



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. It provides additional feature functionality, and cost savings, for many of our Mid-Market voice customers. It's a "single box," easy to install, less time consuming to manage resolution.



Avaya IP Office is a simple, yet feature-rich solution with different editions allowing organizations to choose the package that suits their needs. Your entire business will connect and collaborate in real-time – including smart phones, laptops, tablets, home phones, and office phones – using wired, wireless or broadband connections. It has built-in integration with popular applications like Outlook, Salesforce.com and Lync. By switching or upgrading to IP Office, your business will receive additional functionality to your existing voice platform while reducing monthly telecom costs. We know how enticing it sounds. Let's break down the benefits.



- Unified Communications via your office phone, mobile phone, e-mail, instant messaging and more
- Save up to 60% by drastically reducing calling and audio conference costs
- Flexibility includes a hybrid of IP, digital or analog (Extensions and Dial-tone)
- Future growth with built-in 256 party conference bridge; 5 to 2,500 users across 150 sites
- Full Contact Center Suites
- Fully integrated Video Conferencing and Desktop sharing
- Calls to the office ring on any designated device. Log on to any IP desk phone in the network and it becomes the user's phone

Available Features on the Avaya IP Office Phone System

<p>Call Handling</p> <ul style="list-style-type: none">• 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 <p>Call Recording</p> <ul style="list-style-type: none">• On Demand Call Recording• Always On Call Recording by Extension• Playback Phone's Speaker <p>Directory</p> <ul style="list-style-type: none">• Speed Dials• Directory on Phone• Corporate Directory for Callers• External Phone Numbers <p>Operator Features</p> <ul style="list-style-type: none">• Status of Users on Buttons• Transfer Direct to Voicemail• Page Customized Groups of Phones• PC Application for Greater Efficiency• Handsfree Operation <p>Conferencing</p> <ul style="list-style-type: none">• Conference Calls On Demand• Conference Bridges with Dialin• Meet Me Conferencing	<p>Page & Announce</p> <ul style="list-style-type: none">• Page Phone Speakers• Page Overhead Speakers• Multiple Paging Groups• Whisper Page <p>Voicemail</p> <ul style="list-style-type: none">• Individual Mailboxes• Voicemail to Email• Forward Voicemail• Transfer to Voicemail• Remote retrieval from any phone• Multiple Greetings <p>Auto Attendant</p> <ul style="list-style-type: none">• 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 <p>PC Integration</p> <ul style="list-style-type: none">• User Application for Call Centers• Operator Console• PC Desktop for Extensions• Web-based System Administration• Comprehensive Manager Tool <p>Voice Over IP Phone Features</p> <ul style="list-style-type: none">• Backlit Color 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
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Multi Site Connectivity

- 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
- Voice Over IP SIP Trunk Lines
- Desktop PC's
- Tablets and Smartphones

Digital Phone Features

- 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 four two minute files
- Uploaded via the manager console
- Assign different hold music/ads to different call groups to represent different business units



Avaya 9611G IP Phone



Avaya 1416 Digital Phone



Operator Console



Avaya IP500 V2 Master Control Unit (PBX)

Why IP Office Techs?

1. Our service department is highly available, ask an existing customer
2. We offer more than one phone system to compare with
3. We offer open source phone system - saving you money
4. We listen to your needs, we do not sell hardware first
5. We keep you in tune with new network enabled technologies for phone systems
6. Our background is not only in telephony, but network engineering also
7. We provide custom documentation and training on the systems we sell
8. Our phones can be voice over IP (VoIP), digital, analog, or remote
9. We use our proven Project Methodology and set up a time table
10. We really do provide the same attentive level of service, after the sale
11. We have been in business for over 8 years

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

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

Call us today for a free quote or to learn more about our products and services at 888.530.9112