



## 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 IP403 Office**

For a small office with sophisticated communications needs. Built-in support for ten extensions (2 analog, 8 digital) and 30 digital trunks. By adding three expansion modules you can support up to 100 extensions and 76 trunks. Connect devices such as point-of-sale terminals with the USB port, and take advantage of integrated voice-mail.



**Avaya IP406 Office**

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/PRIs.



**Avaya IP412 Office**

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/PRIs and 12 expansion modules—a total capacity of 256 end points 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:**

- **Music on Hold** (Internal/external)
- **Managing office devices** 2 relay ports for remote-control door entry systems, activating heating/AC system, coffee maker, etc.
- **2 expansion slots** for —T1/PRI (single or dual on IP412) —Quad Analog Loop Start Trunk
- **T-Pad Interface** for T-PAD credit card terminals
- **DTE Port** for system administration
- **Local Area Networking** Built-in dual-speed LAN ports with integrated firewall.
- **Wide Area Networking** Connect to digital leased line services via X.21, V.24 or V.35 at speeds up to 2 Mbps. Supports Point-to-Point Protocol (PPP) or Frame Relay.
- **Conferencing** Built-in conference bridge for 1 or 2 (IP412) 64-party conferences.
- **Voice over IP** —Optional Voice Compression Module supports 5, 10, or 20 simultaneous voice over IP sessions (or up to 40 with IP412). —Used for multi-site networking over a WAN or supporting IP telephones and softphones.
- **Modem Support** Optional support for V.90 modem calls.

## IP Office At a Glance

<p><b>Contact Center (Basic)</b></p> <ul style="list-style-type: none"> <li>• Automatic Call Distribution (ACD)</li> <li>• Call Queue management</li> <li>• Direct Group Calling (DGC)</li> <li>• Group Call/pick up</li> <li>• Hunt Groups</li> <li>• Music-on-hold</li> <li>• Record-a-call</li> </ul>	<p><b>Unified Messaging</b></p> <ul style="list-style-type: none"> <li>• Integrated Messaging Lite - Presentation of Voicemail to E-mail</li> <li>• Integrated Messaging Pro - Synchronization with Microsoft® Exchange/Outlook</li> <li>• Message playback via your handset, multimedia PC or mobile/cellphone</li> </ul>	<p><b>Mobility</b></p> <ul style="list-style-type: none"> <li>• Headset support</li> <li>• Outcalling</li> <li>• Personal Numbering</li> <li>• TransTalk® 9000 Digital Wireless System support</li> <li>• 802.11 IP Wireless handset support</li> </ul>
<p><b>Contact Center (Advanced)</b></p> <ul style="list-style-type: none"> <li>• Advanced Queue management</li> <li>• Call-back request capability</li> <li>• Interactive Voice Response (IVR)</li> <li>• Management by exception (alarm on conditions)</li> <li>• Maximum number of supervisors – 5</li> <li>• Maximum number of agents – 75</li> <li>• Multimedia: voice, e-mail, Web call-back and Web chat</li> <li>• Proactive List Dialing</li> <li>• Recording Services</li> <li>• Service Observing (silent monitoring)</li> <li>• Standard &amp; custom historic reports</li> <li>• Softphone</li> <li>• Real-time screens</li> <li>• Wallboards</li> </ul>	<p><b>Call Handling</b></p> <ul style="list-style-type: none"> <li>• Account codes</li> <li>• Busy lamp fields on DSS</li> <li>• Call appearances</li> <li>• Call back when free</li> <li>• Call forward</li> <li>• Call hold</li> <li>• Call interrupt / intrusion / barge-in</li> <li>• Call pick up</li> <li>• Call screening</li> <li>• Call waiting</li> <li>• Camp on</li> <li>• Coverage – stations or groups</li> <li>• Follow me</li> <li>• Group paging</li> <li>• Hands-Free Answer on Intercom (HFAI)</li> <li>• Outcalling</li> <li>• Privacy (relating to Intrusion)</li> <li>• VoIP telephony</li> </ul>	<p><b>Interactive Voice Response (IVR)</b></p> <ul style="list-style-type: none"> <li>• TAPI WAV and TAPI 3.0 Media Service Provider for IVR capability</li> <li>• Voice questionnaire forms for structured interview (Campaign Manager)</li> </ul> <p><b>Conferencing</b></p> <ul style="list-style-type: none"> <li>• Conference call control via Phone Manager</li> <li>• Meet Me (Dial In) Conferencing</li> <li>• On-demand Conferencing</li> </ul> <p><b>Security</b></p> <ul style="list-style-type: none"> <li>• E911</li> <li>• CLI call-back for Remote Access</li> <li>• Integral Firewall</li> <li>• Network Address Translation (NAT)</li> <li>• PAP/CHAP authentication protocols</li> <li>• Time profiles</li> </ul>
<p><b>Messaging</b></p> <ul style="list-style-type: none"> <li>• Automated Attendant</li> <li>• Languages for voice messaging system – 21</li> <li>• Message waiting light</li> <li>• Personal Numbering</li> <li>• Voice Recording – Automatic/On-demand</li> <li>• Voicemail Pro Manager Graphical User Interface</li> </ul>	<p><b>Data Functionality</b></p> <ul style="list-style-type: none"> <li>• Bandwidth on demand</li> <li>• DHCP server</li> <li>• Integral IP router</li> <li>• Integral Firewall</li> <li>• Internet Access</li> <li>• LAN-to-LAN routing</li> <li>• Multi-Link PPP</li> <li>• Remote Access Server (RAS)</li> </ul>	<p><b>Networking</b></p> <ul style="list-style-type: none"> <li>• Centralized Voicemail (CVM)</li> <li>• Feature Transparency (Small Community Networking)</li> <li>• Frame Relay</li> <li>• Integral WAN port (X21/V35)</li> <li>• Q.Sig Networking over E1/T1</li> <li>• Q.Sig Networking over IP to MultiVantage</li> <li>• Uniform Dial Plan</li> </ul>

### About Avaya

Avaya enables businesses to achieve superior results by designing, building and managing their communications networks. More than one million businesses worldwide, including 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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