

# AVAYA



## Avaya IP Office Solution

“The All-In-One Solution for Your Business Needs”



Converged Voice and  
Data Networks  
Customer Relationship  
Management

Unified Communication

Supported by:  
Avaya Labs and Services

Communication without boundaries

## **The solution 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 midsize 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 midsize 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 of products. Designed for small and midsize business needs, Avaya 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

At some point, 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 centre quality of service for your customers, or link a few locations on an IP network, Avaya IP Office provides the solution. Together, the IP platform and our leadership in IP telephony form a versatile, powerful backbone for your business communications.

### Voice Communications

Avaya IP Office voice functionality ranges from traditional office telephone service to IP-enabled application support. Full features include caller ID, call forwarding, conference calling, and voice messaging, with 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 support for two to 180 extensions easily provides for both new and growing businesses.



With support for a variety of telephones and Q. Sig Networking for common telephone functions among separate branch offices, Avaya IP Office helps you achieve greater productivity, efficiency, and cost savings across your enterprise.

### Data Networking

If you have one or multiple offices with 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 that connects up to eight PCs to each other and the router, and standards-based directory support for easy integration with your IT environment.

Voice calls can be dynamically allocated and even "bump" a multi-channel data transmission from one of its channels if the situation requires. And Avaya 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 Avaya IP Office platform you use, you get secure, high-speed access to the Internet. Dial-up connectivity through an E1 line, wide area network port, or direct leased line connections can be used for requirements ranging from ordinary Internet searching to Web site hosting. Since bandwidth use varies according to cycles of business, Avaya IP Office gives you the ability to define automatic adjustments in your company's bandwidth. With an integral firewall, Avaya IP Office delivers convenient, secure, and comprehensive Internet access.

### **Remote Access**

With non-traditional office arrangements, small or contract support staff, or simply the need to provide constant customer service with fewer resources, smaller businesses need the fast, secure, dependable access Avaya IP Office provides. The standard remote access server allows users access from desktop computers, laptop PCs, and even Wireless Application Protocol-enabled mobile phones with individual firewall security and access control. Avaya IP Office remote access support helps you enjoy enhanced productivity while maintaining security and cost standards.

## **The value of Avaya Enterprise Class IP Solutions (ECLIPS)**

As the newest addition to the ECLIPS family, Avaya IP Office delivers the value enjoyed by enterprises of every size around the world, including key benefits to the small and midsize business:

- **Reliability.** A single solution from a single provider, built with proven components that are designed to work together, ensures consistent quality and performance free of system integration downtime.
- **Voice quality.** Ensured by the world leader in business voice systems, with 130 years of communication innovation heritage.
- **Full-featured functionality.** A robust set of voice and data features take full advantage of IP benefits.
- **Rich applications.** Complete big-business capabilities, including voice messaging and contact centre management, are optimised for small and midsize businesses.



**And it's all delivered with the simplicity, cost-effectiveness, and performance small and midsize businesses need.**

## Applications Support

If you're small or midsize, you want big business capabilities but do not have a big business budget. Avaya IP Office makes these capabilities 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 customised automated services
- **Integrated Messaging** stores voice mails together with 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 Centre and Compact Contact Centre** with graphical tools to monitor service levels in informal customer-facing departments and formal contact centres.

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



## Avaya IP Office platforms:

### The right fit for every size

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

- **The Avaya IP403 Office** base unit—for small offices with sophisticated communication needs—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 Pro application offers considerable functionality for both office hours and after hours.

- **The Avaya IP406 Office** base unit for growing small or midsize offices 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 Avaya IP412 Office** base unit for midsize offices with advanced needs offers a more powerful call processor, and greater internal data transfer capabilities, than the IP403 or IP406 base units. 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.
- Ten Avaya IP Office external expansion modules fit a variety of needs, ranging from analogue and digital terminals to interfaces for ISDN devices and remote office connectivity. With capacities that vary for each of the Avaya IP Office platforms, these modules enable simple, cost-effective capacity increases for the growing or changing business.
- Avaya IP Office internal daughter expansion cards fit inside the base module of each Avaya 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.
- Avaya IP Office line interface expansion cards are rear-mounted on each Avaya IP Office platform, and add flexible trunk capacity that enables valuable caller identification and multiple subscriber features for improved service and routing.

## Is your business 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 Avaya IP Office. In fact, we've designed three types of expansion modules to help businesses with changing or growing needs retain the ease and cost-effectiveness offered by the standard Avaya IP Office platform:

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

## One tool to help you manage your system

The full Avaya IP Office solution—phone system, router/firewall/DHCP server, voice mail and other applications—can be easily managed through Avaya IP Office Manager. A Windows PC software application with an easy-to-use graphical interface, the Avaya 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, analyse performance data, and accommodate small or large changes in your business environment easily and rapidly. If you have or want a global presence, multiple Avaya IP Office systems can be managed from a central point, and in the specific language for each location. Avaya 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 midsize 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, Avaya 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.

**Contact your Avaya representative or Avaya BusinessPartner today for more information on the Avaya IP Office all-in-one communications system.**



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