

IP Office Part Number Descriptions

Part 700211360

IP400 Office Analog Trunk 16 provides an additional 16 Analog trunks (loopStart or groundStart) and two power failSockets. Included: IP400 EXP RJ45/RJ/45 1M Blue For Connecting Expansion Module to Base Unit. Not Included: Power Lead and Trunk Cable(s).

Use with ground trunks requires that the trunk module and the IP Office control unit are grounded. Compatible with IP403, IP406 V1, IP406 V2, and IP412 control units; Digital station ports for use with 2400, 4400, 5400, and 6400 series digital telephones. Also compatible with 3810 and TransTalk 9040 wireless.

Part 700343460

With R3.0, PC-less messaging can be enabled on the IP406 V2 by the addition of the new Compact Flash format Embedded Messaging card. This card supports basic voicemail and Auto Attendant applications. Alternatively, voicemail can be enabled as an external server-based application using VoiceMail Lite software supplied with every system. Customers requiring Auto-Attendant or more advanced messaging options, can upgrade to VoiceMail Pro and associated feature licenses. This product is also known as: IP Office Parts, IP Office Modem Cards

Part 700359839

Adds an additional 16 DigitalStation ports to the IP406 and IP412. Included: IP400 EXP RJ45/RJ/45 1M Blue For Connecting Expansion Module to Base Unit. Not Included: Power Lead. **You must order an Earthed Power Lead for this.

Part 700359847

Adds an additional 30 DigitalStation ports to the IP406 and IP412. Included: IP400 EXP RJ45/RJ/45 1M Blue For Connecting Expansion Module to Base Unit. Does not include Power lead. Provides Digital Station (DS30) provides 30 ports to IP403, IP406, and IP412 supporting 2400, 4400, 5400 and 6400 Series phones plus 3810 and 9040 phones. Terminals can be located up to 1km from the unit using CAT5 cabling (see Handset Cable Lengths). A maximum of ten 4424D are supported on any Digital Station module. Similarly a maximum of two 4450 units are supported on any Digital Station module.

Part 700359904

Adds an additional 16 Plain Ordinary Telephone ports to the IP406 and IP412. Allows you to connect analog phones to your IP406 or IP412.

Adds an additional 16 Plain Ordinary Telephone ports to the IP406 and IP412. Included: IP400 EXP RJ45/RJ/45 1M Blue For Connecting Expansion Module to Base Unit. Not Included: Power Lead.

Part 700359912

Adds an additional 30 Plain Ordinary Telephone ports to the IP406 and IP412.

Allows you to connect analog phones to your IP406 or IP412.

Adds an additional 30 Plain Ordinary Telephone ports to the IP406 and IP412. Included: IP400 EXP RJ45/RJ45 1M Blue For Connecting Expansion Module to Base Unit. Not Included: Power Lead.

Part 700359938

Provides four Analog trunk ports. These are 2-wire loop start interfaces including support for caller ID. With IP Office R3.1 and later, this module supports optional 16ms echo cancellation.

Ground start analog trunks are supported via the IP Office Analog Trunk 16 Expansion Module.

Part 700417215

This card allows a variety of IP400 trunk and VCM cards to be used with the IP Office 500 control unit. The front of the card includes a number of panels that can be snapped off to match the ports available when an IP400 trunk card is fitted.

This card does not accept any IP Office 500 daughter trunk cards.

Maximum of 2 Legacy Card Carriers in a IP Office 500 Control Unit, fitting in the regular card slots of you IP500.

Part 700417231

This card provides 8 analog extension ports for the connection of analog phones and other analog devices such as Faxes.

Integrates with IP Office 500 daughter trunk card

Part 700417405

This card can be added to an IP Office 500 Digital Station card, IP Office 500 Analog Phone base card, or IP Office 500 VCM card. It allows that card to then also support 4 analog loopstart trunks.

This internal daughter card provides the following capacities: 4 Loop start analog trunks, Mounts via internal digital extension, analog extension, or VMC Expansion Card, Compatible with IP500 series system unit only.

Part 70043177

This card provides 2 analog extension ports (1-2) for the connection of analog phones. The card can be fitted with an IP Office 500 daughter trunk card, which then uses the last 4 RJ45 ports (9-12) for trunk connections.

Part 700426224

This module provides for up to 30 additional analog telephone interfaces

Telephones can be located up to 1km from the control unit. For extensions located "out-of-the-building" additional line protection will be needed. For more information on cabling and out of building guidelines, see the IP Office Installation Manual.

IP Office Phone Modules provide support for a variety of analog MWI (Message Waiting Indication) methods. These methods are 51V Stepped, 81V, 101V and Line Reversal. The 101V method is only supported when using a Phone V2 expansion module.

Each analog port can support a device of maximum 1 REN.

On analog ports, call information is sent while the phone is ringing, and cannot be updated during a call or set on an outbound call (the phone may do a local match but this is not controlled by the IP Office). The primary purpose of displays is to give information about incoming calls. Where the Caller Display standard chosen supports the delivery of text (extension name) as well as the number, both are delivered.

An analog extension port can be set for external Paging operation. It does not operate like a normal extension and is connected to external equipment through an isolation device. The Port will always be busy so it cannot be called directly and can only be accessed by using a shortcode. When not receiving a Page the port will remain silent, when being paged the page tone is sent before the speech path is opened.

This product is also known as: IPO 500 EXP MOD PHONE 30

700417330

This card provides 12 RJ45 ports. The first 8 ports are DS ports for the connection of Avaya digital phones. The card can be fitted with an IP Office 500 daughter trunk card, which then uses the additional 4 RJ45 ports for trunk connections.

Provides connection for up to 8 Digital Extensions supporting 2400, 5400 & 6400 Series Telephone sets

Avaya 4400 series telephones are not supported on this module, only on Digital Station expansion modules.

700431778

This card provides 2 analog extension ports (1-2) for the connection of analog phones. The card can be fitted with an IP Office 500 daughter trunk card, which then uses the last 4 RJ45 ports (9-12) for trunk connections.

202959

The IP Office IP500 upgrade gives: the ability to expand the system using up to eight external Expansion Modules, allowing the IP Office 500 to support a maximum of 272 phones through a mixture of analog, digital or IP handsets; Support for additional analog trunks via IP Office Analog Trunk 16 Module; Note that the Professional Edition also enables the licensing of advanced applications such as Voicemail Pro.

205650

An additional license is required to enable QSig, H323 and SCN capabilities (Professional Edition required). This functionality with 4 simultaneous networking channels (no channel limit for QSig). Additional channels can then be licensed in increments of 4. IP500 requires IPO LIC IP500 VCE NTWK START4 LIC:DS (202960) License before this license can be applied

202966

With the launch of IP Office Release 4.0, Small Community Networking has been updated with features that facilitate greater mobility (with Remote Hot-Desking) and improve customer service (with Distributed Hunt Groups). These features require entry of an IP Office Advanced Small Community Networking License into IP Office systems only where the features will be used or implemented. The following new features are supported with the IP Office 4.0 Release: Hot Desking across the Network, Distributed Hunt Groups, Break Out. Note that these features require entry of an IP Office Advanced Networking License into each of the IP Office systems within the network. Note that these features require entry of an IP Office Advanced Networking License into each of the IP Office systems within the network.

700359854

4 Channel Voice Compression module required for IP Trunking and IP extensions. Avaya IP Office Internal Daughter Cards are fitted inside the base module of the IP412 platform only to add voice compression or modem features that allow businesses to easily and quickly extend Voice over IP (VoIP) resources and remote access benefits to a growing number of users The VCM 4 Expansion Kit is a add on 4 channel voice compression module required for IP trunking and IP extensions. Includes 64ms echo cancellation

7003359862

The Voice Compression Module (VCM) is used for Voice over IP (VoIP) applications supplying 8 Channel Voice Compression, and is required for IP Trunking and IP extensions. Includes 64ms echo cancellation.

Avaya IP Office Internal Daughter Cards are fitted inside the base module of the IP412 platform only to add voice compression or modem features that allow businesses to easily and quickly extend Voice over IP (VoIP) resources and remote access benefits to a growing number of users The VCM 8 Expansion Kit is a add on 8 channel voice compression module required for IP trunking and IP extensions.

This unit is compatible with IP403, IP406 V1, IP406 V2, and IP412 control units

7003359870

The Voice Compression Module (VCM) is used for Voice over IP (VoIP) applications supplying 16 Channel Voice Compression, and is required for IP Trunking and IP extensions. Includes 64ms echo cancellation.

Avaya IP Office Internal Daughter Cards are fitted inside the base module of the IP412 platform only to add voice compression or modem features that allow businesses to easily and quickly extend Voice over IP (VoIP) resources and remote access benefits to a growing number of users The VCM 16 Expansion Kit is a add on 16 channel voice compression module required for IP trunking and IP extensions.

This unit is compatible with IP403, IP406 V1, IP406 V2, and IP412 control units

700359888

The Voice Compression Module (VCM) is used for Voice over IP (VoIP) applications supplying 24 Channel Voice Compression, and is required for IP Trunking and IP extensions. Includes 64ms echo cancellation.

Avaya IP Office Internal Daughter Cards are fitted inside the base module of the IP412 platform only to add voice compression or modem features that allow businesses to easily and quickly extend Voice over IP (VoIP) resources and remote access benefits to a growing number of users The VCM 24 Expansion Kit is a add on 24 channel voice compression module required for IP trunking and IP extensions.

This unit is compatible with IP403, IP406 V1, IP406 V2, and IP412 control units

700293939

The IP400 VCM 30 is an 30 channel voice compression module required for IP trunking and IP extensions, 25ms echo cancellation. Will only work on Release 2 of IP Office

The IP406 supports a single VCM module while the IP412 can have any two VCM modules installed. On IP Office - Small Office Edition systems, either 3 or 16 VCM/VoIP channels are pre-built into the unit.

195569

Mobile Twinning in release 3.2 allows a user to twin their office desktop phone with an external device such as their mobile/cell phone. IP Office will pass on the original Caller ID so that the user can respond accordingly (Some Service Providers do not allow it in which case a default number can be sent out.) The user cannot access IP Office features on the mobile/external phone when answering a twinned call. However if the user picked up the call on the external device or cell phone, he/she could walk to his/her desk and pick up the twinned call by pressing a key on the office digital/IP phone or entering a short-code on the office analog phone.

Twinning allows calls to a user main extension number to alert at both that extension and a secondary extension.

This is for one user.

195570

Mobile Twinning in release 3.2 allows a user to twin their office desktop phone with an external device such as their mobile/cell phone. IP Office will pass on the original Caller ID so that the user can respond accordingly (Some Service Providers do not allow it in which case a default number can be sent out.) The user cannot access IP Office features on the mobile/external phone when answering a twinned call. However if the user picked up the call on the external device or cell phone, he/she could walk to his/her desk and pick up the twinned call by pressing a key on the office digital/IP phone or entering a short-code on the office analog phone. This is for 5 users.

Twinning allows calls to a user main extension number to alert at both that extension and a secondary extension.

This is for Five users.

195571

Mobile Twinning in release 3.2 allows a user to twin their office desktop phone with an external device such as their mobile/cell phone. IP Office will pass on the original Caller ID so that the user can respond accordingly (Some Service Providers do not allow it in which case a default number can be sent out.) The user cannot access IP Office features on the mobile/external phone when answering a twinned call. However if the user picked up the call on the external device or cell phone, he/she could walk to his/her desk and pick up the twinned call by pressing a key on the office digital/IP phone or entering a short-code on the office analog phone. This is for 10 users.

Twinning allows calls to a user main extension number to alert at both that extension and a secondary extension.

This is for ten users.

195572

Mobile Twinning in release 3.2 allows a user to twin their office desktop phone with an external device such as their mobile/cell phone. IP Office will pass on the original Caller ID so that the user can respond accordingly (Some Service Providers do not allow it in which case a default number can be sent out.) The user cannot access IP Office features on the mobile/external phone when answering a twinned call. However if the user picked up the call on the external device or cell phone, he/she could walk to his/her desk and pick up the twinned call by pressing a key on the office digital/IP phone or entering a short-code on the office analog phone. This is for 20 users.

Twinning allows calls to a user main extension number to alert at both that extension and a secondary extension.

This is for twenty users.

This product is also known as: Avaya RFA License, RFA License, IP Office License, LIC Mobile Twinning RFA

195573

Mobile Twinning in release 3.2 allows a user to twin their office desktop phone with an external device such as their mobile/cell phone. IP Office will pass on the original Caller ID so that the user can respond accordingly (Some Service Providers do not allow it in which case a default number can be sent out.) The user cannot access IP Office features on the mobile/external phone when answering a twinned call. However if the user picked up the call on the external device or cell phone, he/she could walk to his/her desk and pick up the twinned call by pressing a key on the office digital/IP phone or entering a short-code on the office analog phone. This is for 50 users.

Twinning allows calls to a user main extension number to alert at both that extension and a secondary extension.

This is for fifty users.

This product is also known as: Mobile Twinning RFA, IP Office License, Avaya License, Avaya RFA License

195574

Mobile Twinning in release 3.2 allows a user to twin their office desktop phone with an external device such as their mobile/cell phone. IP Office will pass on the original Caller ID so that the user can respond accordingly (Some Service Providers do not allow it in which case a default number can be sent out.) The user cannot access IP Office features on the mobile/external phone when answering a twinned call. However if the user picked up the call on the external device or cell phone, he/she could walk to his/her desk and pick up the twinned call by pressing a key on the office digital/IP phone or entering a short-code on the office analog phone. This is for the trial.

Twinning allows calls to a user main extension number to alert at both that extension and a secondary extension.

This is a trial for five users.

700429202

Provides for mounting IP500 system unit and IP500 External Expansion units in standard 19" free standing or wall mounted Data rack.

This product is also known as: IPO 500 RACK MOUNTING KIT

700430150

The IP500 Wall Mounting Kit provides means for mounting the IP500 unit to a wall surface.

This product is also known as: IPO 500 WALL MOUNTING KIT

700289770

Earthed (grounded) Power Lead for IP Office Small Office Edition and 406 V.2 and all V2 Expansion Modules.

700429194

Spare blanking plate for IP500 System Unit.

This product is also known as: Avaya Blanking Plate, IP500 Parts, IP500 System Unit Parts

700417470

A new feature key, the 'Smart Card' fits securely inside the control unit, reducing the risk of loss or damage. Used on the IPO 500. The Avaya IP500 Feature Key Smart Card is necessary for activation and continued use of RFA licensed applications such as Voicemail Pro RFA, Phone Manager Pro RFA, VCM Channel RFAs, SIP Trunk RFAs, etc.

Configures the control unit for Mu-law voice encoding and US locale settings.

This product is also known as: IPO 500 FEAT KEY MU-LAW

700417207

Music on Hold (MOH) Supported

4 slots to house a mixture of extension cards and VCM cards; Digital Station 8 card, Phone 2 and Phone 8 cards, VCM-32 and VCM-64 cards

Optional trunk daughter card support: Analog Trunk Module 4 card, BRI-4 and BRI-8 cards (2 x 2B+D and 4 x 2B+D channels respectively)

Support for IP400 trunk and VCM cards using a Legacy Card Carrier

Slot for smart card Feature Key – required for system operation as well as licensing of optionalv features.

Support for up to 8 IP Office Expansion Modules (requires upgrade to Professional Edition): Phone modules (8, 16, 30), Digital Station modules (16, 30), Analog Trunk Module 16, So8 module.

Up to 30 Voicemail Pro ports

Does Not Include: Smart Card Feature Key (Required), Regional Power Cord (Required), CD-Documentation (Optional)

700426216

This expansion module provides for up to 30 additional Digital Station (DS) ports for selected Avaya 2400, 4400, 5400, 6400 series phones and 3810 wireless phones.

Telephones can be located up to 1km from the control unit. For extensions located "out-of-the-building" additional line protection will be needed. For more information on cabling and out of building guidelines, see the IP Office Installation Manual.

For systems where Direct Station Select (DSS) Units are being used, IP Office supports a maximum of: Eight EU24 and or EU24BL per system, two XM24 units on each Digital Station expansion module, including the IP406 control unit, to a maximum of 10 XM24 units per system, and Two 4450 units on each Digital Station expansion module, including the IP406 control unit, to a maximum of 10 4450 units per system.

This product is also known as: IPO 500 EXP MOD DGTL STA 30

202967

SIP trunks are VoIP trunks from service providers, enabling enterprises to create a single, pure IP connection to carrier clouds. Voice is layered on top of the network with other IP applications, traversing routers, switches, firewalls, and users with non-SIP phones can make and receive SIP calls. This RFA enables one SIP trunk.

License key is available for the IP Office Small Office Edition, 406v2, 412 systems running Release 4.0 software, and IP Office 500 Standard or Professional Edition

202968

SIP trunks are VoIP trunks from service providers, enabling enterprises to create a single, pure IP connection to carrier clouds. Voice is layered on top of the network with other IP applications, traversing routers, switches, firewalls, and users with non-SIP phones can make and receive SIP calls. This rfa enables 5 SIP trunks.

License key is available for the IP Office Small Office Edition, 406v2, 412 systems running Release 4.0 software, and IP Office 500 Standard or Professional Edition

202969

SIP trunks are VoIP trunks from service providers, enabling enterprises to create a single, pure IP connection to carrier clouds. Voice is layered on top of the network with other IP applications, traversing routers, switches, firewalls, and users with non-SIP phones can make and receive SIP calls. This rfa enables 10 SIP trunks. License key is available for the IP Office Small Office Edition, 406v2, 412 systems running Release 4.0 software, and IP Office 500 Standard or Professional Edition

License key is available for the IP Office Small Office Edition, 406v2, 412 systems running Release 4.0 software, and IP Office 500 Standard or Professional Edition

202970

SIP trunks are VoIP trunks from service providers, enabling enterprises to create a single, pure IP connection to carrier clouds. Voice is layered on top of the network with other IP applications, traversing routers, switches, firewalls, and users with non-SIP phones can make and receive SIP calls. This rfa enables 20 SIP trunks. License key is available for the IP Office Small Office Edition, 406v2, 412 systems running Release 4.0 software, and IP Office 500 Standard or Professional Edition

License key is available for the IP Office Small Office Edition, 406v2, 412 systems running Release 4.0 software, and IP Office 500 Standard or Professional Edition

202820

SIP trunks are VoIP trunks from service providers, enabling enterprises to create a single, pure IP connection to carrier clouds. Voice is layered on top of the network with other IP applications, traversing routers, switches, firewalls, and users with non-SIP phones can make and receive SIP calls. This RFA enables a trial for one SIP trunk.

License key is available for the IP Office Small Office Edition, 406v2, 412 systems running Release 4.0 software, and IP Office 500 Standard or Professional Edition

700343452

A new Internal modem card with 12 modems is being introduced to replace the existing Modem 2 card to provide dial-up capacity that is better matched to remote access requirements of customers. The Internal Modem card allows up to twelve simultaneous remote access connections into the IP office. The IP403 will support only 4 simultaneous modem connections. The IP406 V2 and IP412 will support all 12 connections. This card is NOT supported on the IP406, only on the new IP406 V2. The Modem 2 card will no longer be sold.

This product is also known as: IP Office Parts, Avaya Modem Card, IP Office Modem Card

700185218

IP400 PRI 48 T1 Expansion Kit is an interface card for the IP403, IP406 and IP412, providing 2 x T1/PRI (48 lines) ports.

Avaya IP Office Internal Daughter Cards are fitted inside the base module of the IP403, IP406 and IP412 platforms and add voice compression or modem features that allow businesses to easily and quickly extend Voice over IP (VoIP) and remote access benefits to a growing number of users. the IP400 Office PRI card provides dual primary rate trunk interfaces. The PRI is available as either T1, E1 or E1R2MFC depending on the market. Its is only supported on the IP412 and in slot A of the IP406. T1 trunk cards incorporate an integrated CSU/DSU, eliminating the need for an external unit. The CSU function allows the trunk to be put in loop-back mode for testing purposes. This can be set manually, using the monitor application, or automatically from a Central Office sending a Line Loop Back (LLB) pattern. The DSU function allows the T1 trunk to be shared between data and voice

700359938

Provides four Analog trunk ports. These are 2-wire loop start interfaces including support for caller ID. With IP Office R3.1 and later, this module supports optional 16ms echo cancellation. Ground start analog trunks are supported via the IP Office Analog Trunk 16 Expansion Module.

700417215

This card allows a variety of IP400 trunk and VCM cards to be used with the IP Office 500 control unit. The front of the card includes a number of panels that can be snapped off to match the ports available when an IP400 trunk card is fitted.

This card does not accept any IP Office 500 daughter trunk cards.

Maximum of 2 Legacy Card Carriers in a IP Office 500 Control Unit, fitting in the regular card slots of you IP500.

700417389

This card provides voice coding channels for use with VoIP calls, SIP trunks and IP-based voice networking. The module is available in variants supporting up to 32 or 64 channels. The actual number of channels enabled is controlled by the VCM Channel licenses entered into the IP Office 500 system configuration.

This product is also known as: Avaya IP Office Parts, Avaya Modem Card, Avaya Voice Compression Module

700417397

This card provides voice coding channels for use with VoIP calls, SIP trunks and IP-based voice networking. The module supports up to 64 channels. The actual number of channels enabled is controlled by the VCM Channel licenses entered into the IP Office 500 system configuration. This VCM module has 4 VCM channels enabled by default.

The card can be fitted with an IP Office 500 daughter trunk card, which uses the 4 RJ45 ports for trunk connections. This card accepts one IP Office 500 trunk daughter card of any type. A maximum of two of these modules are supported on the IP500 Base Unit.

202961

This RFA adds 4 additional VCM Channels to either the IP500 VCM32 or IP500 VCM 64 Module Used for the number of simultaneous VoIP calls allowed in the system. Quantities may be combined up to the limit of the hardware VCM modules installed.

202962

This RFA adds 8 additional VCM Channels to either the IP500 VCM32 or IP500 VCM 64 Module Used for the number of simultaneous VoIP calls allowed in the system. Quantities may be combined up to the limit of the hardware VCM modules installed.

202963

This RFA adds 16 additional VCM Channels to either the IP500 VCM32 or IP500 VCM 64 Module Used for the number of simultaneous VoIP calls allowed in the system. Quantities may be combined up to the limit of the hardware VCM modules installed.

This product is also known as: Avaya RFA, IP Office License, RFA License

202964

This RFA adds 28 additional VCM Channels to either the IP500 VCM32 or IP500 VCM 64 Module. Used for the number of simultaneous VoIP calls allowed in the system. Quantities may be combined up to the limit of the hardware VCM modules installed.

This product is also known as: Avaya RFA License, IP Office License, Avaya RFA

202965

This RFA adds 60 additional VCM Channels to either the IP500 VCM 64 Module Used for the number of simultaneous VoIP calls allowed in the system. Quantities may be combined up to the limit of the hardware VCM modules installed.

Upgrades a 4 port VoiceMail Lite to a 4 port VoiceMail Pro. VoiceMail Pro includes:- Graphical User Interface, Auto-attendant, Call Queuing, Campaign Manager, Call Recording, Personal Numbering and capacity for up to 30 ports (subject to the IP Office platform used and purchase of the additional license keys listed below).

Voicemail Pro builds on the features and facilities offered by Voicemail Lite, can be tailored to meet the individual needs of a business and can scale up to 30 simultaneous calls if required. Voicemail Pro allows message handling for individuals or groups, provides information to callers, assisting the operator during periods of heavy call activity and more by including a powerful voice processing system and an easy to use graphical user interface - the Voicemail Pro client. Voicemail messages can be integrated into a user's email box and dealt with as any email message. Through the use of Text To Speech facilities users can be provided with access to their voice and email messages through the telephone while in the office or remotely when away from the office. The Voicemail Pro client application also allows far more to be achieved than just guiding a user to the group or extension they require. It allows Voicemail Pro to dial back users, internally or externally, as soon as a voicemail message is left for them. It provides security, by prompting for a PIN code should a user wish to change their Forwarding or Follow Me number from an external telephone. A single Voicemail Pro server (PC-based) can provide 4 port voicemail services to multiple IP Office systems over the LAN, WAN or a Frame Relay network. This is referred to as 'Centralized Voicemail' and can reduce costs, while facilitating communication between IP Office sites. Other uses for Voicemail Pro include Whisper Announce which prompts callers for information (usually their name) which is recorded and passed on to the user's extension (if free), allowing them to choose to accept the call or not. This is particularly useful on "CLI/ANI withheld" numbers - usually calls from telesales companies where somebody is trying to sell you something. Voicemail Pro will not intrude onto busy extensions. Assisted Transfer allows transfer of a call to a destination, but allows the call to return to Voicemail Pro automatically for other options should the called party be engaged, or not answer within a pre-determined time. By testing conditions (such as whether out-of-hours), calls can be routed depending on system or user-definable criteria. Conditions are constructed from a set of basic elements. These elements can be combined within a single condition to create complex rules. For example, the Week Planner can be used to define the company's standard working hours, and then combined with the calendar to define exception days such as public holidays / vacation. Voicemail Pro also offers the concept of modules. Modules allow you to create sequences of actions that you want to share between a number of different call routing scenarios. These modules can be used to create a library of vertical voicemail applications or just easy dissemination to other IP Office voicemail sites, thanks to its import and export functionality.

Voicemail Pro can also trigger external actions such as activating the external relays on the IP Office. For example, remotely checking the status of the office heating and then turning it on from your Mobile/Cell Phone on your drive in to work. Voicemail Pro provides the ability to allow a caller to select the language in which they require the system to respond in. Finally, a Speaking Clock, that takes its time from the Voicemail server, is built into Voicemail Pro to minimize call charges.

174459 IP 400

Adds 2 ports to your Voicemail Pro application.

VoiceMail Pro is a powerful voice processing system with an easy-to-use graphical user interface (GUI) and supports message handling for individuals or groups, provides information to callers, assists the operator during periods of heavy call activity, and more. This application also allows VoiceMail Pro to dial you back, internally or externally, as soon as a voice mail message is left for you. It provides security by prompting for a PIN code should you wish to change their Forwarding or Follow Me number from an external telephone.

174460 IP 400

IP400 VoiceMail Pro RFA 4 adds 4 ports.

VoiceMail Pro is a powerful voice processing system with an easy-to-use graphical user interface (GUI) and supports message handling for individuals or groups, provides information to callers, assists the operator during periods of heavy call activity, and more. This application also allows VoiceMail Pro to dial you back, internally or externally, as soon as a voice mail message is left for you. It provides security by prompting for a PIN code should you wish to change their Forwarding or Follow Me number from an external telephone.

With a powerful voice processing system and an easy-to-use graphical interface, Voicemail Pro offers tools that make your employees more productive, including integrated voice and e-mail messaging and auto attendant.

174461 IP 400

IP400 VoiceMail Pro RFA 8 adds 8 ports to your Voicemail Pro application.

With a powerful voice processing system and an easy-to-use graphical interface, Voicemail Pro offers tools that make your employees more productive, including integrated voice and e-mail messaging and auto attendant.

VoiceMail Pro is a powerful voice processing system with an easy-to-use graphical user interface (GUI) and supports message handling for individuals or groups, provides information to callers, assists the operator during periods of heavy call activity, and more. This application also allows VoiceMail Pro to dial you back, internally or externally, as soon as a voice mail message is left for you. It provides security by prompting for a PIN code should you wish to change their Forwarding or Follow Me number from an external telephone.

174462 IP 400

IP400 Voicemail Pro RFA 16 adds an additional 16 ports to the IP400 VoiceMail Pro RFA. With a powerful voice processing system and an easy-to-use graphical interface, Voicemail Pro offers tools that make your employees more productive, including integrated voice and e-mail messaging and auto attendant.

VoiceMail Pro is a powerful voice processing system with an easy-to-use graphical user interface (GUI) and supports message handling for individuals or groups, provides information to callers, assists the operator during periods of heavy call activity, and more. This application also allows VoiceMail Pro to dial you back, internally or externally, as soon as a voice mail message is left for you. It provides security by prompting for a PIN code should you wish to change their Forwarding or Follow Me number from an external telephone.

171990 IP 400

Enables Synchronization to Microsoft Exchange email Systems and adds a Graphical User interface to control voicemails within Outlook (requires VoiceMail Pro).

Integrated Messaging Pro allows increased productivity through easier management and prioritization of email and voicemail messages through one inbox. This optional application integrates IP Office Voicemail Pro and Microsoft Exchange email systems. With Integrated Messaging Pro software installed on your PC you will find that your Voicemail messages will appear in your inbox along with your Email messages. A Voicemail message is shown with a telephone icon. To listen to the message open it by double clicking on it. Users can listen to their voicemails either through their PC speakers, an associated desktop telephone, at home or on a Mobile/Cell Phone if diverts are set at the desktop. The latter option is useful when working from home or on the road as it avoids downloading large voicemail files for playback on a multimedia PC.

177468 IP 400

IP Phone Manager Pro RFA 1 adds an additional one iPhone Manager Pro user.

An advanced personal productivity application, Phone Manager Pro provides call control when making and receiving telephone calls. It delivers a combined caller display field, user customizable Busy Lamp Field/speed dial area, call handling buttons, voice mail control, and user call logs, including missed calls, in one intuitive application. Phone Manager Pro also allows integration with Microsoft Outlook to provide screen 'popping' of caller details and simple importing of telephone numbers to create new records.

177469 IP 400

IP Phone Manager Pro RFA 5 adds an additional 5 iPhone Manager Pro users.

177470 IP 400

IP Phone Manager Pro RFA 10 adds an additional 5 iPhone Manager Pro users.

177471 IP 400

IP Phone Manager Pro RFA 20 adds an additional 5 iPhone Manager Pro users.

177472 IP 400

IP Phone Manager Pro RFA 50 adds an additional 5 iPhone Manager Pro users.

177473 IP 400

IP Phone Manager Pro RFA 100 adds an additional 5 iPhone Manager Pro users.

177474 IP 400

Enables PhoneManager Pro for unlimited users. (Adds Voice Mail control, Integration with Microsoft Outlook to allow screen pops on incoming calls and queue monitoring.)

171992

Enables iPhoneManager Pro (IPSoft-Phone) for 1 additional user. Requires at least the Same number of PhoneManager Pro licenses (IP400 Phone Manager Pro RFA) to be installed.

The IP Softphone makes it easy to place and receive phone calls from your laptop or PC through its simple Graphical User Interface (GUI) and integration with Microsoft Outlook contact lists and other directories.

This software includes: More efficient communication via integration of IP Softphone, Secure Instant Messaging, and Presence, Dialing from Microsoft Outlook and Lotus Notes Contact List, LDAP database, or Web page, Improved Audio Support, Remote access to Avaya Communication Manager Station Features, Provides additional productivity tools like Local Phone Directory, Call Log, and Redial List, CTI control of Avaya IP and DCP telephones, Integration with Polycom ViaVideo II, Enterprises can take advantage of this tool globally, and Streamlined large-scale deployment for administrators (Release 5.2+).

171463

Enables iPhoneManager Pro (IPSoft-Phone) for 5 additional user. Requires at least theSame number of PhoneManager Pro licenses (IP400 Phone Manager Pro RFA) to be installed.

171464

Enables iPhoneManager Pro (IPSoft-Phone) for 10 additional user. Requires at least theSame number of PhoneManager Pro licenses (IP400 Phone Manager Pro RFA) to be installed.

171465

Enables iPhoneManager Pro (IPSoft-Phone) for 20 additional user. Requires at least theSame number of PhoneManager Pro licenses (IP400 Phone Manager Pro RFA) to be installed.

171466

Enables iPhoneManager Pro (IPSoft-Phone) for 50 additional user. Requires at least theSame number of PhoneManager Pro licenses (IP400 Phone Manager Pro RFA) to be installed.

171467

Enables iPhoneManager Pro (IPSoft-Phone) for 100 additional user. Requires at least theSame number of PhoneManager Pro licenses (IP400 Phone Manager Pro RFA) to be installed.

171987

The eConsole BLF RFA enables one eConsole operator and up to 4 BLF users. The PC based eConsole has been specifically designed to benefit your business through improved Operator service. Deployment of the eConsole provides the Operator with the correct information to prioritise call handling and give the appropriate response to the caller. The Operator can also maintain visibility of the number and type of calls waiting to ensure that clients are greeted in a professional manner. This product is also known as: IP Office SoftConsole RFA

171456

Adds 1 eConsole user. Maximum 3 additional users (4 users total). Effective February 2, 2004 the eConsole license (174456) will be called IP Office SoftConsole 1 RFA.

The PC based eConsole has been specifically designed to benefit your business through improved Operator service. Deployment of the eConsole provides the Operator with the correct information to prioritize call handling and give the appropriate response to the caller. The Operator can also maintain visibility of the number and type of calls waiting to ensure that clients are greeted in a professional manner.

This product is also known as: IP Office , SoftConsole
