



FACT SHEET

# What's New with Avaya IP Office Release 4.2: Delivering Intelligent Communications to Small and Midsize Businesses

With more than 130,000 Avaya IP Office systems shipped worldwide, the award-winning communications system gives growing companies a complete solution for telephony, messaging, networking, conferencing, customer management, and Unified Communications.

IP Office Release 4.2 software makes it easy for small and midsize businesses to improve communications, customer service, and operations with new mobility offerings and enhancements to voice messaging.

The new 1700 series IP telephones, supported on Release 4.2, makes it even more cost effective for customers to leverage their existing data infrastructure and implement IP solutions. Availability of the 1700 series IP telephones will be announced at a later time.

### Mobility Enhancements

Mobile Twinning has been renamed **Mobility** license and brings two enhancements:

1. Mobile Call Control
2. Avaya one-X™ Mobile Client for Small Business

With Mobile Call Control, users now have the ability to dial a series of star codes to place calls on hold, perform transfers, toggle between calls, and create conference calls.

The Avaya one-X™ Mobile Client software for Small Business provides a graphical user interface on intelligent devices so users can make and receive calls through the IP Office offering a one-number service for customer.

Avaya one-X™ Mobile Client software for Small Business is supported on Windows Mobile 5, Windows Mobile 6, and 'Symbian' Single-Mode Version 4.

Both Mobile Call Control and Avaya one-X™ Mobile Client for small business software is supported *only* on the IP Office 500 system using one of the following trunk types and cards:

- IP500 PRI-U daughter card (single or dual)
- SIP trunks (RFC 2833)
- IP500 Dual BRI daughter card\*
- IP500 Quad BRI daughter card\*

\* Regional availability

Additionally, with IP Office R4.2 and Mobility, a user no longer has to be logged into an extension to receive a twinned call. This is beneficial in shared desk environments or when an extension is unplugged.

Though Mobile Twinning is renamed to Mobility, the same Material Codes apply and continues to be available in user increments of 1, 5, 10, 20, and 50 licenses. IP Office customers can trial up to 5 users for 60 days through the 60 Day Free Application Try-It-Buy-It Program.

Existing IP Office 500 mobile twinning customers, who upgrade their IP Office to Release 4.2, will realize these new Mobility enhancements, including those customers with Unified Communications for Small Business. (See above trunk options).

### Messaging Enhancements

**IP Office Embedded Voicemail** now supports voicemail to e-mail presentation when used on IP406v2 and IP Office 500 systems. Embedded Voicemail prompts are also available in Cantonese when using the Hong Kong locale (IP406v2 and IP500 only).

IP Office VoiceMail Pro introduces **Unified Messaging Service (UMS)** replacing the existing Integrated Messaging Service (IMS).

UMS is browser based, requiring minimal installation on the VoiceMail Pro server, and no client installations. It is compatible with any IMAP4 mail client (e.g. Outlook, Outlook Express), and is fully synchronized with the users e-mail Inbox. Additionally, UMS users can access their voicemail messages (once authenticated) through a web browser, listen to a message, mark as read, and even forward to other users within a Small Community Network.

UMS is available in user increments of 1, 5, 10, 20, and 50 licenses. IP Office customers can trial up to 10 users for 60 days through the 60 Day Free Application Try-It-Buy-It Program.

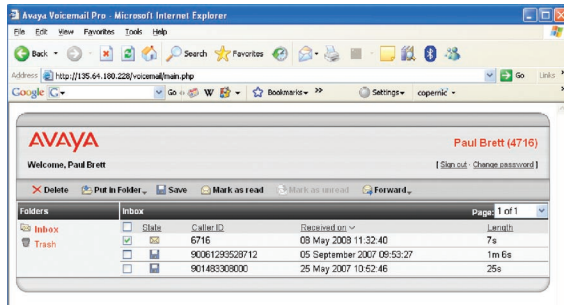


IP Office 412



IP Office 500





## Phone Manager Enhancements

Phone Manager Pro and Phone Manager PC Softphone users can set their Out-Calling options (phone numbers and timeouts) within the Phone Manager application rather than only through a telephone.

Phone Manager Pro users can use Telecommuter mode without the need for a telephone in the office.

Phone Manager PC Softphone users can enter Login Codes and therefore hot desk between telephones and the PC Softphone and be an agent in a hunt group providing more flexibility for the user.

This latest version of Phone Manager PC Softphone is supported on Windows Vista Business and Vista Ultimate.

## System Enhancements

To accommodate the growing demand for more customized announcements by department and within organizations while customers are on hold, the IP Office 500, IP406v2, and IP412 now support **4 Message-on-Hold sources**: 1 external source and 3 internal .wav files. Each internal .wav file on the IP Office 500 can be up to 90 seconds long; the internal .wav file on the IP406v2 and IP412 can be up to 30 seconds long. The Message-on-Hold source is selected based upon Incoming Call Routes or Hunt Groups.

With IP Office R4.2, **Visual Voice** can now be programmed on the fixed Messages button of selected telephones.

## Management Enhancements

Modifications have been made within **Manager** including:

- Multi-Line Options tab within User/Telephony
- DSS Status and Beep on Listen moved to System/Telephony tab
- Conferencing Tone checkbox replaced with 'Entry & Exit tones' and 'Repeating Tone' and moved to System/Telephony

**System Status Application (SSA)** has been enhanced to provide more information showing system and application status. Additionally, new alarms and screens have been added including:

- Real-Time Configuration error checking e.g.:
  - Duplicate Numbers in Small Community Networking (SCN) dial plan
- Resource Availability Status e.g.:
  - No license installed
- Screens e.g.:
  - Control Unit Audit showing details of the last 15 accesses from Manager

Complete detail of SSA enhancements can be found in the IP Office R4.2 Product Update and Product Description.

## Telephone Enhancements

Available in select European counties, all variants of the **Avaya T3 telephones** have been enhanced with the following capabilities further providing for ease of use and continued investment protection:

- Display Hunt Group membership status
- Edit phone directory entry
- Enhance T3 display 'Follow Me' target
- Visual Voice and Conferencing
- Program Function and Soft keys
- Night Service button
- Voicemail and Voicemail On toggle button
- Line appearance keys
- Transfer to voicemail
- Button programming

Available globally later this year, **Avaya 1700 series IP telephones**, designed specifically for the IP Office, will enable more customers to deploy cost-effective IP Telephony.

The Avaya 1700 series IP telephones are available in 3 models: 1703, 1708, and 1716. A 32 button adjunct is available on the 1716 set for Receptionist, Administrative Assistants, and department managers.

All models of the Avaya 1700 series IP telephones include 2-way speakerphone, backlit display, LEDs, and paper labels. Headsets are supported on the 1708 IP and 1716 IP telephones.

## Learn More

For more information about IP Office Release 4.2 visit [www.avaya.com/small](http://www.avaya.com/small).