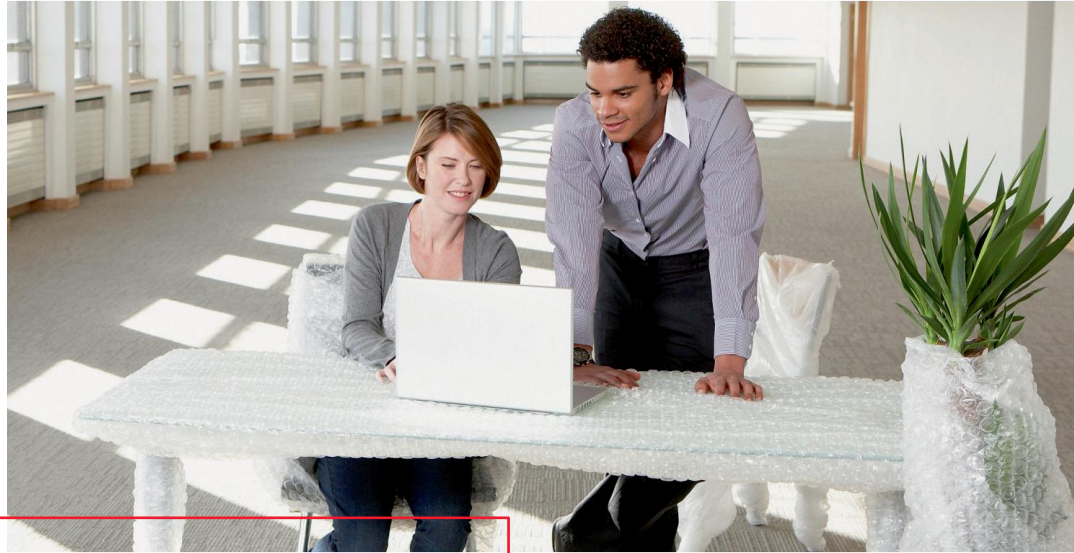# IP Office

Simple, Powerful communications for your Small & Medium Business

Successful companies are always looking for opportunities to do more with less. Their aim is to keep the company flexible, innovative and competitive, without driving up operating costs and capital expenses.

Avaya puts the solution at your fingertips: the Avaya IP Office communications system.

Learn all about IP Office in five simple steps:

1. *Get to know Avaya - Back page*

2. *Introduction to IP Office - Page 2*

3. *Learn more about IP Office System components - Pages 3 & 4*

4. *Create your own IP Office Servers and telephones - Pages 5, 6 & 7*

Learn more about the features and applications - Pages 8, 9 & 10

What is IP Office?

Avaya IP Office is the right choice for all small and medium size businesses today. Supporting up to 384 employees, it is the perfect solution for start-ups and more established businesses, whether you operate from a single office, a home office or across multiple stores or locations.

Built-in resiliency for non-stop operations

IP Office provides business continuity through its built-in resiliency and remote working capabilities enabling business with multiple locations or with staff unable to travel to the office to work effectively during unforeseen circumstances. Storms or family emergencies don't get in the way of making business happen.

Lower mobile phone/long-distance bills

IP Office offers many opportunities for reducing the cost of calls made by your staff out on the road, from mobiles, in hotels and even abroad.

Expand your talent pool without increasing real estate

IP Office gives you the flexibility to allow employees to work remotely from home – wherever that may be, to avoid over-crowding at peak office times, for example.

Perfect your
customer service

Work around
the world

Connect worldwide offices
and reduce costs

Be effective, even
when travelling

Telephone conferencing for up
to 2x64 participants

IP Office improves productivity

Putting together your Unified Communications solution is child's play.
It takes just four steps:

A - Select the system and telephones you want

Communication system

How many sites do you have? One, or several? Do you want to improve your customer service? With IP Office laying the groundwork, you can add as many different applications and users as you need. Whether you have two employees, two hundred or more, IP Office is the right choice for you.

For further details, see page 6.

Telephones

IP Office supports a wide range of different telephones. These devices are designed for many different applications. To enable your employees to carry on working outside the office, all you need is a broadband Internet connection at the remote end. The connection to the main site can be made either with or without a VPN gateway. *For further details, see page 7.*

B - Decide which edition best meets your needs

Basic Edition

Includes: Integrated voicemail, 2 channels (scalable to 6), simple web management interface

Designed for the sub-20 user market space with simple telephony needs
• Targeted at business that requires traditional key-system functionality.
• Supports analogue or digital desktop phones (IP Phones are not supported).
• Customers can upgrade to Essential Edition at any time without replacing hardware or licences.

Essential Edition

Includes: Integrated voicemail, 2 channels (scalable to 6), Mobile twinning, Mobile Call Control, & one-X Mobile Essential Edition for all users, 2 Remote worker licences

The foundation of your office communications solution. entry-level Unified Communications to all of your employees
• Available around the clock: A personalised voicemail greeting for each employee increases customer loyalty.
• Ability to send voicemail to email improves employee productivity.
• Automated Attendant: Incoming calls are directed to the right person using straightforward rules.
• Dial By Name - Using your internal directory, callers can easily search the person they wish to connect with via touch tone.
• Mobility: All users can be reached on a single number, whether they are in the office or on the road. Besides one-X Mobile Essential provides a graphical interface for call control and allows a one-number service for both incoming and outgoing calls.

Preferred Edition

Includes: VoiceMail Pro licence, 4 channels (scalable to 40)

Improved reaction capabilities and productivity
With IP Office Preferred Edition, you get everything that's in the Essential Edition, plus:

• Secure "Meet-Me" conferencing: Faster decision-making and better team work. The integrated conferencing features allow all participants to organise their own password-protected conference calls with up to 64 participants.
• Intelligent call routing: A number of programmable options that ensure your customers can quickly reach the right person.
• Call recording: Built-in automatic and on-demand call recording is a great way to keep tabs on your business operations, deal with disputed orders and help you train your staff.
• Increased voicemail capacity helps improve availability.

Advanced Edition

Includes: Customer Call Reporter (CCR) Server with one Supervisor licence and numerous reporting functions

Perfect customer communications and service
Requires Preferred Edition. In addition to the features of the Preferred Edition you also get:

• Real-time customer service management: Detailed reports are available at all times, giving you immediate warning of critical call levels being exceeded enabling you to take swift action to ensure your service levels do not fall.
• Call recording library: Easily archive all recorded calls and seamlessly search and replay any conversation.
• Self-Service 24/7: Customers can check order status and more using Integrated Voice Response (IVR) services.

C - Select your optional extras

• Contact Store (call recording with functions to search by date and time)
• Computer Telephony Integration (CTI)

• Cordless telephones: DECT R4, Wireless LAN (Wi-Fi)
• Multi-site option: Small Community Network (SCN)
    Supports up to 32 locations and 1000 employees

D - Select the appropriate user profile for your employees

Office Worker*

Delivers ability to work smarter in the office
- Make and receive calls from your PC. Transfer calls, take part in telephone conferences and access dozens of speed dial numbers with a single mouse-click.
- Manage messages efficiently using Unified Messaging features.
- Set up and manage audio conferences, for improved information sharing and faster team-based decision-making.
- View colleagues' presence, indicate your availability and use instant messaging to speed up response times.
  * **(Requires Avaya IP Office Preferred Edition)**

Includes:
- Unified Messaging
- one-X™ Portal for IP Office (excluding telecommuter function)

Mobile Worker*

Delivers ability to work from on the road
- Let customers reach account managers on a single number, whether they are in the office or on the road.
- Integrate mobile telephones out and about or on site.
- From your mobile, view colleagues' presence, indicate your availability and use instant messaging to speed up response times
- From your mobile, set up and manage audio conferences for improved information sharing and faster team-based decision-making
  * **(Requires Avaya IP Office Preferred Edition)**

Includes:
- one-X™ Mobile Preferred
- Text-to-speech
-

Teleworker*

Delivers ability to work from home or alternative location
- Turn any phone into your office phone from a PC with internet access.
- Availability indicators make collaboration easier for geographically remote employees.
- Increase productivity by reducing or eliminating travel time.
- PC-based telephony, point-to-point video speeds up work processes, improves communication and reduces call costs when travelling abroad.
- Save costs of office rental and furnishing.
  * **(Requires Avaya IP Office Preferred Edition)**

Includes:
- one-X™ Portal for IP Office
- Video softphone
- Unified Messaging
- Remote Worker
- VPN Phone
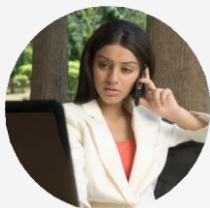
Power User*

Delivers ability to work from anywhere
- Includes all of the features from Office Worker, Mobile Worker and Teleworker.
- Single numbering ensures highest availability for customers and employees alike. (One Number concept)
- Just a laptop, Internet connection and a headset are required to create an office wherever your employees are.
  * **(Requires Avaya IP Office Preferred Edition)**

Includes:
- one-X™ Mobile Preferred
- one-X™ Portal for IP Office
- Unified Messaging
- Text-to-speech
- Video softphone
- Remote Worker VPN Phone

Receptionist

Delivers professional call handling, even at peak periods
- Fast call processing, including during periods of large call volumes, with intuitive PC user interface and system status indicators for all employees in the network.
- Centralized call management for all sites, receive and route calls throughout the entire network.
- One receptionist can act for several companies or sites, helping reduce costs.

Includes:
- SoftConsole

Customer Service Agent*

Delivers ability to efficiently and effectively service customer calls
- Better availability of customer service information.
- Better time management improves employee satisfaction.
- Agents can visualise their own performance through a browser-based client.
* *Requires Avaya IP Office Advanced Edition.*

Includes:
- Customer Call Reporter Agent (CCR)

Supervisor*

Delivers ability to track, measure and create custom reports on customer service & agent productivity
- Perfect control thanks to intuitive and easy-to-use browser interface.
- Save time creating reports – drag and drop reporting with built-in templates
- Optimised scheduling of employees' time by analysing reports.

* *Requires Avaya IP Office Advanced Edition (includes 1 Supervisor). Additional Supervisor & Agent licences must be ordered separately.*
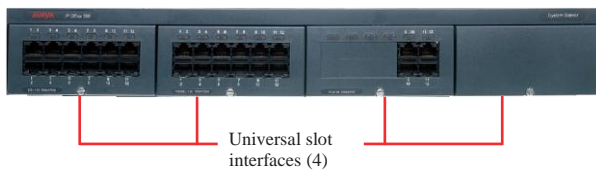
Includes:
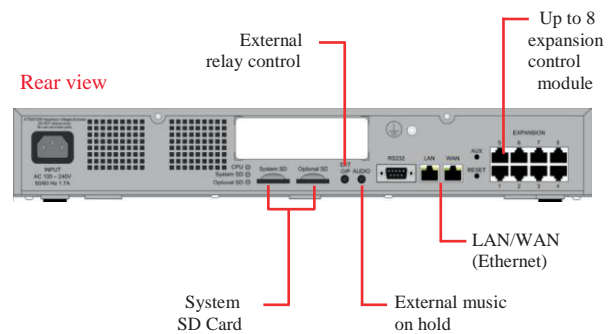- Customer Call Reporter Supervisor (CCR)

IP Office Platform Options

Control Unit

Front view

Universal slot
interfaces (4)

Rear view

External
relay control

Up to 8
expansion
control
module

LAN/WAN
(Ethernet)

System
SD Card

External music
on hold

IP OFFICE 500v2

The IP Office 500v2 Communications Solution supports up to 384 telephones and 8 T1/E1 trunks. Avaya IP Office provides full voice functionality with a wide range of features. IP Office can be configured as a traditional PBX and used as a traditional telephone system with call routing or can be configured as an IP telephony server.

Specifications:

- Supports up to 384 extensions (digital, IP & analogue)
- Trunk interface - 204 Analogue trunks, 8 PRI trunks (240 channels), 16 BRI trunks (32 channels), 128 SIP trunks voice
- 2 x 64 participant conferences, Meet-Me Conferencing
- Supports up to 1000 employees across 32 locations

Expansion cards

Trunk
Card
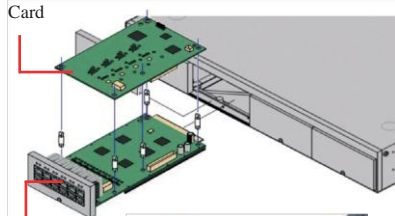
Phone
Card

The IP Office 500 Control unit has 4 slots for the insertion of phone and trunk cards.

Phone cards:

The following phone cards are available

- 8 port digital phone card (maximum of 3)
- 32 channel VCM card (maximum of 2)
- 64 channel VCM card (maximum of 2)
- 2 port analogue phone card (maximum of 4)
- 8 port analogue phone card (maximum of 4)

Avaya IP Office C110 Unified Communications Module :

- A n integrated processor server running Linux OS.
- Comes preloaded with Preferred Edition, one-X Portal and IM/Mobility server software images.
- Simplifies deployments by providing an integrated server option for supporting and maintaining IP Office applications
- Linux-based server means customer avoids paying for Microsoft Server licences

Trunk cards:

The following trunk cards are available:

- 4 port analogue trunk card (maximum of 4)
- 2 or 4 port BRI trunk card (maximum of 4)
- 1 or 2 port PRI trunk card (maximum of 4)

Combination cards:

(maximum of 2)

Combination cards are available with:
1) 6 digital and 2 analogue telephones, and 4 analogue trunks and 10 VCM channels

2) 6 digital and 2 analogue telephones, and 2 port BRI trunk card and 10 VCM channels

4 port expansion card:

(maximum of 1) For connection of 4 additional expansion modules Avaya IP Office C110 Unified Communications Module

Expansion modules

External expansion module options:

- IP500 analogue phone expansion module with 16 or 30 extensions
- IP500 digital phone expansion module with 16 or 30 extensions

Supported telephones

IP Telephones

9620L/9620C

9630G

SBM24

9640

9650/9650C

9600 series

All phones offers high-quality audio and support VPN software for remote working.

9620 L /C: 12 lines, backlit display, 4 soft keys, 3 programmable multifunctional keys with LEDs, Energy-saving PoE Class 1Built-in speakerphone integrated loud speaker and call log up to 100 calls

9630 G, 9640: 320x240 pixel large display, 4 soft keys, 6 programmable multifunctional keys with LEDs, both support of mobility applications, 9640 offers colour display. Both phones support up to 3 SBM 24.

9650 / 9650 C: The 9650C is for receptionists and contact centre agents—anyone who manages large call volumes—and delivers advanced capabilities like built-in button functions for one-touch access to bridges and feature keys. Up to 3 SBM 24 are supported and 9650C has a 3,1 x 2,3 Inch VGA colour display.

1603i / 1603i SW

1608i

1616i

BM32

1600 series

1603: Backlit display, 2 rows of 16 characters, 3 programmable feature keys with red/green LEDs that give the user easy to read status information.
1603 SW: As 1603, but also has a second 10/100 Ethernet port and an integrated switch.
1608: 8 programmable feature keys with red/green LEDs, integrated headset interface, 3 rows of 24 characters.
1616: 16 programmable feature keys, BM32 port, integrated headset interface, 3 rows of 24 characters.

Digital telephones

9504

9508

BM12

9500 series

9504/8: Backlit graphical display, 4/8 programmable call appearance or feature keys with red/green LEDs usable in three states, headset socket and hands-free features. Model 9508 supports the BM12 expansion module.

1403

1408

1416

DBM32

1400 series

The Avaya 1400 range of phones is aimed at companies that want a simple, inexpensive communications solution for their digital network. Backlit displays, programmable keys with dual-state LEDs (red & green) for easy to read status information. Model 1416 supports the DBM32 expansion module.

Conference telephones

B149

B159

B179

B100 series

All of the Avaya B100 conference telephones support OmniSound® 2.0 technology, provide telephone directory and SD-card call recording features, and a conference guide.

B149: Analogue, medium-sized conference rooms <10 participants.

B159: Analogue, GSM, mini USB for VoIP, larger conference rooms >10 participants, wireless headset port.

B179: SIP, PoE, large conference rooms >10 participants, wireless headset port, web interface. *(requires Avaya IP end-point license)*

Cordless telephones

IP DECT radio cells

DECT base stations

3720 / 3725

3740 / 3749

IP DECT – DECT R4

In addition to the conventional handsets 3720 and 3725, the product range is complemented by the new IP65-compatible models 3740/49. All handsets have a local telephone directory with up to 250 entries.

3720: Monochrome display with white backlight, 16 hrs call time, 180 hrs standby.

3725: Colour display, 16 hrs call time, 180 hrs standby, Bluetooth, SMS.

3740: Monochrome display with white backlight, 16 hrs call time, 180 hrs standby, graphical user interface, IP 65 water and dust resistant, shock resistant to IEC68-2-32.

3749: As 3740 with backlit colour display, Bluetooth for headsets, position sensor, integrates with alarm systems, water and dust resistant to ATEX and IECEX.
Gas: II 2G EEx ib IIC T4
Dust: II 3D Ex ibD 22

WLAN radio cells

Voice Priority Processor

3641

3645

WLAN telephony

Models 3641 and 3645 are pure wireless telephones that support 802.11a wireless networks. The 802.11a standard is suitable for networks in which a large number of users wish to transmit voice data wirelessly. These telephones also support 802.11b/g, are water and dust resistant, have large displays and
easy-to-use interfaces, and come with a variety of battery sizes. The 3641 and the 3645 use the same Avaya Voice Priority processor and Open Application Interface. For integration into your existing voice ready enterprise wireless network.

Other telephones

IP Office Video Softphone

One-X™ Mobile
Essential Edition

One-X® Mobile Preferred
for IP Office

Video softphone/Mobile Clients

The IP Office video softphone allows users of PCs or Laptops equipped with USB webcams to communicate with audio and video *(requires Teleworker or Power User license)*.

The one-X® Mobile Essential Edition integrates mobile users into the IP Office System and offer a simple GUI interface. *(Available to all users with Essential Edition)*

The one-X® Mobile Preferred Edition for smart-phones provides a rich Unified Communications experience with IM/Presence, visual voicemail and click-to-conference *(Requires Teleworker or Power User license. Sup- ported on Android mobiles now with support on iPhone planned)*.

3rd party SIP phones

IP Office supports a range of 3rd party SIP phones, such as Polycom, Grandstream, Nokia SIP Client, etc *(requires 3rd-party IP endpoint license)*.

IP Office Features and Applications

Mobility

Mobile Twinning
This is a typical application for customer-facing staff who have an office with a telephone extension, but are often out on the road. The employee only needs to provide his customers with his office extension number. Calls are indicated in the office and on his mobile or DECT telephone. Mobile telephones can also be defined as twinning destinations when deskphones are not logged in (e.g. virtual extensions). Calls can even seamlessly be transferred from desktop phone to mobile and vice-versa.

Mobile Call Control
This application allows a mobile user to accept a twinning call on a mobile device, use DTMF codes to hold the call and use the features of IP Office just like any other IP Office user.

one-X® Mobile Essential Edition
Avaya one-X® Mobile Essential Edition allows a one-number service for both incoming and outgoing call and provides an easy-to-use graphical interface for call control. IP Office supports "Single Mode" mobile clients, including selected Nokia/Symbian, Apple iPhone OS Client and Windows Mobile 5 & 6 handsets.

one-X® Mobile Preferred Edition
Avaya one-X® Mobile Preferred Edition provides a rich user interface and makes use of the advanced capabilities available on smartphones like speech recognition to issue audible commands and streaming audio for visual voicemail. Unified communications features like Presence, Instant Messaging are provided along with click-to-conference and visual voicemail capabilities., IP Office supports this rich mobile client on Android mobiles (Apple iPhone support is also planned). Android home screen widget provides updates on events of interest like outstanding IM messages, newly deposited voicemail messages and conference participants' entry/exit.

The employee answers the call on his mobile telephone
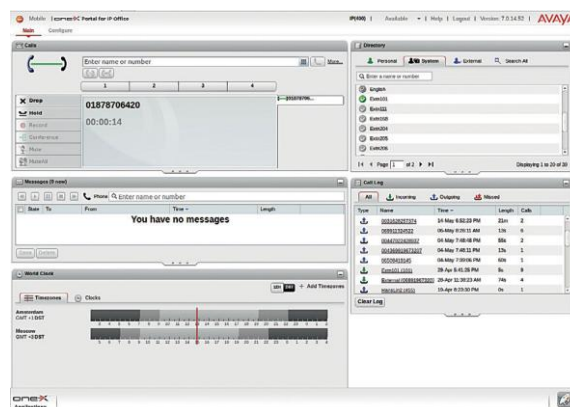
Caller
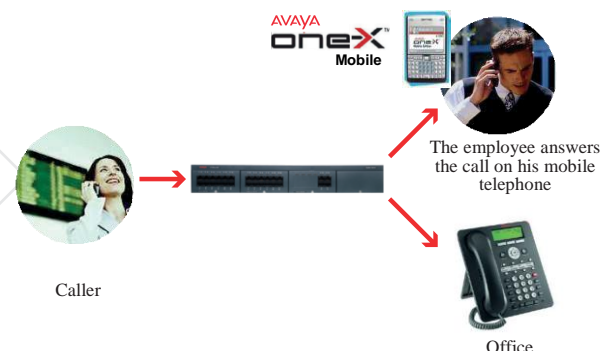
Office

Avaya one-X® Portal

one-X® Portal for IP Office is an application that lets users control their telephones from a networked PC. one-X® Portal for IP Office is a browser-based server solution and allows users to access telephony functions such as call management, conferences, speed dial, call logs, telephone directories, voicemail, instant messaging and federated presence with Google Talk and Microsoft OCS, Microsoft Exchange calendar integration. Addition of 3rd party gadgets to provide customised user productivity enhancements is also supported. one-X® Portal can be used with all IP Office phone interfaces (analogue, digital, IP, wireless).

A one-X® Portal Microsoft Outlook Plug-in is available. This provides federated Presence, click-to-call, call logs as well as alerts for incoming calls with options to accept or reject and visual voicemail all of which greatly improves user productivity.

one-X® Portal integration with Salesforce enables Salesforce users to control their calls from within Salesforce itself through their preferred phone on IP Office.

Text-to-speech

Text-to-speech allows emails to be read over the telephone or lets callers access database information in different languages.

IPO
SCN

Video softphone

Users can use a USB webcam connected to a PC to make video calls using the video softphone.

Avaya Video Conferencing Solution

Straightforward, cost-effective and flexible video-conferencing solutions, from single- seat to systems for larger conference rooms with several monitors, point-to-point and point-to-multipoint connections. AVCS is designed for operation in the IP Office with up to 4 participants, and in the entire SCN network with up to 32 locations. The benefits for customers are clear to see, with immediate reduction in travel expenses by reducing the cost of business travel, business processes and decision- making allowing sales to be expedited as the time needed for travel is eliminated.

IP IPO O
c C C
S S C C N
N

Customer Call Reporter (CCR) Call Center

IP Office Customer Call Reporter is a server-based Contact-Center solution specifically developed for small companies. CCR is completely web-based and can very easily be installed on a server without the need for any client software deployment.

- Browser-based tool for managing and controlling customer service levels.
- Track and record agent and supervisor workload.
- Create real-time and historical reports in a variety of formats.
- Target segment: small companies with fewer than 30 agents.
- Wall-board can be modified according to customer requirements.
- Report Scheduler: built-in templates & custom reports.
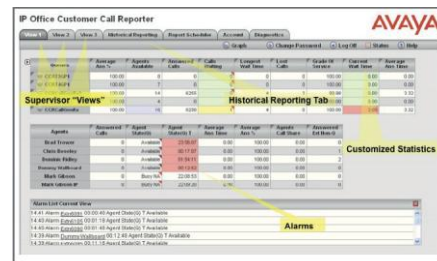
## Computer Telephony Integration (CTI)

Your telephone rings and your PC shows who is calling.

Computer Telephony Integration (CTI) is the missing link between your communications system and your business applications. IP Office supports the open CTI standards. This means that a wide range of third-party solutions can gain access to IP Office. For example, vertical solutions that help you meet industry requirements.

IP Office offers 2 CTI solutions:
CTI Link Lite – Free, supports all required functions for a range of applications, including screen-popping and many third-party products.

CTI Link Pro – Supports advanced features including the option to control several telephones and access to call centre operations.
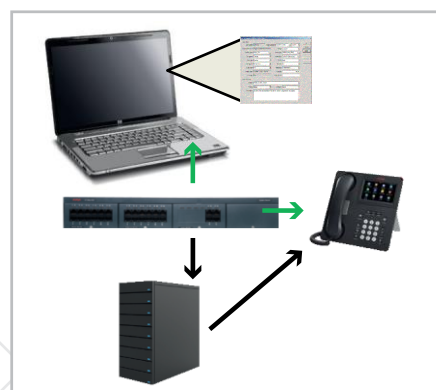
SoftConsole for Receptionist

SoftConsole is the PC-based Windows Operator Console for IP Office aimed at receptionists. Operators have to handle hundreds of calls every day. This call management application is therefore extremely efficient, and absolutely vital. Incoming calls are shown on the screen along with the status of calls on hold and transferred calls.

Receptionists can easily see which parties are busy, available or not at their desk. That allows them to route calls quickly and effectively. SoftConsole can be minimized when not in use, but will pop up on the screen when a call is received.
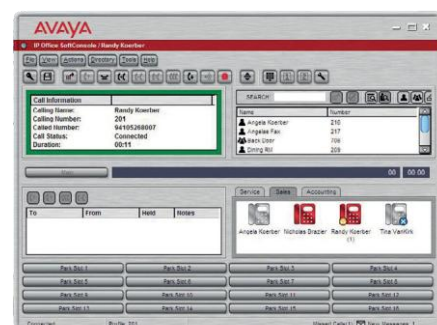
Unified Messaging

Part of Office Worker, Teleworker & Power User, the Unified Messaging Service (UMS) allows users to synchronise email and voicemail between the VoiceMail Pro Server and email clients.

Email applications such as Outlook, which support IMAP, can connect to the IMAP server on which the VoiceMail Pro server is running. When a voicemail is received by the email client as a .WAV attachment, it is handled like every other email. Once the voicemail message has been heard, its status is set to read. When it is deleted, it is removed from the VoiceMail Pro server too. This synchronization through IMAP improves employee productivity and increases customer service.

Remote Worker and VPN phone

Either the Remote Worker (NAT Traversal) feature or the VPN phone can be used for remote working / home-working. The Remote Worker functionality allows a remote IP phone to connect to the IP Office over the public internet without requiring any special equipment other than a standard broadband connection.

A VPN phone is an IP phone with VPN software built-in, allowing secure remote IP phone connection to the IP Office. For the VPN phone connection a VPN router/gateway is required at the IP Office site.

Essential Edition delivers 2 Remote Worker licenses, additional Remote Worker licenses as well as VPN phone licenses are part of the Teleworker and Power User packages.
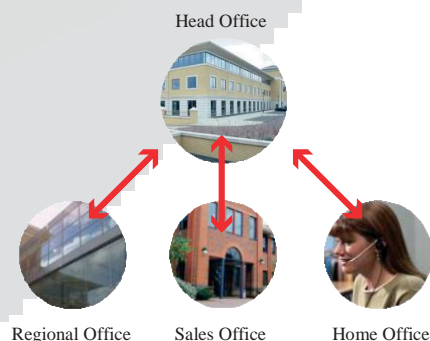
IP Office Features and Applications

Continued...

Hot-desking

Hot-desking allows a number of users to share the same extension. Users log in with their own identity, and thus receive only their calls, their voicemail and other personal features.

This allows staff such as sales personnel who are in the office only occasionally to use the telephones and voicemail features without needing their own physical telephone. Once they have finished work, they simply log off from the phone, freeing it up for the next employee. Logging on in one location automatically logs an employee off in the previous location.

Head Office

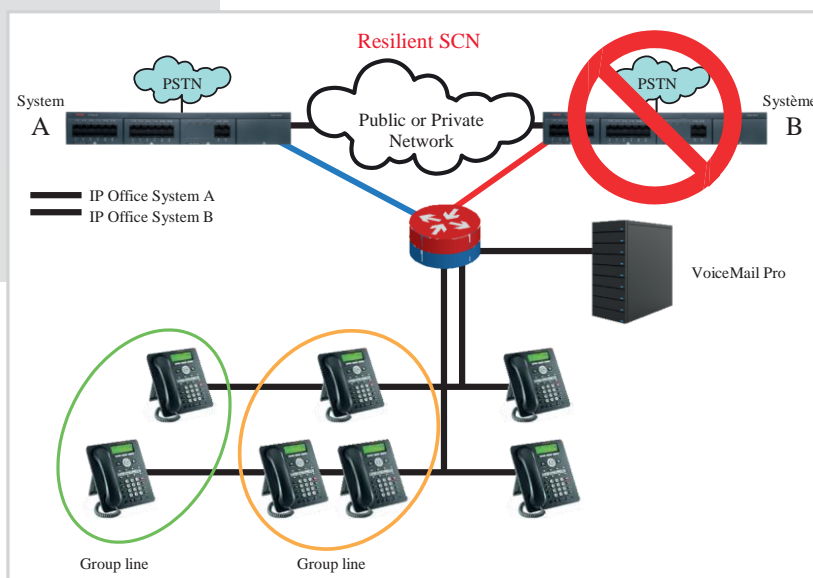**Regional Office**   **Sales Office**   **Home Office**

Multisite option

IP Office is ideal for any company with multiple locations. Connect up to 32 sites and have all the IP Office systems communicate seamlessly.

The following additional features are available:

· Presence / Busy Lamp Field across the Network
· Camp on
· Call-back when free
· Paging
· Call Pickup
· Centralized and personal/system directories
· Centralized call log
· Centralized and/or distributed voicemail
· Absent text messages
· SCN channel optimization
· Distributed huntgroup
· Remote hot-desking
· Breakout dialing

Resilient SCN

System A — IP Office System A
— IP Office System B

PSTN   Public or Private Network   PSTN   Système B

VoiceMail Pro

Group line   Group line

For businesses with more than one location, IP Office can deliver continuous operation. In the event of a power outage, users with IP phones can automatically failover to another location, retaining full communications capabilities. The voicemail system can also have redundancy built in, so that a backup solution is always available.

Conferencing applications

Avaya IP Office comes with two built-in 64-party conference bridges to help small businesses collaborate seamlessly and cost-effectively. Businesses currently spending on conference calls with a service provider can reduce or eliminate those costs entirely. IP Office Conferencing employs easy-to-use conference control features to help keep people connected and making decisions faster.

Conference participants can be on-site personnel as well as external parties whether field-based engineers, sales staff on the road, customers or suppliers. Conference calls can be planned in advance or established ad-hoc as and when required. Meet-me conferencing, allowing participants to dial into the conference themselves using a security code, is provided with Preferred Edition. The conference host can view, mute or drop the participants as well as record/lock the conference using his Avaya display phone, one-X Portal and/or the one-X Mobile Preferred client.

IP Office Code Listing

Order Code	Group	Description
700429194	IP500 Hardware.	IP Office IP500 Blanking Plate Kit
700472889	IP500 Hardware.	IP Office IP500 Expansion Card 4 Port
700449473	IP500 Hardware.	IP Office IP500 Expansion Module Analog Trunk 16
700449499	IP500 Hardware.	IP Office IP500 Expansion Module Digital Station 16
700426216	IP500 Hardware.	IP Office IP500 Expansion Module Digital Station 30
700500699	IP500 Hardware.	IP Office IP500 Expansion Module Ds16A Digital Station Rj21
700500698	IP500 Hardware.	IP Office IP500 Expansion Module Ds30A Digital Station Rj21
700449507	IP500 Hardware.	IP Office IP500 Expansion Module Phone 16
700426224	IP500 Hardware.	IP Office IP500 Expansion Module Phone 30
700417330	IP500 Hardware.	IP Office IP500 Extension Card Digital Station 8
700431778	IP500 Hardware.	IP Office IP500 Extension Card Phone 2
700417231	IP500 Hardware.	IP Office IP500 Extension Card Phone 8
700500758	IP500 Hardware.	IP Office IP500 Extension Card Tcm-8 Digital Station 8
700417215	IP500 Hardware.	IP Office IP500 Legacy Card Carrier
700417389	IP500 Hardware.	IP Office IP500 Media Card Voice Coding Module 32
700417397	IP500 Hardware.	IP Office IP500 Media Card Voice Coding Module 64
700429202	IP500 Hardware.	IP Office IP500 Rack Mounting Kit
700417405	IP500 Hardware.	IP Office IP500 Trunk Card Analog 4 Universal
700417413	IP500 Hardware.	IP Office IP500 Trunk Card Basic Rate 4 Universal
700417421	IP500 Hardware.	IP Office IP500 Trunk Card Basic Rate 8 Universal
700417462	IP500 Hardware.	IP Office IP500 Trunk Card Primary Rate Universal Dual
700417439	IP500 Hardware.	IP Office IP500 Trunk Card Primary Rate Universal Single
700479702	IP500 Hardware.	IP Office IP500 V2 System Sd Card A Law
700479710	IP500 Hardware.	IP Office IP500 V2 System Sd Card Mu Law
700476013	IP500 Hardware.	IP Office IP500 Version 2 Combination Card Atm
700476021	IP500 Hardware.	IP Office IP500 Version 2 Combination Card Bri
700476005	IP500 Hardware.	IP Office IP500 Version 2 Control Unit
700500404	IP500 Hardware.	IP Office IP500 Version 2 Demo Kit International
700430150	IP500 Hardware.	IP Office IP500 Wall Mounting Kit
700500923	IP500 Hardware.	IP Office IP500 Wall Mounting Kit V2
700293905	Cables and Miscellaneous.	IP Office Barrier Box 1U Panel
700213457	Cables and Miscellaneous.	IP Office Cableexp Rj45 And Rj45 1M Blue
700213440	Cables and Miscellaneous.	IP Office Cableisdn Rj45 And Rj45 3M Red
700213481	Cables and Miscellaneous.	IP Office Cablelan Rj45 And Rj45 3M Grey
700478068	Cables and Miscellaneous.	IP Office Dvd Text To Speech Set
700472871	Cables and Miscellaneous.	IP Office Expansion Cable Rj45 And Rj45 2M Yellow
700458649	Cables and Miscellaneous.	IP Office IP500 Basic Rate S0 Converter Cable
700502085	Cables and Miscellaneous.	IPo 24 Pr/Sngl Pr Rj45 Adptr
700356447	Power.	1151C1 Dcp Phone Power Unit With Cat5 Cable
700356454	Power.	1151C2 Dcp Phone Power Unit With Battery Cat5 Cable
700434897	Power.	1151D1 Terminal Power Supply With Cat5 Cable For IP Phones
700434905	Power.	1151D2 Terminal Power Supply With Battery And Cat5 Cable For IP Phones
700480965	Power.	Awts 364X Avpp/Appl Interface Gateway Power Supply Global
700480957	Power.	Awts 364X Quad Charger Power Supply Global
700480940	Power.	Awts 364X Single/Dual-Slot Desktop Charger Power Supply Global
700289762	Power.	IP Office Power Lead (Earthed) European Cee7
700357387	Power.	IP Office Spare Power Supply (Earthed)
700415607	Power.	Poe Power Adapter For 1603 IP Phone

Order Code	Group	Description
700451255	Power.	Power Adapter For 1600 IP Phones 5V Eu
407786623	Power.	Pwr Cord Europe
700502693	Release 8.0.	IP Office R8+ Tts Pro Dvd Set
700502043	Release 8.0.	IPo R8.0 Appl Srvr Dvd
700502044	Release 8.0.	IPo R8.0 Prefrd Edition Processor
700502042	Release 8.0.	IPo R8.0 User/Admin Set Dvd
268843	Release 8.0.	IP Office R8+ Bt Race Lic:Ds
269480	Release 8.0.	IPo Lic Prefrd R8+ Vm Pro Rfa Lic:Ds
267792	Release 8.0.	IPo Lic Upg R8.0
267785	Release 8.0.	IPo Lic Upg R8.0 Sml
267786	Release 8.0.	IPo R8+ Essntl Edition+ Lic
267802	Release 8.0.	IPo R8+ Mobile To Pwr User Upg 5
267803	Release 8.0.	IPo R8+ Off Worker To Pwr User Upg5
229434	Productivity Products\Mobile Worker - Teleworker.	IP Office License Release 6+ Mobile Worker 1
229436	Productivity Products\Mobile Worker - Teleworker.	IP Office License Release 6+ Mobile Worker 20
229435	Productivity Products\Mobile Worker - Teleworker.	IP Office License Release 6+ Mobile Worker 5
229437	Productivity Products\Mobile Worker - Teleworker.	IP Office License Release 6+ Mobile Worker 5 Trial
229438	Productivity Products\Mobile Worker - Teleworker.	IP Office License Release 6+ Office Worker 1
229440	Productivity Products\Mobile Worker - Teleworker.	IP Office License Release 6+ Office Worker 20
229439	Productivity Products\Mobile Worker - Teleworker.	IP Office License Release 6+ Office Worker 5
229441	Productivity Products\Mobile Worker - Teleworker.	IP Office License Release 6+ Office Worker 5 Trial
229426	Productivity Products\Mobile Worker - Teleworker.	IP Office License Release 6+ Power User 1
229428	Productivity Products\Mobile Worker - Teleworker.	IP Office License Release 6+ Power User 20
229427	Productivity Products\Mobile Worker - Teleworker.	IP Office License Release 6+ Power User 5
229429	Productivity Products\Mobile Worker - Teleworker.	IP Office License Release 6+ Power User 5 Trial
229430	Productivity Products\Mobile Worker - Teleworker.	IP Office License Release 6+ Teleworker 1
229432	Productivity Products\Mobile Worker - Teleworker.	IP Office License Release 6+ Teleworker 20
229431	Productivity Products\Mobile Worker - Teleworker.	IP Office License Release 6+ Teleworker 5
229433	Productivity Products\Mobile Worker - Teleworker.	IP Office License Release 6+ Teleworker 5 Trial
171987	Productivity Products\Softconsole-Receptionist.	IP Office License Receptionist Rfa 1 Lic Cu
189783	Productivity Products\Softconsole-Receptionist.	IP Office License Receptionist Rfa 1 Trial License
217658	Customer Call Reporter.	IP Office Ccc To Customer Call Reporter Upgrade License
187166	Customer Call Reporter.	IP Office License Contactstore Rfa Lic Ds
217650	Customer Call Reporter.	IP Office License Customer Service Agent Rfa 1 Lic Cu
217653	Customer Call Reporter.	IP Office License Customer Service Agent Rfa 20 Lic Cu
217651	Customer Call Reporter.	IP Office License Customer Service Agent Rfa 5 Lic Cu

Order Code	Group	Description
229442	Customer Call Reporter.	IP Office License Release 6+ Customer Service Spv 1
229443	Customer Call Reporter.	IP Office License Release 6+ Customer Service Spv 1 Trial
202966	Operating Licenses.	IP Office License Advanced Networking Lic Ds
215183	Operating Licenses.	IP Office License IP500 Uni Pri Add 2 E1 Channels Lic Cu
215186	Operating Licenses.	IP Office License IP500 Uni Pri Add 2 E1R2 Channels Lic Cu
215185	Operating Licenses.	IP Office License IP500 Uni Pri Add 22 E1 Channels Lic Cu
215188	Operating Licenses.	IP Office License IP500 Uni Pri Add 22 E1R2 Channels Lic Cu
215184	Operating Licenses.	IP Office License IP500 Uni Pri Add 8 E1 Channels Lic Cu
215187	Operating Licenses.	IP Office License IP500 Uni Pri Add 8 E1R2 Channels Lic Cu
202961	Operating Licenses.	IP Office License IP500 Vcm License 4 Channels Lic Cu
205650	Operating Licenses.	IP Office License IP500 Voice Networking Add 4 Lic Cu
182301	Operating Licenses.	IP Office License IPsec Vpn Rfa Lic Ds
229444	Operating Licenses.	IP Office License Release 6+ Avaya IP Endpoint 1
229447	Operating Licenses.	IP Office License Release 6+ Avaya IP Endpoint 20
229445	Operating Licenses.	IP Office License Release 6+ Avaya IP Endpoint 5
202967	Operating Licenses.	IP Office License SIP Trunk Rfa 1 Lic Cu
202969	Operating Licenses.	IP Office License SIP Trunk Rfa 10 Lic Cu
202970	Operating Licenses.	IP Office License SIP Trunk Rfa 20 Lic Cu
202968	Operating Licenses.	IP Office License SIP Trunk Rfa 5 Lic Cu
174956	Third Party Licenses.	IP Office Licence 3Rd Party IP Endpoint 1 Lic Cu
174958	Third Party Licenses.	IP Office Licence 3Rd Party IP Endpoint 10 Lic Cu
174959	Third Party Licenses.	IP Office Licence 3Rd Party IP Endpoint 20 Lic Cu
174957	Third Party Licenses.	IP Office Licence 3Rd Party IP Endpoint 5 Lic Cu
174960	Third Party Licenses.	IP Office Licence 3Rd Party IP Endpoint 50 Lic Cu
182303	Third Party Licenses.	IP Office License 3Rd Party Tts Support Rfa Lic Cu
700343460	Voice Messaging Pro\Hardware.	IP Office Essential Edition Embedded Messaging Media Card
177467	Voice Messaging Pro\Software.	IP Office License Acm Central Vm Lic Ds
182299	Voice Messaging Pro\Software.	IP Office License Avaya Tts Rfa 1 Lic Cu
182297	Voice Messaging Pro\Software.	IP Office License Networked Messaging Rfa Lic Ds
171991	Voice Messaging Pro\Software.	IP Office License Preferred (Voice Mail Pro) Rfa Lic Ds
189782	Voice Messaging Pro\Software.	IP Office License Preferred (Voice Mail Pro) Rfa Trial License
229423	Voice Messaging Pro\Software.	IP Office License Release 6 Essential Edition Add 2 Channels
229424	Voice Messaging Pro\Software.	IP Office License Release 6+ Advanced Edition
217880	Voice Messaging Pro\Software.	IP Office License Voice Mail Pro Unified Messaging Service 1 User
217883	Voice Messaging Pro\Software.	IP Office License Voice Mail Pro Unified Messaging Service 20 User
217881	Voice Messaging Pro\Software.	IP Office License Voice Mail Pro Unified Messaging Service 5 User
174462	Voice Messaging Pro\Software.	IP Office License Voicemail Pro Rfa 16 Lic Cu
174459	Voice Messaging Pro\Software.	IP Office License Voicemail Pro Rfa 2 Lic Cu
174460	Voice Messaging Pro\Software.	IP Office License Voicemail Pro Rfa 4 Lic Cu
174461	Voice Messaging Pro\Software.	IP Office License Voicemail Pro Rfa 8 Lic Cu

Order Code	Group	Description
700411184	Phone Manager Pro\Software.	IP Office Phone Status Software
171992	Phone Manager Pro\Software.	IP Office License Phone Manager Pc Softphone Rfa 1 Lic Cu
177468	Phone Manager Pro\Software.	IP Office License Phone Manager Pro Rfa 1 Lic Cu
171988	Computer Telephony Integration\Software.	IP Office License Cti Rfa Lic Ds
177466	Computer Telephony Integration\Software.	IP Office License Tapi Wav Rfa 4 Lic Cu
263128	Trial Licenses.	IP Office License Cti Rfa Trial Lic:Ds
205821	Trial Licenses.	IP Office License Advanced Networking Try And Buy Lic Ds
229425	Trial Licenses.	IP Office License Release 6+ Advanced Edition Trial
229449	Trial Licenses.	IP Office License Release 6+ Avaya IP Endpoint 5 Trial
205820	Trial Licenses.	IP Office License SIP Trunking Try And Buy Rfa 1 Lic Cu
189786	Trial Licenses.	IP Office License Trial Acm Central Vm Lic Ds
189778	Trial Licenses.	IP Office Trial Avaya Tts Rfa 1 Lic Cu
227040	Trial Licenses.	IP Office Licence 3Rd Party IP Endpoint 5 Trial
189781	Trial Licenses.	IP Office Trial 3Rd Party Tts Rfa Lic Cu
189776	Trial Licenses.	IP Office Trial Networked Messaging Rfa Lic Ds
217890	Trial Licenses.	IP Office Trial Unified Messaging Service 10 Users
700469927	Telsets and Accessories.	1403 Telset For IP Office
700469851	Telsets and Accessories.	1408 Telset For Cm And IP Office And Integral Enterprise Upn
700469869	Telsets and Accessories.	1416 Telset For Cm And IP Office And Integral Enterprise Upn
700500206	Telsets and Accessories.	9504 Telset For IP Office
700500207	Telsets and Accessories.	9508 Telset For IP Office
700415573	Telsets and Accessories.	IP Phone 1600Series 32 Button Module Black
700476849	Telsets and Accessories.	IP Phone 1603 I Black
700458524	Telsets and Accessories.	IP Phone 1603Sw I Black
700458532	Telsets and Accessories.	IP Phone 1608 I Black
700458540	Telsets and Accessories.	IP Phone 1616 I Black
700461205	Telsets and Accessories.	IP Phone 9620 Color With Charcoal Grey Faceplate
700461197	Telsets and Accessories.	IP Phone 9620 Lite With Charcoal Grey Faceplate
700405673	Telsets and Accessories.	IP Phone 9630G Gry 9630Gd01A
700383920	Telsets and Accessories.	IP Phone 9640 Gry 9640D01A
700419195	Telsets and Accessories.	IP Phone 9640G Charcoal Gray
700461213	Telsets and Accessories.	IP Phone 9650 Color With Charcoal Grey Faceplate
700383938	Telsets and Accessories.	IP Phone 9650 Gry 9650D01A
700469968	Telsets and Accessories.	Button Module Dbm32 For 1400 Series
700480643	Telsets and Accessories.	Button Module 12 Button
700500727	Telsets and Accessories.	Button Module 12 Replacement Stand
700462518	Telsets and Accessories.	IP Phone Button Module For 9600 Series Models Grey
700500907	Telsets and Accessories.	9601 Wall Mount
700383375	Telsets and Accessories.	9620/08/11 Wall Mount
700465750	Telsets and Accessories.	Ak1G 2001 Replacement Handset For N5 Sn 24 And 46 And 54 And 56Xx Sets
700385495	Telsets and Accessories.	IP Office Phone Barrier Box (101V)
700500869	Telsets and Accessories.	IP Phone 9601 Replacement Stand
700500725	Telsets and Accessories.	IP Phone Single Port Power Over Ethernet Injector Sppoe-1A
700383326	Telsets and Accessories.	S Series Replacement Line Cord
700501533	Conference Phones and Accessories.	Avaya B149 Analog Conference Phone
700501530	Conference Phones and Accessories.	Avaya B159 Analog Conference Phone

Order Code	Group	Description
700501532	Conference Phones and Accessories.	Avaya B179 SIP Conference Phone
700501534	Conference Phones and Accessories.	Avaya B100 Series Ac 100-240V/14 Dc Power Adapter
700501536	Conference Phones and Accessories.	Avaya B100 Series Conference Phone Wall Mounting Bracket
700501541	Conference Phones and Accessories.	Avaya B100 Series Dual Analog Line And Power Cable 7.5M
700501543	Conference Phones and Accessories.	Avaya B100 Series Dual Analog Line And Power Extension Cable 7.5M
700501552	Conference Phones and Accessories.	Avaya B100 Series Ethernet Network Cable 6.5M
700501539	Conference Phones and Accessories.	Avaya B100 Series Expansion Microphones 1Pr For Conference Phone
700501537	Conference Phones and Accessories.	Avaya B100 Series Interface Box W/Sftw For Auditorium Pa System
700501538	Conference Phones and Accessories.	Avaya B100 Series Memory Card 2Gb
700501548	Conference Phones and Accessories.	Avaya B100 Series Mobile Phone Cable For DECT/GSM/2.5Mm 1.5M
700501549	Conference Phones and Accessories.	Avaya B100 Series Mobile Phone Cable For GSM Htc Usb 1.5M
700501553	Conference Phones and Accessories.	Avaya B100 Series Mobile Phone Cable For GSM IPhone 4/3Gs 1.5M
700501547	Conference Phones and Accessories.	Avaya B100 Series Mobile Phone Cable For GSM Nokia 2.5Mm 1.5M
700501546	Conference Phones and Accessories.	Avaya B100 Series Mobile Phone Cable For GSM Nokia N95 1.5M
700501545	Conference Phones and Accessories.	Avaya B100 Series Mobile Phone Cable For GSM Sony Ericsson 1.5M
700501551	Conference Phones and Accessories.	Avaya B100 Series Power Cable Connection 7.5M Eija-5320 Class Iv
700501542	Conference Phones and Accessories.	Avaya B100 Series Power Extension Cable 7.5M
700501540	Conference Phones and Accessories.	Avaya B100 Series Security Lock And Cable For Conf Phone
700501544	Conference Phones and Accessories.	Avaya B100 Series Usb Cbl 1.5M
700501554	Conference Phones and Accessories.	Avaya B100 Series Video Systems Connection Cable 1.5M
700466105	DECT.	DECT 3720 Handset
700466139	DECT.	DECT 3725 Handset
700479454	DECT.	DECT 3740 Handset
700479462	DECT.	DECT 3749 Handset
700501829	DECT.	DECT 3720 Battery Cover
700466683	DECT.	DECT 3720 Handset Battery Pack
700466691	DECT.	DECT 3725 Handset Battery Pack
700501830	DECT.	DECT 3725 Std Belt CIIP
700471592	DECT.	DECT 372X Spare Headset Plug 5 Pack
700500841	DECT.	DECT 3740 Handset Battery Pack
700500843	DECT.	DECT 3749 Battery Pack Opener
700500842	DECT.	DECT 3749 Handset Battery Pack
700479488	DECT.	DECT 374X Handset Advanced Charger Kit European
700479553	DECT.	DECT 374X Handset Basic Belt CIIP
700479470	DECT.	DECT 374X Handset Basic Charger Kit Eu
700479561	DECT.	DECT 374X Handset Swivel Belt CIIP

Order Code	Group	Description
700479538	DECT.	DECT 374X Headset Adapter Industry And Atex
700500879	DECT.	DECT 374X Headset Adapter Qd
700479520	DECT.	DECT 374X Headset Industry
700479512	DECT.	DECT 374X Headset Microphone On Boom
700479504	DECT.	DECT 374X MultIPle Battery Charger Kit
700479496	DECT.	DECT 37Xx Handset Rackmount Charger Kit
700466568	DECT.	DECT Handset 3720 Basic Belt ClIP
700466337	DECT.	DECT Handset 3725 Swivel Belt ClIP
700466279	DECT.	DECT Handset Advanced Charger Kit European
700466253	DECT.	DECT Handset Basic Charger Kit European
700471576	DECT.	DECT Handset Leather Case 3720
700471584	DECT.	DECT Handset Leather Case 3725
700479546	DECT.	DECT Handset Leather Case 374X
700466311	DECT.	DECT Handset Rackmount Charger Kit
700480080	DECT.	DECT IP Radio Base Station Compact 4 Channels IP Office
700466402	DECT.	DECT IP Radio Base Station With External Antennae
700466394	DECT.	DECT IP Radio Base Station With Internal Antennae
700502034	DECT.	DECT IP Rbs V2 Compact IPo
700502015	DECT.	DECT IP Rbs V2 W/Extl Antna
700502016	DECT.	DECT IP Rbs V2 W/Int Antna
700501996	DECT.	DECT Isdn Base Sta Extl Antna
700501994	DECT.	DECT Isdn Base Sta Std
700466329	DECT.	DECT MultIPle Battery Charger Kit
700466071	DECT.	DECT Radio Base Station Bracket Kit 10 Pack
700466535	DECT.	DECT Radio Base Station Directional Dual Antenna Kit
700466543	DECT.	DECT Radio Base Station Directional Single Antenna Kit
700466550	DECT.	DECT Radio Base Station Omnidirectional Single Antenna Kit
700501200	DECT.	DECT Radio Base Station Outdoor Housing V2
700466444	DECT.	DECT Radio Base Station Power Supply European
700466576	DECT.	DECT Radio Base Station Standard Antenna Kit 10 Pack
700466410	DECT.	DECT Rm627 Tdm Radio Base Station With Internal Antennae
700466428	DECT.	DECT Rm637 Tdm Radio Base Station With External Antennae
700471568	DECT.	DECT Sari Certificate
700501993	DECT.	DECT IP DECT Gateway
700501480	DECT.	DECT Aiws2 Basic
700501481	DECT.	DECT Aiws2 Basic+
700501484	DECT.	DECT Aiws2 Entprs Mgmt
700501780	DECT.	DECT Aiws2 Front Mntng Kit
700501483	DECT.	DECT Aiws2 Oap
700501781	DECT.	DECT Aiws2 Reverse Mntng Kit
700501482	DECT.	DECT Aiws2 Std
700501489	DECT.	DECT Aiws2 Std Ar
700466493	DECT.	DECT Avaya Inbuilding Wireless Server Basic
700477466	DECT.	DECT Avaya Inbuilding Wireless Server Basic+
700471543	DECT.	DECT Avaya Inbuilding Wireless Server Enterprise Management
700471535	DECT.	DECT Avaya Inbuilding Wireless Server Open Application Protocol
700471550	DECT.	DECT Avaya Inbuilding Wireless Server Spare Universal Psu
700471527	DECT.	DECT Avaya Inbuilding Wireless Server Standard
700501218	DECT.	DECT Site Survey Kit V2 Spr Battery
700501219	DECT.	DECT Site Survey Kit V2 Spr Chrgr
700501216	DECT.	DECT Site Survey Kit V2 W/Battery
700501217	DECT.	DECT Site Survey Kit V2 W/O Battery

Order Code	Group	Description
700471121	Wireless.	Avaya 3920 Wrls Phone
700471337	Wireless.	Avaya 3920 Wrls Phone And Repeater
700430408	Wireless.	Avaya Wireless 3641 Wireless Phone
700430416	Wireless.	Avaya Wireless 3645 Wireless Phone
700413131	Wireless.	Avaya Wireless 3626 Clothing CIIP Rohs
700430549	Wireless.	Avaya Wireless Carrying Case For 3641 With 3645 Rugged Holster
700430580	Wireless.	Avaya Wireless Coiled Lanyard With Clothing CIIP
700430572	Wireless.	Avaya Wireless Cord Lanyard With Quick Disconnect
700430432	Wireless.	Avaya Wireless Dual Charging Stand For 3641 And 3645
700430481	Wireless.	Avaya Wireless Handset Belt CIIP For 3641
700430507	Wireless.	Avaya Wireless Handset Belt CIIP For 3645
700430499	Wireless.	Avaya Wireless Handset Swivel Belt CIIP For 3641
700430515	Wireless.	Avaya Wireless Handset Swivel Belt CIIP For 3645
700430465	Wireless.	Avaya Wireless Li-Lon Battery Pack Extended For 3641 And 3645
700430457	Wireless.	Avaya Wireless Li-Lon Battery Pack Standard For 3641 And 3645
700430473	Wireless.	Avaya Wireless Li-Lon Battery Pack Ultra For 3641 And 3645
700430440	Wireless.	Avaya Wireless Quad Charger For 3641 And 3645
700412976	Wireless.	Avaya Wireless Rack Mount Kit Rohs
700430424	Wireless.	Avaya Wireless Single Charging Stand For 3641 And 3645
700430523	Wireless.	Avaya Wireless Swivel Carrying Case 3641 Black With Keypad Cover
700430556	Wireless.	Avaya Wireless Swivel Carrying Case 3645 Black With Keypad Cover
700430622	Wireless.	Avaya Wireless Usb Cable For 3641 And 3645 Dual Charging Stand
700413107	Wireless.	Avaya Wireless Application Interface Gateway With 128 Ds Rohs
700413164	Wireless.	Avaya Wireless Netlink Voice Priority Processor 10 Rohs
700413073	Wireless.	Avaya Wireless Netlink Voice Priority Server Rohs
700413172	Wireless.	Avaya Wireless Voice Priority Processor 20 Rohs
700500359	Video Systems	Avaya 1010 Video No China Jpn Rus
700500327	Video Systems and Accessories.	Avaya 1040 Video No China Jpn Rus
700500333	Video Systems and Accessories.	Avaya Video Conf Phone 1000
700500360	Video Systems and Accessories.	Avaya Cam 200&1010/20 Pw Sup No Ch Jp
700500340	Video Systems and Accessories.	Avaya Camera200 Cbl 7.5M/25Ft No Chin
700500351	Video Systems and Accessories.	Avaya Vid Remote Contrl Blk Eng No China
700500355	Video Systems and Accessories.	Avaya Vid Sys Pwr Supp No China Jpn
700500379	Video Systems and Accessories.	Avaya Video Camera 200 No China Jpn
700500330	Video Systems and Accessories.	Avaya Video Fixed Camera100 No China
700500337	Video Systems and Accessories.	Avaya Video Micpod 1000 No China
700500348	Video Systems and Accessories.	Avaya Video Micpod Splitter No China
700500368	Video Systems and Accessories.	Avaya Video Pwr Cord Europe
263142	Support Services\Advanced Parts Replacement.	Sme Advanced Parts Replace Entitle - IP Office R6 And R7 Advanced 2 Year

Order Code	Group	Description
263147	Support Services\Advanced Parts Replacement.	Sme Advanced Parts Replace Entitle - IP Office R6 And R7 Advanced 4 Year
263145	Support Services\Advanced Parts Replacement.	Sme Advanced Parts Replace Entitle - IP Office R6 And R7 Essential 4 Year
263141	Support Services\Advanced Parts Replacement.	Sme Advanced Parts Replace Entitle - IP Office R6 And R7 Preferred 2 Year
263146	Support Services\Advanced Parts Replacement.	Sme Advanced Parts Replace Entitle - IP Office R6 And R7 Preferred 4 Year
263140	Support Services\Advanced Parts Replacement.	Sme Advanced Parts Replace Entitle -IP Office R6 And R7 Essential 2 Year
244882	Support Services\Base Support Hours.	15 Hours Additional Support Hour Increments
244883	Support Services\Base Support Hours.	30 Hours Additional Support Hour Increments
244881	Support Services\Base Support Hours.	5 Hours Additional Support Hour Increments
244880	Support Services\Base Support Hours.	Support Hours Base Offer

11 good reasons to choose Avaya

We are always just around the corner

- With several hundred business partners across the country, Avaya has a broad service network for consulting, implementation and maintenance, 24 hours a day, 7 days a week
- Consulting, planning and design of custom solutions by certified sales personnel employed by our business partners
- Live product demonstrations at our customer briefing centers

The full range of communication solutions

- The perfect applications and devices for your communications needs
- Integration of Unified Communications and Contact Center solutions
- The leading designer and implementer of Business Collaboration solutions
- Made-to-measure industry solutions
- Provisioning of data networking components, e.g. Ethernet switching and wireless LAN

Innovative market leader

- Number 1 provider of telephone systems for SMEs in Europe and the Middle East (source: Canalys), and of audio conference systems (source: MZA)
- Leading position in the Gartner Leader Quadrant for Unified Communications
- 30 million Avaya IP Office users around the world

AVAYA

BUSINESSPARTNER

Presence in 54 countries

- More than 1 million customers
- 19,000 employees
- Around 10,000 sales partners
- 5,400 patents
- ¤3.8 bn turnover in 2010

Many years of experience

- 1899 Long-distance telephony
- 1 92 1 Bell Systems (Bell Labs)
- 1984 AT&T
- 1996 Lucent
- 2000 Avaya
- 2010 Acquisition of Nortel
  Enterprise

Stands for

Customer proximity with extensive sales and service networks

Innovation from Avaya Labs

Experience from a large, loyal customer base

The global number one for

- Unified Communications [1]
- Contact Center [2]
- Messaging [3]
- Audio Conferencing [4]
- Hardware Maintenance [5]

… and a closeness to our customers

- 1899 Harry Fuld, Frankfurt
- 1935 Telefonbau & Normalzeit
- 1984 Telenorma
- 1997   Bosch Telecom
- 2000 Tenovis
- 2004 Avaya

Sources 1-Dell'Oro Group, Enterprise Telephony Report, 3Q10, November, 2010; 2-Gartner Inc., Market Share, Contact Center: Worldwide, 2009, Drew Kraus, March 2010; 3-T3i Group, InfoTrack for Converged Applications, Full Year 2009, Messaging, June 2010; 4-MZA, Ltd., The World UC Applications Market, 2010 Edition, June 2010; 5-IntelliCom Analytics, Services Market Dashboard, Q3 2010 Global Lifecycle Services Market Workbook, November 2010

About Avaya

Avaya is a global provider of business collaboration and communications solutions, providing unified communications, contact centers, data solutions and related services to companies of all sizes around the world. For more information please visit www.avaya.com/emea.

AVAYA

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