



Avaya IP Telephony Solutions

Solutions for Intelligent Communications

Avaya IP Telephony does more than just bring voice, data, and video together. It opens a new world of opportunities that can make workers more productive, processes more intelligent and customers more satisfied. Avaya has over 1 million customers ranging from small businesses and non-profit agencies up to more than 90% of the companies in the FORTUNE 500® and governments worldwide.

One of the first benefits of Avaya IP Telephony is the significant reduction of communication costs. Charges for long-distance calls and teleconferences can be eliminated. Moves, adds, and changes can be done easily without causing a drain on IT support. And Avaya's commitment to open standards makes it easy for businesses to pick their own path and pace, giving them unsurpassed investment protection with the ability to reuse up to 85% of existing architecture.

Avaya IP Telephony makes employees more available to customers, so they can answer questions, meet their needs and ensure customers stay loyal. And with intelligent access to more information and to fellow workers, employees can make decisions faster and with greater precision. Finally, to make sure technology investments are maximized, Avaya Global Services help businesses plan, design, integrate and optimize the converged environment. So businesses get it right the first time.

Avaya IP Telephony

- Modular architecture to support new business models in response to marketplace demands.
- Resilient and highly available solutions that withstand disruptions using hardened technology and proactive service tools.
- Cost savings resulting from infrastructure that can be consolidated, integrated, centrally managed and private.
- Scalable for all organisations: small to mid-size to global-multinational organisations.
- Productivity enhancing tools to enable employees to communicate and collaborate no matter where they are working.
- Innovation enabled through more years of research and 1000's of patents.
- Foundational for enabling Intelligent Communications for the enterprise through open standards-based solutions.



Avaya IP Telephony Portfolio At A Glance

Avaya Communication Manager

At the heart of the Avaya IP Telephony portfolio is Communication Manager software. Proven in thousands of installations and based on years of ongoing Avaya research and development, Communication Manager delivers hundreds of individual communications capabilities, making it one of the most powerful and feature-laden communication solutions available today.

Avaya S8XXX Servers and Gateways

Designed to operate with Communication Manager, Avaya S8XXX Servers and Gateways provide highly flexible, scalable, standards-based building blocks that can be mixed and matched to create optimized solutions. They enable centralized management efficiency of a single, streamlined network while delivering best-in-class call processing quality and reliability.

Avaya Integrated Management

Avaya Integrated Management applications are web-based tools specifically designed to help enterprises more effectively manage converged network infrastructures. This comprehensive set of applications can simplify system administration, provisioning, monitoring and network management, as well as fault and performance management operations.

Avaya Appliances

To get the full value of an investment in IP Telephony, Avaya provides a full range of devices – desktop telephone, wireless phones, softphones, conference phones, headsets and more. Avaya phones feature a sleek design, improved ergonomics, flexibility, and enterprise class voice quality with models designed for specific user profiles and plug-in modules for gigabit Ethernet, video, Bluetooth and WiFi.

Avaya IP Office

For small business, Avaya delivers IP Office, a family of all-in-one converged communications solutions. These solutions are designed for growing business needs, bringing integrated messaging, customer service and conferencing into a single solution designed to minimize administrative requirements.

Avaya Global Services (AGS)

Avaya Global Services offers specific services to address every phase of the convergence lifecycle. AGS consultants will help enterprises implement a converged network infrastructure to optimize existing technology investments and deliver the right migration path for each customer. Avaya's heritage in telephony helps customers address the challenges customers face when managing performance in a dynamic IP Telephony environment, while Avaya Support Services provide a proactive and preventive customer approach for holistic, intelligent network monitoring and management.



Avaya Communication Manager

Avaya Communication Manager facilitates Intelligent Communications and is the next-generation call processing software. Designed as an open, scalable, and highly reliable telephony solution, Avaya Communication Manager effectively scales from less than 100 users to as many as 36,000 on a single system, and to more than one million users on a single network.

Designed to run on a variety of Linux-based media servers, Avaya Communication Manager provides centralized call control for a resilient, distributed network of media gateways and a wide range of analog, digital, and IP-based communication devices. It also has several advanced applications built-in, including mobility, call centre features and advanced conference calling.

Avaya Communication Manager is the foundation for building complete enterprise communication networks by supporting SIP, H.323 and other industry-standard communications protocols over a variety of different networks. This protocol support provides centralized voice mail, attendant operations, and call centres across multiple locations. Avaya Communication Manager also provides the foundation for enterprises to flatten, consolidate and extend their enterprise communications networks, resulting in reduced Total Cost of Ownership (TCO), improved customer service and greater competitiveness. Avaya Communication Manager gives businesses the power to introduce IP telephony when and where it makes the best sense for business.

Avaya Communication Manager comes with the following optional components:

Avaya Call Centre Solutions

Avaya delivers improved overall call centre performance by helping agents handle calls more effectively with proven and innovative call routing and resource selection capabilities.

Avaya Enterprise Survivable Server (ESS)

Avaya Enterprise Survivable Server (ESS) solution allows a business using Avaya Communication Manager to have greater flexibility of consolidation by providing new survivability options. The ESS solution enables a customer to place ESS (backup) servers at key locations throughout their enterprise to ensure the business continuity of their operations.

SIP-Enabled Enterprise

Apart from offering businesses lowered costs, powerful new applications, and simplified management processes, Avaya IP Telephony clears the way for enterprises to take advantage of Session Initiation Protocol (SIP). SIP delivers presence, enabling users to inform others of their status, their availability, and how they can be contacted — before a communication session even begins.

Avaya has been supporting SIP services as an integral element of its IP Telephony portfolio, and has consistently received industry accolades for third party interoperability.

So with the deployment of Avaya SIP-based IP Telephony solutions, enterprises can leverage the cost-savings and efficiencies of SIP trunks while fully preserving compatibility and investment protection with existing endpoints and infrastructure.

Avaya Computer Telephony (CTI)

Avaya Computer Telephony is a CTI server software that integrates voice and data between the customer's Communication Manager Server and their business application environment on a Windows server.

Avaya Extension to Cellular - EC 500

The powerful Avaya Extension to Cellular feature of Avaya Communication Manager can connect callers to employees wherever they are - with just one call. Extension to Cellular transparently bridges calls received by an Avaya Communications Server to any digital mobile phone regardless of location or wireless service provider, so employees can remain productive in and out of the office.



Avaya IP Softphone

The Avaya IP Softphone makes it easy to place and receive phone calls from the laptop or PC, via its simple Graphical User Interface (GUI) and integration with Microsoft Outlook contact lists and other directories.

Avaya S8XXX Servers and Gateways

Avaya S8XXX Servers and Gateways, powered by Avaya Communication Manager, are designed for companies that want to reduce their communication costs, providing multi-purpose communication networking quickly and cost-effectively.

Standards-Based Building Blocks

Avaya S8XXX Servers and Gateways provide highly flexible, scalable, standards-based building blocks that can be mixed and matched to create optimized solutions.

They enable the centralized management efficiency of a single, streamlined network while delivering best-in-class call processing quality and reliability.

The Avaya line of servers provides a robust application platform based on industry standard operating systems to support distributed IP networking and centralized call processing across multi-protocol networks. These servers are available as an integrated solution with other servers or can operate independently.

The Avaya S8700 Series Server also contains two redundant servers that help ensure business continuity and maximum uptime. The hot stand-by configuration of the servers allows a transition of call processing from one server to another without any disruption to the user.

The stackable and modular hardware elements of Avaya S8XXX Servers and Gateways deliver application enabling data, voice, fax, video, and messaging capabilities to an enterprise network. They support both bearer and signalling traffic routed between packet-switched and circuit-switched networks. These gateways are optimized for enterprise class telephony and provide a variety of flexible deployment options. Options range from blended (e.g. IP and TDM) to a 100% IP environment.

Avaya Integrated Management

Avaya Integrated Management applications can help the enterprise more effectively manage converged network infrastructures. This comprehensive set of applications is designed to simplify voice and data system administration, provisioning and network management, and fault and performance management operations. This is done through a common web-based user interface and improves network uptime, increasing staff productivity and reducing operating costs.

Avaya Integrated Management provides the tools for Application Administration, Provisioning and Network Management, while Alarming and Monitoring features give users an end-to-end view of their system. Users can configure, monitor, and optimize the performance of Avaya S8XXX Servers and Gateways, monitor Voice over IP (VoIP) traffic, manage Quality of Service (QoS) policies and control IP voice network quality.

Application Administration

These applications enable administration of site and network system features, user moves, adds and changes, and distribution of voice announcements for converged networks, ranging from a single voice system to large complex multi-site deployments administered by distributed global support organizations.

Provisioning and Network Management

Avaya Provisioning and Network Management applications simplify the development configuration and ongoing management of media gateways and converged infrastructure switch devices.

Fault and Performance Management

Avaya Fault and Performance Management applications help to maintain converged network health by providing a comprehensive set of VoIP and network traffic monitoring tools, along with network device health and alarm management that quickly identify, localize and correlate application QoS or network device issues anywhere in the network.

Avaya Appliances







Avaya Telephone Endpoints create a new communication and application paradigm for Avaya IP telephone users. Beyond the hard dollar cost savings associated with IP telephony, IP telephones become multi-function, intelligent endpoints on the IP network — capable of running productivity enhancing applications outside the context of a telephone call.

Traditionally, desk telephones have been used exclusively as voice communication devices. With the Avaya implementation of converged communications and IP telephony, a new applications paradigm is created.

Please refer to the table on the following page for an overview of the range of Avaya Appliances.









Avaya IP Office

ENTERPRISE PHONES							
	The 9600 Series is Avaya's newest, high end IP Phone family offering high fidelity audio, stylish, professional design, context sensitive user menus and flexibility for future needs.			The 4600 phone family is Avaya's broad, feature and functionality rich family of IP telephones. The current portfolio of seven IP phones allows for a close match of customer needs to hardware selection.			
	IP	IP	IP	IP	IP	IP	
	9630	9620	4690	4625SW	4622SW	4621SW	
Overview							
	Designed for the essential telephone user, such as sales people, relationship managers, and attorneys.	Designed for the everyday phone user.	Speakerphone for Conference Rooms.	Top-line phone supporting color applications.	Designed for contact centers.	Designed for demanding users needing more on-screen quick-access.	
	Material Code	700383409	700383391	700411168 (no Mics) 700411176 (with Mics)	700381551	700381569	700381544
Features	Context Sensitive User Interface	✓	✓				
	Speakerphone	Wideband Full Duplex	Full Duplex	Full Duplex	Full Duplex	Listen Only	
	High Fidelity Audio	✓	✓				
	Headset Interface	Wideband	Wideband		✓	✓	
	Call Log	✓	✓		✓	✓	
	Integrated Speed Dial/Contacts	250	250	50	108	108	
	Administered Call Appearances/Features Accessible	24	12	24	24	24	
	Message Waiting LED	2	2		✓	✓	
	Visual Alerting	✓	✓	✓	✓	✓	
	Display	Backlit Grayscale, Adjustable Angle	Backlit Grayscale, Adjustable Angle	Backlit	Backlit, Color	Backlit	Backlit
User Interface	Display Size (cm, w x h)	7.9 x 5.9	7.8 x 4.0	6.0 x 2.2	11.4 x 8.1	11.4 x 8.1	
	Display Resolution	320 x 240 Pixels	320 x 160 Pixels	248 x 68 Pixels	320 x 240 Pixels	168 x 132 Pixels	168 x 132 Pixels
	Fixed Feature Buttons	12	5	5	10	10	10
	Softkey Buttons	4	4	3	4	4	4
	Administered Call Appearance/Feature Buttons	6	3 (LED only)	2	12	12	12
	Administered Call Appearance/Feature Expansion Unit	24 Button, SBM24, 700383417			24 Button, EU24BL, 700381825	24 Button, EU24BL, 700381825	24 Button, EU24BL, 700381825
	Call Appearance/Feature LEDs	6	3				
	Multi-Language Support	✓	✓	✓	✓	✓	✓
	4-Way Navigation Cluster	✓	✓				
	2-Way Navigation Cluster			✓	✓	✓	✓
Specifications	Communication Protocol	H.323	H.323	H.323	H.323	H.323	
	Voice Codecs	G.711, G.729A/B, G.726, G.722	G.711, G.729A/B, G.726, G.722	G.711, G.729A	G.711, G.729A/B	G.711, G.729A/B, G.726	G.711, G.729A/B, G.726
	Ethernet Switch	✓	✓		✓	✓	✓
	QoS SUPPORT (802.1 p/Q DiffServ)	✓	✓	✓	✓	✓	✓
	Adapter Ports	2	1				
	Gigabit Adapter Available	700383771	700383771		700416985	700416985	700416985
	USB Port	✓	✓				
	Power Class	2	2		3	2	2
Applications Support	Supports Phone Application Suite	✓	✓		✓	✓	
	one-X™ Quick Edition Version Available					700387830	
	Upgradeable to VPN Phone Firmware				✓	✓	
	WML Application Interface	✓	✓		✓	✓	
Communication System Compatibility	CM 3.0, MVE	CM 3.0, MVE	CM 1.1, MVE	CM 1.1, MVE, IP Office	CM 1.1, MVE	CM 1.1, MVE, IP Office	

ENTERPRISE PHONES (CONT.)

The 4600 phone family is Avaya's broad, feature and functionality rich family of IP telephones. The current portfolio of seven IP phones allows for a close match of customer needs to hardware selection.

The 2400 family of digital telephones provide high quality choices for enterprises with TDM voice networks.

	IP	IP	IP	Digital	Digital	Digital	
	4610SW	4602SW+	4601+	2420	2410	2402	
Overview							
	Mid-range business set for everyday use.	Basic IP phone for users needing only limited features.	Simple phone for lobbies, common areas.	Top-line set designed for those whose phone is critical in their business life.	Standard business set for those who use their phone everyday but not intensively.	Basic digital set for non-intensive uses.	
	Material Code	700381957	700381916	700381890	700381585	700381999 (grey) 700416605 (white)	700381793
Features	Context Sensitive User Interface						
	Speakerphone	Full Duplex	Listen Only		Full Duplex	Listen Only	
	High Fidelity Audio						
	Headset Interface	✓			✓		
	Call Log	✓			✓		
	Integrated Speed Dial/Contacts	48					
	Administered Call Appearances/Features Accessible	24	2	2 Fixed Call Appearances	24	12	2 (+12 Feature only)
	Message Waiting LED	✓	✓	✓	✓	✓	✓
Visual Alerting	✓	✓	✓	✓	✓	✓	
Display	Monochrome	Monochrome		Monochrome	Monochrome	Monochrome	
User Interface	Display Size (cm, w x h)	8.2 x 4.4	7.4 x 1.6		10.1 x 7.2	7.9 x 4.0	8.0 x 1.7
	Display Resolution	168 x 80 Pixels	2 x 24 Characters		7 x 29 Characters	5 x 29 Characters	2 x 24 Characters
	Fixed Feature Buttons	10	10	6	14	14	11
	Softkey Buttons	4			4	4	
	Administered Call Appearance/Feature Buttons	6	2	2 Fixed Call Appearances	8	6	2
	Administered Call Appearance/Feature Expansion Unit				24 Button, EU24, 700381817		
	Call Appearance/Feature LEDs			1			
	Multi-Language Support	✓	✓	✓	✓	✓	✓
4-Way Navigation Cluster							
2-Way Navigation Cluster	✓						
Specifications	Communication Protocol	H.323, SIP	H.323, SIP	H.323	TDM	TDM	TDM
	Voice Codecs	G.711, G.729A/B, G.726	G.711, G.729A/B, G.726	G.711, G.729A/B, G.726	G.711	G.711	G.711
	Ethernet Switch	✓	✓				
	GoS SUPPORT (802.1 p/Q DiffServ)	✓	✓	✓			
	Adapter Ports						
	Gigabit Adapter Available	700416985	700416985				
	USB Port						
	Power Class	2	2	2			
Applications Support	Supports Phone Application Suite	✓					
	one-X Quick Edition Version Available	700387848					
	Upgradeable to VPN Phone Firmware	✓					
	WML Application Interface	✓					
Communication System Compatibility	CM 1.1, MVE, IP Office	CM 1.1, MVE, IP Office	CM 1.1, MVE, IP Office	CM 1.1, MVE	CM 1.1, MVE	CM 1.1, MVE	

Avaya IP Office

Avaya IP Office is an Intelligent Communications solution specially designed to meet the communications challenges facing small and mid-sized businesses. IP Office focuses on basic telephony needs, leveraging built-in convergence capabilities, and capitalizing on robust unified applications to deliver intelligence to users and customers.

Avaya IP Office is highly modular, and able to scale from 2 to 360 telephones to meet the needs of home offices, standalone businesses, or networked branch and head offices. Avaya IP Office supports a wide range of telephones. The Avaya 5400 Series Digital Telephones and the 5600 Series IP Telephones have been specifically designed to work with Avaya IP Office, providing small and mid-sized businesses with a wide array of solutions to meet business efficiency and customer service requirements.

Avaya IP Office delivers full voice functionality with a comprehensive set of features. The system can be configured as a voice-only PBX, using traditional circuit-switched lines or as an IP telephony server using high-speed ISDN/PRI dial-up access and/or direct leased line connectivity and/or SIP trunks.

The Avaya IP Office platform comprises of 4 models: the IP Office - Small Office Edition, supporting a maximum of 28 telephones; the IP406 model, enabling the operation of up to 190 telephones; the IP412 model, supporting a maximum of 360 telephones; and the IP Office 500 system, which can support up to 270 telephones. The IP406, IP412, and IP Office 500 systems also have the option of additional expansion modules to match the requirements of a growing business.

Avaya Global Services

With a large team of highly trained experts, a global presence and state-of-the art tools, Avaya Global Services offer consulting services to help enterprises optimize technology investments, while building the right path to migration.

At the core of Avaya Global Services is a unique worldwide delivery infrastructure set up to help businesses with critical business communication needs. So from the initial planning and design to final implementation and management, Avaya Global Services are with the customer every step of the way.

About Avaya

Avaya enables businesses to achieve superior results by designing, building and managing their communications infrastructure and solutions. For over one million businesses worldwide, including more than 90 percent of the FORTUNE 500®, Avaya's embedded solutions help businesses enhance value, improve productivity and create competitive advantage by allowing people to be more productive and create more intelligent processes that satisfy customers.

For businesses large and small, Avaya is a world leader in secure, reliable IP telephony systems, communications applications and full life-cycle services. Driving the convergence of embedded voice and data communications with business applications, Avaya is distinguished by its combination of comprehensive, world-class products and services. Avaya helps customers across the globe leverage existing and new networks to achieve superior business results.

AVAYA

INTELLIGENT COMMUNICATIONS

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