AVAYA

IP Office
Small Office Edition

IP406

IP412

IP500

What's New in Avaya IP Office Release 4.1:
Delivering Intelligent Communications to Small and Midsize Businesses

With more than 100,000 Avaya IP Office systems shipped worldwide, this award-winning communications system that gives growing companies a complete solution for telephony, messaging, networking, conferencing, customer management, and mobility has just got better.

IP Office Release 4.1 software makes it easy for small and midsize businesses to improve communications and operations with new mobility offerings, and enhancements to voice messaging and system maintenance.

The introduction of a PRI card designed specifically for the IP Office 500 makes it even more cost effective. Many of the IP Office expansion modules have been refreshed in the IP500 look and feel (dark gray). The IP400 expansion modules will continue to be available.

Mobility Enhancements

Optional VPN capability for IP hard phones is available globally. Supported on the Avaya 4610, 4620, 4621, 5610, 5620, and 5621 IP phones, a remote VPN gateway is no longer needed. Flexible licensing for VPN users is available in increments of 1, 5, 10, 20, 50, 100, and unlimited licenses. Additionally, IP Office customers may trial up to 10 VPN software licenses for 45 days through the 45 Day Free Application Try-It-Buy-It Program.

IP Office Phone Manager Pro now offers Telecommuter mode functionality. This is ideal for remote workers who may not have a the Quality of Service provided by their Internet Service Provider for IP Softphone. Telecommuter mode provides the user with the benefits of call control through the Phone Manager Pro application while providing the talk path through an external number (i.e. home number, mobile number).

Pre-licensed IP DECT base stations simplifies IP DECT licensing.

Mobile Twinning enhancements include:

1. Addition of line and bridged appearance as well as coverage calls on their twinned phone.

2. The option for users to receive mobile twinned calls even when logged out of their desk phone. This is particularly beneficial to users in hot desking environments.

Messaging Enhancements

IP Office Embedded Voicemail now supports 40 Automated Attendants. These can be linked together to provide multiple tiers (sub-levels). With the labeling of recordings (i.e. greetings and menu), programming is simplified and the recordings can be re-used in different Automated Attendants.

IP Office VoiceMail Pro improvements include:

• Name or number destination announcement when a call is routed from the Automated Attendant informing the caller of the destination they have chosen.

• When an unsupervised transfer is made call data tagging information can now be passed with the transferred call. Call data tagging enables additional information (i.e. caller id, name, account number, call notes, etc.) about the caller to be sent to the transferred party.

• Voicemail queue announcement capability has been expanded to now include the length of time the call has been in the system as well as the length of time the caller has been in queue. This capability will help lessen caller frustration since the caller will realize that they are not trapped in a non-progressing queue.

• IP Office Manager now provides the ability to select the mailbox for Hunt Groups and Account Codes recordings to be recorded to providing more flexibility.

• The supported fax servers, for integration with VoiceMail Pro, have been expanded to include the Castelle Fax Server.

• The VoiceMail Pro administrator can now determine the order of message playback of new or saved messages on a system wide basis – either on a Last In/First Out (LIFO) order or in a First In/First Out (FIFO) order.

System, Networking, and Monitoring enhancements

Within the Time Profile of the Manager application, a new calendar facility is now available to define specific dates and times for specific operations, and is supported on any feature that uses Time Profiles, such as Incoming Call Routes. This is extremely helpful when determining system operation during public holidays, for example. To assist in improving customer service and informing users of waiting calls, an analog extension can now be alerted when the number of calls in a Hunt Group queue exceeds its threshold. The alert is typically a loud ringer or other similar device.

Telephone enhancements have also been made with IP Office Release 4.1 –

- **Disable Speakerphone** – the administrator can disable hands free speakers on both Avaya digital and IP handsets: 2400, 5400, 6400, 4600, and 5600 series telephones. Disable Speakerphone is not available with 4400 digital series telephones or T3 series telephones (analog, digital or IP).

- **Group Listen** – the two way audio path is active on the handset, or headset, while the speaker remains listen only. This allows the person to speak on the handset or headset while allowing those in the room to hear responses from the other party. Group Listen is available on the following Avaya telephones: 2410, 2420, 5402, 5410, 5420, 6408, 6416, and 6424.

Since the Q3 2007 Maintenance Release of IP Office Release 4.0 software, the Voice Networking License and Advanced Networking License operate on Standard Edition and, therefore, do not require an upgrade to Professional Edition. Only the main site of the Small Community Network (SCN) requires Professional Edition (since centralized VoiceMail Pro would be running).

With IP Office Release 4.1, the System Status Application has the ability to play back recorded logs which will assist in analyzing and diagnosing system situations saving time.

IP Office 500

The following expansion modules, identical in functionality to the existing IP Office 400 expansion modules, have been refreshed in the look and feel of the IP Office 500 unit (dark gray color):

- IP500 Digital Station 16
- IP500 Phone 16
- IP500 Analog Trunk 16 (N. American version)
- IP500 BRI So8

The IP Office 500 now offers a Universal PRI daughter card. This daughter card can be fitted to either an IP500 Voice Compression Module (VCM) card or to an IP500 extension base card (not to the Legacy Card carrier); the card can be configured to support T1, PRI, E1 or E1R2 lines (where supported), and is available in both single and dual versions. By default, each card comes enabled with 8 channels. Additional channels are enabled through licensing – available in 2 channel and 8 channel increments. This licensing approach is cost effective to those locations that require only fractional service. When fully licensed, the pricing of the IP500 Universal PRI card is equivalent to that of the IP400 Universal PRI card. The IP Office 500 base unit supports up to four IP500 Universal PRI daughter card providing a maximum of 192 T1 or 240 E1 channels.

Availability

IP Office Release 4.1 software is available on Small Office Edition, IP406v2, IP412, and IP500.

Lean More

For more information about IP Office Release 4.1, please contact your Avaya Authorized BusinessPartner or visit www.avaya.com

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