



The Power of We™



IP Office

Simple, Powerful communications for your Small & Medium Business

Successful companies are always looking for opportunities to do more with less. Their aim is to keep the company flexible, innovative and competitive, without driving up operating costs and capital expenses.

Avaya puts the solution at your fingertips: the Avaya IP Office communications system.

Learn all about IP Office in five simple steps:

- 1** Get to know Avaya - [Back page](#)
- 2** Introduction to IP Office - [Page 2](#)
- 3** Learn more about IP Office System components - [Pages 3 & 4](#)
- 4** Create your own IP Office Servers and telephones - [Pages 5, 6 & 7](#)
- 5** Learn more about the features and applications - [Pages 8, 9 & 10](#)



- 1 Get to know Avaya
- 2 **Introduction to IP Office**
- 3 IP Office system components
- 4 IP Office server and telephones
- 5 Features and applications

> What is IP Office?

Avaya IP Office is the right choice for all small and medium size businesses today. Supporting up to 384 employees, it is the perfect solution for start-ups and more established businesses, whether you operate from a single office, a home office or across multiple stores or locations.

Built-in resiliency for non-stop operations

IP Office provides business continuity through its built-in resiliency and remote working capabilities enabling business with multiple locations or with staff unable to travel to the office to work effectively during unforeseen circumstances. Storms or family emergencies don't get in the way of making business happen.

Lower mobile phone/long-distance bills

IP Office offers many opportunities for reducing the cost of calls made by your staff out on the road, from mobiles, in hotels and even abroad.

Expand your talent pool without increasing real estate

IP Office gives you the flexibility to allow employees to work remotely from home – wherever that may be, to avoid over-crowding at peak office times, for example.

Perfect your customer service



Work around the world



Be effective, even when travelling



Connect worldwide offices and reduce costs



Telephone conferencing for up to 2x64 participants

> IP Office improves productivity

Putting together your Unified Communications solution is child's play.

It takes just four steps:

A - Select the system and telephones you want

Communication system

How many sites do you have? One, or several? Do you want to improve your customer service? With IP Office laying the groundwork, you can add as many different applications and users as you need. Whether you have two employees, two hundred or more, IP Office is the right choice for you.

For further details, see page 6.



Telephones

IP Office supports a wide range of different telephones. These devices are designed for many different applications. To enable your employees to carry on working outside the office, all you need is a broadband Internet connection at the remote end. The connection to the main site can be made either with or without a VPN gateway. For further details, see page 7.

B - Decide which edition best meets your needs

Basic Edition

Includes: Integrated voicemail, 2 channels (scalable to 6), simple web management interface

Designed for the sub-20 user market space with simple telephony needs

- Targeted at business that requires traditional key-system functionality.
- Supports analogue or digital desktop phones (IP Phones are not supported).
- Customers can upgrade to Essential Edition at any time without replacing hardware or licences.

Essential Edition

Includes: Integrated voicemail, 2 channels (scalable to 6), Mobile twinning, Mobile Call Control & one-X Mobile Essential Edition for all users, 2 Remote worker licences

The foundation of your office communications solution. entry-level Unified Communications to all of your employees

- Available around the clock: A personalised voicemail greeting for each employee increases customer loyalty.
- Ability to send voicemail to email improves employee productivity.
- Automated Attendant: Incoming calls are directed to the right person using straightforward rules.
- Dial By Name - Using your internal directory, callers can easily search the person they wish to connect with via touch tone.
- Mobility: All users can be reached on a single number, whether they are in the office or on the road. Besides one-X Mobile Essential provides a graphical interface for call control and allows a one-number service for both incoming and outgoing calls.

Preferred Edition

Includes: VoiceMail Pro licence, 4 channels (scalable to 40)

Improved reaction capabilities and productivity

With IP Office Preferred Edition, you get everything that's in the Essential Edition, plus:

- Secure "Meet-Me" conferencing: Faster decision-making and better team work. The integrated conferencing features allow all participants to organise their own password-protected conference calls with up to 64 participants.
- Intelligent call routing: A number of programmable options that ensure your customers can quickly reach the right person.
- Call recording: Built-in automatic and on-demand call recording is a great way to keep tabs on your business operations, deal with disputed orders and help you train your staff.
- Increased voicemail capacity helps improve availability.

Advanced Edition

Includes: Customer Call Reporter (CCR) Server with one Supervisor licence and numerous reporting functions

Perfect customer communications and service

Requires Preferred Edition. In addition to the features of the Preferred Edition you also get:

- Real-time customer service management: Detailed reports are available at all times, giving you immediate warning of critical call levels being exceeded enabling you to take swift action to ensure your service levels do not fall.
- Call recording library: Easily archive all recorded calls and seamlessly search and replay any conversation.
- Self-Service 24/7: Customers can check order status and more using Integrated Voice Response (IVR) services.

C - Select your optional extras

- Contact Store (call recording with functions to search by date and time)
- Computer Telephony Integration (CTI)
- Cordless telephones: DECT R4, Wireless LAN (Wi-Fi)
- Multi-site option: Small Community Network (SCN)
Supports up to 32 locations and 1000 employees

D - Select the appropriate user profile for your employees



Office Worker*

Delivers ability to work smarter in the office

- Make and receive calls from your PC. Transfer calls, take part in telephone conferences and access dozens of speed dial numbers with a single mouse-click.
- Manage messages efficiently using Unified Messaging features.
- Set up and manage audio conferences, for improved information sharing and faster team-based decision-making.
- View colleagues' presence, indicate your availability and use instant messaging to speed up response times.

* Requires Avaya IP Office Preferred Edition

Includes:

- Unified Messaging
- one-X® Portal for IP Office (excluding telecommuter function)



Mobile Worker*

Delivers ability to work from on the road

- Let customers reach account managers on a single number, whether they are in the office or on the road.
- Integrate mobile telephones out and about or on site.
- From your mobile, view colleagues' presence, indicate your availability and use instant messaging to speed up response times
- From your mobile, set up and manage audio conferences for improved information sharing and faster team-based decision-making

* Requires Avaya IP Office Preferred Edition

Includes:

- one-X® Mobile Preferred
- Text-to-speech



Teleworker*

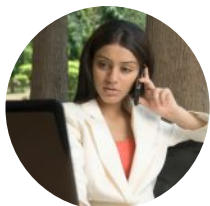
Delivers ability to work from home or alternative location

- Turn any phone into your office phone from a PC with internet access.
- Availability indicators make collaboration easier for geographically remote employees.
- Increase productivity by reducing or eliminating travel time.
- PC-based telephony, point-to-point video speeds up work processes, improves communication and reduces call costs when travelling abroad.
- Save costs of office rental and furnishing.

* Requires Avaya IP Office Preferred Edition

Includes:

- one-X® Portal for IP Office
- Video softphone
- Unified Messaging
- Remote Worker
- VPN Phone



Power User*

Delivers ability to work from anywhere

- Includes all of the features from **Office Worker**, **Mobile Worker** and **Teleworker**.
- Single numbering ensures highest availability for customers and employees alike. (One Number concept)
- Just a laptop, Internet connection and a headset are required to create an office wherever your employees are.

* Requires Avaya IP Office Preferred Edition

Includes:

- one-X® Mobile Preferred
- one-X® Portal for IP Office
- Unified Messaging
- Text-to-speech
- Video softphone
- Remote Worker
- VPN Phone



Receptionist

Delivers professional call handling, even at peak periods

- Fast call processing, including during periods of large call volumes, with intuitive PC user interface and system status indicators for all employees in the network.
- Centralised call management for all sites, receive and route calls throughout the entire network.
- One receptionist can act for several companies or sites, helping reduce costs.

Includes:

- SoftConsole



Customer Service Agent*

Delivers ability to efficiently and effectively service customer calls

- Better availability of customer service information.
- Better time management improves employee satisfaction.
- Agents can visualise their own performance through a browser-based client.

* Requires Avaya IP Office Advanced Edition.

Includes:

- Customer Call Reporter Agent (CCR)



Supervisor*

Delivers ability to track, measure and create custom reports on customer service & agent productivity

- Perfect control thanks to intuitive and easy-to-use browser interface.
- Save time creating reports – drag and drop reporting with built-in templates
- Optimised scheduling of employees' time by analysing reports.

* Requires Avaya IP Office Advanced Edition (includes 1 Supervisor). Additional Supervisor & Agent licences must be ordered separately.

Includes:

- Customer Call Reporter Supervisor (CCR)

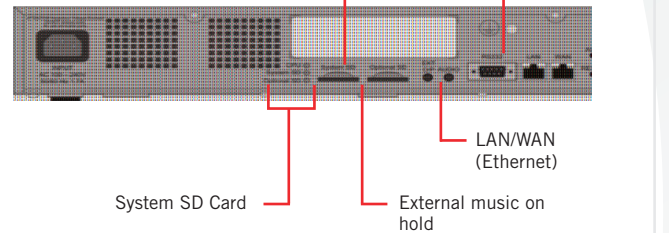
IP Office Platform Options

Control Unit

Front view



Rear view



IP OFFICE 500v2

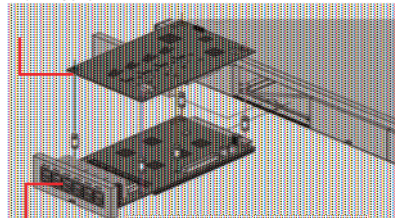
The IP Office 500v2 Communications Solution supports up to 384 telephones and 8 T1/E1 trunks. Avaya IP Office provides full voice functionality with a wide range of features. IP Office can be configured as a traditional PBX and used as a traditional telephone system with call routing or can be configured as an IP telephony server.

Specifications:

- Supports up to 384 extensions (digital, IP & analogue)
- Trunk interface - 204 Analogue trunks, 8 PRI trunks (240 channels), 16 BRI trunks (32 channels), 128 SIP trunks voice
- 2 x 64 participant conferences, Meet-Me Conferencing
- Supports up to 1000 employees across 32 locations

Expansion cards

Trunk Card



Phone Card



The IP Office 500 Control unit has 4 slots for the insertion of phone and trunk cards.

Phone cards:

The following phone cards are available

- 8 port digital phone card (maximum of 3)
- 32 channel VCM card (maximum of 2)
- 64 channel VCM card (maximum of 2)
- 2 port analogue phone card (maximum of 4)
- 8 port analogue phone card (maximum of 4)

Avaya IP Office C110 Unified Communications Module :

- An integrated processor server running Linux OS.
- Comes preloaded with Preferred Edition, one-X Portal and IM/Mobility server software images.
- Simplifies deployments by providing an integrated server option for supporting and maintaining IP Office applications
- Linux-based server means customer avoids paying for Microsoft Server licences

Trunk cards:

The following trunk cards are available:

- 4 port analogue trunk card (maximum of 4)
- 2 or 4 port BRI trunk card (maximum of 4)
- 1 or 2 port PRI trunk card (maximum of 4)

Combination cards:

(maximum of 2)

Combination cards are available with:

- 1) 6 digital and 2 analogue telephones, and 4 analogue trunks and 10 VCM channels
- 2) 6 digital and 2 analogue telephones, and 2 port BRI trunk card and 10 VCM channels

4 port expansion card:

(maximum of 1) For connection of 4 additional expansion modules

Expansion modules



External expansion module options:

- IP500 analogue phone expansion module with 16 or 30 extensions
- IP500 digital phone expansion module with 16 or 30 extensions

Supported telephones

IP Telephones



9620L/9620C



9630G



SBM24



9640



9650/9650C

9600 series

All phones offers high-quality audio and support VPN software for remote working.

9620 L / C: 12 lines, backlit display, 4 soft keys, 3 programmable multifunctional keys with LEDs, Energy-saving PoE Class 1 Built-in speakerphone integrated loud speaker and call log up to 100 calls.

9630 G, 9640: 320x240 pixel large display, 4 soft keys, 6 programmable multifunctional keys with LEDs, both support of mobility applications, 9640 offers colour display. Both phones support up to 3 SBM 24.

9650 / 9650 C: The 9650C is for receptionists and contact centre agents—anyone who manages large call volumes—and delivers advanced capabilities like built-in button functions for one-touch access to bridges and feature keys. Up to 3 SBM 24 are supported and 9650C has a 3,1 x 2,3 Inch VGA colour display.



1603i / 1603i SW



1608i



1616i



BM32

1600 series

1603: Backlit display, 2 rows of 16 characters, 3 programmable feature keys with red/green LEDs that give the user easy to read status information.

1603 SW: As 1603, but also has a second 10/100 Ethernet port and an integrated switch.

1608: 8 programmable feature keys with red/green LEDs, integrated headset interface, 3 rows of 24 characters.

1616: 16 programmable feature keys, BM32 port, integrated headset interface, 3 rows of 24 characters.

Digital telephones



9504



9508



BM12

9500 series

9504/8: Backlit graphical display, 4/8 programmable call appearance or feature keys with red/green LEDs usable in three states, headset socket and hands-free features. Model 9508 supports the BM12 expansion module.



1403



1408



1416



DBM32

1400 series

The Avaya 1400 range of phones is aimed at companies that want a simple, inexpensive communications solution for their digital network. Backlit displays, programmable keys with dual-state LEDs (red & green) for easy to read status information. Model 1416 supports the DBM32 expansion module.

Conference telephones



B149



B159



B179

B100 series

All of the Avaya B100 conference telephones support OmniSound® 2.0 technology, provide telephone directory and SD-card call recording features, and a conference guide.

B149: Analogue, medium-sized conference rooms <10 participants.

B159: Analogue, GSM, mini USB for VoIP, larger conference rooms >10 participants, wireless headset port.

B179: SIP, PoE, large conference rooms >10 participants, wireless headset port, web interface. *(requires Avaya IP end-point license)*

Cordless telephones

IP DECT radio cells



DECT base stations



3720 / 3725



3740 / 3749

IP DECT - DECT R4

In addition to the conventional handsets 3720 and 3725, the product range is complemented by the new IP65-compatible models 3740/49. All handsets have a local telephone directory with up to 250 entries.

3720: Monochrome display with white backlight, 16 hrs call time, 180 hrs standby.

3725: Colour display, 16 hrs call time, 180 hrs standby, Bluetooth, SMS.

3740: Monochrome display with white backlight, 16 hrs call time, 180 hrs standby, graphical user interface, IP 65 water and dust resistant, shock resistant to IEC68-2-32.

3749: As 3740 with backlit colour display, Bluetooth for headsets, position sensor, integrates with alarm systems, water and dust resistant to ATEX and IECEx.

Gas: II 2G EEx ib IIC T4

Dust: II 3D Ex ibD 22

WLAN radio cells



Voice Priority Processor



3641



3645

WLAN telephony

Models 3641 and 3645 are pure wireless telephones that support 802.11a wireless networks. The 802.11a standard is suitable for networks in which a large number of users wish to transmit voice data wirelessly. These telephones also support 802.11b/g, are water and dust resistant, have large displays and easy-to-use interfaces, and come with a variety of battery sizes. The 3641 and the 3645 use the same Avaya Voice Priority processor and Open Application Interface. For integration into your existing voice ready enterprise wireless network.

Other telephones



IP Office Video Softphone



One-X® Mobile Essential Edition



One-X® Mobile Preferred for IP Office

Video softphone/Mobile Clients

The IP Office video softphone allows users of PCs or Laptops equipped with USB webcams to communicate with audio and video *(requires Teleworker or Power User license)*.

The one-X® Mobile Essential Edition integrates mobile users into the IP Office System and offer a simple GUI interface. *(Available to all users with Essential Edition)*

The one-X® Mobile Preferred Edition for smart-phones provides a rich Unified Communications experience with IM/Presence, visual voicemail and click-to-conference *(Requires Teleworker or Power User license. Supported on Android mobiles now with support on iPhone planned)*.

3rd party SIP phones

IP Office supports a range of 3rd party SIP phones, such as Polycom, Grandstream, Nokia SIP Client, etc *(requires 3rd-party IP endpoint license)*.

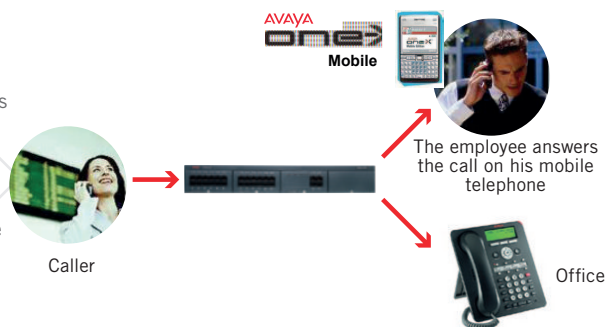
- 1 Get to know Avaya
- 2 Introduction to IP Office
- 3 IP Office system components
- 4 IP Office server and telephones
- 5 Features and applications

> IP Office Features and Applications

Mobility

Mobile Twinning

This is a typical application for customer-facing staff who have an office with a telephone extension, but are often out on the road. The employee only needs to provide his customers with his office extension number. Calls are indicated in the office and on his mobile or DECT telephone. Mobile telephones can also be defined as twinning destinations when deskphones are not logged in (e.g. virtual extensions). Calls can even seamlessly be transferred from desktop phone to mobile and vice-versa.

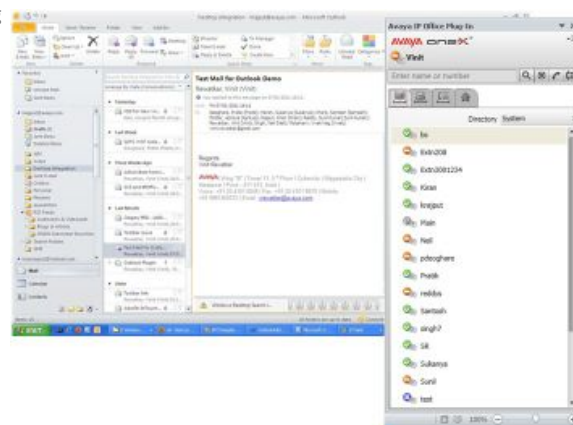


Mobile Call Control

This application allows a mobile user to accept a twinning call on a mobile device, use DTMF codes to hold the call and use the features of IP Office just like any other IP Office user.

one-X® Mobile Essential Edition

Avaya one-X® Mobile Essential Edition allows a one-number service for both incoming and outgoing call and provides an easy-to-use graphical interface for call control. IP Office supports "Single Mode" mobile clients, including selected Nokia/Symbian, Apple iPhone OS Client and Windows Mobile 5 & 6 handsets.



one-X® Mobile Preferred Edition

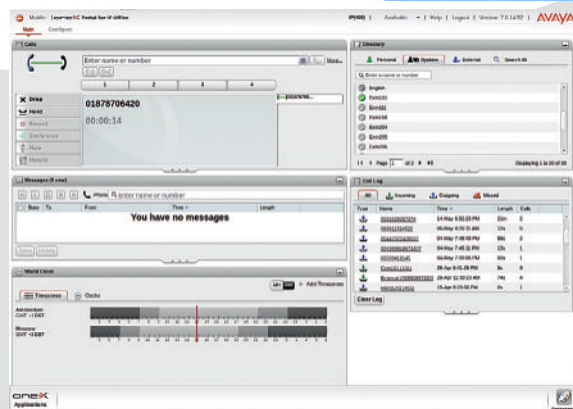
Avaya one-X® Mobile Preferred Edition provides a rich user interface and makes use of the advanced capabilities available on smartphones like speech recognition to issue audible commands and streaming audio for visual voicemail. Unified communications features like Presence, Instant Messaging are provided along with click-to-conference and visual voicemail capabilities. IP Office supports this rich mobile client on Android mobiles (Apple iPhone support is also planned). Android home screen widget provides updates on events of interest like outstanding IM messages, newly deposited voicemail messages and conference participants' entry/exit.

Avaya one-X® Portal

one-X® Portal for IP Office is an application that lets users control their telephones from a networked PC. one-X® Portal for IP Office is a browser-based server solution and allows users to access telephony functions such as call management, conferences, speed dial, call logs, telephone directories, voicemail, instant messaging and federated presence with Google Talk as well as Microsoft Exchange calendar integration. Addition of 3rd party gadgets to provide customised user productivity enhancements is also supported. one-X® Portal can be used with all IP Office phone interfaces (analogue, digital, IP, wireless).

A one-X® Portal Microsoft Outlook Plug-in is available. This provides federated Presence, click-to-call, call logs as well as alerts for incoming calls with options to accept or reject and visual voicemail all of which greatly improves user productivity.

one-X® Portal integration with Salesforce enables Salesforce users to control their calls from within Salesforce itself through their preferred phone on IP Office.



Text-to-speech

Text-to-speech allows emails to be read over the telephone or lets callers access database information in different languages.

Video softphone

Users can use a USB webcam connected to a PC to make video calls using the video softphone.

Avaya Video Conferencing Solution

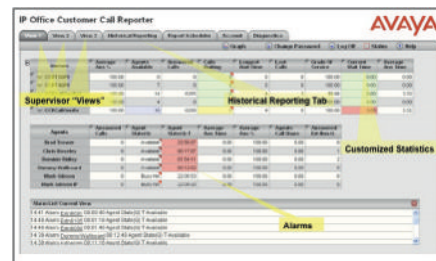
Straightforward, cost-effective and flexible video-conferencing solutions, from single-seat to systems for larger conference rooms with several monitors, point-to-point and point-to-multipoint connections. AVCS is designed for operation in the IP Office with up to 4 participants, and in the entire SCN network with up to 32 locations. The benefits for customers are clear to see, with immediate reduction in travel expenses by reducing the cost of business travel, business processes and decision-making allowing sales to be expedited as the time needed for travel is eliminated.



Customer Call Reporter (CCR) Call Center

IP Office Customer Call Reporter is a server-based Contact-Center solution specifically developed for small companies. CCR is completely web-based and can very easily be installed on a server without the need for any client software deployment.

- Browser-based tool for managing and controlling customer service levels.
- Track and record agent and supervisor workload.
- Create real-time and historical reports in a variety of formats.
- Target segment: small companies with fewer than 30 agents.
- Wall-board can be modified according to customer requirements.
- Report Scheduler. built-in templates & custom reports.



Computer Telephony Integration (CTI)

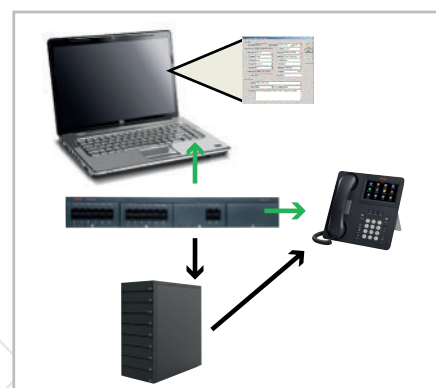
Your telephone rings and your PC shows who is calling.

Computer Telephony Integration (CTI) is the missing link between your communications system and your business applications. IP Office supports the open CTI standards. This means that a wide range of third-party solutions can gain access to IP Office. For example, vertical solutions that help you meet industry requirements.

IP Office offers 2 CTI solutions:

CTI Link Lite – Free, supports all required functions for a range of applications, including screen-popping and many third-party products.

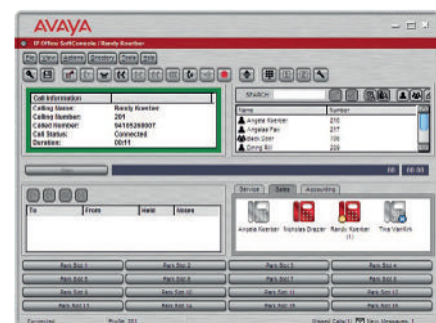
CTI Link Pro – Supports advanced features including the option to control several telephones and access to call centre operations.



SoftConsole for Receptionist

SoftConsole is the PC-based Windows Operator Console for IP Office aimed at receptionists. Operators have to handle hundreds of calls every day. This call management application is therefore extremely efficient, and absolutely vital. Incoming calls are shown on the screen along with the status of calls on hold and transferred calls.

Receptionists can easily see which parties are busy, available or not at their desk. That allows them to route calls quickly and effectively. SoftConsole can be minimized when not in use, but will pop up on the screen when a call is received.



Unified Messaging

Part of Office Worker, Teleworker & Power User, the Unified Messaging Service (UMS) allows users to synchronise email and voicemail between the VoiceMail Pro Server and email clients.

Email applications such as Outlook, which support IMAP, can connect to the IMAP server on which the VoiceMail Pro server is running. When a voicemail is received by the email client as a .WAV attachment, it is handled like every other email. Once the voicemail message has been heard, its status is set to read. When it is deleted, it is removed from the VoiceMail Pro server too. This synchronisation through IMAP improves employee productivity and increases customer service.

Remote Worker and VPN phone

Either the Remote Worker (NAT Traversal) feature or the VPN phone can be used for remote working / home-working. The Remote Worker functionality allows a remote IP phone to connect to the IP Office over the public internet without requiring any special equipment other than a standard broadband connection.

A VPN phone is an IP phone with VPN software built-in, allowing secure remote IP phone connection to the IP Office. For the VPN phone connection a VPN router/gateway is required at the IP Office site.

Essential Edition delivers 2 Remote Worker licenses, additional Remote Worker licenses as well as VPN phone licenses are part of the Teleworker and Power User packages.

- 1 Get to know Avaya
- 2 Introduction to IP Office
- 3 IP Office system components
- 4 IP Office server and telephones
- 5 **Features and applications**

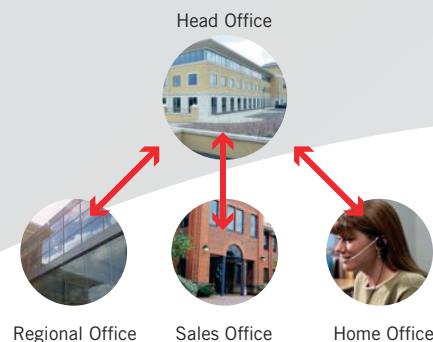
➤ IP Office Features and Applications

Continued...

Hot-desking

Hot-desking allows a number of users to share the same extension. Users log in with their own identity, and thus receive only their calls, their voicemail and other personal features.

This allows staff such as sales personnel who are in the office only occasionally to use the telephones and voicemail features without needing their own physical telephone. Once they have finished work, they simply log off from the phone, freeing it up for the next employee. Logging on in one location automatically logs an employee off in the previous location.

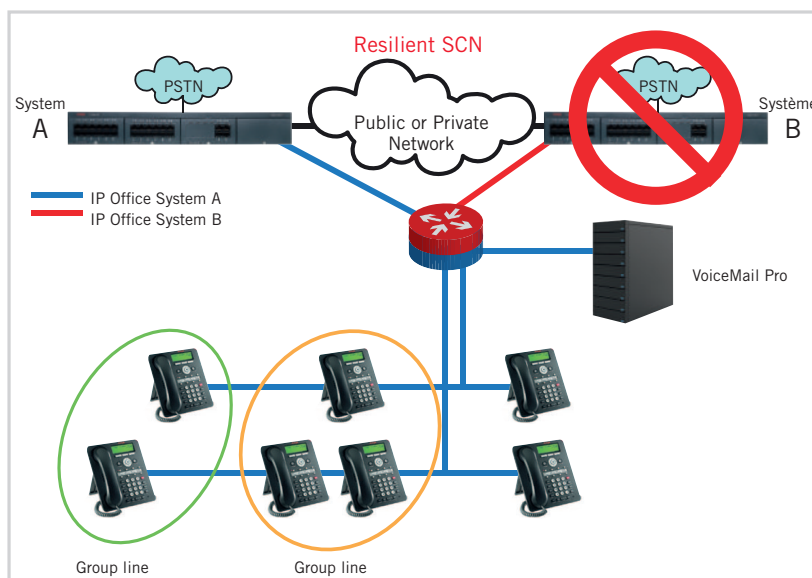


Multisite option

IP Office is ideal for any company with multiple locations. Connect up to 32 sites and have all the IP Office systems communicate seamlessly.

The following additional features are available:

- Presence / Busy Lamp Field across the Network
- Camp on
- Call-back when free
- Paging
- Call Pickup
- Centralised and personal/system directories
- Centralised call log
- Centralised and/or distributed voicemail
- Absent text messages
- SCN channel optimisation
- Distributed huntgroup
- Remote hot-desking
- Breakout dialing



For businesses with more than one location, IP Office can deliver continuous operation. In the event of a power outage, users with IP phones can automatically failover to another location, retaining full communications capabilities. The voicemail system can also have redundancy built in, so that a backup solution is always available.

Conferencing applications

Avaya IP Office comes with two built-in 64-party conference bridges to help small businesses collaborate seamlessly and cost-effectively. Businesses currently spending on conference calls with a service provider can reduce or eliminate those costs entirely. IP Office Conferencing employs easy-to-use conference control features to help keep people connected and making decisions faster.

Conference participants can be on-site personnel as well as external parties whether field-based engineers, sales staff on the road, customers or suppliers. Conference calls can be planned in advance or established ad-hoc as and when required. Meet-me conferencing, allowing participants to dial into the conference themselves using a security code, is provided with Preferred Edition. The conference host can view, mute or drop the participants as well as record/lock the conference using his Avaya display phone, one-X Portal and/or the one-X Mobile Preferred client.