AVAYA

Avaya IP Office - Small Office Edition

The All-in-One Solution for Growing Businesses

A phone system with messaging, conferencing, e-mail, Internet access and a wireless router. Why piece together solutions from different places? The Avaya IP Office - Small Office Edition has it all—perfect for growing businesses and branch offices.

Running a small office means your hands are full with day-to-day tasks—piecing together a communications solution shouldn't be one of them. That's why the Avaya IP Office - Small Office Edition puts it all together for you.

The Avaya Small Office Edition is designed for small offices, home offices, branch offices—anywhere there's a requirement for a full-featured, business communications system for phone, Internet and e-mail needs. Cost-effective and easy-to-use, the Small Office Edition is a phone system with all the "bells and whistles"—from caller ID to remote call forwarding to a softphone application that lets you control all your communications from the screen of your PC.

Basic voicemail and conferencing are standard. A built-in firewall and support for wireless data networking are too, making the Small Office Edition a great data/Internet solution. And if you are setting up multiple offices, the Small Office Edition is ready—with dynamic data routing, support for a secure Virtual Private Network and the option to have proactive remote monitoring.
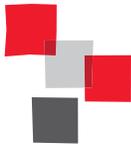
With its small, compact design the Small Office Edition will fit in anywhere. But it will make a huge impression on your business—making it easier for you to stay in touch and on top of your business communications.

Is the Avaya Small Office Edition right for you?

Choosing a communications system is one of the most important business decisions you will make. If you are working out of a small office or branch office, ask yourself these questions:

- Do you want a full-featured communications system with messaging, caller ID, call forwarding and more?
- Do you want to consolidate voice, data, e-mail and Internet communications with one system, and one connection?
- Do you want to be able to choose how you connect—cable, DSL, wireless, etc?
- Are you setting up multiple branch offices?
- Would you like to share messaging, use a secure Virtual Private Network or remotely monitor multiple systems?

Most communications systems for small offices require a trade off—small size and low cost mean fewer features and reduced capabilities. Not the Avaya Small Office Edition—flexible and easy-to-use, powerful and leading edge, the Avaya Small Office Edition was designed to give growing businesses the communications power that was once only possible with larger, more expensive systems.

Simplifying your everyday communications

The Avaya Small Office Edition comes equipped with a complete set of features designed to simplify your day-to-day operations. For example, recognize every caller before you pick up the phone with built-in Caller ID. Hold a conference call at any time. Have your calls follow you wherever you happen to be working. Even open your door without getting up from your desk.

With the PhoneManager application, you can manage your communications from the screen of your PC. Dial a number with the click of a mouse. Tell at a glance who's calling and who's available to take a call. Access records of all your received, dialed and missed calls. Easily set up features like account code entry, call recording and conferencing.

Keeping you in touch

Making it easy to answer the phone is a big part of what a phone system should do. The Avaya Small Office Edition excels at this. If you're out of the office, program your unanswered calls to ring your cell phone. Set up an "auto attendant" to greet incoming callers and provide them with a range of options. If you're busy, put on Do Not Disturb and have the system take a message for you. With the Small Office Edition, messaging is built-in and you can also add more sophisticated messaging capabilities as your needs change. For example, you can adapt the Small Office Edition to manage voice-mail and e-mail in one inbox.

Cable, DSL and more

There's a range of network services available today—from "plain old telephone service" to cable, DSL and T1. Which one you choose depends on many factors such as upload/download speeds, reliability and availability. The Avaya Small Office Edition works with all of them, so you can take advantage of the service that works best for you and easily change as new service packages become available.

2420 Digital
Telephone

4602 IP
Telephone

Wireless
Phones

A telephone that's right for you

With the Avaya Small Office Edition you can use a wide range of telephones: regular desk phones, cordless phones, digital phones or in many cases, the phones you are using today.

Avaya offers telephones to fit every need. For example, the Avaya 2420 Digital Telephone comes with a large display and a memory capable of logging up to 100 incoming and outgoing calls.

You can also take advantage of the new Internet Protocol or IP-based phones, such as the Avaya 4602 IP phone. IP phones can be added and moved more easily than traditional phones and they are a cost-effective alternative to increasing your phone capacity using your existing data infrastructure. (Support up to 16 IP phones for a system maximum of 28 extensions).

Going wireless

A wireless network inside your office is a convenient way to access the Internet and share a high-speed line, such as cable, DSL or T1. With the addition of a PCMCIA card, the Avaya Small Office Edition becomes a wireless router (Wi-Fi).

Say goodbye to endless reams of cable and work freely from anywhere in your office, outside on the patio or down by the pool. At the same time (depending on the amount of data traffic), up to three wireless phones can connect to Small Office Edition via Wi-Fi.

And that's not all...

The Avaya Small Office Edition is more than just a communications system—it easily integrates with innovative software applications that you can use to enhance how your business operates.

Messaging – The Small Office Edition comes with basic messaging built-in and you can add options as your needs change. For example, answer and route your calls via an automated attendant. See your voicemail and e-mail in one mailbox. Share a messaging solution between offices for more powerful messaging features, like unified voice and e-mail messaging and centralized messaging for branch offices.

Customer Service – Create a small, informal contact center for sales campaigns and customer service. Built-in reporting capabilities make it easy to see the results. Upgrade to more sophisticated contact management when your business is ready.

SoftConsole – With the SoftConsole, your attendant or receptionist can easily manage incoming calls and tell call status at a glance, all from the screen of a PC.
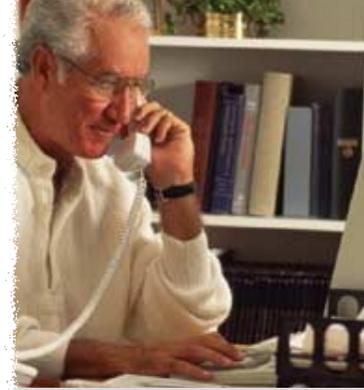
Reliability

We know your communications are mission-critical. That's why the Avaya Small Office Edition has taken steps to maximize reliability. For example, if a line is down or unavailable, the built-in router automatically re-directs calls over available lines.

And in the event of a power failure, the Avaya Small Office Edition provides immediate lifeline support. It's a solution you can count on to maintain your telephony service and keep you up and running all the time.
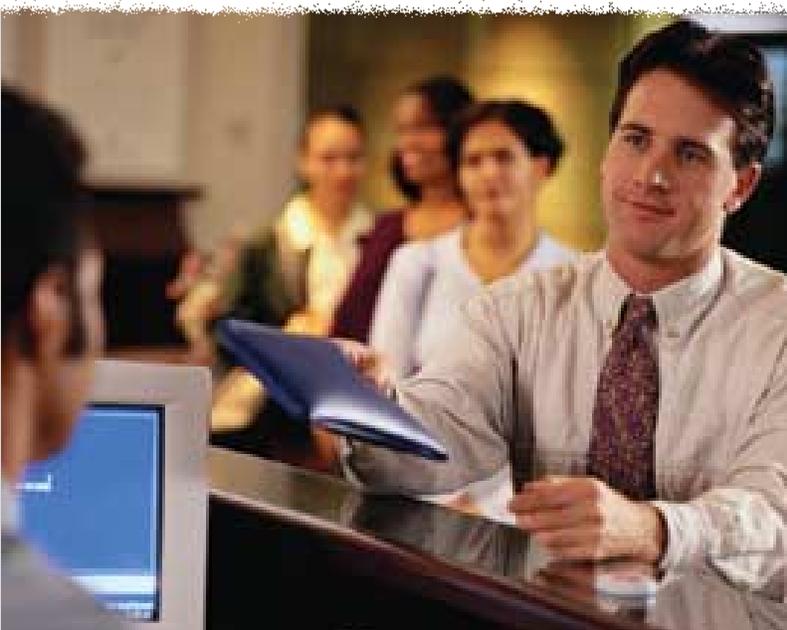
Low cost of ownership

The communications solution that's right for your business is one that will help you save time and money throughout ongoing ownership. The Avaya Small Office Edition delivers savings well beyond

The executive home office

The Avaya Small Office Edition is the right choice for the executive teleworker who needs a full-featured phone system with Internet and e-mail capabilities, multiple extensions and maximum integration with the corporate office communications system. With the PhoneManager application, executives get a powerful solution for call control from the desktop, conference calls, even checking the latest call handling at the office (how many calls are coming in, who's busy, etc.). Built-in VPN support keeps communications costs low and information secure.

A solution for branch offices

The Avaya Small Office Edition is an ideal solution for branch offices of larger firms. With the Avaya Small Office Edition networked to Avaya IP Office or Avaya MultiVantage systems at the central office, you can benefit from the "transparent" operation of many features across locations. That means easier call transfers, desk-to-desk dialing, caller ID, and more. Have multiple branch offices share the central office messaging system—it's easy and less expensive. Equip multiple branch offices with the Avaya Small Office Edition and administer them all from one location.

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Avaya Small Office Edition at a glance

- **Incoming lines (max)**: 4 traditional plus up to 8 VoIP trunks
- **Extensions (max)**: 12 traditional phones plus up to 16 IP phones
- **Configurations**:
  Minimum: 2 lines, 4 extensions
  Maximum: 12 lines, 28 extensions
- **Connects to**: PCs, laptops, IP appliances (hardphones, softphones, Wi-Fi handsets), digital phones, traditional phones and wireless phones.
- **Connects via**: cable, analog, DSL, T1, ISDN, Frame Relay
- **Networking**: Built-in LAN switch, VPN capable, built-in WAN port for broadband IP services; optional WAN connectivity for traditional and digital trunks
- **Internet**: Built-in dynamic (RIP-2) router, secure firewall, Internet access, DHCP server
- **Conferencing**: Built-in 3-party conferencing
- **Messaging**: Basic voicemail via PC provided; optional on-board voicemail and auto attendant, options including unified messaging and queue management
- **Add-ons**: PCMCIA slots for wireless LAN module, voice memory module

the initial purchase—it's cost-effective to install, own and use. With menu-driven wizards you can easily update your settings and add new phones. If you have more than one system in different locations, remote monitoring with management alerts will trim costs and save valuable time—delivering a real return on investment.

Industry leadership

The Avaya Small Office Edition is part of the award-winning Avaya IP Office system, *Convergence Magazine's* 2002 Convergence Product of the Year. Avaya IP Office provides world-leading solutions designed for small and medium-sized businesses in an integrated, modular and scaleable package. Avaya's deep understanding of small business needs enables them to deliver the same capabilities that large companies enjoy, at an unmatched price and performance, in a simple-to-use and cost-effective system.

Learn more

For more information about how the Avaya Small Office Edition can benefit you, contact your Avaya Client Executive or authorized BusinessPartner today or visit us at www.avaya.com

About Avaya

Avaya enables businesses to achieve superior results by designing, building and managing their communications networks. Over one million businesses worldwide, including more than 90 percent of the FORTUNE 500®, rely on Avaya solutions and services to enhance value, improve productivity and gain competitive advantage.

Focused on enterprises large to small, Avaya is a world leader in secure and reliable IP telephony systems, communications software applications and full life-cycle services. Driving the convergence of voice and data communications with business applications – and distinguished by comprehensive worldwide services – Avaya helps customers leverage existing and new networks to unlock value and enhance business performance.

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a higher plane
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| IP Telephony | Contact Centers | Unified Communication | Services |