



Avaya Small and Medium Business Solutions

featuring Avaya PARTNER ACS, Avaya MERLIN MAGIX® Integrated System and Avaya™ IP Office

2002 SOLUTION COMPARISON MATRIX



A Brief Introduction to the Small and Medium Business Solutions Matrix

Small and Medium Business solutions from Avaya deliver a wide range of cost-saving and productivity-enhancing features. Take advantage of this Small and Medium Business Solutions Matrix to find the right solution for your customer. This Matrix will help you identify which system—Avaya PARTNER® Advanced Communications System, Avaya MERLIN MAGIX® Integrated System or Avaya™ IP Office—has the capabilities best suited for your customers.

Use the information in the Matrix to help your customer understand that as their needs grow, Avaya has the solutions that are scalable and flexible. The Matrix is designed to help you quickly find the right feature—making you more effective with customers and saving you time during the sales preparation process.

Communication without boundaries



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TRUNKS/STATIONS	Avaya PARTNER® Advanced Communications System (ACS)	Avaya MERLIN MAGIX® Integrated System (IS)	Avaya™ IP Office
Station/endpoints capacity	Up to 48	Up to 200 digital or a combination of digital and analog phones with a maximum capacity of 200.	IP403 is 100; IP406 is 180 & IP412 is 256
Supported endpoints	PARTNER 6 button PARTNER 18 Button PARTNER 18 Button w/Display PARTNER 34 Button w/Display 48 Button DSS Transtalk 9040	4400 4400D, 4406D+, 4412D+ 4424D+, 4424LD+, 4450DSS MLX-28D, MLX-20L, MLX-16DP, MLX-10DP, PARTNER-6, -18, -18D, -34D (softkeys are not programmable when connected to a MERLIN MAGIX IS) TransTalk® Digital Wireless System (9031/9040)	4406D+, 4412D+, 4424D+, 4450DSS, 4606, 4612, 4624, 6408D+, 6416D+, 6424D+M, XM24, TransTalk® 9040, SIN 227 Compliant POTS phones, H323 compliant IP phones, IP Office Softphone (terminals subject to local availability and IP Office module configuration)
Supported trunks (subject to region availability)	T/R Loop start Centrex VoDSL via SDSL Module	T1 (voice and data); ISDN — both PRI & BRI; Ground Start trunks, Loop Start Lines, E&M tie line, DID trunks, OPX trunks, Centrex Lines	T1 (voice and data); ISDN — both PRI & BRI; Ground Start trunks, Loop Start Lines.
Trunk capacity	Up to 31	80 trunk maximum	96 Digital + 192 Analog, Maximums apply to IP412
CALL ROUTING/CALL MANAGEMENT			
A user/phone set can belong to several groups	Yes	Yes, beginning with R2.1	Yes
Call distribution on caller line identification	No	No	Yes
Call queue management	No	Yes	Yes
• Delay announcement	No	Yes	Yes
• Message waiting receiver	No	Yes	Yes
• Priority queueing	No	Yes	No
• Service observing	No	Yes	Yes, with R1.3
Hunt Groups	Yes	Up to 32 groups	Yes
• Direct department calling (cyclic, fixed head)	Yes	Yes	Yes
• Most idle agent	No	Yes	Yes
• Overflow on another group	No	Yes	Yes
• Terminating extension group (simultaneous)	Calling groups	Yes, through Call Coverage Feature	Yes
• Uniform call distribution (cyclic, rolling head)	No	Yes	Yes
Meet-me conference bridge	No	No	Yes, IP403/IP406: up to 64-party; IP412: up to 2 x 64-party
Multiple login / logout	No	Yes, beginning with R2.1	Yes, in multiple groups



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RINGING OPTIONS	Avaya PARTNER® Advanced Communications System (ACS)	Avaya MERLIN MAGIX® Integrated System (IS)	Avaya™ IP Office
Day and night mode	Yes	Yes	Yes
Distinctive ringing	Yes	Yes	Yes, only with 6400 series sets
Personalized ringing	Yes	Yes	Yes, only with 6400 series sets
Ringling line pref./Idle line pref./Automatic line selection	Yes	Yes	Yes, in R2.0
Unique Line Ringing	Yes	No	No
Routing of incoming calls by day of week	No	No	Yes
AUTOMATIC ROUTE SELECTION			
Automatic least cost carrier evaluation	No	Yes	Yes
Digit deletion/insertion	No	Yes	Yes
E911	No	Yes	Yes
Facility restriction levels (FRL)	No	Yes, via Automatic Route Selection programming	Yes, via System and User Short code programming and Least Cost Route programming
Internal automatic call-back (busy or unanswered)	No	Yes	Yes
Internal reservation on busy (Manual/Automatic callback on busy station)	No	Yes	Yes
Routing of outgoing calls by day of week	No	No	Yes
CALL ACCOUNTING SYSTEMS			
Account Code	Yes	Yes	Yes
Forced Account Code entry	Yes	Yes	Yes
Reports per-account code	Yes, via a call accounting package	Yes, call accounting package may be required	Yes, call accounting package may be required
Reports per-trunk basis	Yes, via a call accounting package	Yes, call accounting package may be required	Yes, call accounting package may be required
Reports per-user/extension basis	Yes, via a call accounting package	Yes, call accounting package may be required	Yes, call accounting package may be required
Per-user/extension group basis	No	Yes	Yes
Real-time report:	Yes, via a call accounting package	Yes, (via CTI Link)	Yes, via a call accounting package
• CDR report customizable	No	Yes	Yes, via a call accounting package
• CDR reports integrated memory	No	Yes	Yes, Streamed to PC over LAN
• For calls exceeding pre-determined threshold	No	Yes, (via CTI Link)	Yes, via a call accounting package
• For CDR administered group only	No	Yes, (via CTI Link)	Yes, via a call accounting package



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CALL ACCOUNTING SYSTEMS (continued)	Avaya PARTNER® Advanced Communications System (ACS)	Avaya MERLIN MAGIX® Integrated System (IS)	Avaya™ IP Office
• Multi-criteria search	No	Yes	Yes, via a call accounting package
• Programmable charge unit	No	Yes	Yes, via a call accounting package
• Programmable currency	No	Yes	Yes, via a call accounting package
RESTRICTIONS			
Multidigit Restriction	No	Yes	Yes
• Allowed lists/Disallowed lists	Yes	Yes	Yes
• Authorization codes	Yes	Yes	Yes
• Local restriction	Yes	Yes	Yes
• Night/day service activation	No	Yes	Yes
– Automatic (programmable time of day plans)	No	Yes	Yes
– Manual (attendant console)	Yes	Yes	Yes
• Outward restriction	Yes	Yes	Yes
• Toll restriction	Yes	Yes	Yes
DIAL OPTIONS			
Abbreviated dialing from system directory	Yes	Yes	Yes
Auto dial	Yes	Yes, one touch	Yes
Dial by name (from extension)	Yes, with PARTNER® Messaging R1	Yes	Yes
Direct Inward System Access (DISA)	Yes	Yes	Yes, via Auto Attendant
Personal speed dial	Yes	Yes, telephone set dependent	Yes
Recall (redial)/Saved number dial	Yes	Yes	Yes
System Speed Dial (numbers)	Yes, 100	Yes, 130	Yes, 1,000
BUTTON APPEARANCES			
Call appearances	Yes	Yes	Yes
DID/DDI numbers	No	Yes	Yes
Door opener	Yes	Yes, via Universal Doorphone System	Yes
Extension	Yes	Yes	Yes
Hotline	Yes	Yes	Yes, (Dial On Pickup)
Key system behavior	Yes	Yes	Some features in R1.3 - additional features in R2.0
Multicolor LED	Red and green LEDs	Red and green LEDs	Red and green LEDs
Trunk or trunk group appearances	Yes	Yes	Planned



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MESSAGING	Avaya PARTNER® Advanced Communications System (ACS)	Avaya MERLIN MAGIX® Integrated System (IS)	Avaya™ IP Office
Automatic/On-demand voice recording	Yes, via button access with PARTNER Messaging R1	No	Yes, included with VoiceMail Pro
Call Queuing with Q-position and Estimated-Time-to-Answer (ETA)	No	Yes, with CTI link	Yes, with VoiceMail Pro. VoiceMail Lite gives simple queuing.
Configuration PC tools on-line / off-line (multilingual)	Remote administration	WinSPM Socket Magix (available through Interactive Northwest)	PC Windows-based programming tool
Features			
• Automated Attendant	Yes	Yes	Yes, with VoiceMail Pro
• Answering machine	Yes	Yes	Yes
• Notification (LED message waiting light)	Yes	Yes	Yes
• Multilingual	Yes	Yes	Yes, (18 Languages)
• Outcalling	Yes	Yes	No, see note*
• Day/Night Menu	Yes	Yes	Yes, via Time Profile and Incoming Call Route
Messaging System	PARTNER Voice Messaging (PVM)/PCMCIA PARTNER Messaging R1 (PMR1)	MERLIN® Messaging, INTUITY™ AUDIX®, Zeacom PC-based VM, Octel 100	IP Office VoiceMail Lite (included) IP Office VoiceMail Pro (optional)
Capacity	PVM PMR1	MERLIN Messaging	
•Ports	2 2,4,6	2,4,6,8,10, or 12	4 ports on VoiceMail Lite; up to 30 ports on VoiceMail Pro. IP Office model dependent: IP403 up to 10 ports of VoiceMail Pro, IP406 up to 20 ports of VoiceMail Pro and IP412 up to 30 ports of VoiceMail Pro
•Mailboxes	12 200	200 mailboxes	No limit on mailboxes
• Storage		100 hours	400 transfer-only destinations, 100 hours storage, mailbox size from 5 min-180 message length 2-60 minutes
			Storage limited to the size of the associated PC hard drive (VoiceMail Lite/VoiceMail Pro) One minute of recording = 1 MB.

*VoiceMail Lite offers a feature called Ringback to an internal number. VoiceMail Pro offers Ringback to an internal or external number.



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MESSAGING (continued)	Avaya PARTNER® Advanced Communications System (ACS)	Avaya MERLIN MAGIX® Integrated System (IS)	Avaya™ IP Office
Personal Numbering	No	No	Yes, with VoiceMail Pro
Presentation of Voicemail to e-mail (MAPI-compliant e-mail server)	No	No	Yes, with both VoiceMail Lite and VoiceMail Pro
Synchronisation to Microsoft Exchange/Outlook client	Yes, via Developer Connection Program	No	Yes, available with VoiceMail Pro via optional Integrated Messaging Pro
Voice questionnaire forms (Campaign Manager)	Yes, via Developer Connection Program	No	Yes, with VoiceMail Pro



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LANGUAGES (INTEGRATED: English, French, Spanish)	Avaya PARTNER® Advanced Communications System (ACS)	Avaya MERLIN MAGIX® Integrated System (IS)	Avaya™ IP Office
Languages for administration PC tools	English	3 (English, French, Spanish)	14 languages
Languages for sets displays	Yes, dependent on set type	Yes, dependent of set type: 3 languages	13 languages
Languages for voice messaging system prompts	Yes	Yes, MERLIN Messaging release dependent	18 languages
PAGING FACILITIES			
Group page — overhead paging	Yes	Yes	Yes
Group page — Overhead simultaneous paging	Yes	Yes, with MERLIN MAGIX R2.2	Yes, via custom solution
Page an individual	Yes	Yes, except that Single Line sets cannot make or receive a voice announce page.	Yes, (not currently supported to IP Hardphones)
NETWORKING			
Centralized Voice Mail (CVM)	No	Yes, in a pure MERLIN MAGIX environment and/or with Avaya DEFINITY® system	Yes, IP Office Offers centralized voice mail in all IP Office environment. Also R1.3.X includes connection to a central Definity/ MultiVantage Intuity Audix
Feature Transparency	No	No	Yes, with IP Office Small Community Networking requiring VoIP network
Frame Relay	No	Yes	Yes
Integral LAN port (X21/V35)	No	No	Yes
Q Sig Networking over E1/T1	No	No	Yes
Q Sig Networking over IP to MultiVantage	No	No	Yes
Router function	Yes, via the DSL Module	Yes, via the INA module	Yes, see Data Section
Uniform Dial Plan (UDP)	No	Yes	Yes
VoIP	Yes, via Multi-Tech MultiVoIP and Developer Connection Program	Yes, via Multi-Tech MultiVoIP and Developer Connection Program	Yes



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SYSTEM ADMINISTRATION	Avaya PARTNER® Advanced Communications System (ACS)	Avaya MERLIN MAGIX® Integrated System (IS)	Avaya™ IP Office
Administration of the directory	Yes	Yes	Configuration PC Tool
Automatic Daylight Saving Time update	Yes	Yes	Yes
Button programming	Yes, PC	Menu Driven or star-codes. Locally at each extension or from admin console	Extension, Feature Access Codes, Abbreviated Numbers
<ul style="list-style-type: none"> • Local • Remote 	Yes	Using PCMCIA card	Using LAN
	Yes	PC Administration, WinSPM	Yes, via IP connection, Dial-up via Modem 2 Module, or via WAN
Factory default settings	Yes	Yes	Yes
Flexible numbering plan	No	Yes	Yes
Integrated ISDN monitor	No	No	Yes
LDAP Support	No	No	Yes
Local back up and restore of configuration	Yes	Using PCMCIA card or WinSPM	Using Windows-based PC Tool
Numbering plan length	2 digits	Up to 4 digits	Up to 9 digits
Offline configuration	No	Yes, in surrogate mode	Yes
Remote administration	Yes, PC Remote Administration and Diagnostics	Yes, WinSPM	Yes
Remote back up and restore of configuration	Yes, PC Remote Administration and Diagnostics	Using WinSPM + Remote access through internal modem. Also TCP/IP access from any network using Win Socket	Using IP Office Manager Application. Remote access via internal modem or IP network
Remote diagnostics	Yes, PC Remote Administration and Diagnostics	Yes	Yes
Remote Software Upgrade	Yes	Yes, limited via PCMCIA card	Yes
Single management interface for PBX/router/firewall/DHCP server	No	No	Yes
SNMP (Simple Network Management Protocol) Polling	No	No	Yes
System Reports (i.e. Configuration system directory, speed dial)	Yes, PC Remote Administration and Diagnostics	Yes	Yes, via IP Office Manager Application
Translation conversion from one release to another	Yes	Yes	Yes



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USER FEATURES	Avaya PARTNER® Advanced Communications System (ACS)	Avaya MERLIN MAGIX® Integrated System (IS)	Avaya™ IP Office
Abbreviated number dialing	Yes	Yes	Yes
Bridging	Yes	Yes	Phase 1 in R1.3; Phase 2 in R2.0
Busy lamp fields on DSS	Yes	Yes	Yes
Call forward:	Yes	Yes	Yes
• Conditioned Call Forward	No	No	Yes
• Delayed call forwarding	No	Yes	Yes
• Follow me	Yes	Yes	Yes
• For internal or external calls	Yes	Yes	Yes
• To an internal or an external number	Internal only	Yes	Yes
• To a designated number	Yes	Yes	Yes
Call Hold	Yes	Yes	Yes
• Call park (Controlled Hold)	No	Yes	Yes
• Exclusive hold	Yes	No	Yes
• Shared hold	Yes	Yes	Yes, Park slots
Call interrupt / intrusion /barge-in	Yes	Yes	Yes
Call park	Yes	Yes	Yes
Call pick up	Yes	Yes	Yes
Call screening	Yes	Yes, R2.2	VoiceMail Pro offers Whisper Announce only. Please refer to VoiceMail PRO documentation for specifics.
Call waiting	Yes	Yes	Yes
Camp on	No	Yes	Yes
Conference	5 parties (2 external, 2 internal, + originator)	5 parties (2 external, 2 internal, + originator)	IP403/406 up to 63 parties, on the IP412 it is up to two independent 63 parties. Any mix up to 63 is also allowed. Maximum of two analog lines in a conference.
Coverage — stations or groups	Yes	Yes	Yes, R1.3
Date and time setting	Yes	Yes	Yes
Direct selection of a parked call	Yes	Yes	Yes
Display call timer	Yes	Yes	Yes



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USER FEATURES (continued)	Avaya PARTNER® Advanced Communications System (ACS)	Avaya MERLIN MAGIX® Integrated System (IS)	Avaya™ IP Office
Display facility:			
• Attendant call forward	Yes	Yes	Yes
• External ringer activation	Yes	Yes	Yes
• Incoming call display	Yes	Yes	Yes
• Night/day restriction activation	No	Yes	Yes
• Night/day service activation	Yes	Yes	Yes
• Queued-call display	No	Yes	Yes
• Trunk control and supervision	No	Yes	Yes
Do not disturb/Send all calls	Yes	Yes	Yes
DSS-button customization	No	No	Yes
Group call	Yes	Yes	Yes
Group pick up	Yes	Yes	Yes
Hands-Free Answer on Intercom (HFAI)	Yes	Yes	Yes
Headset supported	Yes	Yes	Yes
Keypad lock/Station lock/Authorization codes	Yes	Yes	Yes
Music-on-hold	Yes	Yes	Yes
Privacy (relating to Bridging)	Yes	Yes	NA
Power failure transfer	Yes	Yes	Yes, via the Analog Trunk Module (ATM 16) which provides 2 power failure sockets
Queued call console	No	Yes	Yes, IP Office eConsole & PhoneManager
Record a call	Yes	Yes, utilizing recorder interface module or a TSAPI solution through the Developer Connection Program, or via Voicemail Conference	Yes, with VoiceMail Pro
Simple Call Scripting	No	No	Yes, with PhoneManager Pro
Terminal console	No	Yes	Yes (eConsole)
Voice announce on busy	Yes	Yes only on MLX sets	No



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USER FEATURES — SOFTPHONE	Avaya PARTNER® Advanced Communications System (ACS)	Avaya MERLIN MAGIX® Integrated System (IS)	Avaya™ IP Office
Call history	No	Yes, with CTI link	Yes, with Phone Manager; on all telephones except 4406D+, 4606IP, TransTalk MDW 9040
Control your phone from your desktop	No	Yes, with CTI link	Yes, with PhoneManager
Screen Pop to Outlook	No	Yes, with CTI link	Yes, with PhoneManager Pro
Visual voice	No	No	Yes, with PhoneManager Pro
CALL CENTER			
Callback request capability based on CLI or user entered data	No	Yes, with CTI link and Taske	Yes
Custom report designer tool	No	Yes, with CTI link and Taske	Yes
Fixed Wallboards	No	Yes, with CTI link and Taske	Yes, up to 30
Graphical drag & drop designer for call flows	No	Yes, with CTI link and Taske	Yes, VoiceMail Pro
Integrated Formal Contact Center	No	Yes, with CTI link and Taske	Yes, Compact Call Center
Integrated Informal Contact Center	No	Yes, with CTI link and Taske	Yes, Compact Business Center
Management by exception (alarm on conditions)	No	Yes, with CTI link and Taske	Yes, 3 tiers of alarms
Maximum number of supervisors in contact center	No	Yes, 8	Yes, 5 with Compact Contact Center
Number of standard management ready graphical reports	No	Yes, with CTI link and Taske	Yes, 48
PC Wallboards	No	Yes, with CTI link and Taske	Yes, up to 250
Queue Management (includes time & position in queue)	No	Yes, with CTI link and Taske	Yes, with VoiceMail Pro
Recording Services (record on demand & sampling)	No	Yes, with CTI link and Taske	Yes, with VoiceMail Pro
Reporting on queue management	No	Yes, with CTI link and Taske	Yes
Softphone for Agent	No	No	Yes, in R1.3 up to 250
TAPI WAV and TAPI 3.0 Media Service Provider for IVR capability	No	No	Yes, in R1.3
True Real-time time screens	No	Yes, with CTI link and Taske	Yes, with Compact Contact Center and Compact Business Center
Voice forms for structured interview	No	Yes, with CTI link and Taske	Yes
Work Force Management interface	No	No	Yes
COMPUTER TELEPHONY			
Computer Supported Telecommunication Applications (CSTA)	No	Yes	Planned
TAPI	Yes, via Developer Connection Program	No	Yes
TSAPI	No	Yes	No



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DATA CAPABILITY	Avaya PARTNER® Advanced Communications System (ACS)	Avaya MERLIN MAGIX® Integrated System (IS)	Avaya™ IP Office
Bandwidth Allocation Control Protocol	No	No	Yes
Call Bumping	No	No	Yes
CLI Caller ID Dialback	No	No	Yes
DHCP Server	No	Yes, INA-Board	Yes
Firewall	No	Yes, INA-Board	Yes
H.323 OPX (off premise extension)	No	Yes, with CTI link and MCK	Yes
H.323 Trunking	No	Yes, with CTI link and MCK	Yes
Integral LAN ports (IP401, IP403, IP406) or switch (IP412)	No	No	Yes
Integral router as standard	No	Yes, INA-Board	Yes
LAN Access	No	Yes, INA-Board	Yes
LDAP Client	No	Yes, INA-Board	Yes
ML-PPP (Multi-Link Point-to-Point Protocol)	No	Yes, INA-Board	Yes
Network Address Translation	No	Yes, INA-Board	Yes
PAP/CHAP Authentication	No	Yes, INA-Board	Yes
Remote Access Server	No	Yes, INA-Board	Yes
Service Quotas	No	No	Yes
Time Profile	No	No	Yes
T-PAD functionality for EFT/POS	No	No	Yes

To the best of our knowledge, this product data is based on the most current information available. Although every effort has been made to assure freedom from errors, Avaya Inc. is not responsible for the accuracy of all the information contained in this document.

Version Number 2, November 2002 Issue Date.