



FACT SHEET

IP Office At-A-Glance

A system that grows with your business



Avaya IP500

For a small office experiencing or expecting growth. Can support up to 32 users (mixture of analog, digital, and IP; maximum of 24 digital phones) with Standard Edition software and easily expandable to 272 users with Professional Edition software. IP Office 500 allows businesses to expand to 8 T1/E1//PRIs and 8 expansion modules — a total capacity of 272 endpoints and 320 trunks. Standard Edition supports Embedded Voicemail for built-in voicemail/auto-attendant (no PC required) while Professional Edition supports all messaging options, including Embedded Voicemail. It provides two 10/100 Mbps switched Ethernet ports.

Avaya IP412

For small offices with advanced needs. Offers a powerful call processor and greater internal data transfer capabilities. IP Office 412 allows businesses to expand to 4 T1/PRIs and 12 expansion modules — a total capacity of 360 endpoints and 288 trunks. It provides two 10/100 Mbps switched Ethernet ports.

Every Avaya IP Office platform offers you:

- **Full-featured PBX with optional key system functionality**
Delivers hundreds of telephony features
- **Support for wide range of terminals**
Analog, digital, IP hardphone and IP softphone, wireless (Wi-Fi), and IP DECT
- **Managing office devices**
2 relay ports for door entry systems, heating systems, etc.
- **Choice of trunk interfaces**
For T1/PRI (single or dual), BRI, Analog Quad Loop-Start, and Analog Trunk 16 (Ground Start and Loop Start), and SIP
- **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 Avaya messaging servers
- **VPN support**
For secure site-to-site communications or remote access using L2TP or IPSec; up to 10 tunnels supported
- **Conferencing**
Built-in conference bridge for 1 or 2 (IP412) 64-party conferences.
- **Voice over IP**
Optional Voice Compression Module supports 4, 8, 16, 24 or 30 simultaneous Voice over IP sessions (for up to 60 with IP412 and 128 with IP500). Used for multi-site networking over a WAN or supporting IP telephones and softphones
- **Proactive monitoring**
For remote systems via SNMP or SMTP (e-mail). CBC (Compact Business Center) application e-mails daily switch statistics. System Status Application for advanced diagnostics and reporting capabilities.
- **RIP-2 support**
For dynamic data routing

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 (voicemail e-mail)
- Reply to E-mail Sender
- Fax detection and routing

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
- System Management Audit Trail

Contact Center (Advanced)

- Advanced queue management
- Call-back request capability
- Interactive Voice Response (IVR) with third-party databases
- Management by exception (alarm on conditions)
- Maximum number of supervisors: 21
- Maximum number of agents: 75
- Licensed report viewers: 21
- 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
- PC-based phone management
- SoftConsole
- Call Recording search and replay
- VoIP telephony
- ... and more

Networking

- Q.Sig Networking over T1 & Q.Sig Networking over IP to Avaya Communication Manager
 - Uniform Dial Plan
 - VoiceMail Pro Networked Messaging
 - Integral WAN port (X21/V35)
 - Proactive remote monitoring via SNMP
 - Frame Relay
 - VPN support - IPSec or L2TP
 - SIP trunking to low-cost Internet Telephony Service Providers (ITSP)
- Small Community Network features such as Busy Lamp Field, Paging, Desk-to-desk calling, Calling/connected name and number, Hold & Transfer, Centralized Voicemail VoiceMail Pro, Internal Directory, Absent Text Message, Anti-Tromboning
- Advanced Small Community Networking licensing provides Remote Hot-Desking and Distributed Hunt Groups.

Interactive Voice Response (IVR)

- Third-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 (Wi-Fi) IP Wireless handset support
- IP Softphone support
- IP DECT support
- Mobile Twinning to mobile/cell phone
- VPN software on remote IP hard phone (4610/20/21 and 5610/20/21)
- Telecommuter mode on Phone Manager Pro

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 (Wi-Fi) on Small Office Edition
- RIP-2
- T-PAD for credit card information

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 GUI
- VoiceMail Pro Client Administration via LAN/WAN
- VoiceMail Pro Networked Messaging
- Personal Distribution Lists
- Visual Voice on large display phones
- Cascaded Outcalling

Conferencing

- Conference call control via Phone Manager
- Meet-me (Dial In) Conferencing
- On-demand Conferencing
- Web-based conferencing for employees and invited participants

Telephones Supported**

- 2400, 4400*, 5400 and 6400* series digital telephones
- 3616, 3620, 3626 IP Wireless telephones
- 3701, 3711 IP DECT telephones
- 3810 Wireless telephones
- 4600 and 5600 series IP telephones
- Analog telephones
- T3 digital and IP telephones

* * 6402, 4400D, 4424LD not supported

** Please check for full list of supported telephones and regional availability.

Manager

- Security enhancement and audit trail
- User rights management (set up centralized user restrictions for phones and Phone Manager and/or create Templates for quick programming)
- Backwards-compatible up to Release 2.1
- Built-in validation and error-checking
- CSV import/export of users, groups, directory, short codes and licenses
- IP Office alarms via SNMP and e-mail