



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 IP401

A fully converged voice and data solution for very small offices (including home offices), the IP401 Compact Office is available in two models with built-in support for up to eight extensions (4 analogue, 4 digital) and optional support for up to 4 IP phones. Support for up to 2 BRI (i.e. 4 digital trunks) comes with the unit, as well as up to 8 dual-speed LAN ports and an integrated firewall for Internet access. Options include integral or external voicemail, Voice over IP and high-speed WAN connection (2Mbps).

Avaya IP403

For a small office with sophisticated communications needs. Built-in support for ten extensions (2 analogue, 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 voicemail.

Avaya IP406

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 PRI/E1s.

Avaya IP412

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 centre or a business with a CRM focus. IP412 Office allows businesses to expand to 4 PRI/E1s and 12 expansion modules - a total capacity of 256 end points and 312 trunks. It provides two 10/100 Mbps switched Ethernet ports (compared to eight dual-speed ports on IP401, IP403 and IP406).

Every Avaya IP Office platform offers you:

- **Music on Hold** (Internal/external; external only on 401)
- **Managing office devices** 2 relay ports for remote-control door entry systems, activating heating/AC system, coffee maker, etc.
- **2 expansion slots** for
 - PRI/E1 (single or dual on IP412)
 - Quad Analogue 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. (Option on IP401.)
- **Conferencing** Built-in conference bridge for 1 or 2 (IP412) 64-party conferences. (Max. capacity on IP401 is 3.)
- **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. (Not available on IP401.)

IP Office At a Glance

Contact Centre (Basic)

- Automatic Call Distribution (ACD)
- Call Queue management
- Direct Group Calling (DGC)
- Group Call/pick up
- Hunt Groups
- Music-on-hold
- Record-a-call.

Unified Messaging

- Integrated Messaging Lite - Presentation of voicemail to e-mail
- Integrated Messaging Pro - Synchronisation with Microsoft® Exchange/Outlook
- Message playback via your handset, multimedia PC or mobile/cellphone.

Mobility

- Headset support
- Outcalling
- Personal Numbering
- DECT wireless system support
- 802.11 IP Wireless handset support.

Contact Centre (Advanced)

- Advanced queue management
- Call-back request capability
- Interactive Voice Response (IVR)
- Management by exception (alarm on conditions)
- Maximum number of supervisors – 5
- Maximum number of agents – 75
- Multimedia: voice, e-mail, Web callback and Web chat
- Proactive List Dialling
- Recording Services
- Service Observing (silent monitoring)
- Standard & custom historic reports
- Softphone
- Real-time screens
- Wallboards.

Call Handling

- Account codes
- Busy lamp fields on DSS
- Call appearances
- Call back when free
- Call forward
- Call hold
- Call interrupt / intrusion / barge-in
- Call pick up
- Call screening
- Call waiting
- Camp on
- Coverage – stations or groups
- Follow me
- Group paging
- Hands-Free Answer on Intercom (HFAI)
- Outcalling
- Privacy (relating to Intrusion)
- VoIP telephony.

Interactive Voice Response (IVR)

- TAPI WAV and TAPI 3.0 Media Service Provider for IVR capability
- Voice questionnaire forms for structured interview (Campaign Manager).

Conferencing

- Conference call control via Phone Manager
- Meet Me (Dial In) Conferencing
- On-demand Conferencing.

Security

- Emergency calling
- CLI call-back for Remote Access
- Integral Firewall
- Network Address Translation (NAT)
- PAP/CHAP authentication protocols
- Time profiles.

Messaging

- Automated Attendant
- Languages for voice messaging system – 21
- Message waiting light
- Personal Numbering
- Voice Recording – Automatic/ On-demand
- Voicemail Pro Manager Graphical User Interface.

Data Functionality

- Bandwidth on demand
- DHCP server
- Integral IP router
- Integral Firewall
- Internet Access
- LAN-to-LAN routing
- Multi-Link PPP
- Remote Access Server (RAS).

Networking

- Centralised Voicemail (CVM)
- Feature Transparency (Small Community Networking)
- Frame Relay
- Integral WAN port (X21/V35)
- Q.Sig Networking over E1/T1
- Q.Sig Networking over IP to MultiVantage™
- Uniform Dial Plan.

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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