Endpoint solution options

Avaya IP Office supports multiple endpoint solutions, giving small and mid-size businesses maximum flexibility to choose according to their current and future needs:

- Avaya IP Office with its integral H.323 Server supports Avaya ECLIPS 4600 telephones, Wireless VoIP sets, and PhoneManager, which can operate in CTI or IP Softphone mode.

- Avaya IP Office with the Digital Station 16 Module or Digital Station 30 Module supports most MERLIN MAGIX™ System 4400-Series telephones and most DEFINITY® 6400-Series sets. The Digital Station Module will also support the TransTalk® 9040 wireless handset and Dual Radio Module (TDL/DCP only).

- Avaya IP Office with the Phone 16 Module and Phone 30 Module supports most standard analog phones/faxes/modems as well as calling line identification.

Deployment Options for Every Customer

Avaya IP Office allows you and your customers the deployment best suited to satisfy their current needs:

- **IP Enhanced Office.** A complete business communication solution typically for 2 to 100 users, and scalable to a maximum of 180 users. A practical approach for businesses needing the reliability of current TDM-based PBX solutions. When IP enabled, Avaya IP Office can take advantage of a customer's LAN for administration, CTI, and remote applications support. Avaya IP Office can also support IP telephones and VoIP trunks as evolving business needs demand.

- **Converged Office.** A fully converged Avaya IP Office communication solution for typically 2 to 100 users, with scalability to a maximum of 180 users. Avaya IP Office can share an existing LAN to connect IP telephones regardless of location, allow convenience in configuration, reduce installation expenses, and provide a path to multimedia IP communication applications.

- **Compact Remote Office.** Total business communications for networks that require a cost-effective way to connect locations. While it does not offer all the feature transparency or "virtual enterprise capability" of a DEFINITY® network, Avaya IP Office is a great solution for small locations that are basically autonomous in operation, yet have simple "point-to-point" networking needs. In this mode you can either link a few Avaya IP Offices together or connect to a larger central PBX such as DEFINITY for efficient communication among locations.

- **Compact Contact Center.** A next-generation contact center for the small and mid-size business. With Compact Contact Center, typically 5 to 50 agents (with a maximum of 75 agents) can meet the customer in the manner of the customer's choosing. CTI and Campaign Manager improve agent efficiency, and a host of valuable applications enhance the customer experience. Remote agents are also supported for businesses desiring virtual contact center capabilities.

With four ways to deploy a single platform, Avaya IP Office delivers the value of converged communications to every small and mid-size business.

For more information on Avaya IP Office, contact your Avaya representative today or visit the BusinessPartner Web site.

Built for today's customer economy

Small and mid-size businesses want the capabilities of big businesses—with full voice system features, sophisticated applications, and an "open" sign for their customers 24/7. Avaya IP Office has the features and performance to achieve this, and much more. As an all-in-one solution comprised of voice, data and applications built for the small to mid-size customer, it's designed to allow full analog, digital or IP connectivity to enable success in today's Customer Economy.

It's a voice communication solution

Avaya IP Office offers full voice functionality with a comprehensive list of features and benefits for the small to mid-size business, including:

- **Full PBX features**—direct inward dialing, caller ID, call forwarding, conference calling, speed dialing, distinctive ringing, and more.

- **Full key system features**—busy lamp fields that notify attendants and fellow workers of each employee's phone status, flexible paging that allows attendants and employees to intercom the entire office or select groups, and more.

- **A variety of network trunk interfaces**—including IP, T1/PRI, analog loop start, and analog ground start—for comprehensive network connectivity.

- **Support for a range of extensions,** from 2 to 180—cost-effective for new and growing businesses.

- **A variety of telephones,** including analog or digital, wired or wireless, traditional or IP (desktop telephones and Softphones)—the appropriate desktop for your customers' needs.

- **Advanced call routing**—incoming calls are directed to the best available person, according to the customer's unique criteria.

- **Alternate call routing**—reliable handling of outgoing calls by selecting from analog, digital, or voice-over-IP (VoIP) trunks.

- **Q. Sig Networking**—standards-based, multi-site networking that supports useful features, from simple calls to call back when free and message waiting. Additional functions are also available when networking Avaya IP Office systems together.

Avaya IP Office Family
"The All-In-One Solution for Your Business Needs"

Solution Overview

An introduction to the key components of the Avaya IP Office family

Communication without boundaries

It's an IP capable voice communication solution

For converged communications, the Avaya IP Office acts as an IP telephony server:

- **Integrated H.323 Gatekeeper and Gateway** offer standards-based IP telephony—and freedom from proprietary lock-ins.
- **Quality of Service (QoS)**—supported through DiffServ for routing and 802.1p when used in conjunction with an Avaya Cajun™ LAN switch.

Every Avaya solution is backed by our 130-year heritage in communication technology.

It's a data communication solution

For offices with basic data networking needs, Avaya IP Office can provide a complete data communication and networking solution:

- **Internet access**—firewall-protected, lease line, or ISDN dial-up connectivity via T1/PRI or WAN port: high-speed (up to 128K) dialed access, direct leased line connections for high usage and Web site hosting, plus integral security for efficient access to information on the Web.
- **Routing**—Internet- or branch-to-branch-based routing, including NAT (Network Address Translation) and DHCP for IP address sharing for locally attached PCs.
- **Remote access server**—optional two-channel, V.90 modem for access to local LAN servers via modems, terminal adapters, routers, or WAP-enabled mobile phones, individual firewall security, access control per user, and standards-based security enable remote workers and remote access to Avaya IP Office system management.
- **LAN hub**—connects up to eight PCs to each other and to router and/or remote access service.
- **LDAP client support**—standards-based directory support which allows the Avaya IP Office directory to be synchronized with external directories, eliminating the need to manage two sources.
- **Complementary to the Avaya Cajun™ family** of network switches and VPNet portfolio—for powerful converged networks.

It's an applications platform

Avaya IP Office provides big business benefits and enhanced productivity for small and mid-size businesses with a full complement of sophisticated applications, including:

- **Voice mail**—incoming callers never reach an empty office. With call forwarding, dial-by-directory, the ability to retrieve phone messages via the PC Softphone, and more, you never miss important messages and opportunities when you're busy.
- **Auto attendant**—simplify service for customers with this easy-to-use graphical interface. The ability to construct customized automated services means callers can efficiently navigate the system and reach the right person without the assistance of an operator.
- **Integrated Messaging**—voice messages can be automatically forwarded to an e-mail address, or the voice mail storage can be synchronized with most MAPI-compliant e-mail servers (e.g., Microsoft® Exchange) allowing voice and e-mail messages to be managed from a single mailbox.
- **PC-based Attendant Console**—Graphical User Interface (GUI) for attendants; an e-console with an easy way to learn and use sophisticated call coverage tools in a comfortable environment.
- **Phone Manager**—a powerful desktop application for the Avaya IP Office, available in Lite, Professional, and IP Softphone versions to allow you to control and manage phone calls from your Windows® desktop.
- **Open CTI interfaces**—TAPI-compliant out of the box, Avaya IP Office integrates easily with popular contact management applications such as Microsoft Outlook®. Sophisticated custom applications can be rapidly developed and deployed with our full software development kit.
- **Compact Business Center**—provides reports on overall system performance, basic call center functionality for a workgroup with quality of service reporting, simple plug-and-play installation, and more.

- **Compact Contact Center**—the formal contact center option with a full customer management tool set, including real-time agent, system, and group management; standard and custom reporting; real-time tracking and analysis; options for agent connection; remote agent support; and wallboards for installations of up to 75 agents.
- **Queue Manager and Campaign Manager**—powerful voice and interactive voice response (IVR) optional applications for the Compact Contact Center that facilitate agent and traffic management for better productivity and customer service.

Tools to help you manage your communications system

The full Avaya IP Office solution—telephone system, router/firewall/DHCP server, voice mail and other applications—can be easily managed through the Avaya IP Office Manager application. The Avaya IP Office Manager is a Windows PC software application that connects to the Avaya IP Office system using TCP/IP. It can be on the same LAN as the Avaya IP Office, remote on the WAN, or connected via the remote access server with the optional Modem 2 package.

Scalable for today's needs and tomorrow's growth

The all-in-one Avaya IP Office platforms—base units, line/station modules, expansion cards and preloaded applications—give small and mid-size businesses the options they want to meet today's communications needs and plan for the future.

IP403 Office
The IP403 Office base unit is a 19" rack mountable voice and data communication system and supports as standard:

- Eight digital telephone ports
- Two analog telephone ports
- Eight 10/100 Mbps LAN Hub ports
- DTE Port
- X.21/V35 WAN interface

- USB port
- Up to three Expansion Modules for an additional 90 analog or digital telephones
- Two Relay ports for door entry systems

IP403 Office supports analog trunks and one T1/PRI interface.

IP406 Office
The IP406 Office base unit differs from the IP403 Office in that it has twice the trunk capacity and supports six Expansion Modules but excludes the USB port and ten telephone ports. The IP406 Office base unit is 19" rack mountable, and available in two trunk configurations (T1/PRI and analog). A spare expansion slot is available to add an additional trunk module.

IP412 Office
With a more powerful call processing engine and greater internal data transfer capability, the IP412 Office base unit is the most suitable of the Avaya IP Office Family for meeting the needs of the small contact center or businesses with a CRM focus. The IP412 Office differs from the IP406 Office providing even greater trunk expansion capability of up to four T1/PRIs.

IP412 Office can be expanded by 12 Expansion Modules to a maximum capacity of 180 analog or digital terminals and is available preconfigured with a single or dual T1/PRI and a spare slot.

Optional Upgrades (for all 3 base units)
Optional internal upgrades allow for the support of V.90 modem calls and voice compression modules for VoIP sessions. These can be used for either providing networking between sites over a WAN or supporting IP telephones and Softphones.