

Avaya IP Office™



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With Avaya IP Office, your small to mid-sized business has affordable, flexible and powerful choices for business communications

Simplify the way communications and collaboration works at your business. Move from being just connected to being truly productive, with tools that let your people take an active role in creating value, delighting customers and engaging colleagues in interactions that deliver meaningful results.

Key Capabilities at a Glance

Easy Deployment: On premise deployments are supported with IP Office along with options to migrate to the cloud when the time is right for you.

All-in-one Communications and Collaboration: The Avaya Spaces experience provides a single app for voice, video, messaging, conferencing and calendar and keeps employees productive on any device, from any location.

Cost saving applications: Built-in audio and video conferencing, Bring Your Own Device (BYOD), and voice and instant messaging streamline support and reduce monthly costs.

Complete mobility solutions: Whether your employees are on the road, working remotely, or just at a different location, IP Office's intuitive tools and applications keeps them engaged, productive and reachable.

Out-of-the-box applications integration: Embed communications in the applications you already have: Salesforce, Google, Microsoft Office 365 and Skype for Business.



“Avaya’s technology has helped us make the digital transformation that was badly needed.”

—Ashley Pugh, Managing Director for W. Bruford.

Distinctive Customer Contact: IP Office offers integrated voice, web chat, e-mail, FAX and reporting capabilities that allow even the smallest contact center to support sophisticated and satisfying customer interactions.

Peace of Mind: Highly reliable and secure, IP Office reduces security threats, toll-fraud, and down-time through a hardened architecture that has been proven in more than 635,000 businesses.

Scalability (5 to 3,000 Users): IP Office grows with you as your business accelerates. Support up to 3,000 users at up to 150 networked sites.

With Avaya IP Office, your small to mid-sized business has affordable, flexible and powerful choices for business communications. Select the features that are right for you today and add new capabilities as your business grows and faces new challenges. Regardless of the IP Office Edition you choose, you’ll be backed by Avaya and its 100+ year technology heritage of delivering communications solutions that matter to small and mid-sized businesses.

Turn-Key (Appliance) Editions

IP Office Basic Edition: Ideal for small and growing businesses, Basic Edition provides basic voice telephony and messaging, including voice mail, message to e-mail conversion, call forwarding, audio conferencing, automated attendant and growth to 100 users.

IP Office Essential Edition: Builds on the Basic Edition by adding IP telephony and mobility features, including one-number access and dial by name/extension. Scales to over 350 users.

IP Office Preferred Edition: All the features of Basic and Essential Editions with integrated unified communications, including IM and presence, web collaboration, mobile access, video, and call recording. Integration with business applications along with a multi-channel contact center is also provided.

Software-Based Server Editions

IP Office Server Edition: Supporting up to 2,000 users and 32 locations in a single network, IP Office Server editions adds advanced features like Active Directory integration and centralized web-based administration.

IP Office Select: With support for the largest IP Office customers with up to 3,000 users and 150 networked locations, IP Office Select offers resiliency through a duplex server option and over 500 ports for audio and video conferencing.



Avaya IP Office Editions

Choose the best version that satisfies all of your business needs!

| | Basic Edition | Essential Edition | Preferred Edition | Server Edition | IP Office Select |
|--------------------------------------------------|---------------|-------------------|-------------------|----------------|------------------|
| Capacity | | | | | |
| Users on a Single Server | 100 | 384 | 1000 | 1500 | 3000 |
| Total Solution Users | 100 | 384 | 1000 | 2000 | 3000 |
| Networked Sites | N/A | 32 | 32 | 32 | 150 |
| Total UC Users | N/A | N/A | 384 | 750 | 3000 |
| Mobility, Access, Integration | | | | | |
| Mobility | No | Basic | Enhanced | Enhanced | Enhanced |
| Avaya Communicator | No | No | Yes | Yes | Yes |
| Web-based User Portal | No | No | Yes | Yes | Yes |
| Lync, Outlook, Salesforce.com Integration, Skype | No | No | Yes | Yes | Yes |
| Conferencing | | | | | |
| Ad Hoc Conferencing/ Meet-Me Conferencing Users | 64/0 | 128/0 | 128/128 | 256/256 | 512/512 |
| Conference Scheduling | No | No | Yes | Yes | Yes |
| Web Collaboration | No | No | Yes | Yes | Yes |
| Telephony | | | | | |
| System Type | Key System | IP PBX | IP PBX | IP PBX | IP PBX |
| Voicemail Type | Basic | Basic | Pro | Pro | Pro |
| Call Recording | No | No | Yes | Yes | Yes |
| Number of Auto-Attendants | 9 | 40 | 40 | 150 | 500 |
| Number of Receptionists | 0 | 4 | 4 | 32 | 75 |
| Deployment | | | | | |
| Main Deployment Method | Appliance | Appliance | Appliance | Software | Software |
| Active Directory Integration | No | No | No | Yes | Yes |
| Centralized Licensing | No | No | No | Yes | Yes |
| Contact Center Support | No | No | Yes | Yes | Yes |
| Avaya Aura Branch | No | Yes | Yes | No | No |

About Avaya

Businesses are built on the experiences they provide and every day millions of those experiences are built by Avaya (NYSE:AVYA). For over one hundred years, we've enabled organizations around the globe to win—by creating intelligent communications experiences for customers and employees. Avaya builds open, converged and innovative solutions to enhance and simplify communications and collaboration—in the cloud, on premise, or a hybrid of both. To grow your business, we're committed to innovation, partnership, and a relentless focus on what's next. We're the technology company you trust to help you deliver Experiences that Matter. Visit us at www.avaya.com.

Avaya IP Office User Licenses

Avaya IP Office provides flexible user solutions tailored to fit the needs of different kinds of employees, from those who only require basic capabilities, to Office Workers with collaboration needs to Power Users that are highly mobile or working remotely. IP Office Basic and Essential Edition customers receive standard telephony features. IP Office Server Edition and IP Office Select customers may choose unified communications licenses such as Office Worker or Power User on an employee by employee basis. IP Office Preferred Edition has Mobile Worker and Teleworker options in addition to the Office Worker and Power User shown.

| Function Matrix | Basic User | Office Worker | Power User |
|------------------------------------------------------------------------|------------|---------------|------------|
| Deskphone Call Control | | | |
| Place/Receive Calls, Hold, Transfer, Park/Page, Conference | Yes | Yes | Yes |
| Access Telephony Features via Phone UI or DTMF | Yes | Yes | Yes |
| Web-based Access for Office Collaboration (Avaya one-X® Portal) | | | |
| Click to Place/Receive Calls, Point and Click Call Control | No | Yes | Yes |
| Conference Scheduling | No | No | Yes |
| Control Audio Conferences | No | Yes | Yes |
| Federated Presence and IM | No | Yes | Yes |
| Personal, System and Corporate Directory Access | No | Yes | Yes |
| Visual Voicemail | No | Yes | Yes |
| Rich Collaboration for Remote and Mobile Workers | | | |
| Turn Your Home Phone into Your Office Phone (Avaya one-X® Portal) | No | No | Yes |
| Avaya Workplace Client | No | Yes | Yes |
| Integrate with the Applications You Already Have | | | |
| Microsoft Outlook/Lync | No | Yes | Yes |
| Salesforce.com | No | Yes | Yes |
| Google Talk (IM & Presence) | No | Yes | Yes |
| Voicemail Integration | | | |
| Standard Voicemail Box | Yes | Yes | Yes |
| Store Messages within Microsoft Exchange | No | Yes | Yes |
| View Voicemail and Email in a Single Inbox | No | Yes | Yes |

Learn More

To learn more about the IP Office Select, contact your Avaya Account Manager or Avaya Authorized Partner, or visit us at avaya.com.

