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Specializing in Telecom Equipment of all Brands, Carrier Services,  
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**AVAYA IP Office**



# IP Office Release 5 Product Update

Revised: July 29, 2009

Update Number: Version 2

IOC Document Definition:		
	<b>Product/Platform Summary</b>	This document is an ongoing, evolving summary incorporating the latest updates on the entire product platform. (e.g., any version of IP Office). It is global and will note any regional distinctions within.
	<b>Detailed Product Description</b>	This document is the detailed version of the product/platform summary. It is the “everything you need to know” source for the respective product platform. It is global and will note any regional distinctions within.
✓	<b>Product Update</b>	<b>(Formerly known as the Offer announcement.) This is a communication that summarizes “what’s new” within a given release regarding any changes or enhancements to an existing GA (Generally Available) product.</b>
	<b>Sale Guide</b>	This document provides coaching on the key selling points to highlight with customers. It typically also includes information pertaining to implementation guidelines and “need to know” facts.



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## 1 IP Office Release 5 Summary

Avaya is pleased to announce the general availability on August 3, 2009 of IP Office Release 5 software. IP Office Release 5 introduces new features to enhance customer service, reduce expenses, and simplify maintenance and serviceability. It also supports the new 4-port expansion card as well as DECT R4.

### 1.1 Key messages

Release 5	Resellers	Customers
<b>Simplification</b> <ul style="list-style-type: none"> <li>• 3 System options</li> <li>• 1 Multisite option</li> <li>• 4 User Profiles</li> <li>• 2 Customer Service Profiles</li> </ul>	<ul style="list-style-type: none"> <li>• Easy to sell</li> <li>• Easy to order</li> <li>• Less training, with higher impact</li> </ul>	<ul style="list-style-type: none"> <li>• Easier to buy &amp; understand value</li> <li>• Rich functionality that improves customer service &amp; collaboration &amp; helps measure it.</li> </ul>
<b>Enhance UI on 1600 phones to add T3-like functionality</b>	<ul style="list-style-type: none"> <li>• Enable access to a broader market opportunity</li> </ul>	<ul style="list-style-type: none"> <li>• Familiarity, no training, self service feature use</li> </ul>
<b>T.38 to support Fax over SIP trunking and ATAs</b>	<ul style="list-style-type: none"> <li>• Ability to sell IP Office to SB that require SIP trunks &amp; fax</li> </ul>	<ul style="list-style-type: none"> <li>• Customers with SIP will be able to fax with IP Office</li> </ul>
<b>Enhancements to Phone Support</b> <ul style="list-style-type: none"> <li>• 1603SW</li> <li>• DECT R4</li> </ul>	<ul style="list-style-type: none"> <li>• Entry level IP-phone suitable for office desks</li> <li>• Competitive DECT phones with new functionality</li> </ul>	<ul style="list-style-type: none"> <li>• More choice in DECT phones with support of wireless headsets and color screen</li> </ul>
<b>Customer Call Reporter</b> <ul style="list-style-type: none"> <li>• Browser-based</li> <li>• Historic &amp; real-time statistics</li> </ul>	<ul style="list-style-type: none"> <li>• Easy to install</li> <li>• Reduces deployment time significantly</li> </ul>	<ul style="list-style-type: none"> <li>• track and measure customer service and agent productivity levels</li> <li>• Improve customer satisfaction</li> </ul>
<b>Extended SCN</b> <ul style="list-style-type: none"> <li>• 32 nodes</li> <li>• Resilience</li> </ul>	<ul style="list-style-type: none"> <li>• Sell IP Office in companies with more branches</li> <li>• More competitive</li> </ul>	<ul style="list-style-type: none"> <li>• No single point of failure</li> <li>• Higher availability</li> </ul>
<b>one-X Portal for IP Office</b>	<ul style="list-style-type: none"> <li>• Easy to install</li> <li>• Reduces deployment time significantly</li> <li>• Enables channel to utilize apps on any browser based computer (OS independent)</li> </ul>	<ul style="list-style-type: none"> <li>• Employees only need to access a URL with their web browser to use the application. <ul style="list-style-type: none"> <li>• No client installation</li> <li>• Integrates Active Directory</li> </ul> </li> <li>• Lower Cost of Ownership as only the server needs upgrading</li> </ul>
<b>Support SIP phone extensions</b>	<ul style="list-style-type: none"> <li>• Easier to sell</li> <li>• Ability to sell more solutions</li> </ul>	<ul style="list-style-type: none"> <li>• Future proofs their investment</li> <li>• More phone choices, e.g. conference phone</li> </ul>
<b>Dial by name for Embedded Voicemail</b>	<ul style="list-style-type: none"> <li>• Ability to sell IP Office more effectively to &lt;30 market</li> </ul>	<ul style="list-style-type: none"> <li>• Enhanced collaboration</li> <li>• Speed</li> <li>• Convenience</li> </ul>



## 1.2 IP Office Release 5 Features

*Note: all of the features listed are available worldwide unless otherwise specified. Not all of the features in IP Office Release 5 are supported on all platforms and phones - please see each feature's description for details.*

### Licensing Simplification

With IP Office Release 5 the licensing model has changed in order to simplify selling, buying, learning and using IP Office. Additionally, the Professional License has been removed and the number of Voice Networking licenses reduced from 3 to 1.

IP Office now adheres to a simple 3 step user-centric model that consists of the following components:

1. IP Office system platform, trunks and phones
  2. System Licenses, known collectively as Group Collaboration: IP Office Essential Edition, IP Office Preferred Edition, IP Office Advanced Edition
  3. User productivity solutions
- **IP Office System platform, trunks and phones**  
The IP Office system platform comprises the base of the new licensing model, including the IP500 system unit, expansion cards, trunk daughter cards and external expansion modules. Please note that licenses such as VCM channels or E1/T1 channels are still required.
  - **IP Office System Licenses**  
There are 3 system licenses offered in Release 5.
    1. IP Office Essential Edition
    2. IP Office Preferred Edition
    3. IP Office Advanced Edition
  - **IP Office User productivity Profile Solutions**  
To better serve small business owners, licenses are now implemented by user profile. In addition to a basic user with no applications enabled (e.g., voicemail box if one of the above system editions has been purchased), there are 3 exclusive user profile licenses in Release 5 which enhance employee productivity:
    1. Mobile Worker
    2. Tele Worker
    3. Power UserThese exclusive user profiles are complemented by 3 optional add-on user profiles
    4. Receptionist
    5. Customer Service Agent
    6. Customer Service Supervisor

Please check for further information

- [Chapter 3](#) of this Product Update
- IP Office Release 5 - Packaging and Field Sales Training  
[www.brainshark.com/avaya/ipofficesimple](http://www.brainshark.com/avaya/ipofficesimple)
- IP Office Release 5 - Pricing  
[www.brainshark.com/avaya/ipofficer5pricing](http://www.brainshark.com/avaya/ipofficer5pricing)

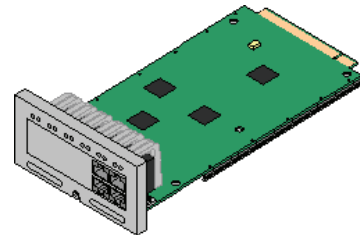
## Hardware Support

### IP Office Control Unit Support

- IP Office Release 5 is supported on the IP Office 500 and IP412 as well as the IP406 V2 (no longer sold).
- IP Office Release 5 is not supported on the Small Office Edition (SOE), IP401, IP403 and IP406 V1.

### IP Office 4-port expansion card

- The 4-Port expansion card is a base card of the IP Office 500 base module
- The 4-Port expansion card enables IP Office to add up to 4 more expansion modules (DS16, DS30, Phone16 and Phone30). From Release 5 upwards it is possible to connect 12 expansion modules in total
- As a result the total capacity of IP Office 500 increases to 384 users/phone ports



## Phone Support

### 1603SW IP Telephone Support

The 1603 SW IP Telephone supports the same interface as the 1603 on IP Office but has a built-in Ethernet switch.

### Support of SIP Endpoints

Starting with IP Office Release 5, SIP endpoints are supported on IP Office for Voice (Audio) and Fax (T.38) communication.

This allows the usage of standard compliant IP telephones using the open SIP standard, giving customers a choice of endpoints of different manufacturers including special purpose devices such as conference phones, hotel phones or terminal adapters.

SIP Endpoint support is fully integrated into IP Office. No other Server components are needed. SIP endpoints will need VCM module capacity in IP Office like any other IP phone. In addition to SIP telephones, SIP Analogue Telephone Adapters are supported to connect analog phones and fax machines. This offers a flexibility to support Fax machines (using T.38) and analog telephones, e.g. basic wireless phones, in remote offices.

### Avaya DECT R4 Solution Support

IP Office Release 5 supports the new IP-DECT R4 Solution Radio Fixed Parts (RFP) as well as two new handsets. Avaya's DECT R4 solution features all advantages of a full blown DECT solution for the enterprise market: Cost effective, wireless, high voice quality in a frequency band exclusively reserved for DECT that is secure, easy to deploy and enhance. The solution consists of:

- Two wireless handsets, 3720 and 3725
- Two radio base stations (with internal and external antennas) with IP interface for usage with IP Office



- An appliance server for centralized functions like corporate directory and internal phonebook access, simple text messaging, integration of messaging and other external applications, centralized configuration and maintenance etc.

As the solution contains a handset with liquid protection and BlueTooth headset interface and an appliance server for attaching messaging applications it is especially well suited for verticals like healthcare and retail.

All handsets and radio base stations support the DECT frequency bands in EMEA, APAC, NAR and CALA with the same hardware and firmware. (Please check type approval for availability in the different regions. At launch of IP Office Release 5, CALA is not supported with DECT R4)

#### **1600 Series IP Telephone advanced user interface**

- Enhanced Features Menu  
User interface enhancements on the 1608 and 1616 phones to access commonly used features without a dedicated key– similar to a mobile phone style Menu
- Improved centralized call log and personal directory supporting hot desking
- Status Indication of selected features

### **Core Functionality Support**

#### **Central Directory**

- External directory entries can be obtained from up to three different sources per IP Office:
  - Locally configured by Manager, telephone (1600, T3) or Avaya one-X Portal for IP Office
  - LDAP server
  - HTTP server (new in R5)
- This allows a centralised system directory for an SCN

#### **Centralized call log**

- User and hunt group centric Call Log driven by IP Office not by the phones themselves
- This feature is supported in the SCN when using hot desking
- Call log data is retained after power down and a system reset
- With IP Office Release 5 the centralized call log is supported by 1600 series as well as T3 phones and Avaya one-X Portal for IP Office.

#### **Increase of Conferencing capacity up to 2\*64 channels**

- Increased Conferencing capacity from 64 channels to 2\*64 channels.

#### **Extended Small Community Network (SCN) with Resilience**

- Up to 32 Nodes in a SCN, the maximum number of users remains at 500
- IP Office systems can be connected together in a meshed layout
- In an SCN, one IP Office can be assigned to backup another adjacent system

#### **Enhanced Fax support in IP Networks**

- IP Office supports T.38 Fax over SIP on the trunk and user side (IP Office 500 only)
- An analogue G3 Fax appliance can connect to the SIP/IP network via an Analogue Telephone Adapter (ATA)

#### **Further new Features**

- Idle Line Preference (supported on 1600 series phones only)
- Transferable Dial Out Privilege
- Alerting/Ringtone for covered calls (no support on T3 series phones)
- Expanded Internal Twinning (full featureset on 1600 series phones only)
- External Call Lamp Indication (supported on 1600 series phones and BM32 only)
- Unconditional Forward to Voicemail (supported on 1600 series phones only)
- Coverage to Operator
- Drop External Only Conferences

## Messaging Enhancements

### Embedded Voicemail Dial by Name (Essential Edition)

- The caller's search is guided by voice prompts and can be based on either first or last name. The caller can also change the selection whilst accessing the Dial By Name feature

### VoiceMail Pro Enhancements (Preferred Edition)

- Integration with Microsoft Exchange Server 2007 enables full message synchronization on all devices and user interfaces, and enables mobility solutions such as Blackberry / PDA email push services.
- Unified Messaging Web Access has been enhanced to include controls for callback, get previous and get next messages
- Unified Messaging Service (UMS) now supports hunt group mailboxes
- Maximum number of ports increased from 30 to 40 on IP500

## New Thin Client Applications

### Avaya one-X Portal for IP Office

The one-X Portal for IP Office is an application that provides users control of their telephone from a networked PC. one-X Portal for IP Office can be used with any IP Office extension and is available as part of the IP Office Power User or Teleworker user licenses only.



one-X Portal for IP Office is a server based application that the user accesses via web browser. Via separate gadgets<sup>1</sup>, one-X Portal for IP Office provides easy access to telephony features, call information, call control, directory and VoiceMail Pro mailbox.

The following features are supported by one-X Portal for IP Office:

- User Call Control
- Call forwarding (CFWD), Do not disturb (DND) and exception management
- Voicemail collection and management
- IP Office integrated System Directory (read only) and Personal Directory (read and write)

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<sup>1</sup> **What are gadgets? Google definition:**

Gadgets are simple HTML and JavaScript applications that can be embedded in webpages and other apps.



- Ability to access external LDAP directory services (read only)
- All directory contacts are presented as click-to-dial and are searchable
- Dynamically updated user call log
- Automated provisioning and management available to administrators
- Presence information is shown for all internal users (including across Small Community Network)

Major browsers (Internet Explorer version 7 or later, Mozilla FireFox version 3 or later, Apple Safari 3 or later on Windows and MAC OS) are supported.

## Customer Call Reporter (CCR)

Contact Centers are a requirement at nearly every level of business, from very small informal groups of 5 or 10 “customer service reps”, to large formal campaigns. IP Office Customer Call Reporter is a new application designed to help small businesses manage their customer service much more effectively.

IP Office Customer Call Reporter enables a small business to track and measure customer service and agent productivity levels. The Customer Call Reporter application delivers simple and intuitive reporting in a browser based (thin client) architecture. It is designed for businesses as low as 5 employees up to 150 agents (focus is 30 agents) and can improve efficiency of call handling and customer service levels, key points in retaining customers for any size business.

The following key features are supported by CCR:

- Microsoft server based with thin client (web browser) client connections.
- Simplified installation and maintenance.
- Six historical reporting templates provide drag and drop and user defined filter functionality.
- Three customizable Supervisor views
- Summarized Agent view based upon supervisor.
- Report Scheduler.
- Real time alarm notifications.
- Multi-lingual capabilities in a single system.
- Supports up to 30 Supervisors and 150 Agents.

## Service Enhancements

### IP Telephony Quality of Service (QoS) Reporting

- Ability to send RTCPMON packets from 5600/1600 phones when registered to IP Office.
- Collect Quality of Service (QoS) data from RTCPMON packets and other RTCP packets.
- System Status Application (SSA) displays QoS data in extension/trunk status screens.
- SSA and SNMP alarms are raised at the end of a call/RTP-session.

### Enhancements to VoIP Telephone Support

There are three ways to support the upgrade of Avaya IP Phones

- Custom – HTTP/TFTP Server
- Memory Card – Compact Flash
- Manager – HTTP/TFTP Relay to Manager



### Manager Changes

- Print phone button labels for 1600 series phones from Manager

### Platform and Telephone Support

- **IP Office Release 5 will support the following telephones (pending regional availability, not all phones available for new sales):**
  - 2400/5400 series digital phones
  - 4600/5600 series IP phones
  - 1600 series IP phones
  - 4406, 4412, 4424D+ sets (to provide MERLIN MAGIX migration, no longer sold new)
  - 6400 series sets (no longer sold new)
  - T3 IP and T3 digital
  - 3701/3711 (IP DECT)
  - 3720/3725 (DECT R4)
  - 3616/3620/3626/3641/3645 (WiFi, 3616/3620/3626 no longer sold new)
  - 3810 (900MHz)
  - Analog phones
  - Associated DSS units (EU24, BM32, DSS 4450, T3 DSS)
- **IP Office Release 5 will support the following platforms:**
  - IP Office 500
  - IP412
  - IP406v2\*

However, some of the new features in Release 5 are only supported on some platforms, as summarized in the following table:

	IP406 v2	IP412	IP500
Embedded Voicemail Dial by Name	✓	✗	✓
T.38 Fax support	✗	✗	✓
Maximum number of voicemail ports increased from 30 to 40	✗	✗	✓
Conferencing capacity 2*64	✗	✓	✓

All other Release 5 features are supported on all platforms.

\* - Early releases of IP406v2 (PCS 07 and lower) cannot run Release 5 software due to memory limitations. The upgrade procedure is covered in IP Office Technical Tip number 166.

- **IP Office Release 5** software cannot be used on:
  - IP401, IP403, IP406 v1, and Small Office Edition (SOE)

Detailed release information can be found in the following documents available with the Avaya IP Office Release 5 software pack available on DVD media or downloadable from [support.avaya.com](http://support.avaya.com) from August 3, 2009:



- Product Description (Release 5)
- Technical Bulletin (Release 5)
- IP Office Knowledgebase - Contains all the technical and user documentation for the IP Office - <http://marketingtools.avaya.com/knowledgebase>

The Technical Bulletin and Release 5 Documentation will be available by August 3, 2009:

- Go to [support.avaya.com](http://support.avaya.com)
- Select **Find Documentation and Technical Information by Product Name** under “Resource Library”
- Select IP Office
- Select the Software Release as 5
- Select the Documentation Categories required

The latest version of the IP Office Product Description, which defines the IP Office product in more detail, is found on the Avaya BusinessPartner portal (<https://partner.avaya.com/>), and will require a valid user name and password to view it online. It is also available from [support.avaya.com](http://support.avaya.com) – no password is needed to access this site.

*Note: Always refer to the Avaya websites for the latest versions for product documentation.*

Along with the new software and hardware components, there are also a range of services, training courses and bundled solutions to enable channel partners to support IP Office Release 5 and more effectively address market requirements.

With GA of IP Office Release 5, Release 3.2 and Release 3.0DT will go end of support.



## 2 General Availability Dates of Release 5

### 2.1 Availability for Avaya Distributors

August 3, 2009 – all new Avaya material codes are added to Price List Administration Tool (PLAT) files.

August 3, 2009 – new License material codes are added to Avaya Direct International (ADI).

August 3, 2009 – IP Office Release 5 software and documentation is available for download from [support.avaya.com](http://support.avaya.com).

August 3, 2009 – new products are available to ship from Avaya to Distributors.

### 2.2 Availability for Avaya Authorized BusinessPartners

August 3, 2009 – IP Office Release 5 software and documentation available for download from [support.avaya.com](http://support.avaya.com).

August 3, 2009 – new IP Office Release 5 codes are available for purchase from Avaya Distributors.

August 24, 2009 – new physical material codes (DVDs, 4-port expansion card, cables) available for volume shipment from Avaya Distributors.

*Note that IP Office Release 5 will be downloadable free of charge for IP Office 500, IP412 and IP406v2 platforms. However, Avaya reserves the right to charge for future software releases at its discretion.*



### 3 Licensing Simplification

With IP Office Release 5 the licensing model has changed in order to simplify selling, buying, learning and using IP Office. Additionally

- Professional License has been removed (202959)
- Number of Voice Networking licenses has been reduced from 3 to 1.

All voice networking functions are covered under a single license type, named Multisite Option (205650). There is no longer any need for the Voice Networking Start 4 license (202960) or the Advanced Networking License (202966). The existing Voice Networking Add 4 license is used to turn on networking and controls the number of available channels and it is required for each site.

With Release 5, IP Office will contain the following groups of licenses:

- IP Office system platform licenses such as VCM or E1/T1 channel Licenses
- System Edition Licenses
- User Productivity licenses
- Some of the existing licenses will remain available such as Multisite option, VoiceMail Pro additional Ports, Conferencing Center and Avaya TTS.

#### IP Office System Edition Licenses

There are 3 Editions in Release 5:

1. Essential Edition (formerly Embedded Voicemail)  
This Edition supports the essential needs of a customer such as a voicemail box for each user, voicemail to e-mail, dial by name and automatic attendant.  
Included is:
  - ➔ Embedded Voicemail, 4 Ports
2. Preferred Edition (formerly VoiceMail Pro)  
In addition to the features provided by the Essential Edition, Preferred Edition supports customer and staff collaboration with functions such as secure “meet me” audio conferencing, call recording, conditional call routing to ensure that the right person receives the call, and graphical flexible programming for customization.  
Included is:
  - ➔ VoiceMail Pro License, 4 Ports
  - ➔ with optional licenses, a maximum support of 40 ports is possible
  - ➔ Meet-me conferencing
3. Advanced Edition  
This Edition is an add-on to the Preferred Edition. The Advanced Edition supports 24/7 customer service with functions such as tracking and measuring customer service and agent productivity, search & replay of call recordings and integrated voice response. This Edition includes 1 Customer Service Supervisor user license for real-time & historic call reporting to ensure that customer service objectives are measured.  
Included Applications are:
  - ➔ CCR Server (plus 1 supervisor license)
  - ➔ VoiceMail Pro 3<sup>rd</sup> Party IVR (database interface) license
  - ➔ VoiceMail Pro VB Scripting IVR license
  - ➔ Voicemail Pro Contact Store (Recordings Administrators License)



- ➔ VoiceMail Pro 8 ports of **3rd-party** TTS (i.e. not Avaya/Scansoft TTS) which allow SAPI 5 compliant TTS to be used with VoiceMail Pro

## IP Office User Productivity Profile Licenses

To better serve small business owners, licenses are now implemented by user profile. In addition to a basic user with no applications enabled (e.g., voicemail box if one of the above system edition has been purchased), there are 3 exclusive user profile licenses in Release 5 which enhance employee productivity:

### 1. Mobile Worker

This profile is targeted at users with mobile devices and no Internet connection to the office, e.g. field sales and service staff who are often on the road. They are provided with functions such as one number access and call control as if “in the office”, enabling them to never miss a call.

Included are:

- ➔ Mobility license - Mobile Twinning, Avaya one-X Mobile Client for IP Office, Mobile call control
- ➔ 3<sup>rd</sup> Party Text to Speech license

### 2. Tele Worker

This profile is targeted at users who are working from home (or elsewhere) with Internet connection to the office. In conjunction with an Avaya IP Phone (5610, 5621), they are provided which functions enabling them to be a user of the Head Office system, either through the built-in VPN capability of their IP Phone or the ability to leverage the PSTN/ISDN via Telecommuter mode, without incurring any remote phone charges.

Included are:

- ➔ IP Office VPN Phone license
- ➔ PhoneManager Pro license
- ➔ Avaya one-X Portal for IP Office license

### 3. Power User

This profile is targeted at users with the need for both Mobile Worker and Tele Worker functionality. Additionally, e-mail access to voicemail is provided including synchronization with any IMAP e-mail client (this requires Preferred Edition) as well as a PC softphone to save on call costs when travelling abroad.

Included are:

- ➔ Everything in Mobile and Tele Worker above plus
- ➔ Unified Messaging Service (UMS) license
- ➔ PhoneManager PC Softphone license

These exclusive user profiles are complemented by 3 optional add-on user profiles

### 4. Receptionist

This profile is targeted at operators/receptionists and provides a visual PC interface for call handling and management for multiple sites. Up to 4 of these users are supported on each system.

Included is:

- ➔ 1 SoftConsole license

### 5. Customer Service Agent

This profile is targeted at employees who are responsible for fielding customer service calls. It provides them with a web browser interface to view key statistics in real-time.

Included is:



→ 1 Customer Call Reporter (CCR) Agent license

6. Customer Service Supervisor

This profile enables service supervisors to track, measure and create reports for agent (or a group of agents) productivity via a web browser interface.

Included is:

→ 1 Customer Call Reporter (CCR) Supervisor license

The graphic illustrates the Avaya IP Office product offerings, categorized into three main sections: User Productivity, Group Collaboration, and Platform and Phones. On the right side, there is a vertical column of 'Other Options'.

- Avaya IP Office Simplified Packaging & Pricing** (Header)
- USER PRODUCTIVITY** (Section Header)
  - RECEPTIONIST
  - MOBILE WORKER
  - TELE-WORKER
  - POWER USER
  - AGENT
  - SUPERVISOR
- GROUP COLLABORATION** (Section Header)
  - IP OFFICE ESSENTIAL EDITION
  - IP OFFICE PREFERRED EDITION
  - IP OFFICE ADVANCED EDITION (Note: \*REQUIRES PREFERRED EDITION AS PRE-REQUISITE)
- PLATFORM AND PHONES** (Section Header)
  - Communications Server
  - Phones
  - Multi-site Option
- OTHER OPTIONS** (Vertical Column)
  - Hardware & Software
  - Services
  - Accessories & Adjuncts
  - Application Partners
  - Financing



## 4 Messaging Enhancements

### Embedded Voicemail enhancements (Essential Edition)

- **Dial by Name**  
The caller's search is guided by voice prompts and can be based on either first or last name. The caller can also change the selection whilst accessing the Dial by Name feature

### VoiceMail Pro enhancements (Preferred Edition)

VoiceMail Pro has been enhanced in response to customer requests.

- Integration with Microsoft Exchange Server 2007 enables VoiceMail Pro to use the Exchange Message store as the voicemail message store. All voicemails are handled exactly like emails. VoiceMail Pro retrieves voicemails from there to present them on the telephone user interface. The status information of voicemails (new/unread/deleted) is synchronized between VoiceMail Pro and Exchange
- Unified Messaging Web Access has been enhanced to include controls for callback, get previous and get next messages
- Unified Messaging Service (UMS) now supports hunt group mailboxes
- Enhanced Small Community Network (SCN) support: VoiceMail Pro is now able to support SCN with up to 32 nodes.
- Maximum number of ports increased from 30 to 40 on IP500
- Seamless support for the IP Office primary / backup resilience capability introduced in this release for business continuity
- Ability to import and export conditions
- Additional enhancements to:
  - Whisper Action now allows the administrator to utilize it in a force feed capacity
  - Alarm Set Action has the ability to pre-select extension and time.
  - Set Caller Priority allows the priority of the caller to be set as part of the VM Pro transfer / supervised transfer actions.
  - Minimum Message Length can be modified by the administrator.
  - Generic Action now has a Wizard to allow the administrator to easily create customized call flows

### VoiceMail Lite

Voicemail Lite is not supported with Release 5



## 5 New Avaya one-X Portal for IP Office

The Avaya one-X Portal for IP Office is an application that provides users control of their telephone from a networked PC.

Avaya one-X Portal for IP Office can be used with any IP Office extension; analog, digital or any IP, wired or wireless, and is available as part of the IP Office Power User or Teleworker User licenses only.

Avaya one-X Portal for IP Office is a server based application that the user accesses via a web browser. Via separate gadgets<sup>2</sup> within the browser window, one-X Portal provides easy access to telephony features, call information, call control, directory and Embedded Voicemail as well as VoiceMail Pro mailbox. The call log shows the actual call history, independent of whether the user was logged in to one-X Portal at the time or not.

### Calls Gadget

- **Caller ID/Name Presentation**

Caller ID is presented as standard (where provided) allowing users to see who's calling before answering. The caller's phone number and name (if known to IP Office) are clearly shown in the call status area.

- **Desktop PC Telephony Controls**

Avaya one-X Portal for IP Office has telephony buttons in the calls gadget that activate standard telephone functions such as Answer, Drop, Hold, Retrieve, Record, Consult and Transfer. These functions are context sensitive and appear depending on the status of the call. Keyboard shortcuts are available for Answer, Hold, Drop and Call functions and can be configured by the user.

Active calls can be easily parked by clicking on a park slot while displaying the active call. There are four Call Park slots/zones, which can be shared between users and operators, or within a department on the same IP Office system, further adding to the ease with which the entire call handling process is streamlined with one-X Portal.

### Call Log Gadget

- **Call History**

The call log displays details of calls you have made, received and missed and it will report the last 30 calls. Users can use the call log to make a call or add the caller to the Personal Directory.

The call log shows the actual call history, independent of whether the user was logged in to one-X Portal at the time or not. The call log is centralized and also available on the desktop phone.

Calls are ordered in 4 tabs:

- All: all calls.
- Incoming
- Outgoing

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<sup>2</sup> **What are Gadgets? Google definition:**

Gadgets are simple HTML and JavaScript applications that can be embedded in webpages and other apps.

- Missed

## Messages Gadget

- **Voicemail Access**

Avaya one-X Portal for IP Office will show new, saved and old voicemails received and provides access into the user mailbox allowing the user to play, rewind, fast-forward, save and delete messages.

## Directory Gadget

### Directories

Avaya one-X Portal for IP Office can display several directories of names and associated telephone numbers.

- **Personal Directory**

This is the user's own directory of names and numbers.

- **System Directory**

This is the directory of names and numbers from the IP Office telephone system plus all the users and groups on the telephone system.






- **External Directory**

The system administrator can configure one-X Portal for IP Office to access one external directory (Active Directory / LDAP).

### User Status/Presence

For the directory entries of other IP Office users, one-X Portal for IP Office will indicate the status of the user at their work number. This status is available for users across an IP Office Small Community Network.

The status can be:

State	Available	In Use	Description
Normal			The normal state for a user showing whether they are using their work extension or not.
Do Not Disturb			The user has set <b>Do Not Disturb</b> . Calls to them will go to voicemail if enabled or else get busy tone unless you are in the user's <b>Do Not Disturb exception list</b> .
Logged Out			The user has logged out from their phone. Calls to them will most likely go to voicemail if available.
Other			This icon is used when the status is not known.

Presence within one-X Portal for IP Office allows the user to create sets of call redirection settings. Through the configuration tab the user can create different Presence entries and associate different rules to each such as forwarding to a different number or Do Not Disturb. In case of Do Not Disturb, the user can establish a list of numbers (DND exceptions) from whom the user wants to receive calls.



## 6 New Customer Call Reporter

IP Office Customer Call Reporter is a server based call center product designed explicitly for small businesses. Drawing upon the latest web and design technologies the Customer Call Reporter introduces significant new capabilities to effectively and efficiently manage an SME call center environment. The product focus is on ease of use and deployment simplicity to ensure improved ongoing productivity and lower support costs.

Combined with IP Office system built-in ACD (Automatic Call Distributor) functionality, the new Customer Call Reporter application enables a small business to track and measure customer service and agent productivity levels through an intuitive browser-based interface.

### Key Features

- Microsoft server based with thin client (web browser) client connections.
- Simplified installation and maintenance.
- Six historical reporting templates provide drag and drop and user defined filter functionality.
- Three customizable Supervisor views
- Summarized Agent view based upon supervisor.
- Report Scheduler.
- Real time alarm notifications.
- Multi-lingual capable in a single system.
- Supports up to 30 Supervisors and 150 Agents.

### Business Benefits

- **Lower Cost of Ownership**
  - Provides a web based call center measurement tool
  - Reports in an easily understandable format
  - No client software to load.
- **Ease of Use**
  - Customizable Real-Time screens
  - Cradle to Grave reporting via trace reports
  - Multi-Lingual operation.
  - Standards based (Multiple Browsers, SQL2005)

## 7 New Support of SIP Endpoints

Starting with IP Office R5, SIP endpoints are supported on IP-Office for Voice (Audio) and Fax (T.38) communication.

This allows the usage of standard compliant IP telephones using the open SIP standard, giving customers a choice of endpoints of different manufacturers including special purpose devices like conference phones, hotel phones or terminal adapters.

In order to use a SIP endpoint with IP Office, a "Third party IP endpoint license" is needed. This license will continue to support endpoints based on the H.323 standard but will also be required for generic SIP endpoints on IP Office

SIP Endpoint support is fully integrated into IP Office core. No other components are needed. SIP endpoints will need VCM module capacity in IP Office like any other IP phone.

Next to SIP telephones, SIP terminal adapters are supported to connect analog phones and fax machines. This offers a flexibility to support Fax machines and Audio/T.38

### Advanced features:

SIP endpoints support a number of extended features according to the "SIP service samples-draft", also referred to as "Sipping-19". This includes:

- Calling line identification
- Hold/Consulation Hold
- Attended/Unattended Transfer
- Message Waiting
- Do not disturb
- Conference Add

A large number of additional features are supported on IP Office using Feature activation keys. These features include, but are not limited to:

- Call forward: Unconditional/Busy/No Answer
- Follow Me
- Park/Unpark
- Music on Hold
- Meet me conferencing
- Conference join
- Ring back when free

SIP endpoints also support Computer Telephony Integration "CTI" and therefore applications like Avaya one-X Portal for IP Office: the following features are supported with Avaya one-X Portal and via the TAPI interface:

- Outgoing call (*without remote activation of speakerphone/headset*)
- Hang up
- Hold
- Attended/Unattended transfer
- Conference (IP Office based)
- Voicemail collect
- Set forwarding/DND (IP Office based)
- Park/Ride (IP Office based)

The features work similar like "CTI" features in combination with a analog telephone, e.g. a outgoing call will first ring the SIP phone and after connect the outgoing call will be placed.



Avaya Phone Manager/ Phone Manager Pro and SoftConsole are currently not supported in combination with SIP endpoints.

## 8 New telephones: 1603SW and DECT R4

### 1603SW IP Telephone Support

The 1603 SW IP Telephone supports the same interface as the 1603 on IP Office but has a built-in Ethernet switch. Please note that the switch built into the phone, similar to the switch in the 1608, is designed for everyday use, where typically smaller sized data files are transferred (web, email file attachments) or there are less demanding data-transfer applications/usage (thus less sensitive to data transfer completion times). For highly demanding data traffic processing with large amounts of small packets we recommend the 1616 phone for full speed data throughput.

The 1603-SW Telephone requires a PoE adapter, if Power over Ethernet is available.

### New DECT R4 solution

The Avaya DECT R4 solution delivers the productivity-boosting benefits of IP and wireless communications across multiple offices in a convenient, lightweight handset. It provides businesses with a highly functional wireless solution with the ability to scale to support large numbers of users. This system also supports users in different offices connected via a WAN. The Avaya DECT R4 solution radio fixed part (RFP) or IP base station (IPBS) connects to the IP Office using an IP protocol based on H.323. They provide the wireless infrastructure for the telephones to connect to.

Avaya's DECT R4 solution features all advantages of a fully integrated and scalable solution for the enterprise market: Cost effective high wireless voice quality in a frequency band exclusively reserved for DECT that is secure, easy to deploy and enhance. The solution consists of:

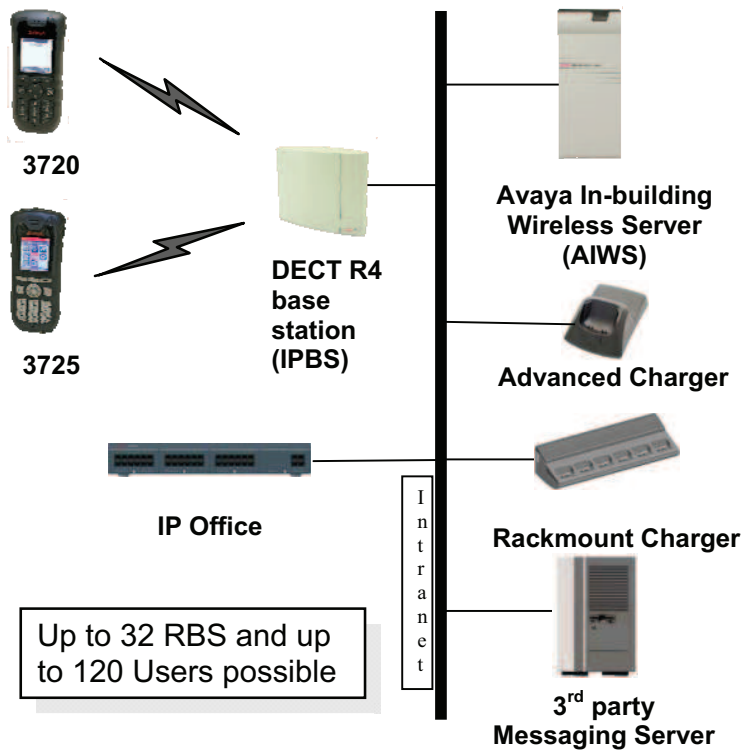
- Two wireless handsets
- Two radio base stations (with internal and external antennas) with IP interface for usage with IP Office
- An appliance server for centralized functions like corporate directory and internal phonebook access, simple text messaging, integration of messaging and other external applications, centralized configuration and maintenance etc.

As the solution contains a handset with liquid protection and Bluetooth headset interface and an appliance server for attaching messaging applications it is especially well suited for verticals like healthcare and retail.

All handsets and radio base stations support the DECT frequency bands in EMEA, APAC, NAR and CALA with the same hardware and firmware. (Please check type approval for availability in the different regions)

The Avaya DECT R4 solution on IP Office supports up to 120 handsets and 32 base stations. Each base station can be powered over the LAN using the Power over Ethernet (PoE) standard. Each base station can be also powered by an external power supply. There are two versions of the base station (IPBS) available: a standard base station with fixed antennas and an enhanced base station with a variety of external antennas (External antenna not available in the US). Both base-stations can be installed in an outdoor housing to provide an "external" base-station

### Solution Overview





## 9 Service Enhancements

### IP Telephony Quality of Service (QoS) Reporting

- Ability to send RTCPMON packets from 5600/1600 phones when registered to IP Office.
- Collect Quality of Service (QoS) data from RTCPMON packets and other RTCP packets.
- System Status Application (SSA) displays QoS data in extension/trunk status screens.
- SSA and SNMP alarms are raised at the end of a call/RTP-session.

### Enhancements to VoIP Telephone Support

There are three ways to support the upgrade of Avaya IP Phones

- Custom – HTTP/TFTP Server
- Memory Card – Compact Flash
- Manager – HTTP/TFTP Relay to Manager

### Manager Changes

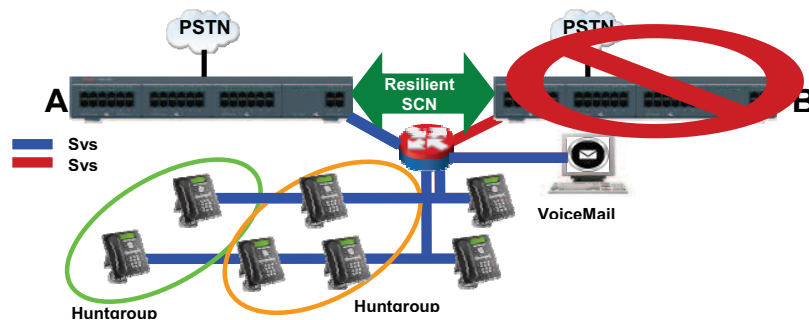
- Print phone button labels for 1600 series phones from Manager

## 10 Small Community Network (SCN) Enhancements

- Up to 32 Nodes in a SCN, the maximum number of users remains at 500
- IP Office systems can be connected together in a meshed layout (no single point of failure).
- The Advanced Networking license is no longer required to receive the remote hot desking and distributed hunt groups functionality. All SCN and Advanced Networking functionality are included in the Multi-Site Option license.
- In an SCN, one IP Office can be assigned to backup another adjacent system (Resilience) and VoiceMail Pro can re-register to an alternative system.

### Resilient SCN (see the diagram below)

- In an SCN configuration of System “A” and System “B” where the centralized voicemail is connected to System B, and a number of IP phones are connected to either System A or System B. If System “B” fails then:
  - System A will automatically take over from System B and support Avaya IP phones, Hunt Groups, and DHCP if required
  - VoiceMail Pro will reregister to System A
  - All System B users will have the use of their UMS and Mobility licenses on System A (no other licenses will be available)
  - All System B users’ Personal contacts/Call Logs will continue to be available (1600 Telephones)



## 11 Other IP Office solution features

### 11.1 New Centralized Directory

- **Centralized Personal Directory**

The IP Office Personal Directory is a list of up to 100 numbers and associated names stored centrally in the system for a specific user. A Directory Entry can be used to label an incoming call on a caller display telephone or on a PC application. The Directory also gives a system wide list of frequently used numbers for speed dialing via Avaya one-X Portal, Phone Manager or a feature phone with a suitable display.

**Benefit**

- The user has their personal directory independent from which phone (1600, T3 only) they are logged into
- The personal directory is always synchronised between the telephone and Avaya one-X Portal for IP Office (1600, T3 only)

- **Centralized System Directory**

The IP Office Directory is a list of up to 5,000 numbers and associated names stored centrally in the system and available in a SCN. A directory entry can be used to label an incoming call on a caller display telephone or on a PC application. The Centralized System Directory also gives a system wide list of frequently used numbers for speed dialing via Avaya one-X Portal, Phone Manager or a feature phone with a suitable display.

External directory entries can be obtained from up to three different sources for each IP Office:

- Locally configured by Manager, or telephone (1600, T3 or one-X Portal for IP Office)
- LDAP server
- HTTP server (new in R5)

**Benefit**

- Ability to use external directory services with different interfaces
- One system directory for an SCN



## 12 Logistics and Ordering

### 12.1 IP Office 500 Software Load

As shipped from the factory, the IP Office 500 control unit contains non-functional loader software only. Before it can be used, a valid Feature Key (Smart Card - orderable separately) needs to be installed, and then IP Office Release 5 software will need to be loaded onto the unit.

### 12.2 IP Office Release 5 DVD

Avaya will supply DVD media to Avaya Authorized Distributors that have a current contract with Avaya. Avaya will not supply DVDs directly to BusinessPartners. BusinessPartners are required to order DVD media from their respective Avaya Authorized Distributors.

Separate CDs are no longer available with Release 5. The USER/ADMIN SET and the VOICEMAIL PRO will be together on the DVD.

The following DVD is available with Release 5 of IP Office:

Material Code	SAP Description
700472863	IPO DVD 5.0 USER/ADMIN SET

*Note: It may be acceptable to duplicate this media but your contract with Avaya needs to be reviewed in the first instance. If permitted, copies may then be made which must contain an Avaya Proprietary Notice on the DVD.*

### 12.3 Web Availability

The IP Office Release 5 binaries for the core platform and DVD images of IP Office Release 5 applications will be available on the Avaya Support website by August 3, 2009.

IP Office Release 5 will be downloadable and usable free of charge. However, please note that Avaya reserves the right to charge for future software releases at its discretion.

1. Go to <http://support.avaya.com>
2. Click "Downloads" under "Resource Library"
3. Select "IP Office" under "Download by Product Name"
4. Select "5.0" under "Select a Release"

### 12.4 Software Upgrade Process

The process for upgrading IP Office platforms from Release 1.x or 2.x to Release 5 software may be different from previous upgrade procedures. A complete technical reference for 5 will be located in the Release 5 Technical Bulletin where all software upgrades are addressed.

To find the latest IP Office technical bulletin:

1. Go to <http://support.avaya.com/>
2. Click "Find Documentation and Technical Information by Product Name" under "Resource Library"
3. Select "IP Office"
4. Select "Technical Bulletins" under "Document Categories"
5. Select "5.0" under "Select a Release"



## 12.5 Software Pricing

New versions and releases of IP Office core software are subject to two charges:

- A nominal charge for the delivery of media and the associated handling costs
- A license fee for the activation of specific new features introduced with this version of IP Office software

Avaya's current practice is to post IP Office core software versions (binaries) on the Avaya Support website for download free of charge. However, please note that Avaya reserves the right to charge for future software releases at its discretion.

## 12.6 IP Office Software Applications and License Key Process

General Available (GA) IP Office software applications are orderable by Avaya BusinessPartners from their Avaya Authorized Distributor. Avaya BusinessPartners must contact their respective distributors directly to purchase all IP Office Software applications. Each distributor implements a customized IP Office software purchasing and distribution process for its network of Avaya BusinessPartners. These distributor specific internal processes are not covered by this document.

## 13 IP Office Application Price Changes

Aligned with the Licensing simplification, some prices will be change, please see details in Chapter [List of new and updated IP Office Release 5 Material Codes](#).

As a result of the pricing changes (systems without phones)

- IP Office Essential Edition pricing is
  - Unchanged <24 users
  - 5-6% price reduced 26-54 users
  - 2% more 56-80 users
  - 6%-10% more >90 users
- IP Office Preferred Edition pricing is
  - 10%-13% price reduced <24 users
  - Unchanged 26-54 users
  - 5% more 56-100 users
- Summary
  - More attractive for <50 users
  - More attractive for 3<sup>rd</sup> party IP phones
  - Simpler to sell

The new user profiles (e.g. Mobile Worker, Tele Worker, Power User) provide significant savings over buying individual licenses "a-la-carte" and simplify value proposition.

Full details of the new prices, for your local region and currency as applicable, will be available from your distributor.



## 14 IP Office Authorization and Avaya University Training

Avaya Product Authorization is designed to ensure our Avaya Channel Partners have the capabilities and skills to successfully design, sell, and implement Avaya products/solutions to exceed customer expectations.

Product Authorization requirements may be found at:

<http://www.avaya-learning.com> .

### New and updated Classes available with IP Office Release 5

Training is one component that must be fulfilled prior to being an Authorized Avaya Channel Partner. The Avaya University IP Office Technical curriculum is updated to reflect IP Office Release 5 through the addition of a new IP Office Product Delta course that covers the major enhancements and customer benefits associated with Release 5.

Please find the new or updated courses below:

Course Title/ Description	Modality	Duration	Summary/Comments
<b>Implement</b>			
ACT00916WEN IP Office Hardware, Application and Data Components	Web	6.0 hrs	Update with Release 5 features
ATC00470WEN IP Office CCR Implement Basic	Web	4.0 hrs	New went GA end of May 09
ATC00470WEN IP Office CCR Implement Basic <b>Assessment</b>	Web	0.5 hrs	
ATU01201WEN IP Office Release 5 Technical Delta	web	3.0 hrs	New - course to replace ACT00992WEN
ATU01201AEN IP Office Release 5 Technical Delta <b>Assessment</b>	Web	0.5 hrs	
ATC01221IEN IP Office Release 5 Implement Core	ILT	40 Hrs.	New - course merging 920 and 940
ATC01221AEN IP Office Release 5 Implement Core <b>Assessment</b>	ILT	1 Hrs.	
132-S-916.3 IP Office Release 5 Implement and Support Elective Exam - Specialist	Web	3 Hr.	Update - Exam questions to be updated to release 5.0
<b>Sales</b>			
ACV9000WEN/DE Selling IP Office	web	2 hrs	Update incl. CCR
ACV9000AEN/AE Selling IP Office - <b>Assessment</b>	Web		
ACV9010WEN/DE –IP Office Advanced Sales	Web	3 hrs.	Update incl. CCR
ACV9010AEN/ADE –IP Office Advanced Sales <b>Assessment</b>	Web		

To see a full listing of IP Office and related classes please visit <http://www.avaya-learning.com>.

For information on the courses and assessments associated with product authorization, select Product Authorization under Curriculum Maps.



## 15 Avaya Global Services

Avaya Global Services can provide a variety of services:

- Network assessments to insure the integrity of customer network infrastructure
- Installation by an experienced team of project managers, software specialists and field technicians
- Maintenance support agreements are available with a variety of coverage options including on-site and remote support, remote parts support, etc.

Not all services are available in all countries and regions. Please check with your country channel managers for availability.

## 16 List of new and updated IP Office Release 5 Material Codes

All pricing of new Release 5 material codes will be notified to distribution partners through the normal Price List Administration Tool (PLAT) procedure.

Material Code	SAP Description	GPL	Comments
<b>Hardware</b>			
700472863	IPO DVD R5.0 USER/ADMIN SET	\$19	
700472871	IPO EXP CBL RJ45/RJ45 2M YELLOW	\$20	
700472889	IPO IP500 EXP CARD 4PT	\$990	
700478068	IPO DVD TTS SET		New TTS engine delivered on two 2 DVD's
700458508	IP Phone 1603SW BLK	\$189	
<b>System Editions</b>			
700343460	IPO MC ESSNTL (EMBD MSGING) EXP KIT	\$795	Renaming of: IPO MC EMBD MSGING EXP KIT
171991	IPO LIC PREFRD (VM PRO) RFA LIC:DS	\$2395	Renaming of: IPO LIC VM PRO RFA LIC:DS (Professional Edition is no longer required with Release 5)
189782	IPO LIC PREFRD (VM PRO) RFA TRIAL		Renaming of: IPO TRIAL VM PRO RFA LIC:DS
227043	IPO LIC ADVANCED RFA LIC:DS	\$2895	
227044	IPO LIC ADVANCED RFA TRIAL		
<b>Options</b>			
205650	IPO LIC IP500 VCE NTWKG ADD 4 LIC:CU	\$695	
<b>User Profiles</b>			
195569	IPO LIC MOBILE WORKER RFA 1	\$89	Renaming of: IPO LIC MOBILE TWINNING RFA 1
195570	IPO LIC MOBILE WORKER RFA 5	\$401	Renaming of: IPO LIC MOBILE TWINNING RFA 5
195572	IPO LIC MOBILE WORKER RFA 20	\$1444	Renaming of: IPO LIC MOBILE TWINNING RFA 20
195574	IPO LIC MOBILE WORKER RFA 5 TRIAL		Renaming of: IPO LIC MOBILE TWINNING TRIAL RFA 5
227047	IPO LIC TELEWORKER RFA 1 LIC:CU	\$149	
227054	IPO LIC TELEWORKER RFA 5 LIC:CU	\$671	
227057	IPO LIC TELEWORKER RFA 20 LIC:CU	\$2384	
227055	IPO LIC TELEWORKER RFA 5 TRIAL		
227046	IPO LIC POWER USER RFA 1 LIC:CU	\$169	



227051	IPO LIC POWER USER RFA 5 LIC:CU	\$761	
227056	IPO LIC POWER USER RFA 20 LIC:CU	\$2704	
227052	IPO LIC POWER USER RFA 5 TRIAL		
<b>User Options</b>			
171987	IPO LIC RECEPTIONIST RFA 1 LIC:DS	\$599	Renaming of: IPO LIC SOFTCONSOLE/BLF RFA LIC:CU
189783	IPO LIC RECEPTIONIST RFA 1 TRIAL		Renaming of: IPO TRIAL SOFTCONSOLE/BLF RFA LIC:CU
217650	IPO LIC CUSTMR SVC AGT RFA 1 LIC:CU	\$349	Renaming of: IPO CUSTMR CALL REPORTER 1AGT LIC
217651	IPO LIC CUSTMR SVC AGT RFA 5 LIC:CU	\$1745	Renaming of: IPO CUSTMR CALL REPORTER 5AGT LIC
217653	IPO LIC CUSTMR SVC AGT RFA 20 LIC:CU	\$6980	Renaming of: IPO CUSTMR CALL REPORTER 20AGT LIC
227053	IPO LIC CUSTMR SVC AGT RFA 5 TRIAL		
217655	IPO LIC CUSTMR SVC SPV RFA 1 LIC:CU	\$2000	Renaming of: IPO CUSTMR CALL REPORTER 1SPV LIC
217656	IPO LIC CUSTMR SVC SPV RFA 10 LIC:CU	\$3250	Renaming of: IPO CUSTMR CALL REPORTER 10SPV LIC
217657	IPO LIC CUSTMR SVC SPV RFA 20 LIC:CU	\$4900	Renaming of: IPO CUSTMR CALL REPORTER 20SPV LIC
<b>Repricing only</b>			
700426216	IPO IP500 EXP MOD DGTL STA 30	\$3770	
700426224	IPO IP500 EXP MOD PHONE 30	\$3995	
700449499	IPO IP500 EXP MOD DGTL STA 16	\$2291	
700449507	IPO IP500 EXP MOD PHONE 16	\$2651	
174956	IPO LIC IP ENDPOINT RFA 1 LIC:CU	\$119	
174957	IPO LIC IP ENDPOINT RFA 5 LIC:CU	\$565	
174958	IPO LIC IP ENDPOINT RFA 10 LIC:CU	\$1079	
174959	IPO LIC IP ENDPOINT RFA 20 LIC:CU	\$2049	
174960	IPO LIC IP ENDPOINT RFA 50 LIC:CU	\$4849	
227040	IPO LIC IP ENDPOINT RFA 5 TRIAL		New code with Release 5
<b>Not required for Release 5</b>			
202960	IPO LIC IP500 VCE NTWK START4 LIC:DS		
202966	IPO LIC ADVANCED NTWKG LIC		Multisite Networking requires only: 205650 IPO LIC IP500 VCE NTWKG ADD 4 LIC:CU
202959	IPO LIC IP500 IPO STD UPG TO PRO		
<b>End of Sale August 09</b>			
174456	IPO LIC SOFTCONSOLE 1 RFA LIC:CU		
217652	IPO CUSTMR CALL REPORTER 10AGT LIC		
217654	IPO CUSTMR CALL REPORTER 50AGT LIC		
195571	IPO LIC MOBILE TWINNING RFA 10		
195573	IPO LIC MOBILE TWINNING RFA 50		



174961	IPO LIC IP ENDPOINT RFA 100 LIC:CU		
<b>End of Sale November 09 (replaced by Power User, Teleworker, etc.)</b>			
177469	IPO LIC PMGR PRO RFA 5 LIC:CU		
177470	IPO LIC PMGR PRO RFA 10 LIC:CU		
177471	IPO LIC PMGR PRO RFA 20 LIC:CU		
177472	IPO LIC PMGR PRO RFA 50 LIC:CU		
189785	IPO TRIAL PMGR PRO RFA 10 LIC:CU		
174463	IPO LIC PMGR SFTPHN RFA 5 LIC:CU		
174464	IPO LIC PMGR SFTPHN RFA 10 LIC:CU		
174465	IPO LIC PMGR SFTPHN RFA 20 LIC:CU		
174466	IPO LIC PMGR SFTPHN RFA 50 LIC:CU		
189784	IPO TRIAL IPPRO RFA 10 LIC:CU		
213981	IPO LIC VPN PHONE 5 LIC:CU		
213982	IPO LIC VPN PHONE 10 LIC:CU		
213983	IPO LIC VPN PHONE 20 LIC:CU		
213984	IPO LIC VPN PHONE 50 LIC:CU		
213987	IPO LIC VPN PHONE 10 TRIAL		
216761	IPO UC SML BUSINESS SOLUTION 20 LIC		
216762	IPO UC SML BUSINESS SOLUTION 25 LIC		
216763	IPO UC SML BUSINESS SOLUTION 30 LIC		
216764	IPO UC SML BUSINESS SOLUTION 50 LIC		
217882	IPO LIC VMPRO UMS 10 USER		
217884	IPO LIC VMPRO UMS 50 USER		
171990	IPO LIC INTG MSGING PRO RFA LIC:DS		
182298	IPO LIC 3RD PARTY IVR RFA LIC:DS		
189777	IPO TRIAL 3RD PRTY IVR RFA LIC:DS		
182300	IPO LIC VB SCRIPTING RFA LIC:DS		
189779	IPO TRIAL VB SCRIPTING RFA LIC:DS		
700293921	Voicemail Pro ScanSoft Text-to-Speech (TTS)		



## 16.1 New DECT R4 Codes

Material Code	SAP Description	GPL	Comments
700466105	DECT 3720 HANDSET	\$200	Avaya 3720 DECT handset (BW display, four way navigation key, half duplex speaker phone, 2.5mm wired headset connector), standard belt clip, battery pack include, charger not included
700466139	DECT 3725 HANDSET	\$350	Avaya 3725 DECT handset (Color display, five way navigation key, half duplex speaker phone, 2.5mm wired headset connector, BlueTooth headset interface, text message support, additional side keys for volume and mute), standard belt clip, battery pack included, charger not included
700466253	DECT HANDSET BASIC CHRGR EU	\$30	Charger cradle for one DECT handset (3720 and 3725 are both possible), Western European power supply included
700466261	DECT HANDSET BASIC CHRGR UK/NAR/AU	\$30	Charger cradle for one DECT handset (3720 and 3725 are both possible), universal power supply for United Kingdom, North America and Australia included
700466279	DECT HANDSET ADV CHRGR KIT EU	\$430	Charging cradle for one DECT handset (3720 and 3725 are both possible), contains also a USB connector and an Ethernet connector to use the charger for phone configuration either with a PC attached via standard USB cable or using the centralized management offered by the AIWS server via Ethernet
700466287	DECT HANDSET ADV CHRGR KIT UK	\$430	Same as 700466279 DECT HANDSET ADV CHRGR KIT EU but with power supply for United Kingdom
700466295	DECT HANDSET ADV CHRGR KIT NAR	\$430	Same as 700466279 DECT HANDSET ADV CHRGR KIT EU but with power supply for North America
700466303	DECT HANDSET ADV CHRGR KIT AU	\$430	Same as 700466279 DECT HANDSET ADV CHRGR KIT EU but with power supply for Australia
700466311	DECT HANDSET RACKMOUNT CHRGR KIT	\$650	Charger to charge six DECT handsets (3720 and 3725 are both possible), contains also a USB connector and an Ethernet connector to use the charger for phone configuration either with a PC attached via standard USB cable or using the centralized management offered by the AIWS server via Ethernet, up to four Rack mount Chargers can be serially connected to the same power source with Ethernet pull-through possible, universal power supply for Western Europe, United Kingdom, North America and Australia included
700466329	DECT MULT BATTERY CHRGR KIT	\$700	Charger to charge six 3725 battery packs (not usable for 3720 battery packs), universal power supply for Western Europe, United Kingdom, North America and Australia included
700466683	DECT 3720 HANDSET BATTERY PK	\$30	Additional battery pack for 3720 handset
700466691	DECT 3725 HANDSET BATTERY PK	\$30	Additional battery pack for 3725 handset



700466568	DECT HANDSET BASIC BELT CLIP	\$5	Spare basic belt clip for 3720 and 3725 handset
700466337	DECT HANDSET SWIVEL BELT CLIP	\$30	Swivel belt clip for 3720 and 3725 handset
700466394	DECT IP RBS W/INT ANTNA	\$1400	Indoor IP radio base station with internal antenna for usage with CM and IP Office only, requires external power either via separately purchased power adapter or via Power over Ethernet, for outdoor usage separate outdoor housing has to be bought separately
700466402	DECT IP RBS W/EXTL ANTNA	\$1700	Indoor IP radio base station with external antenna for usage with CM and IP Office only, two standard omni-directional antennas included, <b>usage not allowed in the US and Canada</b> , requires external power either via separately purchased power adapter or via Power over Ethernet, for outdoor usage separate outdoor housing has to be bought separately
700466436	DECT RBS PWR SUPP UK	\$100	Power supply for IP and ISDN radio base stations for United Kingdom, only needed if Power over Ethernet is not used
700466444	DECT RBS PWR SUPP EU	\$100	Power supply for IP and ISDN radio base stations for Western Europe, only needed if Power over Ethernet is not used
700466451	DECT RBS PWR SUPP US	\$100	Power supply for IP and ISDN radio base stations for North America, only needed if Power over Ethernet is not used
700466469	DECT RBS PWR SUPP AU	\$100	Power supply for IP and ISDN radio base stations for Australia, only needed if Power over Ethernet is not used
700466477	DECT RBS OUTDOOR HOUSING	\$600	Outdoor housing for all IP and ISDN radio base stations with feed-through for data and power cable (if external power supply is used), does not have heating or lightning protection
700466576	DECT RBS STD ANTNA KIT 10PK	\$350	10 standard standard omni-directional antennas (only needed as spare parts, IP and ISDN radio base stations with external antennas have two of these antennas included), <b>usage not allowed in the US and Canada</b>
700466535	DECT RBS DIRECTIONAL DUAL ANTNA	\$300	Directional dual antenna for usage with IP and ISDN radio base stations, <b>usage not allowed in the US and Canada</b>
700466543	DECT RBS DIRECTIONAL SNGL ANTNA	\$200	Directional single antenna for usage with IP and ISDN radio base stations, <b>usage not allowed in the US and Canada</b>
700466550	DECT RBS OMNIDIRECTIONAL DUAL ANTNA	\$200	Omni-directional single antenna for usage with IP and ISDN radio base stations, <b>usage not allowed in the US and Canada</b>
700466063	DECT RBS POLE MNTG KIT	\$120	Mounting kit for mounting the outdoor housing on a pole with a circumference of up to 750 mm
700466071	DECT RBS BRACKET KIT 10PK	\$50	10 mounting brackets for IP and ISDN radio base stations (only needed as spare parts, all IP and ISDN radio base stations have one bracket included)



700466089	DECT SITE SURVEY KIT EMEA	\$5500	
700466097	DECT SITE SURVEY KIT NAR	\$5500	
700471501	DECT SITE SURVEY KIT SPR BATTERY	\$1200	
700471519	DECT SITE SURVEY KIT SPR CHRGR	\$600	
700466493	DECT AIWS BASIC	\$1150	Server hardware plus preinstalled set of licenses (see details in product description), universal power supply for Western Europe, United Kingdom, North America and Australia included
700477466	DECT AIWS BASIC+	\$1750	Server hardware plus preinstalled set of licenses (see details in product description), universal power supply for Western Europe, United Kingdom, North America and Australia included
700471527	DECT AIWS STD	\$3900	Server hardware plus preinstalled set of licenses (see details in product description), universal power supply for Western Europe, United Kingdom, North America and Australia included
700471535	DECT AIWS OAP	\$4000	Server hardware plus preinstalled set of licenses (see details in product description), universal power supply for Western Europe, United Kingdom, North America and Australia included
700471543	DECT AIWS ENTPRS MGMT	\$8500	Server hardware plus preinstalled set of licenses (see details in product description), universal power supply for Western Europe, United Kingdom, North America and Australia included
700471550	DECT AIWS SPR PSU (UNI)	\$100	Universal power supply for Western Europe, United Kingdom, North America and Australia for AIWS server
700471576	DECT HANDSET LEATHER CASE 3720	\$40	Leather carry case for the 3720 handset
700471584	DECT HANDSET LEATHER CASE 3725	\$80	Leather carry case for the 3725 handset
700471568	DECT SARI CERTIFICATE	\$40	SARI (Secondary Access Rights Identifier) printed on paper, unique identifier needed once per DECT installation, can be use for multiple sites within one installation
700471592	DECT 372x SPR HEADSET PLUG 5PK	\$35	5 spare plugs to cover the headset connector of the 3720 and 3725



## 17 Contacts

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