



## IP Office

### Feature-rich communication solutions for your Small & Medium Business

Successful companies are always looking for opportunities to do more with less. Their aim is to keep the company flexible, innovative and competitive, without driving up operating and capital costs.

Avaya puts the solution at your fingertips: the Avaya IP Office communications system.

**Learn all about IP Office in five simple steps:**

- 1** Get to know Avaya - [Back page](#)
- 2** Introduction to IP Office - [Page 2](#)
- 3** Learn more about IP Office System components - [Pages 3 & 4](#)
- 4** Create your own IP Office Servers and telephones - [Pages 5, 6 & 7](#)
- 5** Learn more about the features and applications - [Pages 8, 9 & 10](#)



- 1 Get to know Avaya
- 2 **Introduction to IP Office**
- 3 IP Office system components
- 4 IP Office server and telephones
- 5 Features and applications

# ➤ What is IP Office?

Avaya IP Office is the right choice for all small and medium size businesses today. Supporting up to 384 employees, it is the perfect solution for start-ups and more established businesses, whether you operate from a single office, a home office or across multiple stores or locations.

## Built-in resiliency for non-stop operations

For businesses with more than one location, IP Office can deliver continuous operation. Besides employees can turn their home phone into their office phone whenever they cannot physically get to the office. Storms or family emergencies don't get in the way of making business happen.

## Lower mobile phone/long-distance bills

IP Office offers many opportunities for reducing the cost of calls made by your staff out on the road, from mobiles, in hotels and even abroad.

## Expand your talent pool without increasing real estate

IP Office gives you the flexibility to allow employees to work from home—wherever that may be, to avoid overcrowding at peak office times, for example.

**Work around the world**



**Perfect your customer service**



**Be effective, even when travelling**



**Connect worldwide offices and reduce costs**



**Telephone conferencing for up to 2x64 participants**



# ➤ IP Office improves productivity

Putting together your Unified Communications solution is child's play.

**It takes just four steps:**

## A - Select the system and telephones you want

### Communication system

How many sites do you have? One, or several? Do you want to perfect your customer service? With IP Office laying the groundwork, you can add as many different applications and subscribers as you need. Whether you have two employees, two hundred or more, IP Office is the right choice for you.

*For further details, see page 6.*



### Telephones

IP Office supports a wide range of different telephones. These devices are designed for many different applications. And to ensure your colleagues can carry on working outside the office, all you need is a broadband Internet connection at the remote end and a VPN gateway connected to your IP Office system. *For further details, see page 7.*

## B - Decide which edition best meets your needs



### Essential Edition

**Includes: Integrated voicemail, 2 channels (scalable to 6)**

#### The foundation of your office communications solution

- Available around the clock: A personalised voicemail greeting for each employee increases customer loyalty.
- Ability to send voicemail to email improves employee productivity.
- Automated Attendant: Incoming calls are directed to the right person using straightforward rules.
- Dial By Name - Using your internal directory, callers can easily search the person they wish to connect with via touch tone.

### Preferred Edition

**Includes: VoiceMail Pro licence, 4 channels (scalable to 40)**

#### Improved reaction capabilities and productivity

With IP Office Preferred Edition, you get everything that's in the Essential Edition, plus:

- Secure "Meet-Me" conferencing: Faster decision-making and better team work. The integrated conferencing features allow all participants to organise their own password-protected conference calls with up to 64 participants.
- Intelligent call routing: A number of programmable options that ensure your customers can quickly reach the right person for their call.
- Call recording: Built-in automatic and on-demand call recording is a great way to keep tabs on your business operations, deal with disputed orders and help you train your staff.
- Increased voicemail capacity helps improve availability.



### Advanced Edition

**Includes: Customer Call Reporter (CCR) Server with one Supervisor licence and numerous reporting functions**

#### Perfect customer communications and service

Requires Preferred Edition. In addition to the features of the Preferred Edition you also get:

- Real-time customer service management: Detailed reports are available at all times, giving you immediate warning of critical call levels being exceeded enabling you to take swift action to ensure your service levels do not fall.
- Call recording library: Easily archive all recorded calls and seamlessly search and replay any conversation.
- Ability to access information: Check order status and more using Integrated Voice Response (IVR) services.



## C - Select your optional extras

- Contact Store (call recording with functions to search by date and time)
- Computer Telephony Integration (CTI)
- Cordless telephones: DECT R4, Wireless LAN (Wi-Fi)
- Multi-site option: Small Community Network (SCN)  
*Supports up to 32 locations and 1000 employees*

## D - Select the appropriate user profile for your employees



### Office Worker

#### Help improve office productivity with Unified Communications

- Make and receive calls from your PC. Transfer calls, take part in telephone conferences and access dozens of speed dial numbers with a single mouse-click.
- Manage messages efficiently using Unified Messaging features.
- Set up and manage audio conferences, for improved information sharing and faster team-based decision-making.
- View colleagues' presence, indicate your availability and use instant messaging to speed up response times.

#### Includes:

- Unified Messaging
- one-X™ Portal for IP Office (excluding telecommuter function)



### Mobile Worker

#### Improve customer satisfaction through increased availability

- Let customers reach account managers on a single number, whether they are in the office or on the road.
- Integrate mobile telephones out and about or on site.

#### Includes:

- one-X™ Mobile for IP Office
- Text-to-speech
- Mobile twinning
- Mobile call control



### Teleworker

#### Seamlessly integrate home offices

- Turn any phone into your office phone from a PC with internet access.
- Availability indicators make collaboration easier for geographically remote employees.
- Increase productivity by reducing or eliminating travel time.
- PC-based telephony, point-to-point video speeds up work processes, improves communication and reduces call costs when travelling abroad.
- Save costs of office rental and furnishing.

#### Includes:

- one-X™ Portal for IP Office
- Video softphone
- Unified Messaging



### Power User

#### Ultimate employee productivity

- Includes all of the features from **Office Worker**, **Mobile Worker** and **Teleworker**.
- Single numbering ensures highest availability for customers and employees alike. (One Number concept)
- Just a laptop, Internet connection and a headset are required to create an office wherever your employees are.

#### Includes:

- one-X™ Mobile for IP Office
- one-X™ Portal for IP Office
- Unified Messaging
- Text-to-speech
- Video softphone
- Mobile twinning
- Mobile call control



### Receptionist

#### Professional call handling, even at peak periods

- Fast call processing, including during periods of large call volumes, with intuitive PC user interface and system status indicators for all employees in the network.
- Centralised call management for all sites, receive and route calls throughout the entire network.
- One receptionist can act for several companies or sites, helping reduce costs.

#### Includes:

- SoftConsole



### Customer Service Agent

#### Higher agent productivity

- Better availability of customer information.
- Better time management improves employee satisfaction.
- Agents can visualise their own performance through a browser-based client.

\* Requires Avaya IP Office Advanced Edition.

#### Includes:

- Customer Call Reporter Agent (CCR)



### Supervisor

#### More efficient use of employees

- Perfect control thanks to intuitive and easy-to-use browser interface.
- Optimised scheduling of employees' time by analysing reports.

\* Requires Avaya IP Office Advanced Edition (includes 1 Supervisor). Additional Supervisor & Agent licences must be ordered separately.

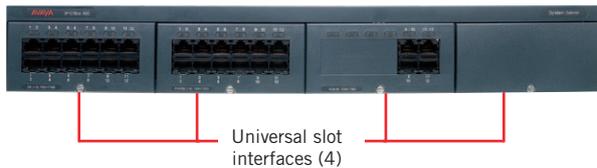
#### Includes:

- Customer Call Reporter Supervisor (CCR)

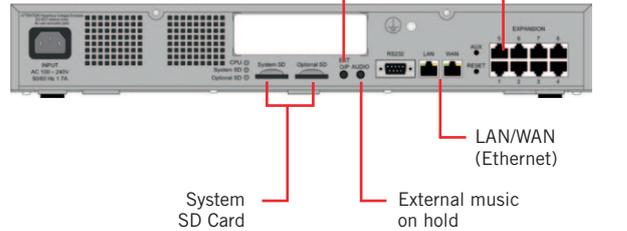
# ➤ IP Office Platform Options

## Control Unit

Front view



Rear view



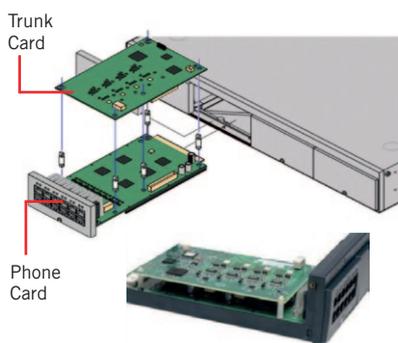
### IP OFFICE 500v2

The IP Office 500v2 Communications Solution supports up to 384 telephones and 8 T1/E1 trunks. Avaya IP Office provides full voice functionality with a wide range of features. IP Office can be configured as a traditional PBX and used as a traditional telephone system with call routing or can be configured as an IP telephony server.

### Specifications:

- Supports up to 384 extensions (digital, IP & analogue)
- Trunk interface - 204 Analogue trunks, 8 PRI trunks (240 channels), 16 BRI trunks (32 channels), 128 SIP trunks voice
- 2 x 64 participant conferences, Meet-Me Conferencing
- Supports up to 1000 employees across 32 locations

## Expansion cards



The IP Office 500 Control unit has 4 slots for the insertion of phone and trunk cards.

### Phone cards:

The following phone cards are available

- 8 port digital phone card (maximum of 3)
- 32 channel VCM card (maximum of 2)
- 64 channel VCM card (maximum of 2)
- 2 port analogue phone card (maximum of 4)
- 8 port analogue phone card (maximum of 4)

### 4 port expansion card:

(maximum of 1) For connection of 4 additional expansion modules

### Trunk cards:

The following trunk cards are available:

- 4 port analogue trunk card (maximum of 4)
- 2 or 4 port BRI trunk card (maximum of 4)
- 1 or 2 port PRI trunk card (maximum of 4)

### Combination cards:

(maximum of 2)

Combination cards are available with:

- 1) 6 digital and 2 analogue telephones, and 4 analogue trunks and 10 VCM channels
- 2) 6 digital and 2 analogue telephones, and 2 port BRI trunk card and 10 VCM channels

## Expansion modules



### External expansion module options:

- IP500 analogue phone expansion module with 16 or 30 extensions
- IP500 digital phone expansion module with 16 or 30 extensions

# Supported telephones

## IP Telephones



9620L/20Color



9630G



SBM24



9640



9650/50Color

### 9600 series

**9620L/C:** The 9620L offers robust features, like status lights and buttons, and improved audio quality. A Power over Ethernet (PoE) Class 1 model has very low power consumption.

**9630G, 9640:** These phones support professionals who depend on phones. These models have advanced IP telephony features, including mobility applications.

**9650/9650C:** These are for receptionists and contact center agents—anyone who manages large call volumes—and delivers advanced capabilities like built-in button functions for one-touch access to bridges and feature keys. These phones support VPN software for remote working.



1603i / 1603i SW



1608i



1616i



BM32

### 1600 series

**1603:** Backlit display, 2 rows of 16 characters, 3 programmable feature keys with red/green LEDs that give the user easy to read status information.

**1603 SW:** As 1603, but also has a second 10/100 Ethernet port and an integrated switch.

**1608:** 8 programmable feature keys with red/green LEDs, integrated headset interface, 3 rows of 24 characters.

**1616:** 16 programmable feature keys, BM32 port, integrated headset interface, 3 rows of 24 characters.

## Digital telephones



9504



9508



BM12

### 9500 series

**9504/8:** Backlit graphical display, 4/8 programmable call appearance or feature keys with red/green LEDs usable in three states, headset socket and hands-free features. Model 9508 supports the BM12 expansion module.



1403



1408



1416



DBM32

### 1400 series

The Avaya 1400 range of phones is aimed at companies that want a simple, inexpensive communications solution for their digital network. Backlit displays, programmable keys with dual-state LEDs (red & green) for easy to read status information. Model 1416 supports the DBM32 expansion module.

## Conference telephones



B149



B159



B179

### B100 series

All of the Avaya B100 conference telephones support OmniSound® 2.0 technology, provide telephone directory and SD-card call recording features, and a conference guide.

**B149:** Analogue, medium-sized conference rooms <10 participants.

**B159:** Analogue, GSM, mini USB for VoIP, larger conference rooms >10 participants, wireless headset port.

**B179:** SIP, PoE, large conference rooms >10 participants, wireless headset port, web interface.

## Cordless telephones

### IP DECT radio cells



DECT base stations



3720 / 3725



3740 / 3749

### IP DECT - DECT R4

In addition to the conventional handsets 3720 and 3725, the product range is complemented by the new IP65-compatible models 3740/49. All handsets have a local telephone directory with up to 250 entries.

**3720:** Monochrome display with white backlight, 16 hrs call time, 180 hrs standby.

**3725:** Colour display, 16 hrs call time, 180 hrs standby, Bluetooth, SMS.

**3740:** Monochrome display with white backlight, 16 hrs call time, 180 hrs standby, graphical user interface, IP 65 water and dust resistant, shock resistant to IEC68-2-32.

**3749:** As 3740 with backlit colour display, Bluetooth for headsets, position sensor, integrates with alarm systems, water and dust resistant to ATEX and IECEx.

Gas: II 2G EEx ib IIC T4

Dust: II 3D Ex ibD 22

### WLAN radio cells



Voice Priority Processor



3641



3645

### WLAN telephony

Models 3641 and 3645 are pure wireless telephones that support 802.11a wireless networks. The 802.11a standard is suitable for networks in which a large number of users wish to transmit voice data wirelessly. These telephones also support 802.11b/g, are water and dust resistant, have large displays and easy-to-use interfaces, and come with a variety of battery sizes. The 3641 and the 3645 use the same Avaya Voice Priority processor and Open Application Interface. For integration into your existing voice ready enterprise wireless network.

## Other telephones



IP Office Video Softphone



One-X™ Mobile

### Video softphone/ Mobile applications

The IP Office video softphone allows users of PCs or Laptops equipped with USB webcams to communicate with audio and video (requires *Teleworker* or *Power User* license).

The one-X® Mobile Applications integrates mobile users into the IP Office System (requires *Mobile Worker* or *Power User* license).

### 3rd party SIP phones

IP Office supports a range of 3rd party SIP phones, such as Polycom, Grandstream, Nokia SIP Client, etc (requires *3rd-party IP endpoint license*).

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# IP Office Features and Applications

## Mobility

### Mobile Twinning

This is a typical application for customer-facing staff who have an office with a telephone extension, but are often out on the road. The employee only needs to provide his customers with his office extension number. Calls are indicated in the office and on his mobile or DECT telephone. Mobile telephones can also be defined as twinning destinations when deskphones are not logged in (e.g. virtual extensions). Calls can even seamlessly be transferred from desktop phone to mobile and vice-versa.



### Mobile Call Control

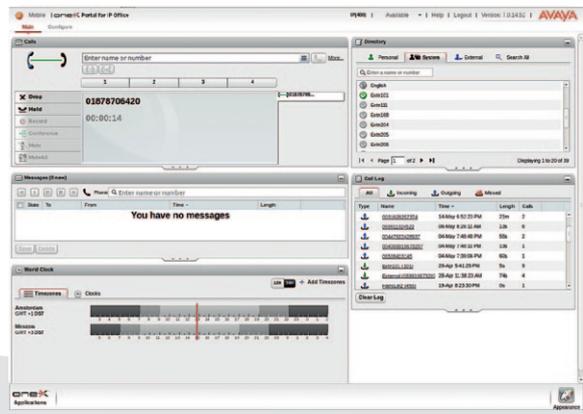
This application allows a mobile user to accept a twinning call on a mobile device, use DTMF codes to hold the call and use the features of IP Office just like any other IP Office user.

### one-X® Mobile

With Avaya one-X® Mobile, IP Office supports "Single Mode" clients, using selected Nokia/Symbian, Apple iPhone OS Client or Windows Mobile 5 and 6 handsets. This provides a graphical interface for call control and allows a one-number service for both incoming and outgoing calls.

## Avaya one-X® Portal

one-X® Portal for IP Office is an application that lets users control their telephones from a networked PC. one-X® Portal for IP Office is a browser-based server solution and allows users to access telephony functions such as call management, conferences, speed dial, call logs, telephone directories, voicemail, instant messaging and presence availability. one-X® Portal can be used with all IP Office phone interfaces (analogue, digital, IP, wireless).



## Text-to-speech

Text-to-speech allows emails to be read over the telephone or lets callers access database information in different languages.

## Video softphone

Users can use a USB webcam connected to a PC to make video calls using the video softphone.

## Avaya Video Conferencing Solution

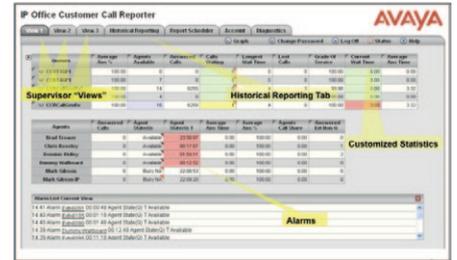
Straightforward, cost-effective and flexible video-conferencing solutions, from single-seat to systems for larger conference rooms with several monitors, point-to-point and point-to-multipoint connections. AVCS is designed for operation in the IP Office with up to 4 participants, and in the entire SCN network with up to 32 locations. The benefits for customers are clear to see, with immediate reduction in travel expenses by reducing the cost of business travel, business processes and decision-making allowing sales to be expedited as the time needed for travel is eliminated.



## Customer Call Reporter (CCR) Call Center

IP Office Customer Call Reporter is a server-based Contact-Center solution specifically developed for small companies. CCR is completely web-based and can very easily be installed on a server without the need for any client software deployment.

- Browser-based tool for managing and controlling customer service levels.
- Track and record agent and supervisor workload.
- Create real-time and historical reports in a variety of formats.
- Target segment: small companies with fewer than 30 agents.
- Wall-board can be modified according to customer requirements.
- Report Scheduler.



## Computer Telephony Integration (CTI)

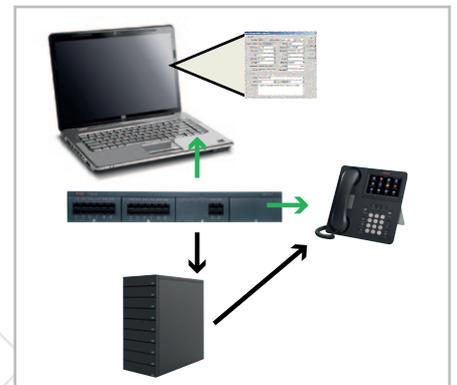
Your telephone rings and your PC shows who is calling.

Computer Telephony Integration (CTI) is the missing link between your communications system and your business applications. IP Office supports the open CTI standards. This means that a wide range of third-party solutions can gain access to IP Office. For example, vertical solutions that help you meet industry requirements.

IP Office offers CTI solutions:

**CTI Link Lite** – Free, supports all required functions for a range of applications, including screen-popping and many third-party products.

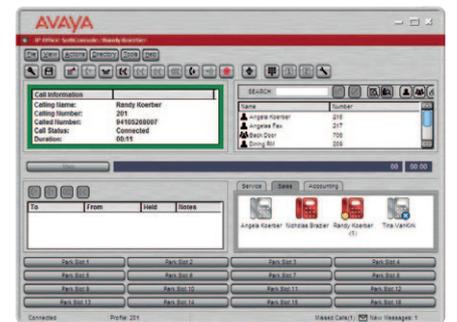
**CTI Link Pro** – Supports advanced features including the option to control several telephones and access to call centre operations.



## SoftConsole for Receptionist

SoftConsole is the PC-based Windows Operator Console for IP Office aimed at receptionists. Operators have to handle hundreds of calls every day. This call management application is therefore extremely efficient, and absolutely vital. Incoming calls are shown on the screen along with the status of calls on hold and transferred calls.

Receptionists can easily see which parties are busy, available or not at their desk. That allows them to route calls quickly and effectively. SoftConsole can be minimized when not in use, but will pop up on the screen when a call is received.



## Unified Messaging

Unified Messaging (UMS) allows users to synchronise email and voicemail between the VoiceMail Pro Server and email clients. It provides users with two choice of interfaces through which voicemail messages can be received from VoiceMail Pro.

### Voice Mail Synchronisation via IMAP

Email applications such as Outlook, which support IMAP, can connect to the IMAP server on which the VoiceMail Pro server is running. When a voicemail is received by the email client as a .WAV attachment, it is handled like every other email. Once the voicemail message has been heard, its status is set to read. When it is deleted, it is removed from the VoiceMail Pro server too.

### VoiceMail Pro Web Access

The UMS licence also provides a web interface giving users the option to access the VoiceMail Pro server via a web browser such as Internet Explorer or Mozilla Firefox. Users can listen to voicemail messages using PC speakers or their deskphone.

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# ➤ IP Office Features and Applications

Continued...

## Hot-desking

Hot-desking allows a number of users to share the same extension. Users log in with their own identity, and thus receive only their calls, their voicemail and other personal features.

This allows staff such as sales personnel who are in the office only occasionally to use the telephones and voicemail features without needing their own physical telephone. Once they have finished work, they simply log off from the phone, freeing it up for the next employee. Logging on in one location automatically logs an employee off in the previous location.

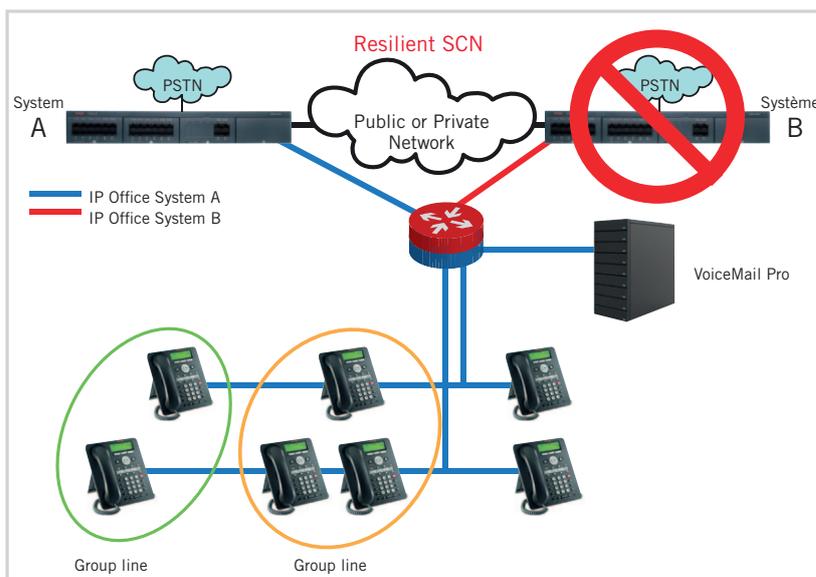


## Multisite option

IP Office is ideal for any company with multiple locations. Connect up to 32 sites and have all the IP Office systems communicate seamlessly.

The following additional features are available:

- Presence / Busy Lamp Field across the Network
- Camp on
- Call-back when free
- Paging
- Call Pickup
- Centralised personal/system directories
- Centralised call log
- Centralised and/or distributed voicemail
- Absent text messages
- SCN channel optimisation
- Distributed huntgroup
- Remote hot-desking
- Breakout dialing



For businesses with more than one location, IP Office can deliver continuous operation. In the event of a power outage, users with IP phones can automatically failover to another location, retaining full communications capabilities. The voicemail system can also have redundancy built in, so that a backup solution is always available.

## Conferencing applications

Avaya IP Office comes with two built-in 64-party conference bridges to help small businesses collaborate seamlessly and cost-effectively. Businesses currently spending on conference calls with a service provider can reduce or eliminate those costs entirely. IP Office Conferencing employs easy-to-use conference control features to help keep people connected and making decisions faster.

Conference participants can be on-site personnel as well as external parties whether field-based engineers, sales staff on the road, customers or suppliers. Conference calls can be planned in advance or established ad-hoc as and when required. Meet-me conferencing, allowing participants to dial into the conference themselves using a security code, is provided with Preferred Edition.

# 11 good reasons to choose Avaya

## We are always just around the corner

- With several hundred business partners across the country, Avaya has a broad service network for consulting, implementation and maintenance, 24 hours a day, 7 days a week
- Consulting, planning and design of custom solutions by certified sales personnel employed by our business partners
- Live product demonstrations at our customer centres

## The full range of communication solutions

- The perfect applications and devices for your communications needs
- Integration of Unified Communications and Contact Center solutions
- The leading designer and implementer of Business Collaboration solutions
- Made-to-measure industry solutions
- Provisioning of data networking components, e.g. Ethernet switching and wireless LAN

## Innovative market leader

- Number 1 provider of telephone systems for SMEs in Europe and the Middle East (source: Canalys), and of audio conference systems (source: MZA)
- Leading position in the Gartner Leader Quadrant for Unified Communications
- 30 million IP Office users around the world



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# AVAYA

**BUSINESSPARTNER**

### Presence in 54 countries

- More than 1 million customers
- 19,000 employees
- Around 10,000 sales partners
- 5,400 patents
- €3.8 bn turnover in 2010

### The global number one for

- Unified Communications<sup>1</sup>
- Contact Center<sup>2</sup>
- Messaging<sup>3</sup>
- Audio Conferencing<sup>4</sup>
- Hardware Maintenance<sup>5</sup>

# AVAYA

**Stands for**  
**Customer proximity**  
 with extensive sales and  
 service networks

**Innovation**  
 from  
 Avaya Labs

**Experience**  
 from a large, loyal  
 customer base

### Many years of experience

- 1899 Long-distance telephony
- 1921 Bell Systems (Bell Labs)
- 1984 AT&T
- 1996 Lucent
- 2000 **Avaya**
- 2010 Acquisition of Nortel Enterprise

### ... and a closeness to our customers

- 1899 Harry Fuld, Frankfurt
- 1935 Telefonbau & Normalzeit
- 1984 Telenorma
- 1997 Bosch Telecom
- 2000 Tenovis
- 2004 **Avaya**

Sources 1-Dell'Oro Group, Enterprise Telephony Report, 3Q10, November, 2010; 2-Gartner Inc., Market Share, Contact Center: Worldwide, 2009, Drew Kraus, March 2010; 3-T3i Group, InfoTrack for Converged Applications, Full Year 2009, Messaging, June 2010; 4-MZA, Ltd., The World UC Applications Market, 2010 Edition, June 2010; 5-IntelliCom Analytics, Services Market Dashboard, Q3 2010 Global Lifecycle Services Market Workbook, November 2010

## About Avaya

Avaya is a global provider of business collaboration and communications solutions, providing unified communications, contact centers, data solutions and related services to companies of all sizes around the world. For more information please visit [www.avaya.com/uk](http://www.avaya.com/uk).

Avaya House  
 Cathedral Hill  
 Guildford, Surrey,  
 GU2 7YL  
 T +44 (0) 800 698 3619  
 United Kingdom

London Office  
 Ground Floor, Avanta,  
 23 Austin Friars, London,  
 EC2N 2QP  
 United Kingdom

Manchester Office  
 Regus Suite 206, 3000  
 Manchester Business Park,  
 Aviator Way, Manchester,  
 M22 5TG  
 T+44 (0) 161 490 4400  
 United Kingdom

Scotland Office  
 Stewart House Pochard Way,  
 Strathclyde Business Park,  
 Bellshill, N.Lanarkshire  
 ML4 3HB  
 T +44 (0) 1698 743 700  
 United Kingdom



**Phone:** 0844 499 1305  
**Email:** [sales@turnkeytele.com](mailto:sales@turnkeytele.com)  
**Website:** [www.turnkeytele.com](http://www.turnkeytele.com)

**Address:** Turnkey Telecom Group  
 Moorside Business Park  
 Eastgates  
 Colchester  
 Essex  
 CO1 2ZF

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