



IP Telephony

Contact Centers

Mobility

Services

## FACT SHEET

# IP Office At-a-Glance

A system that grows with your needs



### Avaya IP Office - Small Office Edition

For small office or branch office communications. Supports from 2 to 28 users with feature-rich, business-quality voice communications, voicemail/auto attendant (including embedded option), firewall, flexible data connectivity (cable, DSL, T1, ISDN, Frame Relay), secure VPN networking, support for WiFi (802.11 wireless networking) and more, in a compact and easy-to-install desktop unit.

### Avaya IP406

For a small or midsize office experiencing or expecting growth. Built-in support for 10 extensions (2 analog, 8 digital). IP Office 406 allows businesses to expand to 3 T1/PRI and 6 expansion modules—a total capacity of 190 endpoints and 186 trunks. All messaging options, including embedded, are available. It provides eight 10/100 Mbps switched Ethernet ports.

### 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 center or a business with a CRM focus. IP Office 412 allows businesses to expand to 4 T1/PRI and 12 expansion modules—a total capacity of 360 endpoints and 288 trunks. It provides two 10/100 Mbps switched Ethernet ports.

## Every Avaya IP Office platform offers you:

- **Full-featured PBX with optional key system functionality**  
Delivers hundreds of telephony features
- **Support for wide range of terminals**  
Analog, digital, IP hardphone and IP softphone, wireless (WiFi), and DECT
- **Managing office devices**  
2 relay ports for door entry systems, heating systems, etc.
- **Expansion slots (2)**  
For T1/PRI (single or dual) and Quad Analog Loop-Start Trunk
- **Local Area Networking**  
Built-in dual-speed LAN ports with integrated firewall
- **Wide Area Networking**  
Use digital leased line services. Point-to-Point Protocol (PPP) or Frame Relay. Network Avaya messaging servers.
- **VPN support**  
For secure site-to-site communications or remote access using L2TP or IPSec; up to 10 tunnels supported (IP412)
- **RIP-2 support**  
For dynamic data routing
- **Conferencing**  
Built-in conference bridge for 1 or 2 (IP412) 64-party conferences. (6-party on Small Office Edition)
- **Voice over IP**  
Optional Voice Compression Module supports 4, 8, 16, 24 or 30 simultaneous voice over IP sessions (or up to 60 with IP412). Used for multi-site networking over a WAN or supporting IP telephones and softphones.
- **Proactive monitoring**  
For remote systems via SNMP or SMTP (e-mail). CBC application (Compact Business Center) e-mails daily switch statistics.

## IP Office At-a-Glance

### Contact Center (Basic)

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

### Unified Messaging

- Integrated Messaging Lite - Presentation of Voicemail to E-mail
- Integrated Messaging Pro - Synchronization with Microsoft® Exchange/Outlook
- Message playback (text-to-speech) via handset, PC or mobile/cellphone
- SMTP support
- Reply to E-mail Sender
- Fax detection and routing

### Security

- E911
- PIN restricted terminals
- CLI call-back for Remote Access
- Integral Firewall
- Network Address Translation (NAT)
- PAP/CHAP authentication protocols
- Time profiles
- VPN support

### Contact Center (Advanced)

- Advanced Queue management
- Call-back request capability
- Interactive Voice Response (IVR) with third-party databases
- Management by exception (alarm on conditions)
- Maximum number of supervisors: 21
- Maximum number of agents: 75
- Licensed report viewers: 21
- Recording Services
- Service Observing (silent monitoring)
- Standard & custom historic reports
- Softphone
- Text-to-speech on IVR
- Real-time screens
- Wallboards
- Crystal Reports format

### Call Handling

- Account codes
- Automated Attendant
- Busy lamp fields on DSS
- Call appearances
- Call back when free
- Call forward / hold / pick up
- Call interrupt / intrusion / barge-in
- Call screening / waiting
- Camp on
- Coverage – stations or groups
- Follow me
- Group paging
- Paging over IP phones
- Hands-Free Answer on Intercom (HFAI)
- Outcalling
- PC-based phone management
- SoftConsole
- Call Recording search and replay
- VoIP telephony
- ...and more

### Networking

- Centralized Voicemail (CVM)
- Feature Transparency
- Frame Relay
- Integral WAN port (X21/V35)
- Proactive remote monitoring via SNMP
- Q.Sig Networking over T1
- Q.Sig Networking over IP to Avaya Communication Manager
- Uniform Dial Plan
- VPN support - IPSec or L2TP
- VoiceMail Pro Networked Messaging

### Interactive Voice Response (IVR)

- Third-party databases
- TAPI WAV and TAPI 3.0 Media Service Provider for IVR capability
- Text-to-speech
- Voice questionnaire forms for structured interview (Campaign Manager)

### Mobility

- Headset support
- E-mail reading
- Outcalling
- Personal Numbering
- Avaya 3810 Wireless Telephone support (North America only)
- 802.11 (WiFi) IP Wireless handset support
- IP Softphone support
- DECT support
- IP DECT support
- Mobile Twinning to mobile/cell phone

### Data Functionality

- Bandwidth on demand
- DHCP server
- Built-in wireless capabilities (Small Office Edition)
- Integral data router - RIP-2
- Integral Firewall
- Internet Access
- LAN-to-LAN routing
- Multi-Link PPP
- Remote Access Server (RAS)
- 802.11 (WiFi) on Small Office Edition
- RIP-2
- T-PAD for credit card information

### Messaging

- Automated Attendant
- Languages for voice messaging system: 21
- Message waiting light
- Personal Numbering
- Text-to-speech
- Voice Recording – Automatic/On-demand
- VoiceMail Pro Manager GUI
- VoiceMail Pro Client Administration via LAN/WAN
- VoiceMail Pro Networked Messaging
- Personal Distribution Lists

### Conferencing

- Conference call control via Phone Manager
- Meet Me (Dial In) Conferencing
- On-demand Conferencing
- Web-based conferencing for employees and invited participants

### Telephones Supported\*\*

- 2400, 4400\*, 5400 and 6400\* series digital phones
  - 3616, 3620, 3626 IP Wireless phones
  - 3701, 3711 IP DECT phones
  - 3810 Wireless phones
  - 4600 and 5600 series IP phones
  - Analog phones
  - T3 digital and IP phones
- \*6402, 4400, 4424LD not supported  
 \*\*Please check for full list of supported phones and regional availability

### Manager

- Security enhancement and audit trail
- User rights management (set up centralized user restrictions for phones and Phone Manager and/or create Templates for quick programming)
- Backwards-compatible up to release 2.1
- Built-in validation and error-checking
- CSV import/export of users, groups, directory, short codes and licenses
- IP Office alarms via SNMP and e-mail