AVAYA

PRODUCT OF THE YEAR
2002
COMMUNICATIONS
CONVERGENCE

Avaya™ IP Office Solution

The All-In-One Solution for Your Business Needs

Converged Voice and
Data Networks

Customer Relationship
Management

Unified Communication

Supported by:
Avaya Labs and Services

Communication without boundaries

The solution that takes care of your business

How far do you want your business to go? In today's economy, the business that consistently delivers great customer service whenever and wherever the customer wants it is the business that succeeds. As a small or midsize business, you have to satisfy those customer needs and more.

Your business has unique circumstances that must be addressed by any communication solution you choose—and you need a solution that gives small and midsize businesses all of today's technology at an affordable price. One that is designed for current and evolving needs, with real-world simplicity for a real-world workforce. A solution that is, in fact, an open door to tomorrow's possibilities with broad support for productivity, service, and feature-rich applications.

The solution

The Avaya™ IP Office family of products. Designed for small and midsize business needs, Avaya IP Office is an all-in-one packaged solution at a value price. It's a solution that is designed to provide the overall capabilities and specific flexibility to meet and exceed the requirements of your company and your customers.

The right capabilities for every application

At some point, you don't need multiple networks to handle multiple communication needs.

Whether you want to begin with standard telephony and evolve into converged communications, jump right into converged voice and data, offer contact center quality of service for your customers, or link a few locations on an IP network, Avaya IP Office provides the solution. Together, the IP platform and our leadership in IP telephony can form a versatile, powerful backbone for your business communications.

Voice Communications

Avaya IP Office voice functionality ranges from traditional office telephone service to IP-enabled application support. Full features include caller ID, call forwarding, conference calling, and voice messaging, with busy lamp fields and flexible paging for more efficient call handling. Advanced call routing directs incoming calls to the best available person or messaging service, and support for two to 180 extensions easily provides for both new and growing businesses.

With support for a variety of telephones and Q. Sig Networking for common telephone functions among separate branch offices, Avaya IP Office can help you achieve greater productivity, efficiency, and cost savings across your enterprise.

Data Networking

If you have one or multiple offices with data networking needs, Avaya IP Office can provide a complete data communication and networking solution. Data networking features include Internet or branch-to-branch based routing, a local-area network (LAN) hub that connects up to eight PCs to each other and the router, and standards-based directory support for easy integration with your IT environment.

Voice calls can be allocated dynamically and can even "bump" a multi-channel data transmission from one of its channels if the situation requires. And Avaya IP Office is complementary to Avaya switch technology and VPNet® solutions, offering the ability to grow into more powerful converged networks.

Internet Access

No matter which Avaya IP Office platform you use, you can get secure, high-speed access to the Internet. Dial-up connectivity through a T1 line, wide-area network (WAN) port, or direct, leased-line connections can be used for requirements ranging from ordinary Internet searching to Web site hosting. Since bandwidth use varies according to cycles of business, Avaya IP Office gives you the ability to define automatic adjustments in your company's bandwidth. With an integral firewall, Avaya IP Office delivers convenient, secure, and comprehensive Internet access.

Remote Access

With nontraditional office arrangements, small or contract support staff, or simply the need to provide constant customer service with fewer resources, smaller businesses need the fast, secure, dependable access that Avaya IP Office provides. The standard remote access server allows users access from desktop computers, laptop PCs, and even Wireless Application Protocol (WAP)-enabled mobile phones with individual firewall security and access control. Avaya IP Office remote access support helps you enjoy enhanced productivity while maintaining security and cost standards.

The value of Avaya™ Enterprise Class IP Solutions (ECLIPS)

As the newest addition to the ECLIPS family, Avaya IP Office delivers the value enjoyed by enterprises of every size around the world to the small and midsize business, including these key benefits:

- **Reliability.** A single solution from a single provider, built with proven components that are designed to work together, ensures consistent quality and performance free of system integration downtime.

- **Voice quality.** Ensured by the world leader in business voice systems, with 130 years of communication innovation heritage.

- **Full-featured functionality.** A robust set of voice and data features take full advantage of IP benefits.

- **Rich applications.** Complete big-business capabilities, including voice messaging and contact center management, are optimized for small and midsize businesses.

And it's all delivered with the simplicity, cost-effectiveness, and performance small and midsize businesses need.

Applications Support

If you're a small or midsize company, you want big-business capabilities but do not have a big-business budget. Avaya IP Office can make these capabilities possible by supporting a full complement of sophisticated applications:

- **Voice mail** with call forwarding, dial-by-directory, PC Soft Phone, and more—so incoming calls are never unanswered

- **Auto-attendant** that simplifies service for customers through standard and customized automated services

- **Integrated Messaging** stores voice mail together with e-mail messages, simplifying access and actions while reducing time spent retrieving messages

- **eConsole and PhoneManager applications** that combine easy-to-use graphical interfaces with sophisticated attendant and manager tools

- **Compact Business Center and Compact Contact Center** with graphical tools to monitor service levels in informal customer-facing departments and formal contact centers

Applications like these, and open standards that allow easy integration with popular third-party applications, allow Avaya IP Office to offer every small or midsize business the advantage of the best communication tools available today.

Avaya IP Office platforms: The right fit for every size

The all-in-one Avaya IP Office platforms give small and midsize businesses the integrated features and options they want—to meet today's communication needs, and to plan for the future. Every Avaya IP Office platform supports common software, telephones, and applications, with variations in device and user capacity.

- The **Avaya™ IP403 Office** base unit—for small offices with sophisticated communication needs— supports up to eight digital handsets, two analog telephones, and 30 digital trunks. With the maximum of three expansion modules, the system can support up to 100 analog and digital extensions. A Universal Serial Bus (USB) port allows simple connection of point-of-sale terminals, an external source for music on hold, and remote-control door entry systems. With the provision of an X.21/V.35 port, businesses can establish a permanent link to an Internet Service Provider or other offices. The optional **VoiceMail Pro** application offers considerable functionality for both office hours and after hours.

- The **Avaya™ IP406 Office** base unit, ideal for growing small or midsize offices, offers all of the IP403 features—with twice the trunk and expansion module capacity—but does not have the integral USB or digital/analog extension ports. With six expansion modules, total capacity equals 180 analog and digital extensions and up to 48 digital trunks.

- The **Avaya™ IP412 Office** base unit, ideal for midsize offices with advanced needs, offers a more powerful call processor and greater internal data transfer capabilities than the IP403 or IP406 base units. Recommended for advanced applications, Avaya IP412 Office allows businesses to expand to four trunks and 12 expansion modules—a total capacity of 180 combined analog and digital extensions and 90 digital trunks.

Is your business growing?
We've got you covered

The positive effect that increased efficiencies and an increased customer base have on your revenue will help you grow, perhaps faster than you had anticipated. Don't worry. Changes or growth in your business won't cost you all of the benefits of Avaya IP Office. In fact, we've designed three types of expansion modules to help businesses with changing or growing needs retain the ease and cost-effectiveness offered by the standard Avaya IP Office platform:

- Ten Avaya IP Office **external expansion modules** fit a variety of needs, ranging from analog and digital terminals to interfaces for ISDN devices and remote office connectivity. With capacities that vary for each of the Avaya IP Office platforms, these modules can help enable simple, cost-effective capacity increases for the growing or changing business.

- Avaya IP Office **internal daughter expansion cards** fit inside the base module of each Avaya IP Office platform, and add voice compression or modem features that can allow businesses to easily and quickly extend Voice over IP (VoIP) and remote access benefits to a growing number of users.

- Avaya IP Office **line interface expansion cards** are rear-mounted on each Avaya IP Office platform, and add flexible trunk capacity that can help enable valuable caller identification and multiple subscriber features for improved service and routing.

Your Avaya Client Executive or authorized Avaya BusinessPartner can provide further detail on Avaya IP Office expansion modules, and can help you select the best options for your business.

One tool to help you manage your system

The full Avaya IP Office solution—phone system, router/firewall/DHCP server, voice mail, and other applications—can be easily managed through **Avaya™ IP Office Manager**. A Microsoft® Windows® PC software application with an easy-to-use graphical interface, the Avaya IP Office Manager can be used on the local-area network (LAN) or remotely on the wide-area network (WAN) for complete control when it's necessary. Set access and user rights, analyze performance data, and accommodate small or large changes in your business environment easily and rapidly. If you have or want a global presence, multiple Avaya IP Office systems can be managed from a central point, and in the specific language for each location. **Avaya IP Office Manager** is one tool that helps you satisfy all of your customers and your staff.

The family that welcomes you

Avaya IP Office is a family of communication solutions designed for small and midsize businesses today, and tomorrow. With today's technology at an affordable price, real-world simplicity, and an open door to tomorrow's possibilities, Avaya IP Office can deliver the tools to satisfy the requirements of customers and your business with ease. It's the all-in-one packaged solution that fits your needs now—and can make your hopes for the future possible.

About Avaya

Avaya is a global leader and innovator in enterprise communications serving customers who require superior communications to power their business.

Over 90% of the FORTUNE 500®, as well as government organizations rely on Avaya for secure network infrastructures and reliable voice and data applications that power faster decisions, profitable transactions, and closer relationships between customers, employees, and suppliers.

Our award-winning solutions for the customer-centric economy include:

- Converged Voice and Data Networks
- Customer Relationship Management
- Unified Communication

All supported by Avaya Labs, and our Global Services, Alliances and BusinessPartner organizations.

Contact your Avaya Client Executive or authorized Avaya BusinessPartner today for more information on the Avaya IP Office all-in-one communications system, or visit our Web site at **avaya.com/solutions**

AVAYA

avaya.com