

AVAYA



Avaya IP Office Family Overview



Converged Voice and
Data Networks
Customer Relationship
Management
Unified Communication
Supported by:
Avaya Labs and Services

The Family that Takes Care of Your Business

How far do you want your business to go? In today's economy, the business that consistently delivers great customer service, whenever and wherever the customer wants it, is the business that succeeds. As a small or mid-size business, you have to satisfy those customer needs and more.

Your business has unique circumstances that must be addressed by any communication solution you choose—and you need a solution that gives small and mid-size businesses all of today's technology at an affordable price. One that's designed for current and future needs, with real-world simplicity for a real-world work force. A solution that is in fact an open door to tomorrow's possibilities with broad support for productivity, service, and license key upgrades and applications.

The Solution?

The Avaya IP Office family. Designed for small and midsize business needs, IP Office is an all-in-one packaged solution at a value price. It's a solution that provides the overall capabilities, and specific flexibility, to meet and exceed the requirements of your company and your customers.



The Right Capabilities for Every Application

You don't need multiple networks to handle multiple communication needs.

Whether you want to begin with standard telephony and evolve into converged communications, jump right into converged voice and data, offer contact center quality of service for your customers, or create a "virtual" office with a few or several locations on a single IP network, IP Office application support provides the solution. Together, the IP platform and our leadership in IP telephony form a versatile, powerful backbone for your business communication.

Voice Communications

IP Office voice functionality ranges from traditional office telephone service to IP-enabled application support. Full PBX features include caller ID, call forwarding, conference calling, and voice messaging, while full key system features include busy lamp fields and flexible paging for more efficient call handling. Advanced call routing directs incoming calls to the best available person or messaging service, and IP-enabled functionality includes Microsoft NetMeeting* compatibility and IP soft phone (PC-controlled) support.

Support for a range of extensions, from two to 180, easily provides for both new and growing businesses. A variety of telephones—including analogue or digital, traditional or IP, hard and soft phones, wired or wireless—offer the appropriate desktop or device for every need. And Q. Sig Networking is the standards-based, multi-site networking protocol that enables common telephone functions even among separate branch offices. With IP Office, you achieve greater productivity, efficiency, and cost savings across your entire enterprise.

Data Networking

If you have one or multiple offices with basic data networking needs, IP Office can provide a complete data communication and networking solution. Data networking features include Internet or branch-to-branch based routing, a Local Area Network (LAN) hub connects up to eight PCs to each other and the router, Dynamic Host Configuration Protocol (DHCP) that automatically assigns IP addresses to users on the LAN, and standards-based directory support for easy integration with your IT environment.



Since voice calls tend to be more immediately important than data transmissions, IP Office can be directed to “bump” a multi-channel data transmission from one of its channels for the sake of a voice call. And IP Office is complementary to Avaya switch technology and VPN solutions, giving you the ability to grow into more powerful converged networks.

Internet Access

No matter which IP Office platform you use, you get secure, high-speed access to the Internet. Dial-up connectivity through a T1/E1 line or wide area network port provides up to 128K performance. Direct leased line connections can also be used for higher volumes and Web site hosting. Since bandwidth use varies according to cycles of business, IP Office gives you the ability to define automatic adjustments in your company’s bandwidth—up or down, depending on use. With firewall protection for your transactions, IP Office is both the most convenient, secure, and comprehensive Internet access server available.

Remote Access

Remote access may be even more important for small and midsize businesses, than it is for large enterprise. Non-traditional office arrangements, small or contract support staff, and simply the need to provide constant customer service with fewer resources create the need for remote access to your most sensitive business information. IP Office enables fast, secure, dependable access via the standard remote access server, allowing users to access the network from desktop computers, laptop PCs, and even WAP-enabled mobile phones. Individual firewall security for remote users allows consistent functionality, while access control including time profiles allows management to determine when remote services are accessible. It’s remote access and control—a key capability that allows you to offer and receive enhanced productivity while maintaining security and cost standards.

Avaya IP Office family



Applications Support

If you're small or midsize, you want big business capabilities without a big business budget. IP Office makes this possible by supporting a full compliment of sophisticated applications.

- Voice mail with call forwarding, dial-by-directory, PC Soft Phone, and more—incoming callers never reach an empty office
- Auto attendant that simplifies service for customers through standard and customized automated services
- Integrated Messaging that stores voice mails like e-mails, simplifying access and actions while reducing time spent retrieving messages
- eConsole and Phone Manager applications that combine easy-to-use graphical interfaces with sophisticated attendant and manager tools
- Compact Business Center and Compact Contact Center service monitoring for informal customer-facing departments and formal contact centers

Applications like these, and open standards that allow easy integration with popular third-party applications allow IP Office to give every small or mid-size business the advantage of the best customer service tools available today.



IP Office Platforms: The Right Fit for Every Size

The all-in-one IP Office platforms give small and midsize businesses the options they want—to meet today's communications needs, and plan for the future. Every IP Office platform supports common software, telephones, and applications, with variations in device and user capacity.

- The **IP403 Office** base unit supports up to eight digital handsets, two analog telephones, and 30 digital trunks. With the maximum of three expansion modules, the system can support up to 100 analogue and digital extensions. A USB port allows simple connection of point-of-sale terminals, an external source for music on hold, and remote control door entry systems. With the provision of an X.21/V.35 port, businesses can have a permanent link to an Internet Service Provider or other offices. The optional Voicemail application offers considerable functionality for both office hours and after hours.



- The **IP406 Office** base unit offers all of the 403 features with twice the trunk and expansion module capacity, but does not have the integral USB or digital/analog extension ports. With six expansion modules, total capacity equals 180 analog and digital extensions and up to 60 digital trunks.
- The **IP412 Office** base unit offers a more powerful call processor and greater internal data transfer capabilities than the IP403 or IP406. Recommended for advanced applications, the IP412 allows businesses to expand to four trunks and twelve expansion modules—a total capacity of 180 combined analog and digital extensions, and 120 digital trunks.
- IP Office **external expansion modules** fit a variety of needs, ranging from analogue and digital manuals to interfaces for ISDN devices and remote office connectivity. With capacities that vary for each of the IP Office platforms, these modules enable simple, cost-effective capacity increases for the growing or changing business.
- IP Office **internal daughter expansion cards** fit inside the base module of each IP Office platform, 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.
- IP Office **line interface expansion cards** are rear-mounted on each IP Office platform, and add flexible trunk capacity that enables valuable caller identification and multiple subscriber features for improved service and routing.

Growing? We've Got You Covered

The positive effect of increased efficiencies and an increased customer base on your revenue will help you grow, perhaps faster than you had anticipated. Don't worry. Changes or growth in your business won't cost you all of the benefits of IP Office. In fact, we've designed three types of expansion modules to help businesses with changing or growing needs accommodate those needs with exactly the same ease and cost-effectiveness offered by the standard IP Office platform. Whether external, internal, or via interface cards, IP Office expansion modules provide the additional capacity you need to sustain your success.

Your Avaya representative can provide further detail on IP Office expansion modules, and help you select the best options for your business.

Tools to Help You Manage Your Communications System

The full IP Office solution—phone system, router/firewall/DHCP server, voice mail and other applications—can be easily managed through IP Office Manager. A Windows PC software application with an easy-to-use graphical interface, the IP Office Manager can be used on the Local Area Network (LAN) or remotely on the Wide Area Network (WAN) for complete control when it's necessary. Set access and user rights, analyze performance data, and accommodate small or large changes in your business environment easily and rapidly. If you have or want a global presence, multiple IP Office systems can be managed from a central point, and in the specific language for each location. IP Office Manager is your guarantee that success with your customers and your staff is within your grasp.



The Family that Welcomes You

IP Office from Avaya is a family of communication solutions designed for small and mid-size businesses today, and tomorrow. With all of today's technology at an affordable price, real-world simplicity, and an open door to tomorrow's possibilities, IP Office delivers the tools to satisfy the requirements of customers and your business with ease. It's the all-in-one packaged solution that fits your needs now—and makes your hopes for the future possible.

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