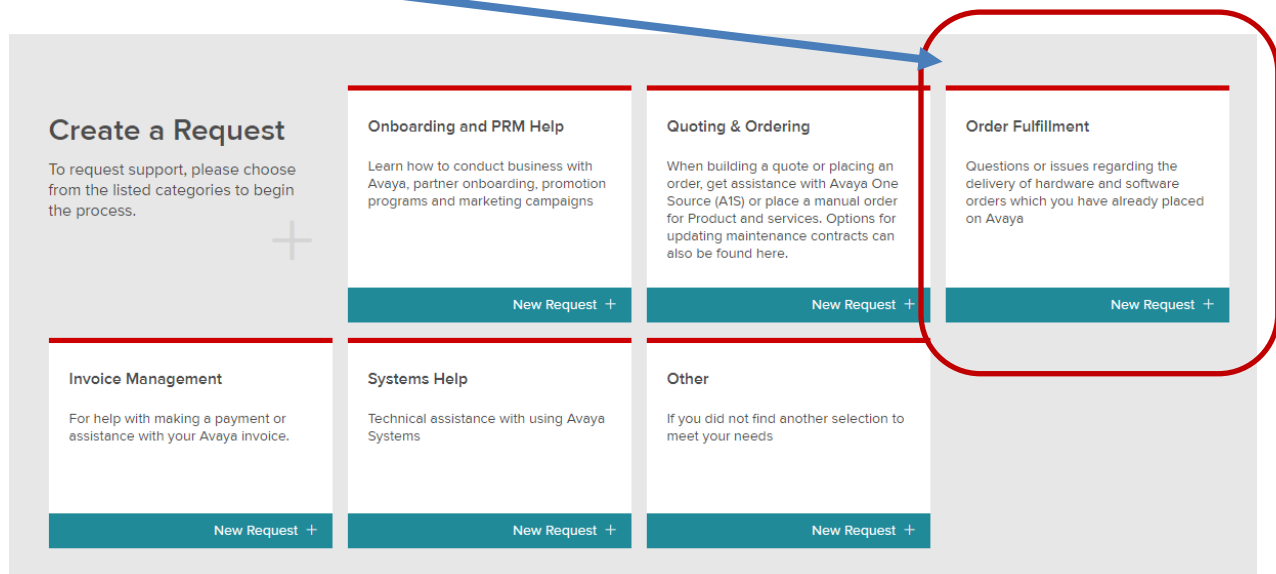


Simple and Complex Dongle Replacements/Swaps Guide

The purpose of this document is to describe the process for Requests for Simple and Complex Dongle replacements/swaps.

These can be initiated via the Customer Care Portal at: <http://ccp.avaya.com>

Select “Order Fulfillment”



Requests for Simple and Complex Dongle Replacement/Swap Orders

1. Simple Replacement/Swap Process:

- a. The request is made via the Customer Care Portal by selecting IP Office Dongle Replacement menu per screenshot below.
- b. The simple swap captures all required information at the point of request:
 - i. Source Feature Key
 - ii. Destination Feature Key
 - iii. PO#
- c. The Customer Care/ITSS ticket is created upon Submit and is routed to the Avaya Customer Care team for processing.
- d. Avaya Customer Care executes the replacement function in ADI and emails the replacement license key to the Distributor

- e. Avaya Customer Care Instructs Distributor to return the Faulty Dongle to AVAYA in <30 days or the License File/Feature key order will invoice.
- f. When the dongle is returned to Avaya - Avaya Customer Care cancels the replacement order on ADI, if not then ADI will auto create the order and invoice.
- g. To avoid being billed for licenses related to swaps due to non-return, the old SD Card with matching serial number must be removed from the back of the IP Office control unit and physically returned to Avaya within 30 days at one of the following addresses:

Avaya Inc.

License Key Return

14400 Hertz Quail Springs Pkwy

Oklahoma City, OK 73134

Avaya International Sales Ltd.

Attention of: A. O' Kane

20-29 Mervue Business Park

Bay 25

Galway, Ireland

Order Fulfillment

- Check Order Status
- License Key Missing
- Product Order Change
- Claims
- hNortel Keycodes
- IP Office Dongle Replacement (INT)
- IP Office Dongle Replacement (US & Canada)
- IP Office ADI Complex Swap

**Customer Care Portal -
Select Order Fulfillment**
**Note IP Office Dongle Replacement Menus for INT (International) and US/Canada.
Please select based on your region and fill out form and submit!**

Your IP office Feature Key has become corrupted. You need to move all entitlements to a single blank replacement feature key. Any previously existing entitlements on the Destination Feature Key will be forfeited using this process. The Source Feature Key must be returned to Avaya. Anticipated processing time is 1 business day.

Please read and confirm before submission

The IP Office ADI swap and ADI to PLDS upgrade processes are provided as a courtesy to customers, allowing them to move IP Office ADI entitlements within the customer environment consistent with the applicable end user license agreement. By submitting this form, Partner represents and affirms that this request is a valid request and the IP Office entitlements will only be provided to the customer originally licensed to use the software

Please confirm that you have read and understood the above text *

Region *

End user company name (License Owner) *

Reseller ID *

Soldto ID *

Billto ID *

Ship to ID *

Source Feature Key: Feature key printed on the Dongle you wish to return *

Destination Feature Key: Feature key which you want the licenses added to *

Purchase Order number *

Additional Details

Specify the contact details we should use in case of question

Use the phone numbers and email address specified in my profile

File Attachments

Choose Files No file chosen

2. Complex Replacement/Swap Process:

- a. The request is made via the Customer Care Portal by selecting IP Office ADI Complex Swap menu per screenshot below.
- b. IMPORTANT - The Complex swap will use a separate form which will be provided via a link and needs to be attached to the request - See screenshot below!**
- c. The Customer Care/ITSS ticket is created upon Submit and is routed to the Avaya Product Operations team for processing.
- d. Avaya will review the request, and once approved, will process the license swap within 48 hours and email to the requestor.
- e. Avaya Customer Care Instructs Distributor to return the Faulty Dongle to AVAYA in <30 days or the License File/Feature key order will invoice.
- f. When the dongle is returned to Avaya - Avaya Customer Care cancels the replacement order on ADI, if not then ADI will auto create the order and invoice.

- g. To avoid being billed for licenses related to swaps due to non-return, the old SD Card with matching serial number must be removed from the back of the IP Office control unit and physically returned to Avaya within 30 days at one of the following addresses:

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Order Fulfillment

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IP Office Dongle Replacement (INT)

IP Office Dongle Replacement (US & Canada)

IP Office ADI Complex Swap

IPO COMPLEX SWAP FORM

IP Office ADI Complex Swap

NOTE - please download and attached IPO COMPLEX SWAP FORM

For moving specific ADI entitlements from an existing Source Feature Key to one or more existing or new ADI Feature Keys without forfeiting existing licenses on the Destination Feature Key(s). All Source Feature Key entitlements must be moved or forfeited, and the Source Feature Key must be returned to Avaya. Complete the IPO Complex Swap Form and submit with the request. Anticipated processing time is 1-5 business days.

Please read before submission

The IP Office ADI swap and ADI to PLDS upgrade processes are provided as a courtesy to customers, allowing them to move IP Office ADI entitlements within the customer environment consistent with the applicable end user license agreement. By submitting this form, Partner represents and affirms that this request is a valid request and the IP Office entitlements will only be provided to the customer originally licensed to use the software

Please confirm that you have read and understood the above text *

Region *

Purchase Order number *

Have you attached the required form? *

Support

- **Orders/Licenses:** smbfcc@avaya.com
 - Example – Order placed, however licenses email not received.
- **Customer Care Portal** - <http://ccp.avaya.com>
 - Example – Support for A1S Quote or Order issue.
- **Product Support Operations Management (PSOM):** productops@avaya.com
 - Example – Question on product offer/upgrade paths.