



## The INDeX<sup>®</sup> Platform

The effectiveness of your company is determined by the way you communicate with the outside world – and by the way your employees communicate with each other.

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

### Modular and Scalable

Successful businesses rely on their voice and data solutions, while companies are under constant pressure to invest in the future while managing today's costs. The system that meets your requirements now will fail you if it does not continue to meet them in the future. On the other hand, it may not be cost effective to buy everything today just in case you might need it tomorrow. INDeX has been designed to solve this problem and offers complete scalability – allowing you to easily extend its size, features and functionality.

### Investment Protection

INDeX has been designed so that the smallest system has the same software feature-set as the largest. The ability to add more ports and

functionality is built-in from the start so you can tailor the system to your company's evolving communications needs. Furthermore, Avaya is committed to ensuring that new developments and technologies will be designed to be compatible with current INDeX platforms. Quite simply, obsolescence has been 'built-out' of the INDeX to protect your communications investment for a long time to come. All INDeX's support a complete range of applications and offer full networking capability. The five options offer from 10 to 1088 ports, giving you maximum choice in extending the functionality and capacity of the system you select.

With this straightforward upgrade path, INDeX ensures that equipment redundancy is kept to an absolute minimum.





## Protecting Your Investment

### -Upgrading Made Easy

The INDeX 100-S is designed for smaller installations and can accommodate the CPU and up to 3 cassettes. To upgrade to the INDeX 200, the power supply can be easily replaced to support up to 7 cassettes. To upgrade to the INDeX 400, a simple licence key entry support two cabinets and up to 13 cassettes. A similar licence key upgrade to the INDeX 1000 will support up to 5 cabinets that can also be rack mounted.

### A Straightforward Upgrade Path

INDeX offers unbeatable flexibility when it comes to upgrading your communication system with new features available in modular cassettes. The INDeX 100-S has the capacity for up to three cassettes, and the standard INDeX cabinet can accommodate up to eight cassettes. One cassette slot is always allocated to the Central Processing Unit (CPU) which provides INDeX's unique 32-bit pre-emptive multi-threading, multi-tasking Continuous Fault Tolerant Processing (CFTP™). The remaining seven slots are for selected device-cassettes, each of which can provide up to 32 digital or 24 analogue extensions.

## Easy Expansion Through

### Total Modularity

Any of the INDeX models can be further extended with an expansion cabinet linked by an Expansion Link Cassette (ELC) – an upgrade to the CPU which handles additional call traffic. A third, fourth, or even fifth cabinet can be added as required to give a maximum of 1088 ports.

### Open All Hours

Customer care and customer response make constant demands on any organisation. That's why resilience has been designed into INDeX from the ground up. INDeX's unique CFTP™ ensures that the system constantly monitors itself and, where necessary, isolates problems which can self-diagnose and heal without interrupting service.

#### MAXIMUM PORTAGE

- INDeX 100-S 96
- INDeX 100/200 = 96/224
- INDeX 400 = 416
- INDeX 1000 = 1088



INDeX 100-S



INDeX 100/200



INDeX 400



INDeX 1000





## Leading Edge Construction

INDeX is constructed from surface-mounted, multi-layer technology in order to minimise the number of components and enhance reliability. INDeX's cassette architecture enhances system reliability. Errors normally caused through handling or static are eliminated because its components are enclosed in cassettes with LED's to help easily identify the status of the line card.

## Hot Maintenance

All of INDeX's cassettes can be 'hot-plugged' and instantly replaced without affecting the system's other functions or taking the system down. If an extension line card needs to be removed, INDeX's Safe Check™ warns all extensions – via their LCD panels – enabling users to finish their calls without being cut off.

## Independent Resilient Circuitry

Independent Resilient Circuitry (IRC™) is built into every line card - if a single line fails, it is automatically taken out of service and an error log created without affecting the rest of the system or other circuits on that card.

## Automatic Diagnostics

INDeX's automatic diagnostics will detect any errors, automatically reporting them in the Fault History Log and illuminating the LED alarm on the affected cassette. When service is fully restored, the green LED will indicate normal service. Additionally, INDeX outputs all faults in real-time via an integrated maintenance port.

## Dual Database Protection

INDeX also offers Dual Database Protection (DDP™). Built into the CPU, this ensures that the system's configuration data is continuously updated across two databases and, in the rare event of database corruption, a back-up is always available.



With up to 32 digital circuits on one cassette, INDeX is the most compact product of its kind

## INDeX System Management

Ease of management is important for any modern communications platform. Changes to call routing, answering groups and directories should be quick and easy to effect, while prompt fault notification can allow problems to be solved efficiently. The INDeX range can be managed via their integral communications ports and systems equipped with the new CPU-X have the added benefit of being accessible over the Local Area Network using industry standard applications. As standard, the CPU-X provides Simple Network Management Protocol (SNMP) for fault management, Telnet for system configuration and File Transfer Protocol (FTP) allowing databases to be downloaded in seconds. The CPU-X even includes an integrated modem ensuring that system management can always be accessed remotely.



INDeX Modular Cassette



## Remote Maintenance

Updating, maintaining and trouble shooting INDeX system software and databases can be performed remotely with minimal disruption. Innovative new features like the integrated remote access options of the CPU-X and remote upgrading enable new configurations to be installed across the system from a single, central location. Furthermore, troubleshooting any part of your network can be carried out remotely.

## Voice over IP (VoIP)

Many data networks have capacity that could be shared with voice traffic. The combination of Voice over IP and Quality of Service (QOS) standards now makes this a realistic proposition. INDeX combines traditional telecommunications and new technologies in a single platform, allowing a low risk transition to IP based telephony. INDeX delivers VoIP in two application

areas - 'Desk to Desk' telephony across an IP Wide Area Network, and the support of IP extensions. The INDeX solution uses the industry standard Quality of Service protocol 'Diffserv' to prioritise voice traffic over data. VoIP offers the opportunity to make substantial call cost savings as well as simplify the overall voice and data management and capitalise on the latest multimedia applications. The corner stone of INDeX's VoIP solutions is the IP Networking Cassette.

## Putting Your Needs First

INDeX supports all forms of call distribution. The key to its flexibility lies in its core software, which enables each device to have its own unique programme. With this versatility, INDeX can be configured in any combination of PABX, key system or Call Centre - its set-up is entirely dependent on your organisational needs.



Performance figures and data quoted in this document are typical, and must be specifically confirmed in writing by Avaya before they become applicable to any particular order or contract. The company reserves the right to make alterations or amendments to the detailed specifications at its discretion. The publication of information in this document does not imply freedom from patent or other protective rights of Avaya, or others. All trademarks acknowledged.