



Avaya IP Office 500

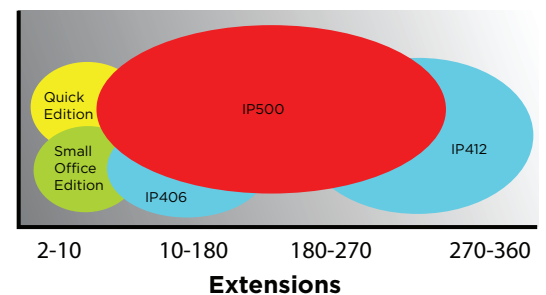
The Avaya IP Office 500 Solution

Since its much publicized release in March 2007, the Avaya IP Office 500 has become the platform of choice for many Avaya BusinessPartners selling to small and midsize businesses around the globe. Running Standard Edition software, IP Office 500 allows you to compete for ‘smaller’ size business, up to 32 users, with the assurance of easy expansion in both capacity and capability with the addition of the Professional Edition software license.



It's Easy To Put Together

IP Office 500 hardware is flexible, simple to configure and install. By using combinations of up to 4 Base Cards plus Daughter Cards there is support for up to 32 users in a single unit. Up to 8 stackable expansion modules supporting additional trunks or telephone extensions can be added to reach a total capacity of 272 users. For VoIP applications, Voice Compression Module (VCM) capacity has doubled over the IP 400 with 128 channels now supported, making IP Office 500 the natural choice for IP telephony.



It's Simple To Price

There is little difference in the pricing between the IP Office 406 and IP Office 500 system configurations except where low price really matters—below about 30 users. This is where IP Office 500 Standard Edition reduces the entry cost significantly, even for small sites in a network. For an IP Office 500 digital solution the pricing construct is identical to the IP406. Thanks to the lower priced VCM, the comparison is even more attractive for IP Office 500 for an IP-based solution.

IP Office 500 System Hardware

The IP Office 500 system control unit has 4 universal bays supporting a combination of Base Cards and Daughter Cards. The control unit also has two switched LAN ports, a slot to support Embedded Voicemail, relay sockets and an audio input port for music on hold. IP Office 500 cards are divided into two types: Base or “extension” Cards and Daughter or “trunk” Cards. For example, a Base Card can have a Daughter Card installed on it—all in a single bay. Additional Base Cards are simply installed into the next available bay—all without the need to open the control unit during installation.

- **IP Office 500 Digital Station 8 Card**

This provides 8 Digital Station ports for the connection of Avaya digital phones and can be fitted with a Daughter Card. A maximum of 3 can be installed.

- **IP Office 500 Analog Phone 2 and Phone 8 Cards**

These provide 2 or 8 analog extension ports for the connection of analog phones, and can be fitted with a Daughter Card. A maximum of 4 can be installed.

- **IP Office 500 VCM 32 and VCM 64 Cards**

These cards are needed for use with VoIP calls, SIP trunks and IP-based voice networking. 4 channels are included in both cards and can be expanded by the VCM channel licenses. Both cards can be fitted with a Daughter Card. A maximum of 2 can be installed providing a total capacity of 128 channels.

- **IP Office 500 Analog or Digital Trunk Daughter Cards**

These Daughter Cards fit on the base card to provide analog or digital trunks. Each analog trunk card provides 4 channels while the BRI card provides 4 or 8 channels and each universal PRI provides up to 2 x 24 T1 or 2 x 30 E1 channels. A maximum of 4 cards can be installed.

IP Office Standard Edition

Out of the box, the IP Office 500 control unit runs IP Office Standard Edition. In this mode the IP Office 500 supports up to 32 users, Embedded Voicemail, Phone Manager (all variants), SoftConsole, TAPI, SMDR, Compact Business Center, SIP trunking, Mobile Twinning, VPN Phone and IP DECT.

IP Office Professional Edition

Expansion of both capacity and capability requires the Professional Edition license, allowing the IP Office 500 to support a maximum of 272 phones through a mixture of analog, digital or IP handsets. If additional analog trunks are required, the Analog Trunk 16 Module is available. Advanced applications for collaboration, messaging, call recording and contact centre are available on Professional systems.

IP500 Licensing	Standard Edition		Professional Edition	
	Included	Optional	Included	Optional
Up to 32 Users	X		X	
IP Phone Support	X		X	
Phone Manager Lite	X		X	
64-Party Conferencing	X		X	
IP Office Manager	X		X	
System Status Application	X		X	
TAPI	X		X	
SMDR	X		X	
Voice Networking		X		X
Advanced Networking		X		X
Embedded Voicemail		X		X
Phone Manager Pro/ Phone Manager PC Softphone		X		X
SoftConsole		X		X
Compact Business Center		X		X
SIP Trunking		X		X
IP DECT		X		X
Mobile Twinning		X		X
VPN Phone Support		X		X
CTI Link Pro		X		X
32–272 Users			X	
Expansion Module Support			X	
64-Party Meet-Me Conferencing			X	
VoiceMail Lite			X	
VoiceMail Pro				X
ContactStore				X
Conferencing Center				X
Compact Contact Center				X
TAPI WAV				X

Flexible Messaging

Messaging is a common requirement for many customers, and IP Office 500 offers two solutions: Embedded Voicemail or VoiceMail Pro. With the recent IP Office R4.1 enhancements, Embedded Voicemail provides a cost effective solution for up to 30 users that includes a multi-level automated attendant without the need for an extra PC. Where a large number of users or where sophisticated call routing is required, VoiceMail Pro can be offered. Pricing for Embedded Voicemail on IP Office 500 Standard Edition is significantly lower than IP406, while pricing for VoiceMail Pro on Professional Edition is comparable to IP406.

Features	VoiceMail Pro	Embedded Voice Mail
# of Ports	30	4
# of Mailboxes	Unlimited	Unlimited
Hours of Storage	Only Limited By PC Disk	15
# of Auto Attendants	Unlimited	Unlimited
Sub-Menu's	Yes	Yes (new 4.0)
Day & Night Menu's	Yes	Yes
Auto Attendant Schedule	Yes	Yes
Bi-Lingual	Yes	Yes
Restrict Transfers to Subscribers Only	Yes	Yes
Software Programmable via GUI	Yes	Yes
Cascade Outcalling	Yes	No
Fax Detection & Routing	Yes	Yes (new 4.0)
Dial-By-Name Directory	Yes	No
Multiple Personal Greetings	9	1
Create Broadcast Message	Yes	No
Forward Messages	Yes	Yes (new 4.0)
Personal Operator	Yes	Yes (new 4.0)
Group Mailboxes	Yes	Yes
General Mailbox	Yes	Yes
Forward / Rewind Messages	Yes	Yes (new 4.0)
Pause / Resume Messages	Yes	Yes (new 4.0)
Visual Voice (VM control via display phone)	Yes	Yes (new 4.0)
Format	PC on LAN	Compact Flash Card
Client GUI to view/control Voice Messages	Yes (Phone Manager Pro)	Yes (Phone Manager Pro)
Unified Messaging (Voice Mail to E-Mail)	Yes	No
Call Screening Compatible	Yes	No
Record-a-Call Compatible	Yes	No
Hunt Group / Personal Announcements	Yes	Yes (new 4.0)

Multi-site IP Office 500 Voice Networking

IP Office 500 provides businesses with multiple locations unique capabilities and feature transparency between sites. Enabling the IP Office 500 system for connection into a network requires a voice networking license (plus an advanced voice networking license if more sophisticated capabilities are required). A recent change allows the voice networking license and advanced voice networking license to work with IP Office Standard Edition, making IP Office 500 more cost effective in a multi-site environment. In order to support centralized voicemail in a Small Community Network, the location where VoiceMail Pro is located must be running Professional Edition.

Investment Protection

Protecting your customer base is vital. For those customers that have earlier versions of IP Office that now want to take advantage of IP telephony or SIP trunking, IP Office 500 can re-use some of the existing IP 400 hardware to minimize the cost of upgrade.

IP Office 500 Legacy Card Carrier

The carrier card can be installed in any available slot on the IP Office 500 (maximum of 2) and can support the following cards:

- Single and dual PRI T1/E1/E1R2
- Universal 4 port analog trunk card
- Universal 8 port BRI
- VCM 4, 8, 16, 24, 30

It's Easy To Install, Maintain & Upgrade Remotely

The modularity of IP Office 500 means that you don't have to open the IP 500 unit. You simply insert a new Base Card in any of the 4 universal slots or add a Daughter Card to an existing Base Card. Through licensing, customers can increase capacity such as adding VoIP channels or user capacity through the Professional Edition license, all without a site visit. With the remote management and monitoring programs, your customers can be assured you're looking out for them, with notification of impending field issues or congestion.

At-A-Glance				
	IP 400 Small Office Edition	IP406	IP Office 500	IP412
Maximum Digital Station Phones	8	188	264	360
Maximum Analog Phone	4	182	272	360
Maximum IP Phones	16 (non blocking)	190	272	360
Maximum VCM Channels	16	30	128	60
IP Office Software Releases Supported	1.x, 2.x, 3.x, 4.x	1.x, 2.x, 3.x, 4.x	4.x	1.x, 2.x, 3.x, 4.x
Analog Trunks (Base Unit/Total)	4/4	8/104	16/144	8/200
BRI Trunks	Not Applicable	16	32	16
PRI/T1 Trunks	1 x T1	4 x T1 or E1	8 x T1 or E1	4 x T1 or E1
Standard and Professional Software Versions	Not Applicable	Not Applicable	Yes	Not Applicable