AVAYA

The Power of We™

IP Office Preferred Edition

For Optimal Responsiveness and Professionalism

Overview

IP Office *Preferred Edition* delivers intelligent communications capabilities that enable staff to collaborate easily and respond quickly to customers and colleagues. With *Preferred Edition*, businesses can use communications to establish a competitive edge – through intelligent call routing, sophisticated messaging – and call handling and application integration. IP Office *Preferred Edition* enhances all the capabilities of *Essential Edition* and much more.

Capabilities

- **Scalable, Sophisticated Voicemail** – Handle up to 40 simultaneous calls to voicemail. Broadcast a single voicemail to all employees, a specific department or just one team. Address messages by extension or name. Have IP Office find you and notify you of new voice messages.

- **Secure "Meet Me" Conferencing** – Built-in 128-party conferencing means all users can host their own password-protected conference bridge (up to 64-parties per conference) to enhance collaboration. Host a multitude of calls simultaneously. Add optional HD video to conference with colleagues.

- **Automated Call Routing** – Create unlimited automated attendants (with an unlimited number of levels) for sophisticated call routing. Customize to handle calls by time of day, day of week or other variable. Recognize callers and deliver personalized messages to them. Pre-record announcements (holiday greetings, promotions) and schedule for future use.

- **Call Recording** – Recording of incoming or outgoing calls is built-in. Set the frequency of recorded calls (all calls, a percentage of calls). Record with the push of a button, and send recordings directly to voice/email mailboxes for forwarding via email.

Benefits

- **Investment protection** – Expandable as your business grows. Handles ten times more voice messaging capacity than Essential Edition to accommodate a higher number of calls from customers and additional users.

- **Empowerment of all users within the business** – All users can spontaneously host their own personalized and secure conference calls.

- **Flexible management** – Easily adapts to your changing business needs.

- **Communications assurance** – With the ability to easily record calls no one would miss important information from a meeting.

Specifications

System Requirements	• IP Office 500 V2 system or IPOL/Server Edition Primary • Ethernet attached PC running Microsoft Windows Server 2003 (32-bit), Windows Small Business Server (32-bit and 64-bit), Microsoft Windows Server 2008 (32-bit and 64-bit), and Windows Server 2008 R2 • Ethernet attached PC configured with Applications Server DVD (Windows Operating System not required) • Voicemail synchronization in email and browser based access to voicemail works with any IMAP mail client (Microsoft Outlook) • IP Office 500 V2 system or IPOL/Server Edition Primary has 128 party conference capacity, and up to 64 parties on a single conference • Requires as many digital trunks/channels as external participants. For example, 1 T1 allows 23/24 external parties, 1 E1 allows 30 parties, etc. For complete and latest PC and Server specifications, refer to latest Avaya IP Office Technical Bulletin and Technical Tip documents.
User Requirements	• Any IP Office telephone
Feature Detail	**System Features** • Up to 40 concurrent calls for voice mail access • Voice storage dependant on PC hard drive size (1MB per minute) • Unlimited multi-level intelligent automated attendants • CLI/ANI number screening to personally answer and route known callers • Time and date profiles to cater for public holidays and emergency closures • Sophisticated in-queue announcements advises callers Estimated Time to Answer and Position In Queue • Multiple language support • Single, centralized voicemail solution when used with IP Office Multi-Site Option • Distributed voicemail solution available when used in IP Office Multi-Site Option • Message control: Save, Delete, Forward, Repeat, Rewind, Fast Forward, Skip Message, and Pause • Message retrieval options of LIFO/FIFO playback (Last In First Out/First In First Out) • Set message as Priority, to be played first • Outcalling notification of messages left in voice mail box **Conference Features** • Helpful voice prompts guide callers into the conference call • Unique PIN codes help ensure security for conference calls • Conference entry/exit tones; single beep on entry, double beep on exit. • Conference call recording • Conference call control (available with IP Office Power User, IP Office Teleworker, and IP Office Office Worker solutions) • 'Conference Room' automatically dials users and adds them if available (Requires Receptionist solution) **User features** • Record calls to mailbox • Personal attendants • Personalize greetings and pre-record extended greetings • Send notification, forward, and copy voice messages to email Inbox • Browser based access to voice messages • Message control from your PC (available with IP Office Power User, IP Office Teleworker, and IP Office Office Worker solutions)

About Avaya

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

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