

		Feature Comparison: FreePBX, IP Office, and Nortel		IP OFFICE TECHS 414.431.4777
Item	Feature	Nortel and Norstar	VoIP	Avaya IP Office
1	Management	Phone Screen	Browser	Standalone Application or Basic Browser
2	License Cost Version Upgrade	no longer available	none	one time
3	License Cost per Phone	only for VoIP with BCM series	none	one time
4	License Cost per Trunk Line	only for BCM series	none	one time
5	Digital Phones	yes	no	yes
6	Analog Phones	yes	yes	yes
7	Network Upgrade Recommended	not needed	yes	not needed for digital, yes for VoIP
8	Color display phones	no	yes	no digital color phones, yes with IP phones
9	Choice of Phone Manufacturers	no	yes	Avaya only
10	Interconnected Networks	no for Norstar, no longer avail BCM	easy - no license	needs additional licensing and more configuring
11	Cost	lower for refurb, getting harder to find	similar if considering network upgrade	higher phone hardware + licensing
12	Warranty	no	one year manufacturer	one year manufacturer
13	Operator PC Screen	no for Norstar, basic call info on BCM	yes - web based	yes - more advanced easier to use - PC app
14	Operator Side Car	yes	yes	yes
15	Touchscreen Phones	no	yes	yes with VoIP phones, no with digital
16	Forwarding programming	yes with upgrade, yes on BCM series	phone or browser	phone (free) or app (added cost per user)
17	Call History	yes, programmable	phone or browser	phone (free) or app (added cost per user)
18	Voicemail Useage	menu driven on phone	Voice prompted on phone, PC easier	menu driven on phone, easy to use
19	Multiple voicemail lights	no	individual mailboxes on buttons	individual mailboxes on buttons
20	Overhead paging interface	yes, for most models (standard)	added cost	added cost
21	Music on Hold	needs external box	unlimited MP3's from browser	yes but limited, needs external box for MP3s
22	Extension Capacity	up to 75 with expansion boards	up to 225 then new server	add modules for up to 500 phones
23	Additional Rack Needed	yes	no	yes
24	Cordless Phones	yes but limited range, small office	cell phone integration cost effective	cell phone integration cost effective
25	Voicemail to Email	no	yes	yes
26	Global Address Book	no	Part of Speed Dial - must have chart	Integrated in address book w name lookup
27	Backup and Restore	Must be same version exactly	Must be on same version exactly	Easier than FreePBX or Nortel
28	Can be installed on virtual server	no	no	Voicemail part of system - yes, Main - no
29	Native Group Policies	no	no	yes, can change groups of phones buttons easily
30	Caller ID and Name	very limited only on operator easily	yes	yes
31	Internet Phone Lines (SIP trunks)	no, yes on newer BCM (license not avail)	yes	yes with license (added cost)
32	PRI digital phone lines	CICS no, yes w license on MICS or BCM	yes	yes on refurbished added cost on new
33	Interfaces with older phone lines	yes	yes, but may have echo or distortion	yes

34	Interfaces with SIP Trunk Lines	no	yes - best method and low cost	yes, with newer IP500 models and license
	Features Gained with Upgrade from Nortel or Norstar to IP Office:			
1	Caller ID and name on every phone			
2	Network connectivity on Norstar - Nortel BCM series does have network connectivity			
3	Voicemail to email			
4	Ability to use fast programming tool on PC local or remote - lower administrative cost as we can provide remote service at 1/3 cost of onsite service			
5	Can use VoIP phones, with network connection to remote site all you need there is a phone (no remote system needed) - tie your sites or home to main office			
6	Nortel no longer in business - no manufacturer support or updates			
7	Call forwarding works perfectly on IP Office - even to cell phone or other site - on older Nortel CICS or MICS - not available or volume level too low to use			
8	All parts easily obtained at reasonable costs			
9	Can intermix analog phones, digital phones, and VoIP phones on the same system (you can intermix on BCM series, but licenses are no longer available for adds)			
10	Wide variety of phone choices - from inexpensive refurbished phones all the way up to new color display touchscreen phones			
11	Can get inexpensive phone lines (SIP Trunks) over the Internet that are available at a fraction of the cost of traditional AT&T individual lines.			
12	Avaya has the largest network of installers and service companies of any telephone manufacturer - it is much harder to find Nortel specialists, especially local			
13	PC Tools and adjuncts work with all versions of Windows - including 8.1 and 10.			
14	A backup is automatically made on your pc each time you modify the system			
15	System configurations can be read, emailed, and studied off line. And they are a much smaller size than any Nortel backup.			