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What's New in Avaya IP Office:
Delivering Intelligent Communications to Small and Midsize Businesses

The next evolution in IP Office

With more than 90,000 Avaya IP Office systems shipped worldwide, the award-winning communications system that gives growing companies a complete solution for telephony, messaging, networking, conferencing and customer management just got even better.

- IP Office Release 4.0 software makes it easy for small and midsize businesses to expand and extend both capabilities and capacities by introducing two new software options: Standard Edition and Professional Edition.

- Expanding the IP Office family is the new IP Office 500. Its modular, flexible design makes it easy to customize solutions for small businesses.

Avaya IP Office Standard Edition (Release 4.0) Software

Available exclusively on IP Office 500, IP Office Standard Edition software provides small businesses with a cost effective communications solution that can evolve as their business evolves. Standard Edition supports a maximum of 32 users, conferencing up to 64 parties, Phone Manager, flexible connectivity (cable, DSL, T1, ISDN and SIP) and Embedded Voicemail.

Avaya IP Office Professional Edition (Release 4.0) Software

Available as a simple license upgrade on IP Office 500, IP Office Professional Edition software extends capacity up to 272 users and "switches on" optional advanced applications such as VoiceMail Pro, Compact Contact Center, interactive voice response (IVR), Conferencing Center, etc. Also enabled through a license key is Small Community Networking (SCN), and Advanced Networking.

Avaya IP Office 500

Avaya IP Office 500 has a modular, flexible design. Its four universal slots let you customize solutions with a range of interface cards. This design approach can help to ensure cost effective, smooth growth. IP Office 500 supports up to 272 users and up to four T1/E1 lines (96/120 channels), 32 ISDN BRI channels and 144 analog trunk lines. With up to 128 voice compression module (VCM) channels available, IP Office 500 is designed for the most demanding IP applications.

Existing IP Office users can take advantage of new benefits by easily and cost effectively migrating to IP Office 500. The Legacy Carrier Card lets you re-use most internal cards — all you need is the IP Office 500.

IP Office Release 4.0 – New Features & Enhancements

Available on IP406 V2, IP412 and Small Office Edition (identical to IP Office Professional Edition running on IP Office 500).

The following provides just a snapshot of the new business-enhancing features provided with this new release.

- **New remote diagnostic application:** The System Status Application (SSA) is designed for fast diagnosis and speedy resolution of field issues,
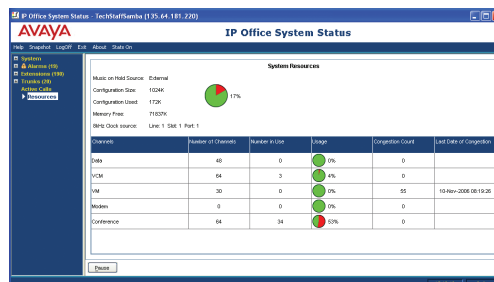
resulting in reduced site visits and increased customer satisfaction. SSA also warns when system resources are reaching capacity (trunks, VCM, voice ports, etc.). Access to the SSA client can be local or remote, and historical alarms are stored on IP Office without the need for a local PC.

- **SIP trunking:** SIP telephony can offer substantial savings compared to traditional exchange lines and are handled like any other line on IP Office, In addition, any phone on IP Office can use SIP services.

- **Seamless mobility:** New to Release 4.0 is Remote Hot Desking. Workers (consultants, lawyers, managers, etc.) can have the same features or restrictions (e.g., international calls) in any networked office — they simply log in to any phone within the Small Community Network and their number and voice messages follow them wherever they are.

- **Enhancing customer service:** Hunt groups can include members from other IP Office locations, and queue management features apply. Calls can be recorded for the life of the call, even when transferred.

- **Messaging enhancements:** Available on Embedded Voicemail and VoiceMail Pro "Visual Voice" reduces errors and minimizes training. Users interact with voicemail through context-sensitive keys on the large display phone. Cascaded out-calling on VoiceMail Pro can escalate left messages to multiple devices and locations.

- **ISDN enhancements:** Support for Advice of Charge (AOC), Call Completion to Busy Subscriber (CCBS), Malicious Call Identification (MCID) and Partial Rerouting (PR) enhances user productivity and minimizes call costs.

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