



## Avaya IP Office at a Glance

**A system that grows with your needs**

The all-in-one Avaya IP Office solution gives small and medium businesses the integrated features and options they want—to meet today’s communications needs, and to plan for the future. Every Avaya IP Office platform supports the same leading-edge software, telephones and applications. Your Avaya BusinessPartner will help you select the platform best suited for your technology and capacity needs.



### Avaya IP Office - Small Office Edition

An all-in-one converged communications solution for small office and branch office communications. Depending on the configuration, it supports from 2 to 28 users with feature-rich, business-quality voice communications, built-in voicemail/auto attendant, firewall, flexible data connectivity (cable, DSL, T1, ISDN, Frame Relay), secure VPN networking, support for WiFi (802.11 wireless networking) and more in a compact and easy-to-install desktop unit.

### Avaya IP403

For a small office with sophisticated communications needs. Built-in support for ten extensions (2 analog, 8 digital) and 2 digital trunk slots (T1/T1PRI/ISDN PRI). By adding three expansion modules you can support up to 100 extensions. Connect devices such as point-of-sale terminals with the USB port, and take advantage of integrated voicemail.

### Avaya IP406

For a small or midsize office experiencing or expecting growth. Compared to IP403, the IP406 Office offers twice the capacity: with 6 expansion modules, you can support up to 180 extensions and 144 trunks. Supports 2 T1/PRI.

### Avaya IP412

For midsize offices with advanced needs. Offers a powerful call processor and greater internal data transfer capabilities—perfect for meeting the needs of a small contact center or a business with a CRM focus. IP412 Office allows businesses to expand to 4 T1/PRI and 12 expansion modules—a total capacity of 360 endpoints and 288 trunks. It provides two 10/100 Mbps switched Ethernet ports (compared to eight dual speed ports on IP403 and IP406).

### Every Avaya IP Office platform offers you:

- **Full-featured PBX**  
Delivers hundreds of telephony features
- **Managing office devices**  
2 relay ports for door entry systems, heating systems, etc.
- **Expansion slots** for  
—T1/PRI (single or dual on IP412)  
—Quad Analog Loop Start Trunk
- **Local Area Networking**  
Built-in dual-speed LAN ports with integrated firewall.
- **Wide Area Networking**  
Use digital leased line services. Point-to-Point Protocol (PPP) or Frame Relay. Network VPIM-compliant messaging servers.
- **VPN Support**  
For secure site-to-site communications or remote access using L2TP or IPsec
- **RIP-2 Support**  
For dynamic data routing
- **Conferencing**  
Built-in conference bridge for 1 or 2 (IP412) 64-party conferences. (3-party on Small Office Edition)
- **Voice over IP**  
—Optional Voice Compression Module supports 5, 10, 20 or 30 simultaneous voice over IP sessions (or up to 60 with IP412).  
—Used for multi-site networking over a WAN or supporting IP telephones and softphones.
- **Proactive Monitoring**  
For remote systems via SNMP

## IP Office At a Glance

### Contact Center (Basic)

- Automatic Call Distribution (ACD)
- Call Queue management
- Direct Group Calling (DGC)
- Group Call/pick up
- Hunt Groups
- Music-on-hold
- Record-a-call
- Data Tagging

### Unified Messaging

- Integrated Messaging Lite - Presentation of Voicemail to E-mail
- Integrated Messaging Pro - Synchronization with Microsoft® Exchange/Outlook
- Message playback (text-to-speech) via handset, PC or mobile/cellphone
- SMTP support

### Security

- E911
- PIN restricted terminals
- CLI call-back for Remote Access
- Integral Firewall
- Network Address Translation (NAT)
- PAP/CHAP authentication protocols
- Time profiles
- VPN support

### Contact Center (Advanced)

- Advanced Queue management
- Call-back request capability
- Interactive Voice Response (IVR) with 3rd party databases
- Management by exception (alarm on conditions)
- Maximum number of supervisors: 20\*
- Maximum number of agents: 150\*
- Licensed report viewers: 20\*
- Multimedia: voice, e-mail, Web callback and Web chat
- Proactive List Dialing
- Recording Services
- Service Observing (silent monitoring)
- Standard & custom historic reports
- Softphone
- Text-to-speech on IVR
- Real-time screens
- Wallboards
- Crystal Reports format\*

### Call Handling

- Account codes
- Automated Attendant
- Busy lamp fields on DSS
- Call appearances
- Call back when free
- Call forward / hold / pick up
- Call interrupt / intrusion / barge-in
- Call screening / waiting
- Camp on
- Coverage – stations or groups
- Follow me
- Group paging
- Paging over IP phones
- Hands-Free Answer on Intercom (HFAI)
- Outcalling
- Privacy (relating to Intrusion)
- Softconsole
- Softphone
- VoIP telephony

### Networking

- Centralized Voicemail (CVM)
- Feature Transparency (Small Community Networking)
- Frame Relay
- Integral WAN port (X21/V35)
- Proactive remote monitoring via SNMP
- Q.Sig Networking over T1
- Q.Sig Networking over IP to MultiVantage
- Uniform Dial Plan
- VPN support - IPsec or L2TP
- VoiceMail Pro Networked Messaging

### Interactive Voice Response (IVR)

- 3rd party databases
- TAPI WAV and TAPI 3.0 Media Service Provider for IVR capability
- Text-to-speech
- Voice questionnaire forms for structured interview (Campaign Manager)

### Mobility

- Headset support
- E-mail reading
- Outcalling
- Personal Numbering
- Avaya 3810 Wireless Telephone support (North America only)
- 802.11 (WiFi) IP Wireless handset support
- IP Softphone support

### Data Functionality

- Bandwidth on demand
- DHCP server
- Built-in wireless capabilities (Small Office Edition)
- Integral data router - RIP-2
- Integral Firewall
- Internet Access
- LAN-to-LAN routing
- Multi-Link PPP
- Remote Access Server (RAS)
- 802.11 (WiFi) on Small Office Edition
- RIP-2
- T-PAD for credit card authorization

### Messaging

- Automated Attendant
- Languages for voice messaging system: 21
- Message waiting light
- Personal Numbering
- Text-to-speech
- Voice Recording – Automatic/On-demand
- VoiceMail Pro Manager Graphical User Interface
- VoiceMail Pro Networked Messaging
- Fax over IP interworking with Avaya Communications Manager

### Conferencing

- Conference call control via Phone Manager
- Meet Me (Dial In) Conferencing
- On-demand Conferencing
- Web-based scheduling/management and presentations/documents (planned)

### Wizards

- Installation and Maintenance Wizard
- Small Office Edition Wizard
- Moves, Adds and Changes Wizard
- Remote Upgrade Wizard

\* Please check availability details with your BusinessPartner.

### About Avaya

Avaya enables businesses to achieve superior results by designing, building and managing their communications networks. Over one million businesses worldwide, including more than 90 percent of the FORTUNE 500®, rely on Avaya solutions and services to enhance value, improve productivity and gain competitive advantage.

Focused on enterprises large to small, Avaya is a world leader in secure and reliable IP telephony systems, communications software applications and full life-cycle services. Driving the convergence of voice and data communications with business applications – and distinguished by comprehensive worldwide services – Avaya helps customers leverage existing and new networks to unlock value and enhance business performance.



IP Telephony

Contact Centers

Unified Communication

Services

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