



## FACT SHEET

### Avaya Advantage

Enjoy complete flexibility in extending the reach of your communications, and your investment, by wireless-enabling your phones and laptops.

# IP Office Mobility Solutions

## Overview

When key employees are out of touch, even for a few moments, important decisions get delayed. Customer needs go unmet. Sales are lost. Avaya IP Office mobility solutions give employees the communications capabilities needed to keep them connected and ready to do business anywhere at anytime.

## Capabilities

Avaya IP Office mobility solutions include:

**Phone Manager Pro - Telecommuter Mode** — With built-in Telecommuter mode, remote workers have the benefits of Phone Manager Pro including call control, speed dial, call history and more while using the talk path through an external number - such as home number or mobile number.

**Wireless Softphone Solution** — A softphone designed for laptops, without the wires or the need for a separate telephone. Solution components require the IP Office Phone Manager PC Softphone licensing, a PC compatible headset, and a wireless (Wi-Fi) card working on the network — turning a laptop into a totally compatible mobile communications hub.

**VPN Phone Software** — Take advantage of optional VPN Client software for 4610, 4620/21, 5610, and 5620/21 IP phones. This enhancement allows the Avaya IP phone to be plugged in and used quickly, easily, and seamlessly — providing the same telephone capabilities as if they were in the office.

**Wi-Fi Handsets** — Use wireless Avaya IP 3600 series phones, optimized for Avaya telephony, delivering the features of desktop IP phones with the freedom to move about the premises.

**Avaya IP DECT Wireless Telephones** — IP DECT wireless telephones provide extended mobility both in single site and multiple site environments in a convenient lightweight handset. Hand-over between Base Stations is automatic, thereby eliminating interruptions in conversations and making it ideal for users who roam within their office or across sites. IP DECT is delivered on a dedicated wireless infrastructure guaranteeing high quality and secure communications.

**Messaging** — IP Office messaging solutions enable employees to send and receive information, wherever they are located, at any time of day or night. The messaging system can be set up to automatically “find” you and let you know you have a new message. Voicemail and e-mail can be managed in one mailbox. A voice message can be attached to an e-mail for remote access on a PC. Hear e-mails read out over the phone (via text-to-speech) and reply to the sender.



## Conferencing —

IP Office conferencing solutions make it easy to arrange telephone conferences with internal and/or invited external participants. Participants can simply dial the telephone number reserved for the conference bridge. No special conferencing equipment is required.

**Hot-desking across Network** — Enable employees to work in any office within the IP Office Small Community Network with the same features or privileges (e.g. International calls) as their primary office location. Benefit from a single phone number and a single voicemail.

**Twinning** — Mobile twinning, introduced with IP Office R3.2, allows calls that are directed to one phone to be simultaneously directed to an additional phone. Calls will alert simultaneously on both extensions. Users can set up their desk phone and an in-building wireless phone for twinning to help ensure that they are always covered. Mobile twinning enables you to use an external device such as GSM/cell phones as an extension of your office phone, enabling a “one number” approach.

## Benefits

**Productivity:** Respond to virtually any business need even when you aren't at your desk. It makes people more productive — they can keep doing their job without having to hunt down a desk phone.

**Customer Service:** Salespeople can be out on a selling floor and still check messages, return important calls, and serve customers.

**Management:** Managers and supervisors can constantly move around — provide coaching, solve problems and offer their support.

**Expertise:** People with specialized skills — doctors, IT professionals, designers, engineers — need to be where the action is — and that's not necessarily at their desks. Avaya mobility solutions help keep the experts in the loop.

**Security:** Security personnel need to be canvassing the business premises — and they especially need to be in touch. They need the ability to summon help if it's required and to report in. With Avaya mobility solutions, they'll be able to do just that.

## IP Office Wi-Fi Mobility Options

	Wireless Softphone	Wireless IP Deskset	Wi-Fi Phone
<b>Format</b>	Hardware & software	Hardware	Hardware
<b>System Requirements</b>	Any IP Office platform	DWL-2100AP wireless access point with SNMP, AES, 802.11g, 108Mbps	Any IP Office platform
<b>User Requirements</b>	<ul style="list-style-type: none"> <li>One Phone Manager Pro PC Softphone license per user</li> <li>One optional headset can be purchased from Avaya or separately (see <a href="http://avayaheadset.com">http://avayaheadset.com</a> for details).</li> <li>One wireless (Wi-Fi) card</li> </ul>	<ul style="list-style-type: none"> <li>Any IP Office IP phone (46xx, 56xx)</li> <li>Range: Up to 300 feet (optimal up to 150 feet)</li> <li>Standards-based: Compatible with the IEEE 802.11b and 802.11g standards</li> </ul>	<ul style="list-style-type: none"> <li>Avaya 3616/3620/3626 IP wireless telephones</li> <li>Requires the Avaya Voice Processing Platform (VPP) server that provides quality of service</li> <li>Security: 40- and 128-bit WEP security</li> </ul>
	IP DECT	VPN Client	
<b>Format</b>	Hardware & software	Software	
<b>System Requirements</b>	<ul style="list-style-type: none"> <li>Any IP Office platform supporting R4.0 (7)</li> <li>IP DECT Indoor Base Station</li> <li>Avaya DECT Mobility Manager (DMM) licenses</li> <li>Sufficient Voice Compression Module (VCM) channels</li> </ul>	<ul style="list-style-type: none"> <li>Any IP Office platform supporting R4.0 (7)</li> <li>Sufficient Voice Compression Module (VCM) channels</li> <li>Configured IP extension</li> <li>VPN gateway to provide access from remote site*</li> <li>VPN phone license</li> </ul> <p>Application Notes available on:</p> <ul style="list-style-type: none"> <li>Netgear FVS338 VPN Router</li> <li>Kentrox Q2300 VPN Router</li> <li>Adtran Advanta 3305</li> </ul>	
<b>User Requirements</b>	<ul style="list-style-type: none"> <li>Avaya 3711 IP DECT handset</li> <li>Avaya 3701 IP DECT handset (not available in N. America)</li> </ul> <p>Optional accessories available:</p> <ul style="list-style-type: none"> <li>Belt Clip</li> <li>Leather Case</li> <li>Headset</li> </ul>	<ul style="list-style-type: none"> <li>Supported on the following phones: 4610, 4620/21, 5610, 5620/21</li> <li>Broadband Internet access</li> <li>VPN remote software</li> </ul>	

## Conferencing

	Audio Conference Bridge	Conferencing Center
<b>Format</b>	<ul style="list-style-type: none"> <li>Built in to system software</li> </ul>	<ul style="list-style-type: none"> <li>Web-based software package that consists of two parts: the Web Scheduler and the Web Client, which requires no download</li> </ul>
<b>System Requirements</b>	<ul style="list-style-type: none"> <li>Small Office Edition offers 6-party conference capability; IP406 and IP Office 500 systems support a 1 x 64 party conference or combinations thereof; IP412 supports a 2 x 64 party conference or combinations thereof, however, the conference chips cannot be combined.</li> <li>Requires as many digital trunks/VoIP channels as external participants (for example, 1 T1 allows 23/24 external parties, 1 E1 allows 30 parties and a VCM-20 allows 20 parties).</li> <li>Dial-in prompts and PIN codes for security require VoiceMail Pro R1.3 or higher, and associated PC specifications.</li> <li>IP Office Standard Edition (Release 4.0) software systems can support one conference of up to 64 parties, up to 21 three-party conferences, three 21-party conferences, or any other equivalent combination. IP Office Professional Edition (Release 4.0) software is required to support Meet-Me conference.</li> </ul>	<ul style="list-style-type: none"> <li>IP Office R2.1 or higher; VoiceMail Pro R2.1 or higher; Optional applications: Phone Manager R2.1 or higher and SoftConsole R2.1 or higher</li> <li>IP Office Professional Edition (Release 4.0) software is required for Conferencing Center.</li> </ul> <p>Conferencing Center Server requires:</p> <ul style="list-style-type: none"> <li>Pentium 4 2.8GHz above with 512MB RAM running Windows 2000/2003 Server (Windows XP/2000 Professional could be used but would typically support a max of 10 Web clients)</li> <li>Microsoft Internet Information Services (IIS) installed, capable of supporting as many Web clients as required (refer to Microsoft for licensing)</li> <li>80MB of free disk space</li> </ul> <p>Conferencing Center Web Client requires:</p> <ul style="list-style-type: none"> <li>Internet Explorer 6.0 or higher (no download required)</li> </ul>
<b>User Requirements</b>	<ul style="list-style-type: none"> <li>Any telephone</li> </ul>	<ul style="list-style-type: none"> <li>Any telephone</li> <li>Networked PC with above requirements</li> </ul>

### About Avaya

Avaya delivers Intelligent Communications solutions that help companies transform their businesses to achieve market-place advantage. More than 1 million businesses worldwide, including more than 90 percent of the FORTUNE 500®, use Avaya solutions for IP Telephony,

Unified Communications, Contact Centers and Communications Enabled Business Processes. Avaya Global Services provides comprehensive service and support for companies, small to large. For more information visit the Avaya Web site: <http://www.avaya.com>.

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