AVAYA
IP Office

REAL-TIME
COLLABORATION
FOR YOUR GROWING
BUSINESS

AVAYA

WILL YOU KEEP UP WITH THE SPEED OF BUSINESS?

That's the question many small and midsize businesses and branch offices face. Employees are scattered to the winds. So are clients. Today's office can be a kitchen counter or an airline seat. Mobile devices reign supreme. The workforce—the entire working world—is fractured, fluid, and moving at a relentless, furiously fast pace.

With Avaya IP Office, you will.

Communicate like never before. Respond immediately. Share information, anytime, anywhere, via any device. You'll have the power of a unified communications system that connects everyone—your people, your customers, your partners. A system that's incredibly sophisticated, yet remarkably simple to use. Go ahead and grow—IP Office is fully capable of handling up to 1,000 users in a single site or across multiple sites.

With Avaya, you have a complete, across-the-board solution that brings it all together. From telephony and video to mobility and call center applications, to networking, security, and ongoing services, Avaya IP Office will help give your business a competitive edge. Let you do more, with less. Drive profitable growth, without driving up costs. Perform better now and in the future.
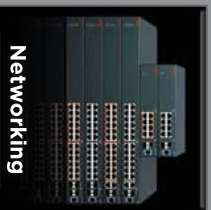
Avaya IP Office.

Real-time collaboration for your growing business.

Collaboration

Customer Service

Networking

Desk Phones

Security

Services

A MORE FLEXIBLE WORKFORCE.
# A SIMPLE, SCALABLE SOLUTION. FUTURE-READY.

AVAYA IP OFFICE.

Small Businesses

Whether for five or 250 employees, IP Office delivers sophisticated communications, simplified. Small businesses that value communications appreciate how IP Office helps enhance productivity in a solution that's right for your budget and resources.
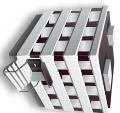
Midsize Enterprises

With its ability to scale to 1,000 users at a single site (or across as many as 32 locations), IP Office is ideally suited to the midsize enterprise that wants powerful, business-impacting communications. IP Office is an industry leader in low total cost of ownership and unique in its ability to grow in both scale and sophistication.
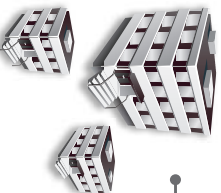
Branch Offices

Large enterprises with branch offices confront the cost and complexity of keeping everyone communicating. Avaya makes it easy to connect to headquarters locations, including those with Avaya Aura®, the award-winning enterprise communications system that powers over 85 percent of the Fortune 500.

"With IP Office, we have a solution that hasn't just improved our communications, it's helping us work better as a company."

The Schuup Company

Unified Communications
Product of the Year Award 2011

Frost & Sullivan Product
of the Year Award 2011

A MORE FLEXIBLE WORKFORCE.

Avaya collaboration solutions bring talented individuals together to form exceptional teams – to collaborate faster, make smarter decisions and drive better business results. Being able to communicate anytime, on any device is critical today, and IP Office delivers what matters most: responsiveness, accessibility, productivity—by taking collaboration to a whole new level. It's all about uniting your collective strengths and delivering your collaborative best.

That's the Power of We™.

Managing the BYOD (Bring Your Own Device) Trend.

IP Office easily and securely integrates with most popular smart devices, bringing full desktop communication capabilities to employees no matter where they go. Employees can be more productive. Businesses can save by reducing company-owned mobile devices.

Flexible mobility.
Bring full desktop communications to your iPhone or Android smartphone devices.

Your tablet, your business phone.
Now you can make and receive business calls right from your Apple iPad device. Check colleagues' presence and instant message (IM) to stay connected.
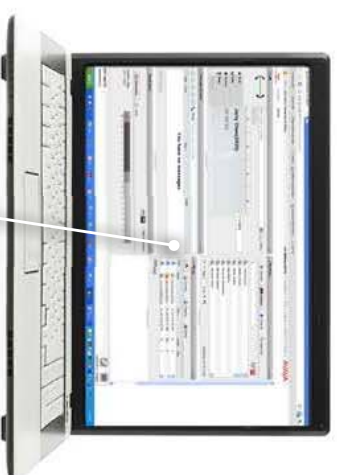
Video Collaboration.
From a built-in HD video softphone and mobile video applications to full room-based video conferencing, Avaya delivers powerful video options proven to enhance productivity.

Enhanced desktop communications.
Streamline communications— in the office or at home. Click to dial, see who's available with presence, sync your calendar and more. Communications-enable desktop apps like Microsoft Outlook, Microsoft Lync and Salesforce.com.

EQUIPPED TO SUCCEED, ANYWHERE.

Your company directory in the palm of your hand.
Bring your company directory everywhere for instant access to all your contacts. Call, email, IM and check presence for more meaningful collaboration.

Take your phone extension with you.
Calls to your office ring on any designated device, so you never miss a call. Log on to any IP desk phone in your network and it becomes your phone; get calls, messages, speed dials and more.

Set up, manage conference calls from your smartphone.
Take full control of conference calls. Tap to add, mute or disconnect callers to manage conferences as easily as if you were at your desk.

Prioritize messages.
Get all business voice and email messages on your smartphone. With IP Office's visual voice mail, you can prioritize messages and respond to the most important ones first.

Map and track mobile workers.
Need to get a service tech to a client quickly? With geo-presence, you can track the location of sales or service people right from your smartphone.

Video On The Go.
Conduct "face-to-face" video meetings with colleagues, partners and customers wherever you are, using virtually any mobile device – including smartphones and tablets.

Use Presence to find and reach the right people.
Tap your smartphone to let everyone know you're available, on the phone, or in a meeting. Automatically get notified when colleagues' Presence status changes for speedier collaboration.

WATCH
PRODUCTIVITY
SOAR WITH VIDEO
COLLABORATION

Take real-time collaboration to rich and powerful new places. With IP Office, video is affordable, simple to implement, easy to use, secure, and available for a wide range of devices including video room systems, desktops and even the ones you hold in your hand. Interact in more personalized ways to get more done. Share information with tools that deepen any collaborative experience.

REAL-TIME VIDEO COLLABORATION FOR YOUR BUSINESS

Get started with built-in solutions for IP Office to see how video can transform your business, add mobility with Avaya Flare® Experience, and move to the Avaya Video Collaboration Solution for the most powerful video collaboration available.

Video built-in

Out of the box, IP Office delivers simple-to-use, yet powerful video solutions. IP Office Power User and Teleworker solutions come with HD-quality video softphones built-in, delivering rich point-to-point video collaboration for up to six people.

On the go, with Avaya Flare® Experience

IP Office integrates the powerful voice and video collaboration capabilities offered through the Avaya Flare Experience. Included with the IP Office Power User and Teleworker applications, users simply download the free Avaya Flare app to their Apple iPad device or Windows PC, and on-the-go video collaboration is a reality.

Best-in-class Video Collaboration

The Avaya Video Collaboration Solution for IP Office: comprehensive video collaboration that's highly affordable and simple to deploy and use. Integrated exclusively with IP Office, the solution delivers incredibly sophisticated collaboration capabilities–multi-party audio, video and data collaboration–from anywhere, using virtually any device (smartphones, tablets, PCs). Add the video room-system option for conference rooms and executive suites and take your meetings to amazing new places.

A SIMPLE, EASILY SCALABLE SOLUTION.

The end of growing pains.

With IP Office, you've invested in a solution that cost-effectively grows with you. Keep your original investment and simply build on it—for capacity or new capabilities. From basic telephony and sophisticated video conferencing, to a wealth of mobility and call center applications. From 5 users to 1,000. From a single site to 32 networked locations. Wherever you take your business, IP Office will go there with you.

Rich collaboration built in, built right.

We've packed IP Office with an array of built-in features and capabilities to enhance the way you collaborate. Like two 64-party conference bridges that get people talking and can save on service provider fees. There's included call recording and automatic call distribution. Built-in video softphone and mobile and desktop video apps. SIP trunking that can lower monthly calling costs. Add available user solutions, video conferencing, mobility apps and call center reporting, and it's clear IP Office takes collaboration to a more feature-rich place.

Plays well with others.

IP Office seamlessly integrates with your existing applications such as Microsoft Outlook, Microsoft Lync, and Salesforce.com to make desktop communications more efficient. And there are hundreds of third-party Avaya-certified applications, too. Click to dial, check colleagues' presence, sync with contacts and calendars within your favorite desktop app. Just a few more ways IP Office enables better faster, and smarter collaboration.

A COMPLETE COMMUNICATIONS SOLUTION.

Choose Avaya for the benefits of a comprehensive solution, one that scales with your business as it grows. Pair IP Office with our own networking, security and video conferencing products and proven approach to system reliability. The result will be something that's all too rare: a truly integrated solution that delivers exactly what you need, when you need it.

Switch to a better solution.

The Avaya ER 3500 series of Ethernet switches are designed specifically for small and midsize businesses. Quick and easy to set up, the ER 3500 switches are plug-and-play—with a single command IP desk phones are up and running in one minute. With low power consumption and a low cost of ownership, these feature-rich switches make expansion easy and cost-effective. This is enterprise-class networking for small and midsize businesses.

Resilient and reliable.

No business can afford a breakdown in communications—maximum uptime is critical. Avaya provides proven, reliable strategies for worry-free, 24/7 communications. Whether you're a small business with one site or a multi-location midsize enterprise, Avaya's approach to resiliency is unique and powerful, helping to ensure maximum uptime to keep communications and collaboration moving at the speed of business.

Enhanced security for growing businesses.

Security becomes more critical as your business grows. Avaya enables your home and remote workers to securely connect to your office communications without a virtual private network (VPN). Conduct secure video calls with customers and partners through Avaya's firewall transversal technology. Enjoy faster service resolution and system upgrades with Avaya secure remote management. And the new Avaya Session Border Controller (SBC) provides enterprise-class SIP security at an optimal price.

A FUTURE-READY SOLUTION.

Investment Protection

Innovation

Flexible Architecture

Avaya IP Office is a smart investment in every way, with a total cost of ownership that's virtually impossible to beat. A feature-rich investment, supported by relentless innovation. An investment you can build on; easily add software to enhance and expand your capabilities as you need them. Best of all, it's an investment that's proven to deliver exceptional returns.

Your investment is protected.

Invest smartly in a single, modular solution that grows with you; simply and cost-effectively add capacity and features as needed. Leverage your existing Avaya solution when upgrading to IP Office, and save up to 60 percent – whether it's Business Communication Manager, PARTNER ACS, Integral, Merlin, Definity, CS1000, Norstar, or SCS. From our energy efficient IP phones to our fanless Ethernet switch that delivers 80 percent power efficiency, Avaya makes the most of your budget.

Innovation for built-in value.

Avaya IP Office has exactly what your office needs to help maximize productivity and increase profitability—already built in. Activate the capabilities you need, when you need them. From video and audio conferencing and enhanced mobility to SIP trunking, automatic call distribution (ACD), call recording and sophisticated call center reporting, IP Office delivers value where and when you need it.

A flexible architecture—now and in the future.

Integrate your desktop applications—such as Microsoft Outlook or Salesforce.com—with IP Office to bring a greater level of collaboration to your business. It's compliant with over 300 third-party Avaya-certified applications. Avaya also offers you the flexibility to choose from a number of technologies—IP, digital, analog, SIP or any combination— so you can select the right infrastructure for your communications needs and budget.

AN IP OFFICE EDITION
TO MEET EVERY NEED

IP Office
Basic Edition

- Key system and PBX features, including voice mail

- Single-site deployments

- 64-party ad-hoc conference bridge

IP Office
Essential Edition

- IP PBX functionality

- Avaya one-X® Mobile Essential (for all users)

- Basic call control on mobile devices

- 128-party ad hoc conferencing

- Available Avaya Flare® Communicator for Apple iPad device

IP Office
Preferred Edition

- Secure "Meet Me" audio conferencing (with user passwords)

- Avaya one-X® Mobile Preferred*

- Call recording

- User solutions

- Unlimited multi-level auto-attendant

IP Office
Server Edition

- Includes all Preferred Edition features plus:

- Supports up to 1,000 users at a single site or across 32 networked locations

- Centralized system management and licensing

- Linux-based

IP Office
Advanced Edition

- Call center analytics and reporting

- Password protected call recording with search, replay and archiving

- Interactive voice response

- PC Wallboard

- Alarm notifications

Each IP Office Edition adds to the features of the previous Edition. Simply build on to what you have to cost-effectively enhance your communications capabilities as you need them. (Note that Advanced Edition is not available as an add-on for Server Edition.) *Optional with Power User and Mobile Worker licenses.

WHAT KIND OF USERS DO YOU HAVE?

Different employees have different communications needs, and there's an IP Office User solution to put the right capabilities into the right hands for anytime, anywhere collaboration.

Power User
The ultimate in communications accessibility for busy executives.

Office Worker
Desktop integration helps employees quickly convey critical information throughout your business.

Mobile Worker
For staff working out of the office without a laptop.

Teleworker
Enable home and remote workers to be as accessible as employees in the office.

Receptionist
Manage calls via easy-to-use PC interface. One receptionist can handle multiple offices.

Customer Service Agent
Intelligent call routing helps agents deliver highly personalized service.

Customer Service Supervisor
Real-time call status and customizable reports help create efficient and productive call centers.

CHOOSE YOUR POWER TOOLS.

There's an IP Office desk phone for everyone in your business. Choose from a wide range of models, from IP and digital sets to wireless and conference phones, specially suited to different needs and users. From executives to receptionists, there's an IP Office phone to help everyone collaborate faster, better and smarter.

9641G

- High-resolution (480 x 272 pixels) color touch screen
- 24 programmable buttons
- Sleek design, rugged construction
- Low power consumption
- Enhanced audio quality

IP PHONES

ADDITIONAL MODELS AVAILABLE: 1603, 1616, 9620, 9630, 9640, 9650

1608

9608

9611

9621

DIGITAL PHONES

Avaya's easy-to-use digital phones include features such as large, readable displays, interactive soft key buttons and paperless labels.

1408

1416

9504

9508

CONFERENCE PHONES

Avaya **B149**, **B159** and **B179** conference phones are the ideal way to leverage the built-in Avaya IP Office conference bridge. They're equipped with exclusive Avaya OmniSound® technology for crystal-clear voice transmission, plus features that make setting up, managing and participating in conference calls a breeze.

B159

- In-phone SD card slot for call recording
- Pre-program groups in built-in conference guide
- Optional expansion microphones increase range up to 750 feet
- Upgradeable software for future needs

WIRELESS PHONES

Work anywhere in your office environment—our IP, digital and SIP wireless phones are sleek and durable and let you take all the capabilities of IP Office with you.

AVAILABLE MODELS:
IP DECT: 3641, 3720, 3740, 3749;
WLAN: 3645, 3725; SIP DECT: D160

3720

3641

3725

D160

THE AVAYA SOLUTION APPROACH.

Avaya takes a comprehensive view of how communications impacts your people, your infrastructure, and your customers. Through our authorized partners, we deliver the best systems, services, applications and processes to ensure exceptional performance and ease of use, critical to maintaining a strong communications presence. From IP Office to networking products and ongoing services, we have you covered.

Wrap your solution in expert services.

Avaya offers maintenance options to fit your business' growing needs. Through our network of authorized partners, expert support options provide remote technical support as well as access to updates and service packs to keep your systems functioning with high reliability. Support options include major software upgrades for increased investment protection, with enhanced remote access to help ensure faster issue resolution, increased speed of service and security.

ARCHITECTURE AND CAPACITY

	IP Office 500 V2	IP Office Server Edition
Architecture / Models	• **Basic Edition** – Key system and PBX features, including voice mail, for very small businesses • **Essential Edition** – the 'must haves' that small businesses need to enhance their communications with customers and colleagues and streamline their operations (4 Remote Worker licenses are included) • **Preferred Edition** – for small and midsize businesses that put a priority on real-time collaboration with sophisticated unified communications capabilities • **Advanced Edition** – when customer service is critical to your business. Advanced Edition will help you track and measure performance levels, record and archive calls for training, and create actionable reports to ensure highest performance	**IP Office Server Edition adds a scalable Linux-based option for midsize enterprise customers. It provides UC applications on a platform that is easy to manage and seamless to upgrade.** • **Primary Server** – Provides call control, mobility, IM and presence, and Messaging (VM Pro & Avaya one-X® Portal), centralized licensing in a single server • **Secondary Server** – Same as primary server, but provides additional capacity and/or resiliency • **Application Server** – Optional external server for Avaya one-X® Portal when additional capacity is needed • **Expansion System** – Linux server or IP Office 500 V2. The IP Office 500 V2 can also act as a local gateway
Capacities	**Essential, Preferred and Advanced Editions:** • Up to 384 users per site • Up to 1,000 users across 32 sites • 125 H.323/SIP trunks • Up to 240 PRI channels, 32 BRI channels and 204 analog trunks (not simultaneously) **Basic Edition:** • Up to 48 users • 20 SIP, 24 digital, 16 analog trunks (not simultaneously)	• Up to 500 users per server • Up to 1,000 users at a single location or across 32 networked sites • 250 H.323/SIP trunks per Server • 125 H.323/SIP trunks per Expansion System • 240 PRI channels, 32 BRI channels, 204 analog trunks per V2 Expansion System (not simultaneously)
Trunk types supported	• Native support for analog, H.323, SIP, BRI, E1/T1/PRI	• SIP trunks are native • Analog, H.323, BRI, E1/T1/PRI are supported via an IP Office 500 V2

	IP Office 500 V2	IP Office Server Edition
MESSAGING AND UNIFIED MESSAGING		
Messaging	**Essential Edition Voice mail** • Two to Six ports • Up to 25 hours of message storage **Preferred Edition Voice mail** • Up to 40 ports • Up to 380 hours of message storage on UCM • External message storage limited by HDD capacity	**Server Edition Voice mail** • Up to 100 ports on primary server • Up to 1,000 hours of message storage
Fax	• No licenses required	• No licenses required
Check all messages—voice mail, email and fax—in one mailbox	• Standard with Preferred or Advanced Editions • Standard voice mail presentation to email • Mailbox synchronization standard with Office Worker, Teleworker, and Power User solutions	• Standard voice mail presentation to email • Mailbox synchronization standard with Office Worker and Power user solutions
Email reading and reply	• Standard with Mobile Worker or Power User solutions	• Standard with Power User solutions
Browser-based voice mail access	• Standard for all users with Office Worker, Teleworker and Power User enabled	• Standard for all users with Office Worker and Power User enabled
APPLICATIONS		
One-number Access	• Standard with Mobile Worker and Power User solutions • Graphical user interface for specified mobile devices to enhance communications • Log in to phones at any desk with personal features Refer to technical documentation for trunk interactions.	• Standard with Power User solutions • Graphical user interface for specified mobile devices to enhance communications • Log in to phones at any desk with personal features Refer to technical documentation for trunk interactions.
Recording	• Server-based programmable call recording—record agent calls for training or sales calls for replay • Call recording into voice mail requires Preferred Edition; supports call recordings to email feature • Requires Advanced Edition for advanced tool that enables external storage and archival for easy retrieval	• Server-based programmable call recording—record agent calls for training or sales calls for replay • Call recording into voice mail requires Server Edition; supports call recordings to email feature

	IP Office 500 V2	IP Office Server Edition
APPLICATIONS		
Audio Conferencing	• IP Office Essential, Preferred and Advanced Editions support up to 128 conference participants, with a maximum of 64 on a single call • Requires IP Office Preferred Edition for "Meet Me" Feature • IP Office Basic Edition supports a maximum of 64 conference participants	• Includes 128 channels per node • Up to 4,096 users across 32 nodes • 64 users per call Meet Me conference bridge for all users
PC Call Management	• Avaya one-X® Portal for IP Office standard with Office Worker and Power User solutions • Avaya Flare Communicator for Windows and iPad standard with Office Worker and Power User solutions • Avaya IP Office Video Softphone standard with Teleworker and Power User solutions • Avaya IP Office Receptionist (up to 4)	• Avaya one-X® Portal for IP Office standard with Office Worker and Power User solutions • Avaya Flare Communicator for Windows and iPad standard with Office Worker and Power User solutions • Avaya IP Office Video Softphone standard with Power User solutions • Avaya IP Office Receptionist (up to 10)
FEATURES		
Detail	**While feature interactions may vary per platform, each platform offers common functionality including:** • Multiple call support • Caller ID • Answer/Hold/Unhold • Conference Creation and Management • Dial/Dial from Address Book • Avaya Flare Communicator for Windows and iPad **Avaya one-X® Portal for IP Office** • Browser-based portal • Call history • Message management • Provides access to a corporate LDAP directory and personal contacts for ease of dialing • Instant Messaging and Presence capabilities – standard with Office Worker, Teleworker and Power User solutions • Telecommuter mode for full-featured home working requires Power User or Teleworker **Avaya IP Office Video Softphone** • Point-to-point video calls with another Teleworker or Power User on same network	**Avaya one-X® Portal for IP Office** • Browser-based portal • Call history • Message management • Provides access to a corporate LDAP directory and personal contacts for ease of dialing • Instant Messaging and Presence capabilities – standard with Office Worker and Power User solutions • Telecommuter mode for full-featured home working requires Power User solution **Avaya IP Office Video Softphone** • Point-to-point video calls with another Power User on same network

COLLABORATION	IP Office 500 V2	IP Office Server Edition
Instant Messaging/Presence	• IM and Presence support—send instant messages to other users; view user availability within the system • Federated Presence with GoogleTalk • Sync with Microsoft Outlook calendar	• IM and Presence support—send instant messages to other users; view user availability within the system • Federated Presence with GoogleTalk • Sync with Microsoft Outlook calendar
Video	**Avaya Flare® Experience Support** **Avaya 1010** • Point-to-point HD video collaboration **Avaya 1040** • HD multi-party video collaboration for 4 participants **Avaya IP Office Video Softphone** • Point-to-point HD video collaboration • HD multi-party video collaboration for 6 participants **Avaya Video Collaboration Solution for IP Office** • Audio, data, HD video collaboration - one conference • Multi-party for up to 8 remote participants; (7) remote participants with integrated room system in conference • Continuous presence video to see everyone simultaneously • PC, Mac, Android, iOS clients • Dual 720p HD room system with PTZ camera, digital micro-phone pod, dual display support • Remote firewall traversal for desktop and mobile participants • Portal software for easy connectivity (requires Windows PC server)	**Avaya Flare® Experience Support** **Avaya 1010** • Point-to-point HD video collaboration **Avaya 1040** • HD multi-party video collaboration for 4 participants **Avaya IP Office Video Softphone** • Point-to-point HD video collaboration • HD multi-party video collaboration for 6 participants **Avaya Video Collaboration Solution for IP Office** • Audio, data, HD video collaboration - one conference • Multi-party for up to 8 remote participants; (7) remote participants with integrated room system in conference • Continuous presence video to see everyone simultaneously • PC, Mac, Android, iOS clients • Dual 720p HD room system with PTZ camera, digital microphone pod, dual display support • Remote firewall traversal for desktop and mobile participants • Portal software for easy connectivity (requires Windows PC server)
Requirements	• IM/Presence standard with Office Worker, Teleworker or Power User solutions • Point-to-point and multipoint HD video standard with Teleworker and Power User solutions	• IM/Presence standard with Office Worker and Power User solutions • Point-to-point and multipoint HD video standard with Power User solution

PHONES

	IP Office 500 V2	IP Office Server Edition
Analog Phones	• Supports industry standard analog phones • Avaya 6200/2500 Series Analog Phones	**Requires IP Office 500 V2 as a gateway/expansion system** • Supports industry standard analog phones • Avaya 6200/2500 Series Analog Phones
Digital Phones	**Essential, Preferred and Advanced Edition:** • Avaya 1400 Series Digital Phones • Avaya 5400 Series Digital Phones • Avaya T3 Series Digital Phones • Avaya M7000 Series Digital Desk phones (legacy sets, not available new) • Avaya T7000 Series Digital Desk phones • 9504, 9508 Digital desk phones	**Requires IP Office 500 V2 as a gateway/expansion system** • Avaya 1400 Series Digital Phones • Avaya 5400 Series Digital Phones • Avaya T3 Series Digital Phones • Avaya M7000 Series Digital Desk phones (Legacy Sets, not available new) • Avaya T7000 Series Digital Desk phones • 9504, 9508 Digital desk phones
IP Phones	**Essential, Preferred and Advanced Editions:** • Avaya 96x1 Series IP Phones • Avaya 9620L, 9620C, 9630, 9640, 9640G, 9650 & 9650C IP phones • Avaya 5600 Series IP Phones • Avaya 1600 Series IP Phones • Avaya T3 Series IP Phones • Third-party SIP endpoints • Avaya 4600 Series IP Phones (excluding 4606 and 4624 desk phones) • Heritage Nortel 1100 and 1200 IP Phones (in SIP mode) (excluding 1110E, 1165E, 1210)	• Avaya 96x1 Series IP Phones • Avaya 9620L, 9620C, 9630, 9640, 9640G, 9650 & 9650C IP phones • Avaya 5600 Series IP Phones • Avaya 1600 Series IP Phones • Avaya T3 Series IP Phones • Third-party SIP endpoints • Avaya 4600 Series IP Phones (excluding 4606 and 4624 desk phones) • Heritage Nortel 1100 and 1200 IP Phones (in SIP mode) (excluding 1110E, 1154E, 1210)
Softphones	• Avaya Flare® Communicator for Windows and iPad • Avaya IP Office Video Softphone • Avaya IP Office Receptionist	• Avaya Flare® Communicator for Windows and iPad • Avaya IP Office Video Softphone • Avaya IP Office Receptionist

PHONES — CONTINUED

	IP Office 500 V2	IP Office Server Edition
Conference Phones	• Avaya B149/B159 Analog Conference Phones • Avaya B179 IP Conference Phone • Third-party endpoints	• Avaya B149/B159 Analog Conference Phones (requires an IP Office 500 V2 as a gateway) • Avaya B179 IP Conference Phone • Third-party enpoints
Mobility	**Essential, Preferred and Advanced Editions:** • Avaya 3616, 3641, 3645 IP Wireless Phones • Avaya 3701/11 IP DECT Phones • Avaya 3720/25 DECT R4 Phones	• Avaya 3616, 3641, 3645 IP Wireless Phones • Avaya 3701/11 IP DECT Phones

CONTACT CENTER

	IP Office 500 V2	IP Office Server Edition
Options	**Automatic Call Distribution (ACD) Built in Advanced Edition** • Server-based Customer Call Reporter (CCR) reporting tool with standard real-time and historical reporting • Call recording • Customer map provides geospatial analytics • Third-party offers for multimedia options	• Automatic Call Distribution (ACD) built in • Optional solutions from DevConnect partners are available • Advanced Edition currently is not an add-on option for Server Edition deployments
Number of Agents and Groups	• Up to 150 agents and 30 supervisors	• Varies depending on DevConnect solution
Agent Monitoring and Training	• Silent agent monitoring • Agent performance tools • Dashboard	• Varies depending on DevConnect solution
Self-service	• Campaign Manager for basic caller forms filler • Interactive voice response (IVR) for more sophisticated customer input	• Campaign Manager for basic caller forms filler • TTS • Call flows
Requirements	• Campaign Manager is standard with Preferred Edition • CCR and IVR standard with Advanced Edition • Requires a server and CCR Agent and Supervisor licensing	• Campaign Manager is included with Server Edition

NETWORKING

	IP Office 500 V2	IP Office Server Edition
Standards	• SIP, H.323, QSIG, ISDN-PRI, ISDN-BRI (euro); E1	• SIP, H.323, QSIG, ISDN-PRI, ISDN-BRI (euro); E1
Transparency	**H.323 Multi-site Networking** • Maximum of 1,000 users (system wide) • Maximum of 32 sites **H.323 networking features:** • Absent text message • Anti-tromboning • Busy lamp field • Call back when free • Call pickup • Caller ID • Camp on • Centralized attendant • Centralized call log • Centralized voice mail • Distributed Hunt Groups • Hot Desking across network • Internal and central directory • Message Waiting Indication • Handset Paging • Distributed voice mail **QSIG features:** • Calling & called name & number • Call hold • Call setup • Call transfer	**H.323 Multi-site Networking** • Maximum of 1,000 users (system wide) • Maximum of 32 sites **H.323 networking features:** • Absent text message • Anti-tromboning • Busy lamp field • Call back when free • Call pickup • Caller ID • Camp on • Centralized attendant • Centralized call log • Centralized voice mail • Distributed Hunt Groups • Hot Desking across network • Internal and central directory • Message Waiting Indication • Handset Paging • Distributed voice mail **QSIG features:** • Calling & called name & number • Call hold • Call setup • Call transfer
Requirements	• Essential, Preferred or Advanced Editions • Multi-site software license • Adequate VCMs	• Server Edition license on remote Expansion Systems

SYSTEM ADMINISTRATION

	IP Office 500 V2	IP Office Server Edition
SYSTEM ADMINISTRATION		
Administration interface	• Windows-based system administration tool (all Editions) • Web-based system administration (Basic Edition)	• Web-based administration for Server Edition (system features) • Launch existing management interfaces for call control, messaging, and one-X® Portal
Monitoring and alarming support	• Standard proactive monitoring and alarming • System Status Application (SSA) • Diagnostic tool to monitor and check the status of IP Office systems • Provides real-time status and historic reports	• Standard proactive monitoring and alarming • System Status Application (SSA) • Diagnostic tool to monitor and check the status of IP Office systems locally or remotely • Provides real-time status and historic reports
Back up and restore system programming	• Automatic daily backups • Configuration is copied to the SD card once a day • Remote backup and restore via FTP or SFTP	• Automatic daily backups • Remote backup and restore via FTP or SFTP
Multi-site administration	• Standard system administration tool enables management of up to 32 systems (simultaneously)	• Web-based administration for Server Edition (system features)
MISCELLANEOUS		
Call Accounting	• Built-in SMDR • Optional third-party Call Accounting	• Built-in SMDR • Optional third-party Call Accounting
CTI support	• Integral TAPI server within CTI Link • Optional CTI Pro (Essential, Preferred and Advanced Editions only) • Integration with Microsoft Outlook, Microsoft Lync, and Salesforce.com	• Integral TAPI server within CTI Link • Optional CTI Pro • Integration with Microsoft Outlook, Microsoft Lync, and Salesforce.com
Failover	• Based on the resiliency of the existing multi-site network. All software-based • Distributed, resilient voice mail • For single sites, a duplicate system can be added to provide full redundancy • A simple check box at installation allows designation of which site backs up the other in the event of an outage—no additional server required	• Based on the resiliency of the existing multi-site network. All software-based • Distributed, resilient voice mail • For single sites, a duplicate server can be added to provide full redundancy of up to 1,000 users • A simple check box at installation allows designation of which site backs up the other in the event of an outage
Tenant Service	• Not supported	• Not supported