

FEATURE COMPARISON BETWEEN ASTERISK OPEN SOURCE SYSTEM (VOIP) AND AVAYA IP OFFICE (VOIP)

Item	Feature	Asterisk -Free PBX - Open Source	Avaya IP Office
1	Management	Requires 2 separate Browser Interfaces	Standalone Application or Basic Browser
2	License Cost Version Upgrade	none	one time
3	License Cost per Phone	none	one time
4	License Cost per Trunk Line	none	one time
5	Digital Phones	no	yes
6	Analog Phones	yes	yes
7	Network Upgrade Recommended	yes	not needed unless all VoIP phones used
8	Color Phones	yes	no digital color phones, yes with IP phones
9	Choice of Phone Manufacturers	yes	Avaya only
10	Interconnected Networks	easy - no license	needs additional licensing and more configuring
11	Cost	similar if considering network upgrade	higher phone hardware + licensing
12	Warranty	one year manufacturer	one year manufacturer
13	Operator PC Screen	yes - web based	yes - more advanced easier to use - PC app
14	Operator Side Car	yes	yes
15	Touchscreen Phones	yes	yes with VoIP phones
16	Forwarding programming	phone or browser	phone (free) or app (added cost per user)
17	Call History	phone or browser	phone (free) or app (added cost per user)
18	Voicemail Usage	Voice prompted on phone, PC easier	Menu driven on phone, easy to use
19	Multiple voicemail lights	individual mailboxes on buttons	multiple mailboxes accessible from phone menu
20	Overhead paging interface	added cost (limited flexibility)	added cost (works with all configurations seamlessly)
21	Music on Hold	unlimited MP3's from browser	needs external box for MP3s - wavs on PBX
22	Extension Capacity	up to 225 then new server	add modules for up to 500 phones
23	Additional Rack Needed	no	yes
24	Cordless Phones	cell phone integration cost effective	cell phone integration cost effective
25	Voicemail to Email	yes	yes
26	Global Address Book	Part of Speed Dial - must have chart	Integrated in address book w name lookup
27	Backup and Restore	Must be on same version exactly	Easier than FreePBX
28	Can be installed on virtual server	no	Voicemail part of system - yes, Main - no
29	Native Group Policies	no	yes, can change groups of phones buttons easily
30	Public Directory	yes, used synthesized voice	yes and uses actual users voice
31	End user web interface for extension	yes, but needs 2 separate applications	yes, uses one application

	updated 4-4-16		