



Avaya IP Office & IP Office Techs

Effective communication is no longer what you say, but how you seamlessly say it. Avaya IP Office is the platform of choice for IP Office Techs customers who desire a digital wired phone system. It provides additional feature functionality, and cost savings, for many of our Mid-Market voice customers. It's a "single box," easy to install, with less time used to manage resolutions. It also includes many enhancements over older digital key systems such as those by Nortel and others.



Avaya IP Office is a simple, yet feature-rich solution with different upgrade paths that allow the system to grow with your business, all the way up to 240 phones. Add VoIP remote phones to extend the reach of your business or consider a high capacity PRI based digital phone line. Add additional sites and tie them together to save on long distance charges. Get your voicemail messages on your smart phone.

- Unified Communications via your office phone or mobile phone, and voicemail to e-mail are possible
- Forward your calls to your cell or home phone
- Music on Hold and Paging System interfaces are built in
- Flexibility includes a hybrid of IP, digital or analog (Extensions and Dial-tone)
- Add additional phones in groups of 16 or 30 - up to 240, supplied by stackable add-on modules (shown to right)
- The 406 is easily configurable via a windows program
- On board voicemail per extension and auto attendant
- Can expand to server based auto attendant which has a conference bridge and advanced call handling capabilities



Available Features on the Avaya IP Office Phone System

Call Handling

- Hold
- Transfer
- Blind Transfer
- Announced Transfer
- Transfer Direct to Voicemail
- Call Park to multiple slots
- Park Pickup from any Phone
- Do not Disturb
- Call Queuing
- Call Center Operation
- Call Center Statistical Reporting
- Ring Groups
- Hunt Groups
- Forward to Cell or Home
- Call Pickup of other Phone Ringing
- Find Me / Follow Me

Call Recording

- On Demand Call Recording
- Always On Call Recording by Extension
- Playback Phone's Speaker

Directory

- Speed Dials
- Directory on Phone
- Corporate Directory for Callers
- External Phone Numbers

Operator Features

- Status of Users on Buttons
- Transfer Direct to Voicemail
- Page Customized Groups of Phones
- PC Application for Greater Efficiency
- Handsfree Operation

Conferencing

- Conference Calls On Demand
- Conference Bridges with Dialin
- Meet Me Conferencing

Multi Site Connectivity

Page & Announce

- Page Phone Speakers
- Page Overhead Speakers
- Multiple Paging Groups
- Whisper Page

Voicemail

- Individual Mailboxes
- Voicemail to Email
- Forward Voicemail
- Transfer to Voicemail
- Remote retrieval from any phone
- Multiple Greetings

Auto Attendant

- Picks up Immediately or Delayed
- Unlimited Auto Attendants
- Multiple Layers if Desired
- Programmable for Multiple Businesses
- Easily Change Announcements
- Can Transfer Callers Off Premise
- Dial by Name Directory
- Transfer to Departments
- Transfer to Extensions
- Provide Information on Demand

PC Integration

- User Application for Call Centers
- Operator Console
- PC Desktop for Extensions
- Comprehensive Manager Tool
- Realtime Call Monitoring

Voice Over IP Phone Features

- Paperless Labels
- Adjustable Stands
- Handsfree Operation with Headset
- Expandable Button Modules
- Comprehensive Forwarding
- Do Not Disturb
- Indication of Your Voicemail and Others
- One Button Dialing / Status to Extensions
- On Screen Directory

Digital Phone Features

- Dial extension to extension between sites
- One operator covers multiple sites
- User presence between sites
- No long distance charges between sites

Interfaces With

- Voice Over IP (VoIP) Phones
- Digital Phones
- Analog Phones
- PA (Public Address) Systems
- IVR (Interactive Voice Response)
- Standard POTS Phone Lines
- Digital PRI/T1 Phone Lines
- Desktop PC's
- Tablets and Smartphones

- Variety of models for any applications
- Connects with only two wires
- Backlit Grayscale Screens
- Paperless Labels
- Adjustable Stands
- Handsfree Operation with Headset
- Expandable Button Modules
- Comprehensive Forwarding
- Do Not Disturb
- Indication of Your Voicemail and Others
- One Button Dialing / Status to Extensions
- On Screen Directory

Onboard Music on Hold

- Up to 30 seconds on board or more with external music on hold interface
- Uploaded via the manager console



Avaya 6408 Digital Phone



Avaya 6416 Digital Phone



Avaya 5410 Digital Phone



Avaya IP406 V2 Master Control Unit (PBX)

Why IP Office Techs?

1. We are locally owned and staffed
2. Our service department is highly available, ask an existing customer
3. We offer more than one phone system to compare with
4. We also offer open source phone system - saving you money
5. We can do on-site demos, proving we can install a system
6. We listen to your needs, we do not sell hardware first
7. We keep you in tune with new network enabled technologies for phone systems
8. Our background is not only in telephony, but network engineering also
9. We provide custom documentation and training on the systems we sell
10. Our phones can be voice over IP (VoIP), digital, analog, or remote
11. We use our proven Project Methodology and set up a time table
12. We really do provide the same attentive level of service, after the sale
13. If there are of your vendors involved in our telecom project we will communicate with them to help create a cohesive and integrated project
14. We have been in business for over 8 years in the Milwaukee Metro area

A sampling of companies who TRUST us for their phone service...

<ul style="list-style-type: none"> - Yellow Cab Company - Fox Sports - Midwest Airlines - Smith Barney - MetLife Insurance - Pain Management Assoc. - Cardinal Stritch University - US Marshals Service - Exam One - Freeman Manufacturing 	<ul style="list-style-type: none"> - ALS Foundation - Rockwell Automation - Safelite - Milwaukee Tool - Brady Labels - Bryant Stratton College - Dept of Homeland Security - Grede Foundry - Engel Tool and Forge - Gateway Plastics 	<ul style="list-style-type: none"> - Holy Rosary Parish - Fehr-Graham & Assoc. - Fresenius Medical Dialysis - BMO Harris Bank - A & W Iron & Metal - US Federal Court Milw. - US Navy - Enhanced Medical Imaging - Eye Care Optical - Great Lakes Dental
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Services	Partners	Onsite Service Areas
<ul style="list-style-type: none"> ● Sales ● Design + Engineering ● Installation ● Service + Repair ● System Moves ● Maintenance ● Provider Selection ● Network Readiness ● Remote Suppot (NOC) ● Subcontract Service 	<ul style="list-style-type: none"> ● Avaya ● Nortel ● Aastra ● FreePBX ● Asterisk ● IPitomy ● Time Warner ● Windstream ● Asus ● Samsung 	<ul style="list-style-type: none"> ● Most major metro areas in the US

Call us today for a free quote or to learn more about our products and services at 800.204.0992