



IP Telephony

Contact Centers

Mobility

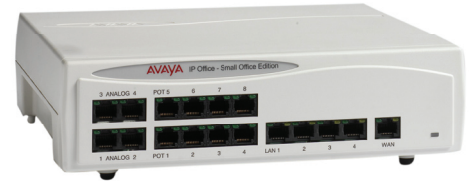
Services

FACT SHEET

IP Office - Small Office Edition

Overview

Avaya IP Office – Small Office Edition is an all-in-one converged communications solution for small office, home office and branch office communications. Depending on the configuration and options that are purchased, it supports from 2 to 28 users with feature-rich, business-quality voice communications, flexible data connectivity, secure VPN networking, built-in voicemail, Wi-Fi and more, in a compact and easy-to-install desktop unit.



Capabilities

Connects via: Cable, analog, DSL, T1, ISDN and IP.

Endpoints: Supported Avaya digital phones, Avaya wireless phones, Avaya IP phones, and standard analog phones, PCs and laptops.

Networking: Built-in LAN switch, secure VPN capability (optional), built-in WAN port for broadband IP services; optional WAN connectivity for traditional digital trunks.

VPN: Optional VPN capability; Layer 2 protocol (L2TP) and IPSec for secure communications and remote access.

Internet: Built-in dynamic (RIP-2) router, secure firewall, Internet access, DHCP server.

Wireless Access Point: Supports 802.11 (Wi-Fi) wireless LAN module for wireless voice and data networking.

Conferencing: Built-in 6-party conferencing.

Messaging: Basic PC-based voicemail (VoiceMail Lite) is provided as standard. Integrated voicemail and auto attendant option via a 64Mb flash memory PC card (Embedded Voicemail) providing 10 hours of voice storage. Advanced messaging (VoiceMail Pro) is also available as an enhanced option.

Reliability: During power fail, analog trunk port 2 is connected to analog extension port 1. Additionally, analog trunk port 1 can be set to Modem Enable allowing the trunk to answer incoming modem calls and be used for system maintenance.

SoftConsole: Optional PC-based operator console application for efficient handling of calls.

Phone Manager: Included application for PC-based phone management and optional softphone capability.

IVR: Optional automated services such as account/order status or information retrieval.

Benefits

- A full-featured communications system—support for messaging, caller ID, call forwarding, etc.
- Ideal for small offices and home offices.
- Consolidate voice, data, etc., with one system, and one connection.
- Multiple connection options—cable, DSL, wireless, etc.
- Network with other IP Office systems in other offices—share administration and applications.

Avaya Advantage

The Avaya IP Office - Small Office Edition delivers feature-rich voice and data communications in a compact, easy-to-install unit.

IP Office - Small Office Edition Options

The IP Office - Small Office Edition is available in 4 pre-configured variations.

	Option 1	Option 2
Format	Hardware	Hardware
System Requirements	Network facilities, cable, analog, T1, ISDN, and IP	
User Requirements	PCs, laptops, IP devices, digital phones, traditional phones or wireless phones	
Analog Extensions	4	4
Analog Trunks	4	4
Digital Telephones (6400, 4400, 2400, 5400 series; 3810 wireless)	8	8
VoIP Channels	3	16
Switched Ethernet Ports	4	4
Dedicated WAN Port	Yes	Yes
PCMCIA Slots for Wireless, Embedded Messaging, etc.	Yes	Yes
Music on Hold Port	Yes	Yes
Door Entry Port	Yes	Yes

About Avaya

Avaya enables businesses to achieve superior results by designing, building and managing their communications infrastructure and solutions. For over one million businesses worldwide, including more than 90 percent of the FORTUNE 500®, Avaya's embedded solutions help businesses enhance value, improve productivity and create competitive advantage by allowing people to be more productive and create more intelligent processes that satisfy customers.

For businesses large and small, Avaya is a world leader in secure, reliable IP telephony systems, communications applications and full life-cycle services. Driving the convergence of embedded voice and data communications with business applications, Avaya is distinguished by its combination of comprehensive, world-class products and services. Avaya helps customers across the globe leverage existing and new networks to achieve superior business results.

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