

FEATURE COMPARISON BETWEEN AVAYA IP400 (refurbished) and IP500 (new)			
Item	Feature	IP400 Refurbished	IP500 New
1	Management (System)	PC Application	PC Application and Browser
2	User Management	No	Browser
3	Upgradeable	No but we will provide latest version	Yes with upgrade license to new release
4	Phone Types	Refurbished phones only	All phones older and new
5	License Cost Version Upgrade	Less licenses needed	More licenses needed
6	License Cost per Phone	none	only for IP phones
7	License Cost per Trunk Line	none for POTS	none or POTS, yes for PRI Digital line or SIP
8	IP Phones (remote location)	yes but only older versions	yes - all models
9	Analog Phones	yes	yes
10	Network Upgrade Recommended	not needed for digital yes for VoIP	not needed for digital yes for VoIP
11	Color Display Phones	no	yes with VoIP phones
12	Interconnected Networks	yes, multiple sites can be tied together	yes, multiple sites can be tied together
13	Cost	lower cost many parts available	higher cost but longer warranty plus more
14	Warranty	one year parts only	two years parts only
15	Operator PC Screen	no	yes
16	Operator Side Car	yes	yes
17	Touchscreen Phones	no	yes with VoIP phones on new system
18	Directory application	yes, but cumbersome	yes, easy to use
19	Call History	phone	phone
20	Voicemail Usage	Voice prompted on phone	Menu driven on phone, easy to use
21	Multiple voicemail lights	1 mailbox per phone on light	greater mailbox flexibility
22	Overhead paging interface	direct connect possible	direct connect possible
23	Music on Hold	30 seconds on board or external	1.5 minute on board or external
24	Extension Capacity	256	add modules for up to 500 new
25	Additional Rack Needed	rack or wall mount possible	rack or wall mount possible
26	Cordless Phones	cell phone integration cost effective	cell phone integration cost effective
27	Voicemail to Email	yes with cooperation of IT person	yes with cooperation of IT person
28	Global Address Book	Yes with programmed button	Integrated in address book w name lookup
29	Backup and Restore	streamlined and reliable	streamlined and reliable
30	Can be installed on virtual server	no	Voicemail part of system - yes, Main - no
31	Native Group Policies	Can change multiple phone w template	Can change multiple phone w template

30			
31			
	updated 11-24-15		