

# AVAYA



## What's new in IP Office R2.0

15 ways Avaya has made  
IP Office better than ever



IP Telephony

Contact Centers

Unified Communication

Services



IP Office R2.0 is a major release with new capabilities that address the communications needs of small businesses, teleworkers and multi-site operations. The release includes a new platform (Avaya IP Office – Small Office Edition), new telephones (including wireless Wi-Fi phones) and a wide range of capabilities that are ideal for networked and remote access applications: IP VPN, enhanced data routing, enhanced support for networked voicemail and proactive system monitoring via SMTP. The maximum capacity of the IP412 is now 360 extensions. The softphone and softconsole applications have a new look and feel. And the IVR application has been enhanced. Take a close look—Avaya IP Office R2.0 has something for everyone.

# IP Office R2.0 at a Glance

1	<b>New Platform</b>	<ul style="list-style-type: none"><li>• Avaya IP Office - Small Office Edition: built-in voice-mail/auto attendant and support for wireless LAN</li></ul>
2	<b>New Phones</b>	<ul style="list-style-type: none"><li>• Avaya 4620 IP telephone</li><li>• Avaya 3616 and 3626 Wireless telephones</li></ul>
3	<b>Capacity</b>	<ul style="list-style-type: none"><li>• 360 extensions on the IP412</li><li>• 60 VoIP channels on IP 412 via VCM 30 (2x VCM 30)</li></ul>
4	<b>VPN</b>	<ul style="list-style-type: none"><li>• IP VPN support with L2TP and IPSec compatibility for secure site-to-site networking and remote access</li></ul>
5	<b>RIP-2 Support</b>	<ul style="list-style-type: none"><li>• RIP-2 protocol support for enhanced multi-site data networking</li></ul>
6	<b>Multivendor Messaging</b>	<ul style="list-style-type: none"><li>• VPIM v2 support for creating large meshed messaging networks of VPIM compliant messaging servers (VPIM: Voice Profile Internet Mail)</li></ul>
7	<b>Unified Messaging</b>	<ul style="list-style-type: none"><li>• Text-to-speech for listening to e-mails</li><li>• Forwarding voicemail as e-mail to non-Microsoft Exchange e-mail servers via SMTP</li></ul>
8	<b>PhoneManager</b>	<ul style="list-style-type: none"><li>• New look and feel</li><li>• Support for VoiceMail Pro INTUITY interface</li><li>• Screen-pop support for Symantec ACT!, Goldmine, Maximizer and Microsoft Outlook</li></ul>
9	<b>SoftConsole</b>	<ul style="list-style-type: none"><li>• New SoftConsole replaces eConsole and eBLF applications</li><li>• eBLF integrated into console screen</li><li>• Enhanced directory access</li></ul>
10	<b>IVR</b>	<ul style="list-style-type: none"><li>• 3rd party database support</li><li>• Text-to-speech within call flows</li></ul>
11	<b>Call Routing and Handling</b>	<ul style="list-style-type: none"><li>• Auto Attendant Fall Back Extension</li><li>• Call Priority for incoming callers</li><li>• Transfer Recall/Return</li></ul>
12	<b>Fax Enhancements</b>	<ul style="list-style-type: none"><li>• Fax detection within call flows</li><li>• Fax over IP interoperability support with Avaya Communication Manager</li></ul>
13	<b>Proactive Remote Management</b>	<ul style="list-style-type: none"><li>• SNMP alarms for proactive remote management of multiple sites</li></ul>
14	<b>Surge Protection</b>	<ul style="list-style-type: none"><li>• IROB unit for power surge protection</li></ul>
15	<b>Simplified Installation</b>	<ul style="list-style-type: none"><li>• New installation wizard</li></ul>



### 1. New Platform

**Avaya IP Office – Small Office Edition:** an all-in-one converged communications solution for small office, home office and branch office communications.

Depending on the configuration, it supports from 2 to 28 users with feature-rich, business-quality voice communications, flexible data connectivity, secure VPN networking, built-in voicemail/auto attendant, Wi-Fi and more in a compact and easy-to-install desktop unit.

### 2. New Phones

The 4620 IP Telephone is a large display desktop telephone that delivers sophisticated screen-driven access to features, enhancing the telephony experience. The Avaya 3616 and 3626 Wireless Telephones leverage the IP Office Wi-Fi data infrastructure—there can be up to 6 wireless phones per access point.

### 3. Capacity

The extension capacity of the IP412 is now 360 users with any mixture of phones (analog, digital or IP), enabling IP Office to address larger deployments. The new VCM30 for the IP412 expands the VoIP capabilities to 60 VoIP channels (2 x VCM30) allowing customers to deploy larger numbers of IP Telephones and IP Trunks.

#### **4. VPN Capacity**

By including support for IP Virtual Private Networks (VPNs) in IP Office, Avaya is providing a powerful new option for multi-site and remote access applications, reducing the cost of network deployment. Multi-site customers can now deploy a secure IP data infrastructure utilizing IPSec or the Layer 2 tunneling protocol (L2TP) for secure site-to-site communication at a price not possible with leased line or frame relay services—eliminating the need for an external VPN solution.

#### **5. RIP-2 Protocol**

Support for the RIP-2 data routing protocol enables customers to use IP Office as a data router, another way Avaya is simplifying and reducing the cost of networking. This allows customers to deploy more complex (and redundant) data networks without additional 3rd party routers, and without having to manually manage and monitor the routing table.

#### **6. Multivendor Messaging**

VPIM support in VoiceMail Pro allows customers to create large, meshed networks of VPIM-compliant messaging servers. This streamlines communications for multi-site customers with multiple VoiceMail Pro systems as well as those with legacy/multi-vendor messaging systems.

#### **7. Unified Messaging**

The new text-to-speech capabilities of VoiceMail Pro can be used in conjunction with e-mail to allow users to listen to their e-mails over the telephone—a convenience for anyone on the road. Also, voicemail can now be forwarded as e-mail to non-Microsoft Exchange e-mail servers via SMTP—this is a big draw for any customers who are not using Microsoft.

## **8. PhoneManager**

Phone Manager has been updated with a new look as well as a “skin” importer to allow customers or BusinessPartners to add their own look to the application. It also provides better support for languages, with 19 languages available on an individual user basis. Screen-pops are now supported from Symantec ACT!, Goldmine and Maximizer as well as Microsoft Outlook. Also, customers using VoiceMail Pro in INTUITY mode can now control their mailbox using PhoneManager.

## **9. SoftConsole**

The eBLF and eConsole have been combined into a single SoftConsole application to provide an operator with a more efficient method of handling calls. This application has the same look and feel as the new PhoneManager 2.0. SoftConsole offers more holding bays and park slots as well as enhanced directory access to enable operators to offer better service to callers. This is a great way to demonstrate the power of IP Office to new customers—and existing ones.

## **10. IVR**

The IVR capability in VoiceMail Pro can now be used to access 3rd party databases—expanding it’s value to customers. This can be deployed in conjunction with the new text-to-speech service to allow customers to provide automated services to their customers such as account/order status or information retrieval.

## **11. Call Routing and Handling**

The user experience with call handling has been enhanced with new features:

- Auto Attendant Fall Back Extension for enhanced redundancy
- Enhanced options for routing calls for priority customers
- Transfer Recall/Return

## **12. Fax Enhancements**

The Auto Attendant in VoiceMail Pro can detect an incoming fax and route it correctly. IP Office systems networked with an Avaya Communication Manager can now take advantage of Fax over IP.

## **13. Management**

**Proactive Remote Management:** With the inclusion of SNMP proactive alarm capability, it is now easier and more cost effective to monitor the performance of remotely deployed IP Office systems from a central location. IP Office can now detect underperforming components or network connections and alert network managers. This is compatible with industry standard network management platforms such as Castlerock and HP OpenView.

## **14. Surge Protection**

In-range out-of-building units provide advanced surge protection for the IP Office system.

## **15. Simplified Installation**

New installation wizards simplify the installation and configuration of the IP Office and voicemail. This will benefit the BusinessPartner as it will reduce the total installation time of the IP Office system and reduce configuration errors that generate subsequent service visits.





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