

**Avaya IP Office License Key Installation Procedure  
IP Office Essential Edition  
Telquest Tech Support**

**You MUST COPY AND PASTE the License(s) into the KSU.  
We cannot provide support if you type them in manually.**

**Feature Key and License Key are the same item.**

**Your License Key can be found in different places depending on how it was sent to you.**

**Method A**

**In the email your received it is listed in the column “License Key”**

**It is 33 characters long.**

**Example: cSREkfLALfri4HZrSuk7\_0H7lUrAYtbT**

**The easy method is to copy the License Key from the body of the email.**

**Method B**

**It may also be attached as a “RUNXXXXXXXXXXXXXXXXXXXXX.xls” file.**

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**Telquest Intl**

**Method A**

This is a sample of the License Key info you may have received by email:

Serial Number/ Feature Key Id	Certificate	Sales Item	Order Qty	Licence Key Name	CPU Location	Key Qty	Licence Key	Expiry Date
				Item Description				

1301234808	308A31F26294	243034	1	USR_MOB ILE	Mobile Worker	1	QDBSZUmrEXyw123451wYg5etRPj@UFSN	
				IPO LIC R6 MOBILE WORKER 1				

**This is the License Key  
Copy and Paste it into the KSU...**

Go to Page 4B and follow the steps to install it.

## Method B

If your License Key was an Attachment to an email, an .XLS type file, it will look similar to this:

**RUN131217094721142234800086.xls**

Double click on the .xls file.

It will open Windows Excel or whatever program your computer uses for this type (xls) of file.

If you see a message that the file contains Macros, just click OK.

A Spreadsheet will appear and on the bottom you will find a tab for **"All Keys"**, click it.

L
Encrypted Key
2jc37YgOgXQ9tN0z0WRD9BYM8rZWpNm0
<u>zbyHBoLkSVfXnRY_EfW0uLLCauptg3la</u>

**Column "L" (as in License) will contain the actual License Keys.**

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G
<u>LicenceKey</u> Description
Small Site Software Upgrade
IP500 Voice Networking Channels

**Column "G" will contain the NAME of the License Keys.**

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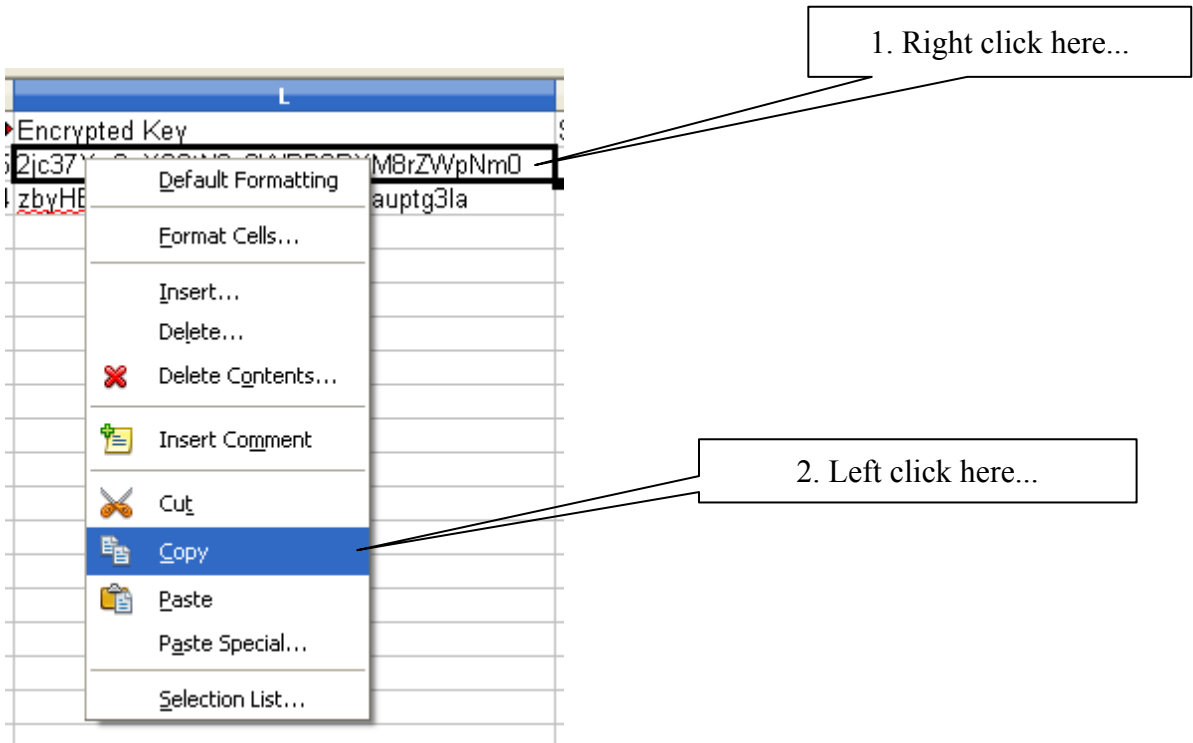
In some cases you may see all the License Keys ever generated for your system.

In this case use the License Key(s) that is lowest on the list since this is where the newest are found.

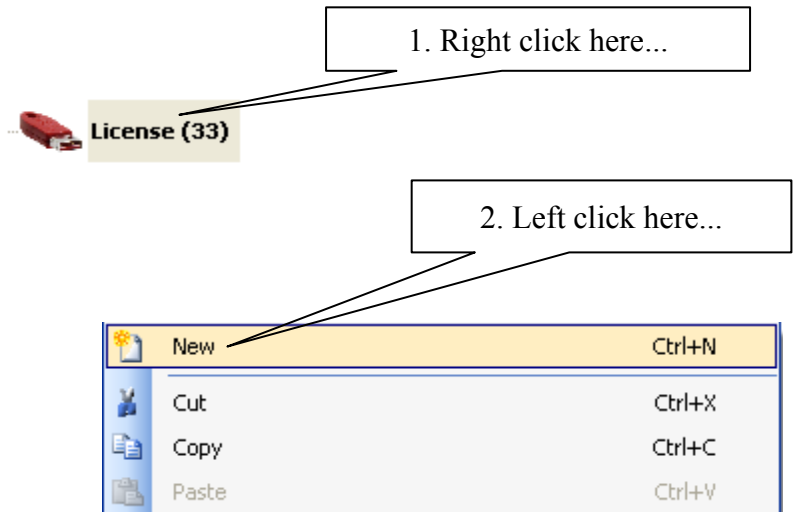
**Note: Do not try to type the License Key into the IP Office manually.  
You must Copy it from Excel and then Paste it into the IP Office.  
We cannot provide support if you type them in manually.**

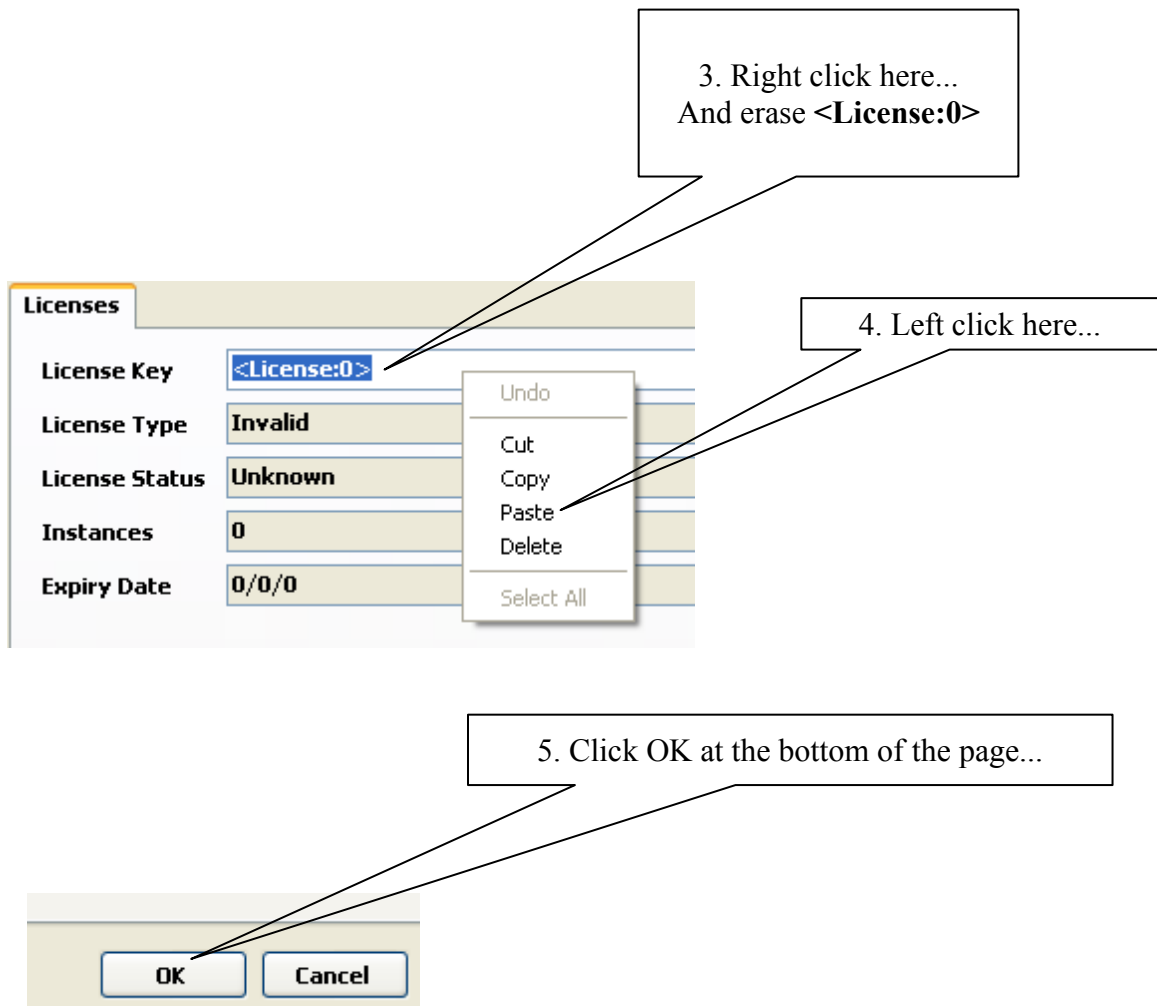
Right click on the cell that contains the License Key that you want to install into the IP Office and select Copy.

(I am not using Excel, so your view may be different.)



Now go to the Manager program for the IP Office:





Repeat the above steps to install any additional License Keys.

When you are done, click the Blue Floppy Disk icon to send new License Key(s) to the KSU.

