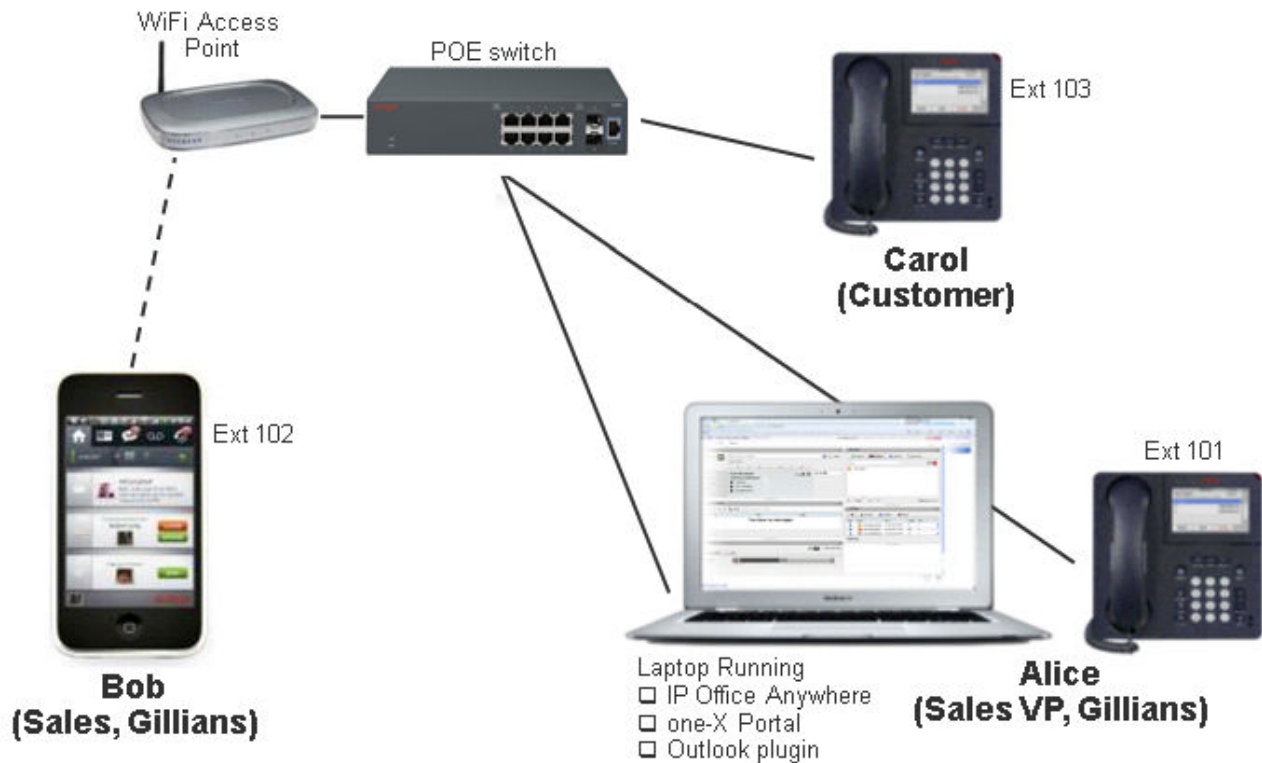
1. Browse to [Avaya Support](#)
2. Download an IP Office Server Edition OVA file.

Related links

[Installing IP Office Demo](#) on page 11

Hardware Setup

The pre-built IP Office Demo system configuration assumes a network configuration as shown below. You must install the hardware modules in your demo system in the same way. Failure to do so will result in a mismatch.



Related links

[Installing IP Office Demo](#) on page 11

Installing the VMware Workstation Pro

Before you begin

- The computer on which you install VMware Workstation Pro must be 64-bit and support virtualization. To determine this, download the processor testing application from <http://www.grc.com/securable.htm>.
- Enable the **Virtual Technology** setting in the BIOS of the computer. If **Hardware Virtualization** is supported but locked when you run the processor test, this indicates that **Virtual Technology** is disabled. Reboot the machine and enter the BIOS setup utility. On most machines, the **Virtual Technology** setting is located in the Security menu. Set it to **Enabled**.
- Configure the computer with the static IP address 192.168.42.1. If the computer has more than one network interface card (NIC), you can configure the alternate card with the IP address. If the computer has a single NIC, you must disconnect from the network and set the IP address to 192.168.42.1.

Procedure

1. In a web browser, go to the download page for VMware Workstation Pro: <https://support.broadcom.com/group/ecx/productdownloads?subfamily=VMware%20Workstation%20Pro>
2. Download the VMware Workstation Pro software to the computer.
3. Install the software following the VMware instructions.

Related links

[Installing IP Office Demo](#) on page 11


Installing IP Office Demo from an OVA File

About this task

This process covers the installation of IP Office Demo on the VMware Workstation Pro from an IP Office OVA file.

Procedure

1. Set the IP address to 192.168.42.1 on the NIC that you are going to use in the IP Office Demo network.
2. Start VMware Workstation Pro.
3. Go to **File > Open...**
4. Browse to the location where you saved the OVA file. Select the file and click **Open...**
5. Accept the license agreement and click **Next >**.
6. In **Name for the new virtual machine** enter IP Office Demo.

7. Click **Import**.
8. After importing, the list of installed virtual machines includes IP Office Demo.
9. Modify the hardware specifications of the virtual machine:
 - a. Select IP Office Demo.
 - b. Click **VM > Settings**.
 - c. Increase the **Memory** to at least 4GB.
 - d. Select the **Number of processors** as 2.
 - e. For **Network Adapter**, select **Bridged: Connected directly to the physical network**.
 - f. Click **OK**.
10. Select IP Office Demo.
11. Open the  drop-down menu and click **Start Up Guest**.
12. Wait for the server to complete rebooting and display the **Command:** prompt.

Next steps

- Go to [IP Office server ignition](#) on page 14

Related links

[Installing IP Office Demo](#) on page 11

IP Office server ignition

About this task

After installing the IP Office software, you must complete the server ignition process.

Procedure

1. Check the network on the host PC:
 - Virtual Ethernet adaptors enabled.
 - Local Area Connection enabled and physically plugged into the PoE switch that comes with kit.
 - Wireless disabled. Do this to minimize issues during installation. You can re-enable Wi-Fi if necessary post-configuration.
2. Open a browser and enter the address <https://192.168.42.230:7070>.
3. If the browser displays a security warning, ignore the warning. This is because you have not yet obtained the IP Office server's certificate.
4. Log in with `root` and the password you entered during the server installation process.

5. On the **Accept License** menu, select **I Agree** and click **Next**.
6. On the **Server Type** menu, select **Primary (Server Edition)**, and click **Next**.
7. On the **New Hardware** menu, click **Next**.
8. On the **Configure Network** menu match the following:
 - **IP Address** = 192.168.42.230
 - **Netmask** = 255.255.255.0
 - **Gateway** = Blank
 - **Primary DNS/Secondary DNS** = Blank
 - **Hostname** = ipodemo
9. Click **Next**.
10. On the **Time & Companding** menu:
 - a. Select **Use NTP Client** and set the **Timezone**.
 - b. In the **Companding** section, select **μ-law**.
 - c. Click **Next**.
11. On the **Change Password** enter a new root, administrator and system passwords. The system password must be different from the other two passwords. Click **Next**.
12. On the **Security** menu:
 - a. In the **CA Certificate** section, select **Generate New**.
 - b. In the **EASG Settings** section, select **Disabled**.
 - c. Click **Next**.
13. Click **OK** to close the warnings about EASG access and about downloading the certificate.
14. Click on the link to download the DER-encoded certificate.
15. Click **Apply** to complete the ignition process.
16. The server restarts with the new settings.
17. Whilst the server is restarting, import the certificate into your web browser to prevent further security certificate warnings from your browser.
 - a. Locate the certificate file you downloaded. The file name is `root-ca.crt`.
 - b. Right-click on the file and select **Install Certificate**.
 - c. Click **Next**, **Next** and then **Finish**.

Next steps

- Go to [Changing the IP Office service to IP Office Demo](#) on page 16.

Related links

[Installing IP Office Demo](#) on page 11

Changing the IP Office service to IP Office Demo

About this task

This process replaces the IP Office service running on the server with the IP Office Demo service and configuration. This has the following effects:

- It resets the server security settings. The server prompts you to change the passwords again.
- The new configuration overrides the network settings with the defaults for IP Office Demo.

Procedure

1. Log in to <https://192.168.42.230:7071> using the `Administrator` password.
2. On the **System** tab, in the list of **Services** check that the IP Office service is green.
3. Click on **Updates** and wait for the list of **Services** to update.
4. Locate the **IP Office** service and click the **Uninstall** button adjacent to it.
5. Click **Yes** when warned about the effects of stopping the service.
6. Click **Yes** to confirm stopping the service.
7. Wait until the service **Status** is `not installed`.
8. Locate the **IP Office Demo** service and click the **Install** button next to it. Wait until service **Status** is `up to date`.
9. Locate the **IP Office Demo Default Config** service and click on the **Install** button next to it.
10. Click **Yes** when warned about services restarting.
11. After the installation is complete, go to **System** tab and check that the **IP Office Demo** service has replaced the **IP Office** service in the list of services.

Related links

[Installing IP Office Demo](#) on page 11


Configuration Testing

About this task

The default configuration is usable immediately without any further configuration. However, it is useful to test configuration access.

Procedure

1. Log to the server using IP Office Web Manager by browsing to <https://192.168.42.230:7070>. Use the username and password `Administrator`.
2. When prompted, reset the passwords.

3. If prompted about **Google Analytics**, decline.
4. When prompted about **Database synchronisation**, click **Yes**.
5. Select **System Settings** and then **Licenses**.
6. Click on the  icon next to the system.
7. Select **Remote Server**.
8. There is no need to change any settings.

Related links

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Starting IP Office Demo

Before you begin

On the computer on which you installed IP Office Demo, configure the correct PC IP address as follows:

- IP Address: 192.168.42.1
- Subnet mask: 255.255.255.0
- Gateway: 192.168.42.230

Procedure

1. Start VMware Workstation Pro.
2. Select IP Office Demo.
3. Open the  drop-down menu and click **Start Up Guest**.
4. If the screen displays an error message, restart the virtual machine:
 - a. Click **VM > Power > Power Off** from the menu bar.
 - b. Double-click the `IP Office Demo.vmx` file in the `This PC\Documents\Virtual Machines\IP Office Demo` directory to restart the virtual machine.
 - c. Click **VM > Power > Power On** from the menu bar.
5. Confirm that IP Office is running with the IP address 192.168.42.230.

Related links

[Installing IP Office Demo](#) on page 11

Configuring Avaya Workplace Client

About this task

Any of the existing user except Jennifer can be login as an Avaya Workplace Client user.

Procedure

1. Connect Avaya Workplace Client to IP Office Demo through the Wi-Fi access point using a static IP address, 192.168.42.113.
2. On Avaya Workplace Client, click on the **≡ Options and Settings** icon in the top-right corner. Select **Settings**.
 - a. Set the **Server address** to 192.168.42.230.
 - b. Set the **Server port** to 5060 and **Transport type** to TCP.
 - c. Set the **Domain** to 192.168.42.230.
 - d. Click **OK**.
3. Log in with the user's extension number and password.

Related links

[Installing IP Office Demo](#) on page 11

Configuring IP Phones

Procedure

1. Configure IP Phone 1.
 - a. Set the **IP Address** of IP Phone 1 to 192.168.42.102.
 - b. Set the **Call Server** address to 192.168.42.230.
 - c. Set the **Subnet Mask** to 255.255.255.0.
 - d. Log in to IP phone 1 using extension 102 and security code or password 102.

The application displays the name *Bob* after successful login.
2. Configure IP Phone 2.
 - a. Set the **IP Address** of IP Phone 2 to 192.168.42.103.
 - b. Set the **Call Server** address to 192.168.42.230.
 - c. Set the **Subnet Mask** to 255.255.255.0.
 - d. Log in to IP phone 2 using extension 103 and security code or password 103.

The application displays the name *Carol* after successful login.

Related links


[Installing IP Office Demo](#) on page 11

Testing IP Office Demo

About this task

Use this procedure to confirm that IP Office Demo is installed and functioning correctly.

Procedure

1. Start VMware Workstation Pro.
2. Select IP Office Demo.
3. Open the  drop-down menu and click **Start Up Guest**.
4. Test connectivity.
 - a. Ping 192.168.42.230 from the host Windows computer to verify connectivity to the virtual machine.
 - b. Open Web Control and in a browser, enter the address `https://192.168.42.230:7071`.
 - c. Login with user ID Administrator and password Administrator.
 - d. In the menu bar, click **System**.
 - e. Confirm that the status for the three software components, IP Office Demo, Voicemail Pro and Avaya one-X Portal are running. If not, click **Start All** to start the software components.
5. Test endpoint connectivity.
 - a. From each extension, dial the other endpoints.
 - b. Dial the hunt groups.
6. Test Voicemail Pro.
 - a. From a softphone, call the IP phone at extension 103 and leave a message.
 - b. To access the message, dial *17 and follow the prompts.

The password for all voicemail accounts is the same as the extension number.
7. Test Avaya one-X[®] Portal for IP Office.
 - a. On the Web Control home page, click **one-X Portal Administration**.
 - b. On the Avaya one-X[®] Portal for IP Office web page, click **User Login**.

- c. Open a user home page by entering one of the following **User Name** and **Password** combinations:
 - *Alice* and *101*
 - *Bob* and *102*
 - *Carol* and *103*
- d. Make a test call, test the directory, and listen to a voicemail.

Related links

[Installing IP Office Demo](#) on page 11

Chapter 3: Other IP Office Demo processes

This section covers other processes for managing IP Office Demo.

Related links

[Stopping IP Office Demo](#) on page 21

[Uninstalling IP Office Demo](#) on page 21

[Installing IP Office Demo from an ISO File](#) on page 22

Stopping IP Office Demo

Procedure

1. Select IP Office Demo.
2. Open the **||** drop-down menu and click **Shut Down Guest**.

Related links

[Other IP Office Demo processes](#) on page 21

Uninstalling IP Office Demo

About this task

IP Office Demo is not an installed application on the PC. It is a virtual machine running in s on a virtual machine.

Procedure

1. Start VMware Workstation Pro.
2. Select IP Office Demo.
3. Click **VM > Manage > Delete from Disk**.
4. Click **Yes**.
5. To uninstall any other software, such as VMware Player and Avaya Workplace Client, use the standard Windows uninstall process.

Related links

[Other IP Office Demo processes](#) on page 21

Installing IP Office Demo from an ISO File


About this task

This process covers installation of the IP Office software from an IP Office ISO file. Whilst for IP Office Demo installation, Avaya recommend using the OVA file, it can be useful for IP Office installers and maintainers to see the steps in an ISO install.

- Installation on a virtual machine hosted on a low specification laptop can take more than an hour.
- The installation process can appear stuck when installing voicemail. The voicemail service takes a significant amount of time to install.

Procedure

1. Set the IP address to 192.168.42.1 on the NIC that you are going to use in the IP Office Demo network.
2. Start VMware Workstation Pro.
3. Click **File > New Virtual Machine**.
4. Select **Typical** and click **Next >**.
5. Select **Installer disc image file** and browse to and select the IP Office ISO file. Click **Next >**.
6. Set the **Guest operating system** to **Linux** and set the version as **Rocky Linux 64-bit**. Click **Next >**.
7. Set the **Virtual machine name:** as IP Office Demo and click **Next >**.
8. Increase the virtual hard disk space to 40GB and select **Split virtual disk into multiple files**. Click **Next >**.
9. Click **Customize Hardware**.
 - a. Increase the **Memory** to at least 4GB.
 - b. Select the **Number of processors** as 2.
 - c. For **Network Adapter**, select **Bridged: Connected directly to the physical network**.
 - d. For **New CD/DVD (IDE)**, select **Use ISO image file** and browse to the IP Office ISO file.
 - e. If the computer has more than one NIC, disable the protocol on any interface not used in the IP Office Demo network. In the **Properties** window for the unused NIC, clear the check box for **VMware Bridge Protocol**.

- f. Click **Close**.
10. Click **Finish**.
11. The list of installed virtual machines now includes IP Office Demo.
12. Select IP Office Demo.
13. Open the  drop-down menu and click **Start Up Guest**.
14. Select the language you want to use for the IP Office installation and click **Continue**.
15. Read the end-user license agreement (EULA) and click **Continue**.
16. Read the release notes and click **Continue**.
17. Click **Network & Host Name**.
 - a. Set the **Hostname** to `ipodemo`.
 - b. Select **Ethernet (eth0)** and click **Configure....**
 - c. Select IPv4 Settings. Change the default networking IP Address from `192.168.42.1` to `192.168.42.230`.
 - d. Click **Save**.
 - e. Click **Done**.
18. Click **Root Password**.
 - a. For the root password enter `password`, the initial IP Office configuration will prompt you to change the root password later.
 - b. Click **Done**.
19. Click **Installation Destination**. Do not change any settings. Click **Done**.
20. Click **Keyboard**. Do not change any settings. Click **Done**.
21. Click **Begin Installation**.
 - The installation process can appear stuck when installing voicemail. The voicemail service takes a significant amount of time to install.
22. After the software installation is complete, click **Reboot System**.
23. Wait for the server to complete rebooting and display the **Command:** prompt.

Next steps

- Go to [IP Office server ignition](#) on page 14

Related links

[Other IP Office Demo processes](#) on page 21

Chapter 4: Additional Help and Documentation

The following pages provide sources for additional help.

Related links

[Additional Manuals and User Guides](#) on page 24

[Getting Help](#) on page 24

[Finding an Avaya Business Partner](#) on page 25

[Additional IP Office resources](#) on page 25

[Training](#) on page 26

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.
- The [Avaya IP Office Knowledgebase](#) and [Avaya Support](#) websites also provide access to the IP Office technical manuals and users guides.
 - Note that where possible these sites redirect 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 25).

Related links

[Additional Help and Documentation](#) on page 24

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 25.

Related links

[Additional Help and Documentation](#) on page 24

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](https://www.avaya.com) 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 24

Additional IP Office resources

In addition to the documentation website (see [Additional Manuals and User Guides](#) on page 24), there are a range of website that provide information about Avaya products and services including IP Office.

- [Avaya Website \(https://www.avaya.com\)](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 \(https://sales.avaya.com\)](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 \(https://support.avaya.com\)](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 \(https://support.avaya.com/forums/index.php\)](https://support.avaya.com/forums/index.php)

This site provides forums for discussing product issues.

- [International Avaya User Group](https://www.iuag.org) (<https://www.iuag.org>)

This is the organization for Avaya customers. It provides discussion groups and forums.

- [Avaya Learning](https://www.avaya-learning.com/) (<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 24

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 24

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