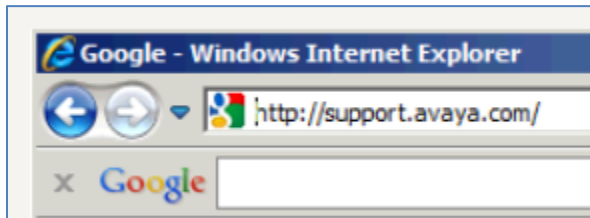


PhoneProgrammer.NET

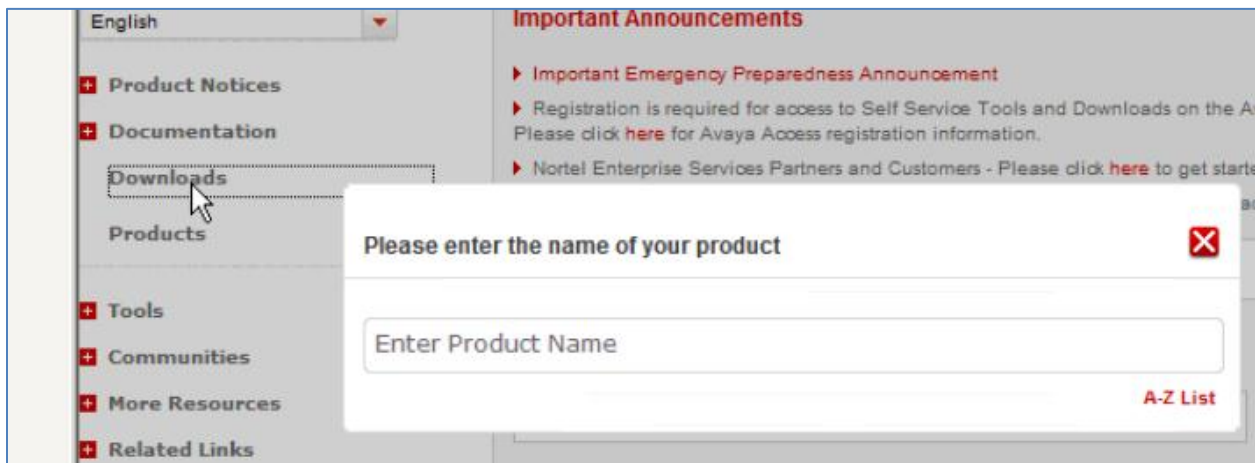
Tutorial: Where to get the IP Office software

This tutorial shows you where to go to get the Avaya IP Office management (and other) software for your phone system.

Step 1: Open a web browser and navigate to the following site – <http://support.avaya.com>. This software is freely downloadable. *Note: To use some of the software you will find at this site may require additional licenses.*



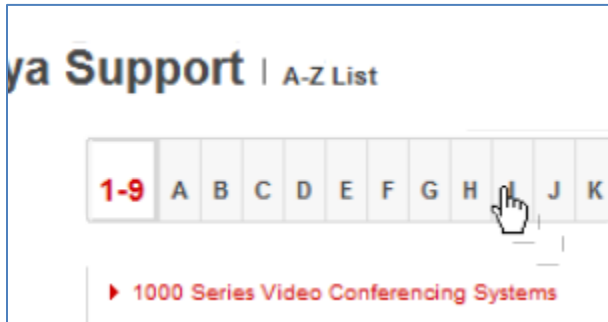
Step 2: Click on the link that says 'downloads'. A popup will ask you to type in the name of the product. Click on the link that says, 'A-Z List'.



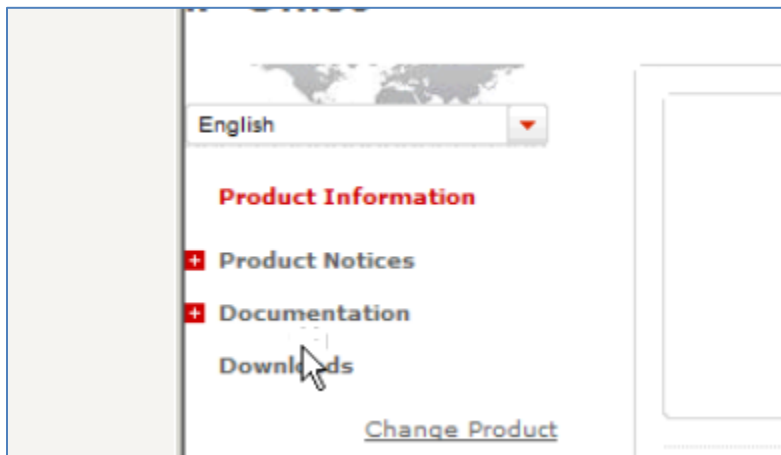
PhoneProgrammer.NET

Tutorial: Where to get the IP Office software

Step 3: Select the letter 'I' on the alphabet bar.



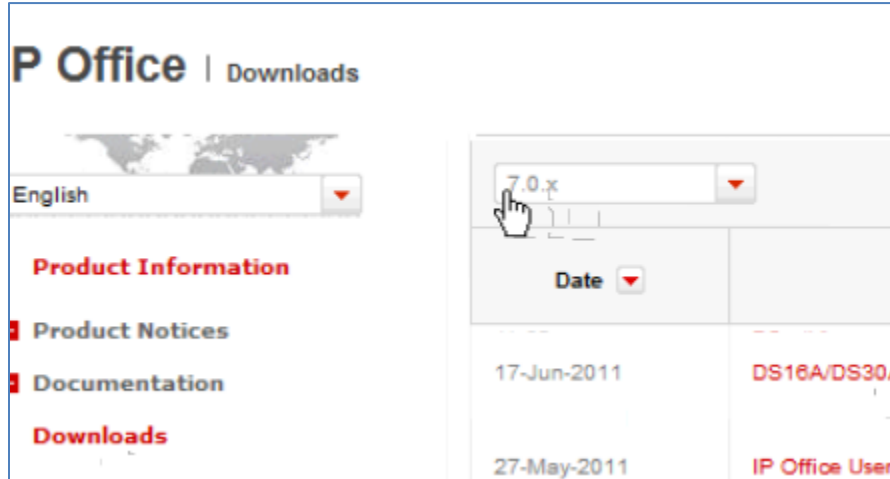
Step 4: Scroll down the page until you find 'IP Office' and click on it. You will then be taken to the IP Office product page. Click on the 'downloads' link.



PhoneProgrammer.NET

Tutorial: Where to get the IP Office software

Step 5: Choose the release of firmware that your system is running, i.e. 7.0, 6.1, 5.0, etc. You may need to ask the business partner you purchased the system from to tell you this information.



Step 6: No matter which release you choose, the release you select will have links for at least three different software packages –

1. Administration Suite (sometimes called the admin CD)
2. User CD
3. Voicemail Pro.

The Administration Suite will contain the Manager application, Call Status, System Status (v4 and higher), and Monitor. You will need the entire CD to get the Manager application to make changes to your IP Office system.