



BUSINESS PARTNER

PRODUCT GUIDE 2007



The convergence distributor of choice



Contents

IP Office Family	3
IP Office Systems	4
IP Office 400 Control Units	5
IP Office 500 Control Unit	6
IP400 Expansion Modules	8
IP500 Expansion Modules	10
Digital Handsets	12
IP Handsets	14
Analogue Handsets	16
DECT Solution/Handsets	17
Application Platform	19
Messaging	21
Customer Relationship Management (CRM)	23
Conferencing	24
SmartPhone/Callista	25
Adaptive CTI	26
Avaya UPS	28
How to Order	29



IP Office Family



IP Office combines high-end voice and data applications normally reserved for large enterprises with easy to use tools that allow the smallest of businesses to deliver cutting edge customer service.

Customer Relations Management, Computer Telephony Integration, voicemail, remote LAN access, high-speed internet access and a full range of other communications tools have all been integrated into this cost effective platform making it the one tool required to meet all the communications needs of the small to medium enterprise.



Voice communication solution

IP Office offers a comprehensive list of features and benefits for the small or mid-size business, including:

- **Full PBX features**
Caller ID, Call Forwarding, Conference Calling, Voice Messaging and more.
- **Trunk Interfaces**
A variety of network trunk interfaces, including PRI, ISDN, analogue loop start and analogue ground start for comprehensive network connectivity.
- **Extensions**
Support for a range of extensions, from 2 to 360 that provide sophisticated voice performance for new and growing businesses.
- **Telephones**
A variety of telephones including analogue, digital and IP hard and soft phones (wired and wireless) that provide the appropriate desktop or device phone for every need.
- **Advanced Call Routing**
Incoming calls are directed to the best available person or messaging service, according to the company's unique criteria.
- **Alternate Call Routing**
Ensures reliable handling of calls by selecting from analogue, digital or VoIP trunks.
- **QSIG Networking**
Standards-based multi-site networking to interoperate with other PBX's.
- **Integrated H.323 Gatekeeper and Gateway for converged communications**
The IP Office acts as an IP telephony server with Quality of Service (QoS) support through DiffServ for routing and up to 128ms of Echo cancellation depending on VCM card fitted.
- **SIP Trunking**
IP Office 4.0 supports SIP trunking to Internet Telephony Service Providers. This approach allows users with non-SIP phones to make and receive SIP calls.

Data communication solution

For offices with basic data networking needs, IP Office can provide a complete data communications and networking solution:

- **Internet Access**
Firewall protected, leased line or dial-up connectivity via PRI, T1 or WAN port high-speed dialed access, direct leased line connections for high usage and Web site hosting, integral security, and efficient access to information and a larger business presence via the Web.
- **Routing**
Integral Static or Dynamic (RIP/IGMP) routing for both Internet and Branch-to-Branch solutions.
- **Security**
NAT (Network Address Translation) and built in firewall to protect your internal network and IPSec support allows secure VPN data transmission across public IP Networks using 3DES encryption.
- **DHCP**
Automatic IP address allocation for local and remotely attached PCs.
- **Remote Access Server**
Access to local LAN servers via optional two-channel V.90 modem or digital trunks individual firewall security, access control per user, and standards-based security enable remote workers.
- **LAN Switching**
The Avaya IP Office - Small Office Edition has a 4 port Ethernet switch (Layer 2) plus a fifth Ethernet WAN port (Layer 3). The IP406V2 offers an 8 port Ethernet switch (Layer 2). The IP412 and IP Office 500 offer 2 switched Ethernet ports (Layer 3).
- **LDAP client support**
For standards based directory synchronization for Phone Manager.

IP Office Systems



IP Office – Quick Edition

IP Office – Quick Edition

Suitable for up to 20 users

Avaya Quick Edition is a simple yet sophisticated phone system for small businesses or small branch offices of enterprises. It delivers big business communications capabilities. With Quick Edition, all the intelligence is built into the phones themselves, simplifying set-up and ongoing management. This unique and simplified approach eliminates the need for a central server. Quick Edition is easily scalable, too – as you add employees, simply plug more Quick Edition phones into the network and they configure themselves.

- Simplicity – Quick Edition is easy to set up, configure and use.
- Low Total Cost of Ownership
- Reduced Calling Costs – Routing voice traffic over your Wide Area Network or the Internet can significantly reduce calling costs
- High Reliability – "peer-to-peer" technology eliminates the single point of failure of traditional systems.
- Sophisticated Voicemail capabilities
- Automated Attendants
- Valuable Call Handling Features
- One number Access for all mobile workers
- Park, Page and retrieve call
- Remote / teleworker capabilities
- Extension redirect
- SIP enablement services / communications manager connectivity
- Connection via SIP service provider
- Priority VLAN tagging for quality of Service (QoS)
- Multisite provisioning tool



IP400 Control Units

The IP Office – Small Office Edition is the entry level control unit of the IP Office solution and is delivered in a compact configuration that provides a mix of Analogue trunks, Analogue and Digital extensions and Voice over IP (VoIP) capacity. Dependant on the model chosen, up to a maximum of 28 extensions can be supported (4 Analogue, 8 Digital and 16 IP).

All IP Office – Small Office Edition's variants have a four-port Layer 2 Ethernet Switch and a dedicated switched Ethernet WAN port (Layer 3), making the system ideal for connection to local area networks and broadband wide area network services such as ADSL and Cable. With Voice over IP as standard and optional IPSec security, the system can be quickly configured to provide secure voice and data networking from remote offices or branch locations back to a head office over a broadband connection.

The IP406, IP412 and IP500 are designed for small to medium sized businesses offering a range from 2 to 360 extensions. Each base unit is available as an un-configured module with a choice of trunk configurations, supporting analogue, BRI and PRI.



IP Office – Small Office Edition

Suitable for up to 28 users

- Four Analogue Loop Start Trunks (Caller ID enabled).
- Four Analogue extension (POT) ports with power fail switchover such that analogue trunk port 2 is connected to analogue extension port 1.
- Eight Digital Station (DS) ports for selected 2400, 5400 and 6400 phones.
- 3 or 16 VoIP Codecs (G.723.1, G.711 and G.729a) and 48ms echo cancellation.
- 4 Switched Ethernet ports (Layer 2).
- Dedicated Switched Ethernet WAN port (Layer 3).
- 2 x PCMCIA Slots for optional Wireless and Embedded VoiceMail card support.
- Expansion Slot for optional WAN card (V35/V24/X.21), BRI or T1 PRI.
- Serial DTE port.
- Audio input port for external music on hold source.
- External O/P socket supporting two relay on/off switch ports, e.g. for door entry systems.

IP406 Control Unit

Suitable for up to 190 users

- 8 built in digital stations (DS extension ports)
- 2 built in analogue extensions
- Supports 6 expansion modules for additional trunk or extensions
- Supports a combination of analogue, digital and IP extensions (190 extensions in total).
- Supports up to 3 PRI or 8 BRI or 8 analogue trunk interfaces in any combination.
- 8 port LAN Switch
- Up to 20 channels of Voicemail (nb: vmpro required)
- VoIP option – 1 x voice compression module (VCM 4, 8, 16, 24 or 30)

IP412 Control Unit

Suitable for up to 360 users

- 0 built in digital extension ports, all extensions must be obtained by the addition of expansion modules
- Supports 12 expansion modules for additional extensions and trunk interfaces
- Supports a combination of analogue, digital and IP extensions (360 extensions in total).
- Supports up to 4 PRI or 8 BRI or 8 analogue trunk interfaces in any combination.
- 2 switched LAN ports
- Up to 30 channels of Voicemail (nb: vmpro required)
- VoIP option – 2 x voice compression module (VCM 4, 8, 16, 24 or 30)



Small Office Edition Control Unit



IP406 Control Unit



IP412 Control Unit

IP500 Control Unit

Standard edition:
Suitable for up to 32 users

Professional edition:
Suitable for up to 272 users



IP500 Control Unit



With a greater VCM channel capacity and performance, the IP Office 500 is the most suitable of the IP Office range for IP Telephony applications. It also provides an entry level offer into the IP Office family through IP Office Standard Edition software.

The IP Office 500 also differs from the IP406V2 by providing a greater trunk expansion capability of up to four PRI interfaces (maximum 96/120 trunks). The IP Office 500 is a stackable unit with an optional 19" rack mounting kit and an optional wall mounting kit for smaller configurations. The IP Office 500 includes

- 4 slots to house a mixture of extension cards and VCM cards
 - Digital Station 8 card
 - Phone 2 and Phone 8 cards
 - VCM-32 and VCM-64 cards
- Optional trunk daughter card support:
 - Analogue Trunk Module 4 card
 - BRI-4 and BRI-8 cards (2 x 2B+D and 4 x 2B+D channels respectively)
 - Support for IP400 trunk and VCM cards using a Legacy Card Carrier
- Slot for smart card Feature Key - required for system operation as well as licensing of optional features
- 9-pin DTE Port for maintenance
- Support for up to 8 IP Office Expansion Modules (requires upgrade to Professional Edition):
 - Phone module 30
 - Digital Station module 30
 - Analogue Trunk Module 16 IP400 white
 - So8 module IP400 white
- External O/P socket supporting two relay on/off switch ports, eg for door entry systems
- Audio input port for external music on hold source
- 48 Data channels
- Up to 30 Voicemail Pro ports (nb. VMpro required)
- Two 10/100 switched Ethernet ports (Layer 3)

Standard Edition

By default the IP Office 500 control unit runs a subset of full IP Office functionality called IP Office Standard Edition. In this mode the IP Office 500 is restricted to a maximum of 32 users in the base control unit with no expansion. Embedded Voicemail, Phone Manager Lite/Pro/PC Softphone, SoftConsole, TA PI, SMDR and CBC are supported, as well as SIP trunking (through optional licenses) and IP DECT or advanced applications (Voicemail Pro, CCC, Conference Center, etc). This restriction can be removed by adding an IP Office Professional Edition Upgrade license to the configuration.

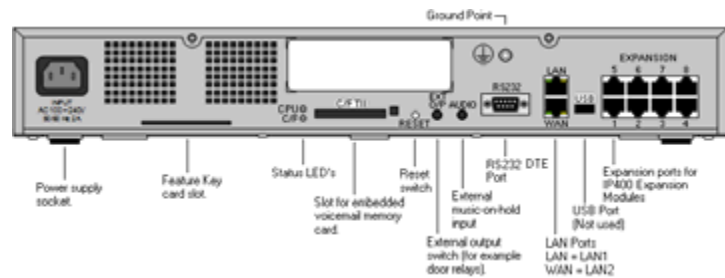
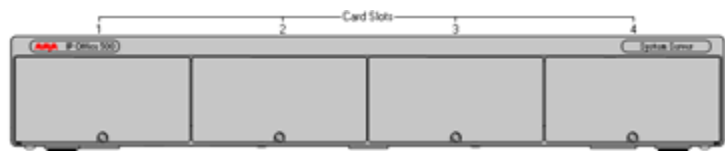
Professional Edition

By purchasing the upgrade license from Standard Edition to Professional Edition, additional functionality is enabled. This includes the ability to expand the system using up to eight external Expansion Modules, allowing the IP Office 500 to support a maximum of 272 phones through a mixture of analogue, digital or IP handsets. If additional analogue trunks are required, these can be aggregated in groups of 16 on each analogue expansion module. Note that the Professional Edition also enables the licensing of advanced applications such as Voicemail Pro.

Voice Networking License

Q SIG, H.323 and SCN capabilities require an additional license to enable this functionality with 4 simultaneous networking channels (no channel limit for Q SIG). Additional channels can then be licensed in increments of 4.

IP500 Control Unit



IP500 Control Unit (back)



	STANDARD EDITION		PROFESSIONAL EDITION	
	INCLUDED	OPTIONAL	INCLUDED	OPTIONAL
Up to 32 users	●		●	
Phone Manager Lite	●		●	
TAPI	●		●	
SMDR	●		●	
64-way basic conferencing	●		●	
IP Office Manager	●		●	
System Status Application	●		●	
Embedded Voicemail		●		●
Phone Manager Pro / PC Softphone		●		●
SoftConsole		●		●
CBC		●		●
SIP Trunk		●		●
IP DECT		●		●
CTI Link Pro		●		●
32 - 272 Users			●	
Expansion Module support			●	
64-way Meet-Me conferencing			●	
Voicemail Lite			●	
Voice networking		●		
Advanced Networking				●
Voicemail Pro				●
ContactStore				●
Conferencing Center				●
CCC				●
TAPIWAV				●

IP400 Expansion Modules



IP400 Phone 8

IP400 Office Phone Module

This module provides additional analogue telephone interfaces

- Two Wire
- DTMF signalling (No rotary or Loop Disconnect)
- Time Break Recall (No Earth Loop Recall)
- Caller ID capable
- Message Waiting Indication (MWI) capable – High Voltage, Pulsed High Voltage, Line Reversal

The IP400 Office Phone module is available in 3 versions, giving 8, 16 or 30 extensions. Telephones can be located up to 1km from the control unit. For extensions located "out-of-the-building" additional line protection will be needed.

- IP Office Phone Modules provide support for a variety of analogue MWI methods. These methods are 51V Stepped, 81V, 101V and Line Reversal. The 101V method is only supported when using a Phone V2 expansion module.
- Each analogue port can support a device of maximum 1 REN.
- On analogue ports, call information is sent while the phone is ringing, and cannot be updated during a call or set on an outbound call (the phone may do a local match but this is not controlled by the IP Office). The primary purpose of displays is to give information about incoming calls. Where the Caller Display standard chosen supports the delivery of text (extension name) as well as the number, both are delivered.
- An analogue extension port can be set for external Paging operation. It does not operate like a normal extension and is connected to external equipment through an isolation device. The Port will always be busy so it cannot be called directly and can only be accessed by using a shortcode. When not receiving a page the port will remain silent, when being paged the page tone is sent before the speech path is opened.



IP400 Digital Station 16

IP Office Digital Station V2 Module

This expansion module provides additional Digital Station (DS) ports for selected Avaya 2400, 4400, 5400, 6400, T3 (EMEA only) series phones. The IP400 Office Digital Station module is available in 2 variants 16 or 30 extensions.

- Telephones can be located up to 1km from the control unit. For extensions located "out-of-the-building" additional line protection will be needed.
- For systems where Direct Station Select (DSS) Units are being used, IP Office supports a maximum of:
- Eight EU 24 and or EU 24BL per system.
- Two XM24 units on each Digital Station expansion module, including the IP406 control unit, to a maximum of 10 XM24 units per system.
- Two 4450 units on each Digital Station expansion module, including the IP406 control unit, to a maximum of 10X 4450 units per system.
- T3 DSS units

IP400 Office So8 Module

The IP400 Office So8 module provides 8 S-Bus interfaces for Basic Rate ISDN devices, such as video conferencing, fax servers or ISDN telephones.

The IP Office So8 expansion module supports both point-to-point and point-to-multipoint connections. A maximum of 10 terminal endpoints identifiers (TEIs) are supported on each bus.

AVAYA

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IP400 Expansion Modules



IP400 Analogue Trunk Card

IP400 Trunk Interface Cards

IP400 trunk interface cards fit into the card slots on the Small Office Edition, IP406V2 and IP412 control units and in any slot of the IP Office 500 when combined with the IP Office 500 Legacy Card Carrier. They provide analogue, ISDN or CAS trunk connectivity.

- IP400 Office Universal Quad Analogue Trunk (LS).
- IP400 Office Quad BRI.
- IP400 Office PRI E1.
- IP400 Office Dual PRI E1 (Supported in either slot of an IP412 and slot A of an IP406V2).
- IP400 Office E1R2MFC.
- IP400 Office Dual E1R2MFC (Supported in either slot of an IP412 and slot A of an IP406V2).
- IP400 Office PRI T1.
- IP400 Office Dual PRI T1 (Supported in either slot of an IP412 and slot A of an IP406V2).

IP400 Office BRI Card

The BRI trunk card provides 4 Basic Rate ISDN T interfaces (8 trunks).

IP400 Office PRI Cards (T1/E1/E1R2)

Available in single and dual versions the IP400 Office PRI card provides single and dual primary rate trunk interfaces respectively. The PRI is available as either T1, E1 or E1R2 MFC depending on the territory. The dual version is only supported on the IP412 and in slot A of the IP406V2.

IP400 Office Universal Quad Analogue Trunk (LS) Card

This card provides four analogue trunk ports. These are 2-wire loop start interfaces and are available in all territories. This card supports Caller ID where provided. With IP Office R3.1 and later, this module supports optional 16ms echo cancellation.

Please note that ground start analogue trunks are supported via the IP Office Analogue Trunk 16 Expansion Module.

Internal Daughter Cards

Internal Daughter Cards are fitted inside the IP406V2 and IP412 control units.

IP400 Office Voice Compression Module - 4/8/16/24/30 ports

The Voice Compression Module (VCM) is used for Voice over IP (VoIP) applications in the IP406 and IP412 control units. Five VCM variants are available supporting 4, 8, 16, 24 and 30 channels of compression. The echo cancellation capabilities of the VCM cards vary. The VCM 4, 8, 16 and 24 offer 64ms of echo cancellation while the VCM 30 offers 25ms.

On IP Office - Small Office Edition systems, either 3 or 16 VCM channels are built-in and cannot be changed. The IP406 supports a single VCM while the IP412 can have any two VCMs installed.

IP400 Internal Modem Card

An internal modem card with 2 or 12 modems can be installed in both the IP406 and IP412 to provide dial-up capacity that is better matched to remote access requirements of customers. The Internal Modem card allows up to 12 simultaneous V.90 (56kbps) analogue modem calls into the IP Office.



IP500 Expansion Modules



IP500 Office Phone 30

IP500 External Expansion Modules

IP500 Office Phone Modules

The Office Phone Module provides support for 30 analogue extensions. Analogue extensions can be located up to 1km from the unit using CAT5 cabling.

IP500 Office Digital Station Module

The IP500 Digital Station Module provides support for the Avaya 6400 series, 2400 series and the forthcoming 5400 series terminals. Allowing the connection of 30 terminals, each terminal can be located 1km from the unit using CAT5 cabling.

All of the IP400 external modules can be used on the IP500. Please note the IP400 Modules are white and the IP500 modules are black. To use any of the IP 400 Trunk Cards or IP400 VCM Cards you will require a legacy card carrier on the IP500.

N.B. Alchemy Modules and IP400 WAN 3's are no longer supported.



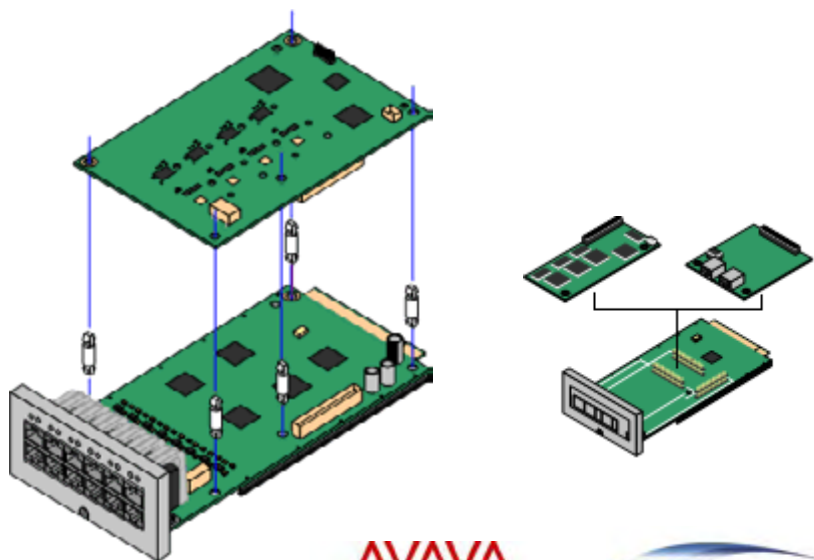
IP500 Digital Station 30



IP500 Expansion Modules



IP500 Office Phone 2 Card



IP500 Internal Expansion Modules

IP Office 500 Analogue Phone 2 Card

This card provides 2 analogue extension ports (1-2) for the connection of analogue phones. The card can be fitted with an IP Office 500 daughter trunk card, which then uses the last 4 RJ45 ports (9-12) for trunk connections.

- This card accepts one IP Office 500 trunk daughter card of any type.

IP Office 500 Digital Station 8 Card

This card provides 12 RJ45 ports. The first 8 ports are DS ports for the connection of Avaya digital phones other than IP phones. The card can be fitted with an IP Office 500 daughter trunk card, which then uses the additional 4 RJ45 ports for trunk connections.

- This card accepts one IP Office 500 trunk daughter card of any type.
- 4400 Series phones (4406D, 4412D and 4424D) are not supported on this card, only on Digital Station expansion modules. Therefore a maximum of 240x4400 Series phones are supported in the system.

IP Office 500 Legacy Card Carrier

This card allows a variety of IP400 trunk and VCM cards to be used with the IP Office 500 control unit. The front of the card includes a number of panels that can be snapped off to match the ports available when an IP400 trunk card is fitted.

- This card does not accept any IP Office 500 daughter trunk cards.
- The IP Office 500 control unit can accept up to 2 IP400 trunk or VCM cards by mounting each card on an IP Office 500 Legacy Card Carrier.

This card supports the following IP400 cards:

- | | |
|----------------------|---------------|
| • PRIT 1 | • BRI-8 (UNI) |
| • Dual PRIT 1 | • VCM 4 |
| • PRI 30 E1 (1.4) | • VCM 8 |
| • Dual PRI E1 | • VCM 16 |
| • PRI 30 E1R2 RJ45 | • VCM 24 |
| • Dual PRI E1R2 RJ45 | • VCM 30 |
| • ANLG 4 Uni | |

IP Office 500 Analogue Trunk Card

This card can be added to an IP Office 500 Digital Station card, IP Office 500 Analogue Phone base card, or IP Office 500 VCM card. It allows that card to then also support 4 analogue loop-start trunks. It also provides one analogue V.32 modem.

- When fitted to an IP Office 500 Analogue Phone 8 base card, the combination supports 1 power failure extension to trunk connection.

IP Office 500 BRI Trunk Card (Euro ISDN)

This type of card can be added to an IP Office 500 Digital Station card, IP Office 500 Analogue Phone card, or IP Office 500 VCM card. It allows that card to then also support up to 4 BRI trunk connections each trunk providing 2B+D digital channels. The card is available in 2 port (4 channels) and 4 port (8 channels) variants.

IP Office 500 VCM Card

This card provides voice compression channels for use with VoIP calls, SIP trunks and IP-based voice networking. The module is available in variants supporting up to 32 or 64 channels. The actual number of channels provided is controlled by the VCM Channels licenses entered into the IP Office 500 system configuration.

Each VCM card has 4 VCM channels enabled by default. Further channels can be enabled up to the maximum (32 or 64) through adding one or more licenses (available in 4, 8, 16, 28 and 60 channel increments).

The maximum number of voice compression channels supported, using IP Office 500 VCM base cards and / or IP400 VCM cards on IP Office 500 Legacy Card Carriers, is 128.

The card can be fitted with an IP Office 500 daughter trunk card, which uses the 4 RJ45 ports for trunk connections.

- This card accepts one IP Office 500 trunk daughter card of any type.

