

IP Office 500

IP Office is a highly modular IP telephone system designed to meet the needs of home offices, standalone businesses, and networked branch and head offices for small and medium enterprises. The award-winning IP Office gives growing companies a complete solution for telephony, messaging, networking, conferencing, customer management, and unified communications.

IP Office is a versatile communications solution that combines the reliability and ease of a traditional telephony system with the applications and advantages of an IP telephony solution. This converged communications solution can help businesses reduce costs, increase productivity, and improve customer service.

At Avaya, our guiding principle is that customers should be supported in migrating to IP telephony at their own pace, following their own path. Our clients can use a mix of digital, analogue, and IP technology and still take advantage of all the applications that convergence provides.

IP Office addresses basic telephony needs, leverages built-in convergence capabilities, and capitalizes on robust unified applications to deliver intelligent communications to your users and customers. This small office IP phone system simplifies processes, and streamlines the information exchange within systems to create simple and effective communication experiences.

The IP Office phone system supports a wide range of telephones, but the Avaya 5400 Series Digital phones and 5600 Series IP phones have been specifically designed to work with IP Office and provide small and medium enterprises with a choice of solutions to meet business efficiency and customer service requirements.

The IP Office 500 solutions can be expanded through the use of expansion modules.

Avaya IP Office delivers full voice functionality with a comprehensive set of features. The IP Office system can be configured as a voice-only PBX, using traditional circuit-switched lines, or as an IP telephony server using high-speed ISDN/PRI dial-up access and/or direct leased line connectivity and/or SIP trunks.

The IP Office 500 communication solution can scale up to 384 telephones and 8 T1/E1 trunks.

IP Office 500

Supports 12 expansion modules providing a combination of up to 384 analogue, digital, IP, and 3rd party SIP telephones, with capacity for 16 analogue trunks or 8 digital trunks (192 T1/PRI channels or 240 E1 channels). Optionally, SIP trunks are also supported. As with the IP Office 412, additional analogue trunks can be achieved by using Expansion Modules. Optional support for up to 128 voice compression channels is available.

The Avaya IP Office system includes a robust set of tools for administration (Manager), call tracking (SMDR), system monitoring and diagnostics (System Status Application). The ability for users to manage their own calls is supplied through a simple GUI (Phone

Manager). Phone Manager Functionality can be enhanced through simple licensing and to support IP softphones.

When needed, add additional applications, including:

- Synchronizing voice mail messages in an email inbox for easy message management
- Scheduling conferences
- Uploading documents for real-time viewing
- Managing audio privileges for conference calls
- Using agent reporting and wallboards for call center environments

The Auto Attendant application enables callers to route their calls to the relevant department/person without the need to speak to an operator/receptionist.

Receptionists/operators can take advantage of the SoftConsole GUI application to present a professional view of the business to all callers. TAPI (Telephone Applications Programming Interface) support enables IP Office to be linked to Microsoft Outlook and other popular desktop applications for screen pops and PC-based telephony management.

Investment protection is offered through handsets supported by several Avaya platforms, and provides a migration path that is forward and backwards compatible. IP Office supports IP and digital telephone operation, with large display desktop phones with sophisticated screen-driven feature access. Single button on/off control and menu driven displays are available for selected features for ease of use.