Avaya IP Office™ Product Update

Avaya IP Office
A Simple, Powerful Collaboration Solution

Virtualized software, dedicated server, or appliance

Supports the broadest range of endpoints

A Complete Solution for Midsize Companies
Based on the proven IP Office collaboration platform

Contact Center

Collaboration

Security

Networking

UC

AVAYA IP office

Mobility

Hardware Architecture (*IP500v2*)
Modular in Design and Approach

System Capacity (SMB Solution)

- Up to **384 extensions**, combined Analogue, Digital, IP and SIP endpoints

- Support up to:

  - 204 CO Trunks

  - 8 T1 Trunks (192 channels)

  - 8 E1 Trunks (240 channels)

  - 128 SIP Trunks (128 channels)

- 2 x 64 conferencing resources, maximum 64-parties per conference

- Maximum 12 external expansion modules

- Network up to 32 sites and **1000 users**

Avaya IP Office *Server Edition (Mid-Market)*
Enables Greater Scalability, Flexibility and Choice

Up to
2000
➤ Users on single site or multi-site (1500 users per server)

Up to
150
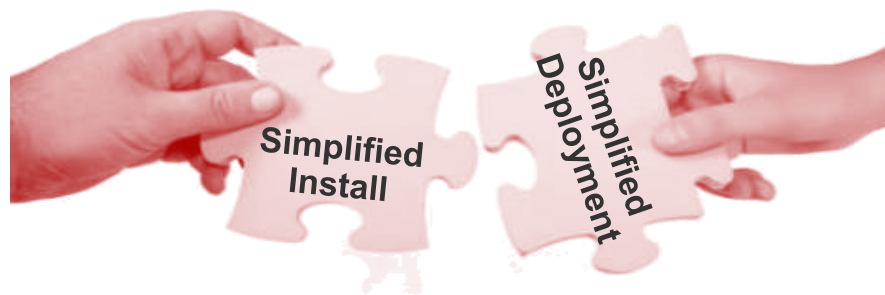➤ **Voicemail Ports**
sharing the same Linux server

Up to
200
➤ **one-X ®Portal users**
sharing the same Linux server

Up to
750
➤ **one-X ®Portal users**
on a dedicated server

▸ All IP or Mixed Deployment

▸ Centralized Licensing & Management

▸ Includes all elements of Essential & Preferred Edition

Simplified Install

Simplified Deployment

* Unsupported Licenses
- CCR
- Teleworker, Mobile Worker, Softphone

Server Edition Enhancements
IP Office R9.0

▸ **Server Edition Solution Scalability**

– Increase in total users: 2000 (up from 1000)

– Single server capacity: 1500 (up from 500)

– 256 Conference channels per server (was 128)

– 85 Recording channels per server (was 43)

– 750 One-X Portal users (was 500)

▸ **Resiliency Enhancements**

– Media Connection Preservation
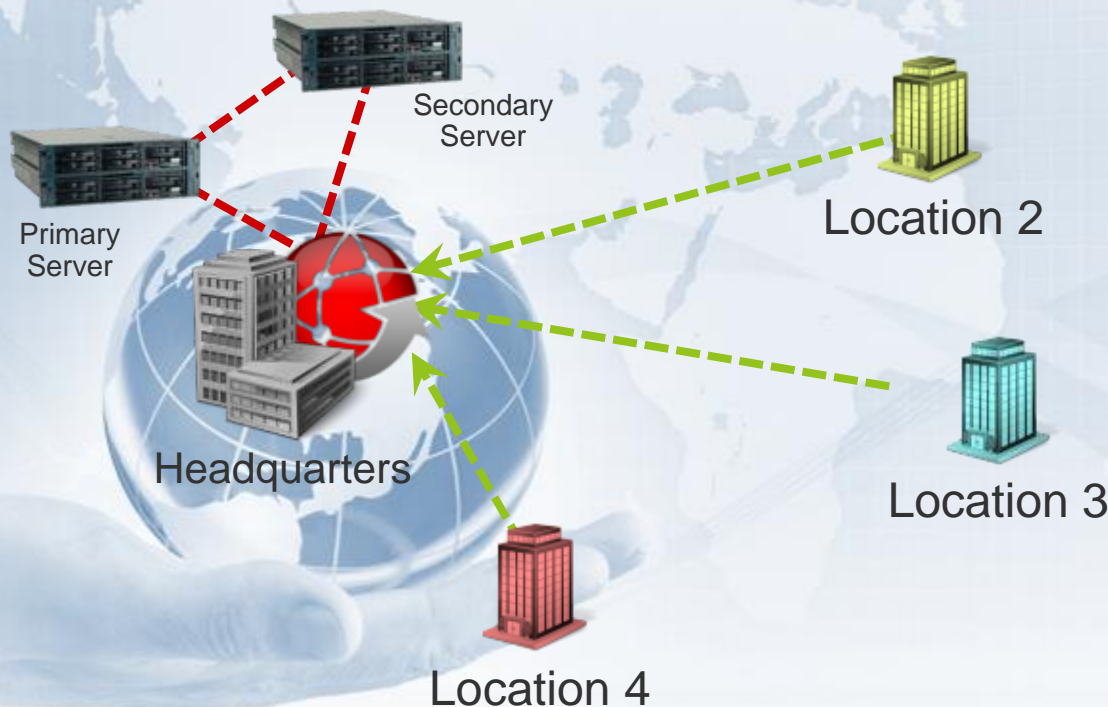
– PSTN fall back

▸ **Virtualization Support**

– VMware vSphere 4 or higher is required

▸ **Avaya Contact Recorder (Linux version)**

– The functionality of this application is unchanged as former **Contact Store** from the user perspective

IP Office Resiliency

High-availability without high costs and complexities

Primary Server

Secondary Server

Headquarters

Location 2

Location 3

Location 4

- ✓ Every site has an automatic backup
- ✓ Active calls stay connected
- ✓ No idle hardware
- ✓ No additional licenses

Highly-Resilient Architecture

Did you know that IP Office has…

Up to 512 ports
of meet-me
audio conferencing

Call recording and
playback

Integrated
web collaboration

Full site
resiliency without
additional licensing

AVAYA
IP office

single # reach with IM,
directory, and
conference control

Up to 3000 users &
150 locations

Web-based
management

Mobile UC access
using PSTN and VoIP
networks

There is a User Solution Application for Every Worker

Choices Based On Job Function

Also available:

Power User   **Office Worker**   **Basic User**

Receptionist

Customer Service Agent

Customer Service Supervisor

IP Office User Solutions

All user solutions, except for Receptionist, require Preferred Edition software of higher. Customer service agent and supervisor require Contact Center.

Avaya IP Office Endpoints
The most choices

Premier, Flagship

9600 IP Desk Phones

- Gigabit Ethernet with embedded switch*
- 3-button, 8-button, and touchscreen options
- Color display*
- H.323 or SIP

Hybrid

1400 & 9500 Digital Sets

- 4, 8, and 16-button options
- Paper or paperless label options
- Lower energy requirements
- Same usability as IP Phones

Wireless

DECT & Wi-Fi Sets

- Small to large coverage areas
- Standard and ruggedized options

Value-Based Telephony

1600 IP Desk Phones

- Key-System Like Operation
- Paper Button Labels
- 3, 8, and 16-button options
- H.323 IP Telephony

Conference Phones

B100 Series Phones

- Avaya OmniSound Technology
- Super Wideband Audio
- Analog or IP
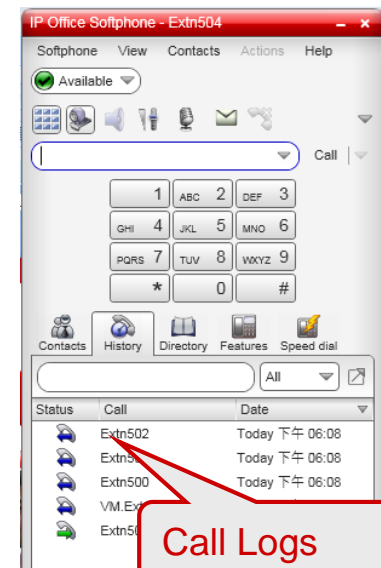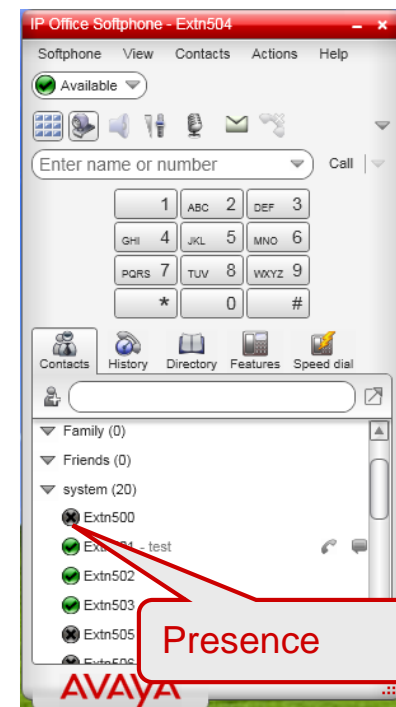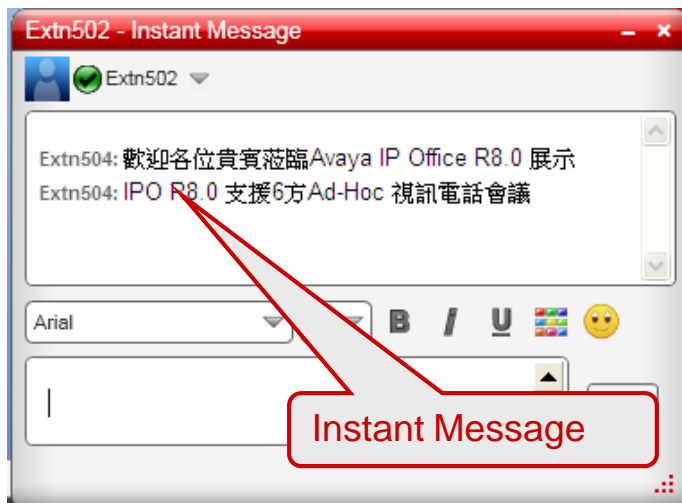- Small to large conference rooms and executive suites

IP Office Video Softphone
For non-office workers, with rich UC features

Windows / Mac Support

Support UC applications like presence, IM, Group IM, etc. (require One-X Portal)

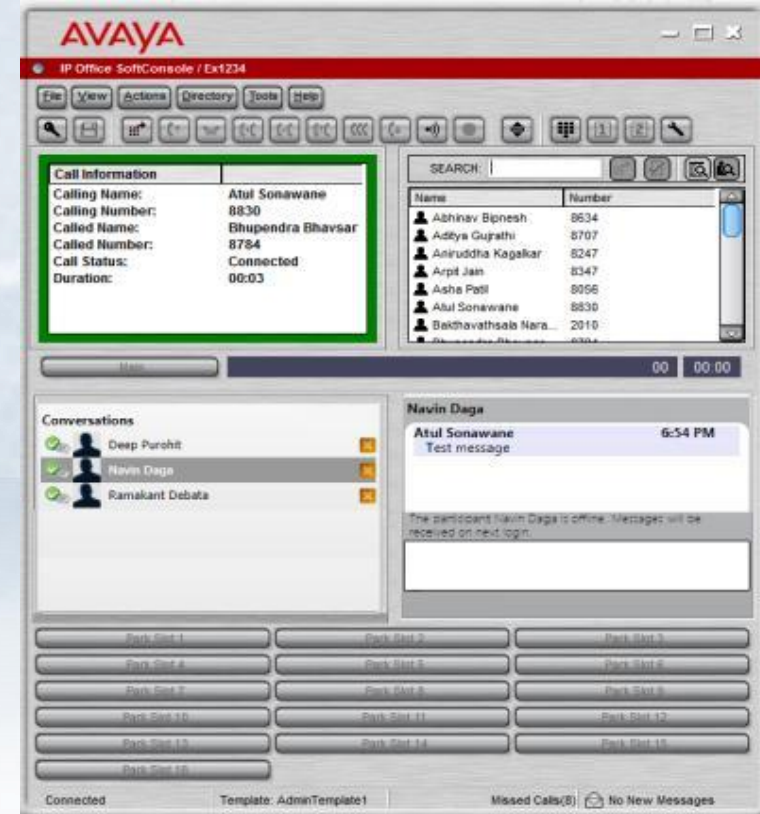**Point-to-point & 6-party Video Conference**

No extra hardware nor video license

Instant Message

Presence

Ad-hoc multi-party video conference

Call Logs

IP Office Receptionist

The control panel for incoming calls

- ✓ Deliver a professional reception without compromise

- ✓ Intuitive call handling can support large call volumes

- ✓ One receptionist can handle multiple locations

- ✓ See who is available to chat or talk before transferring a call

Supported on Essential, Preferred, Server Editions, and IP Office Select

Avaya IP Office Endpoints
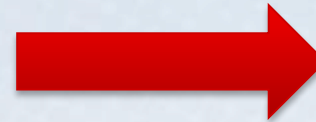## *Reuse your phones and save!!!*

Merlin Magix   BCM

PARTNER®

Integral

Merlin Legend

Norstar®

Reuse existing desk phones.

For customers with (Nortel) BCM:

▸ Popular third party UC apps and SIP trunking providers with BCM are compliant with IP Office

▸ Easy to move your information (i.e. phone extensions, users, greetings, voicemail)

Up to 60% Savings

Mobility solution for Avaya IP Office™

Mobile Integration
Extends UC to mobile devices

Essential Mobility Offer
Included with IP Office Essential Edition

PREMIUM Mobility Offer*
For use with IP Office Preferred Edition

one-X® Mobile Essential for IP Office

one-X® Mobile Preferred for IP Office

- ▶ Mobile twinning with office desk phone

- ▶ Call control as if you are in the office

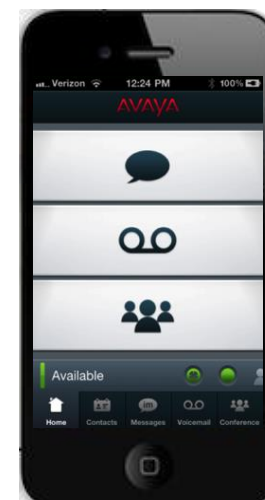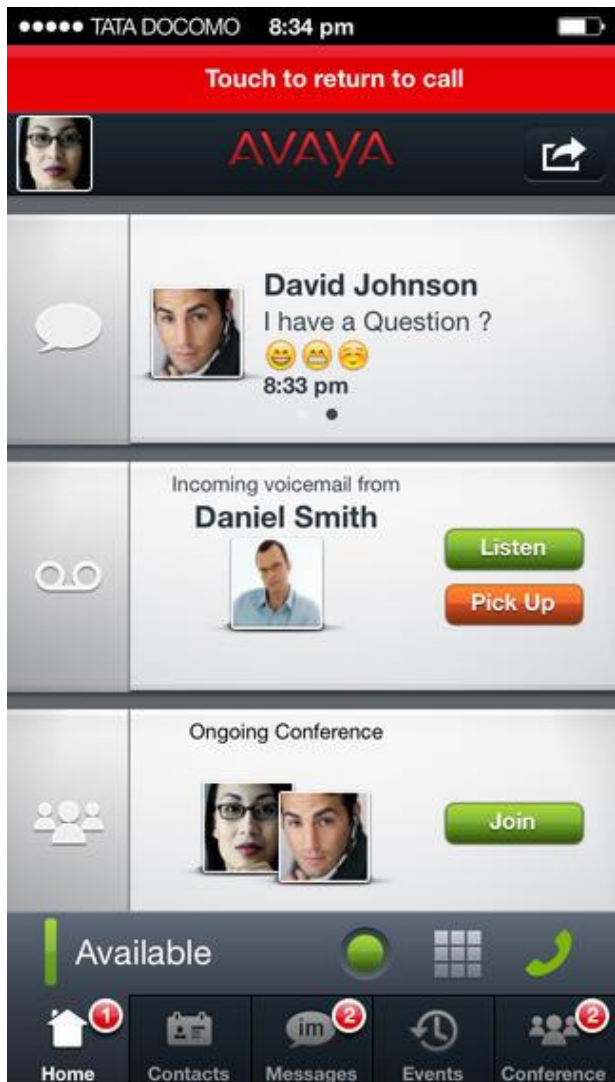- ▶ Cost-effective mobility without the need for an additional server

- ▶ Integrated server-based solution provides rich functionality

- ▶ Multi-modal communication – IM, voice call control, conferencing

Supported on iOS

Supported on Android & IOS

Avaya one-X® Mobile Preferred for IP Office

Instant Message Status

Voicemail Status
(Automatic pop up to allow you to listen to the message being left or pickup the call)

Conference Status

Status Bar
(Availability, Phone Contacts, Location, Geo Presence, Connection)

Navigation Bar
(Home, Contacts, IM, Events, Conference)

ESi | AVAYA

IP Office Mobility

Productivity for the Office On-The-Go

✓ Turn your mobile phone into your office phone

✓ Tap on contacts to call or bring them into a conference

✓ Access your company directory in the palm of your hand

✓ Use IM and Presence to reach the right people

Supported on Preferred Edition, Server Edition, and IP Office Select

Avaya one-X® Mobile Preferred
A richer mobile experience

IM/Presence ✓

Wi-Fi, 3G/4G Connectivity ✓

Visual Voice Mail ✓

Geo-Presence ✓

Conference Controls ✓

Callback ✓

Follow a user ✓

▸ Rich conference controls: click-to-conference, entry/exit notifications, moderator control

▸ Advanced user presence: geo-location, calendar, on-the-phone, follow user presence / availability

With Avaya, mobile workers can locate peers anywhere, anytime to make decisions in real time

IP Office System Administration

Mobility rollout is as easy as 1-2-3

① Administrator clicks a box to enable mobility

② IP Office sends an email to the user

③ Click a link in an email to install and configure

✓ Reduced administration

✓ Fewer helpdesk calls

✓ Less end-user frustration

Supported on Preferred Edition, Server Edition, and IP Office Select

Video conferencing (Radvision)
for Avaya IP Office™

Avaya Video Collaboration Solutions IP Office

Generally Available

Works Only with IPO

Avaya XT Collaboration Server for IP Office

HD MCU 8 @ 720p60
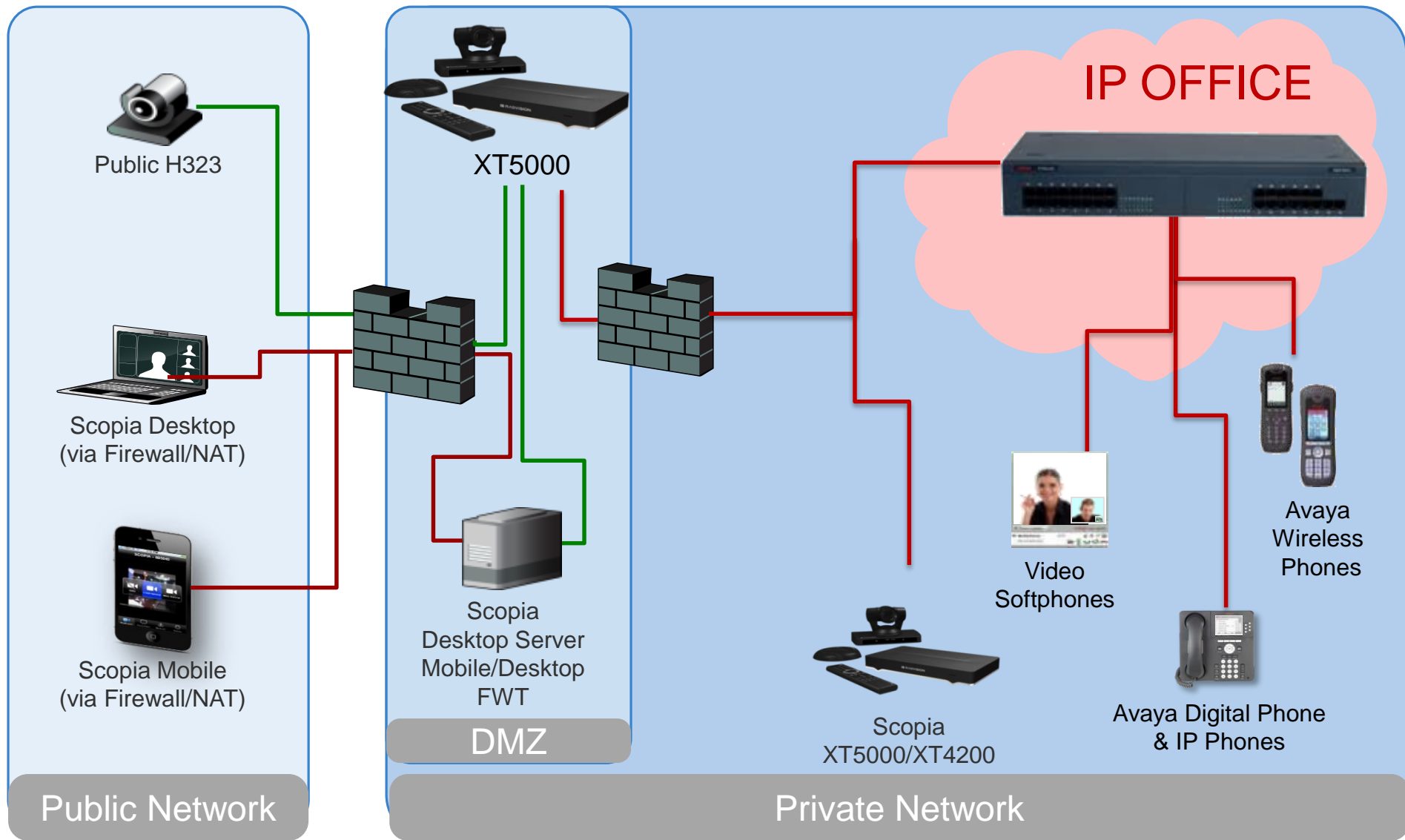
Scopia Mobile and Desktop

XT Endpoint with embedded Collaboration Server for IP Office

720p60

5x Optical Zoom

HD MCU9 @ 720

Scopia Mobile and Desktop

IP OFFICE & SCOPIA Integration
Deployment Overview - Small Enterprise

SIP —— H.323 ——

IP OFFICE

Public H323

Scopia Desktop
(via Firewall/NAT)

Scopia Mobile
(via Firewall/NAT)

XT5000

Scopia
Desktop Server
Mobile/Desktop
FWT

DMZ

Public Network

Scopia
XT5000/XT4200

Video
Softphones

Avaya
Wireless
Phones

Avaya Digital Phone
& IP Phones

Private Network

XT Endpoints – Recording to USB Key

Generally Available

▸ Exact screen capture: Audio, Video, Presentation

▸ Up to 1080p recording

▸ Standard H.264 (8 hour record time on small 4GB Key)

▸ Youtube compatible, standard editing tools

▸ Included with XT5000 (full version only)

▸ $1000 license on XT4200/ XT5000-720/ XT240 Executive

Scopia XT – Replay Recorded File
Target H1, 2014

Committed Early CQ2, 2014

▸ Existing Scopia XT firmware allows recording to USB Key

▸ Next version will add the ability to view the recorded files and playback on the endpoint

Mobile Presentation & Slider Support for Scopia SMB & IP Office

Generally Available