AVAYA
The Power of We™

Avaya IP Office Server Edition

Richer team and customer engagement for midsize businesses; seamless growth and simplified administration

Overview

IP Office Server Edition sets the standard for midsize business communications. Server Edition allows your teams to more effectively engage with each other and your customers. Deliver a wealth of sophisticated collaboration capabilities for your mobile, remote and office workers. Easily and economically scale to 2,000 users across 32 locations as your business inevitably grows. Manage and administer your IP Office with the speed and ease offered by a simplified web-based interface and centralized administration and licensing.

For midsize organizations that put a premium on the benefits rich and meaningful engagement can bring to their enterprise, IP Office Server Edition is the answer.

Non-stop Communications – The failover capabilities of Server Edition for both real time and voice messaging helps ensure that businesses don't miss a beat

Low TCO – Day-to-day administration of users, groups and call routing across the entire network is easy from the centralized, Graphical User Interface, speeding Moves, Adds and Changes (MACs)

Cost Effective Growth – Whether it's adding a user or a location, Server Edition easily grows with any expanding company

Capabilities

System Admin Made Simple

The simplified administration of Server Edition sets it apart. With its intuitive web-based interface, system administrators can access accounts for every user on the network, whether for a single site or across 32 locations. In addition, with its centralized licensing, Server Edition makes it easy to expand and deploy applications as you grow.

Rely On Server Edition

Midsize businesses demand solid reliability; IP Office Server Edition

delivers. In the event of an outage, IP phones in active calls stay connected (idle IP phones automatically re-register to an alternate server). Server Edition also backs-up voice messages and greetings in real time. For most businesses, communications and collaboration is mission critical. Rest assured with IP Office Server Edition.

More Meaningful Meetings

How does Server Edition enable teams to engage in more productive and meaningful ways? Start with built-in "meet-me" audio conferencing, which lets users host their own password-

As midsize businesses expand so does the need for better and more efficient ways for employees to engage with each other and customers and partners.

IP Office Server Edition brings exceptional sophistication and greater scale with the simplicity and ease of use midmarket businesses require.

protected conference calls. Launch a conference call on the fly or schedule it in advance and IP Office will automatically notify participants when it's about to start. Record it. Archive it. Replay it. Anytime, anywhere.

Today, of course, effective communication extends beyond voice calls. Add web collaboration to share documents over the easy-to-use Avaya interface. View it from a variety of devices – PCs, Macs, Apple iPad devices – so everyone participates. Convey ideas and make decisions with the same immediacy and engagement you see when everyone's together in the same room. With Server Edition, there's no additional hardware or external systems required.

All Your Calls, Any Device

You'll never miss an office call, no matter where you are. Calls ring simultaneously on your Apple iPhone or Android device, via cellular, WiFi, or 3G/4G networks. The Avaya mobile app lets you call, transfer, hold, and mute your calls; IM with colleagues, see their presence, access corporate contacts, and control conference calls – just like you're in the office. Deployment's a snap: users just tap in an email to download, install and configure it.

Remote But Never Far Away

Enable remote and home workers to engage with colleagues at the same level as your office workers. Turn their home phone (or any phone) into their

office phone with a web browser click and get the same consistent collaboration experience: they'll stay connected via IM, presence, and directory access. They'll have full call control, and the ability to manage conference calls (even record them) with a single click. And there's no PC software to install or maintain. Simple.

A New Level of Customer Service

Large enterprises have been using industry-leading Avaya contact center innovations for years. Now midsize businesses can, too – with the simplicity of deployment and user experience your business demands. Customers can contact you in a multitude of ways: voice, email, web chat, text, or fax. Move from a web chat to a voice call, for instance, and all your customer's information moves with it. It's an experience that will elevate your customer service, and help drive greater revenue and profitability.

Your Desktop, Your Way

Save valuable time at your desk by embedding Avaya communications in popular and frequently used desktop applications such as Microsoft Outlook, Microsoft Lync or salesforce.com. See colleagues' presence and instant message with them, or simply click to call – all without leaving the app. It saves time and makes for better team and customer engagement.

Benefits

Cost Effective Growth – Whether you're adding new users, an entirely new location, new applications, or increasing capacity, IP Office Server Edition makes it easy, and cost-effective.

Low Total Cost of Ownership – The costs for day-to-day administration for multi-site deployments can quickly add up. The centralized admin and licensing in IP Office Server Edition makes moves, adds, and changes quick, easy and cost-effective.

Non-stop Collaboration – The built-in failover and resiliency of IP Office Server Edition for both real-time calls and voice messaging helps ensure your business never misses a beat.

Learn More

For more information on Avaya IP Office *Server Edition*, contact your Avaya Account Manager or Avaya Authorized Partner. Or visit us at
avaya.com/midmarket

Specifications	
System Components	**Primary Server** • Provides call control, web portal, web collaboration, mobility, IM and presence, messaging, and centralized licensing in a single server • Runs on an Avaya-provided Linux server or a customer-provided virtualized server **Secondary Server** • Provides same as Primary Server, but provides additional capacity and/or resiliency **Expansion System** • Provides additional capacity at a remote location • Can be an Avaya-provided Linux server, customer-provided virtualized server, or an IP 500 V2 appliance
System Capacities	• Up to 2,000 users at a single site or across 32 locations • Up to 512 SIP trunk channels per Primary/Secondary server • Up to 256 SIP trunk channels per Expansion System • Trunks with IP 500 V2 - 148 H.323, 240 digital, 208 analog trunks (not simultaneously) • Up to 150 Voice Messaging ports • 256 audio conferencing ports per server (256 parties per conference) • Up to 300 concurrent Avaya one-X® Portal users on primary or secondary server* • Up to 750 concurrent Avaya one-X Portal users on a dedicated server* *These cannot be combined
Feature Detail	**Avaya one-X® Mobile Preferred Application** • Simplified call control – tap to call, tap to conference • Make calls using cellular, WiFi, or 3G/4G networks • IM, presence, and directory access keeps you connected • Single click to administer. Single click for end user to install and configure • Supported on Android and Apple iOS devices (requires Power User solution) **Conference Features** • 256 party conference bridge per primary or secondary server. (up to 256 parties on a single conference) • Unique PIN codes helps ensure security for conference calls • Conference entry/exit tones; single beep on entry, double beep on exit • Web collaboration for document and screen sharing with local and remote participants (requires additional license) • Conference call recording • Conference Call control (Available with IP Office Power User and IP Office Office Worker solutions) • IP Office can automatically add users to the conference room when scheduled via the integrated scheduling application **Avaya one-X Portal for IP Office** • Point and Click call control • Federated IM and Presence • Integrated Directory • Moderator controls for conference calls • Access the same tools at home without complicated VPN requirements (Available with IP Office Power User and IP Office Office Worker solutions)

About Avaya

Avaya is a global provider of business collaboration and communications solutions, providing unified communications, contact centers, networking and related services to companies of all sizes around the world. For more information please visit **www.avaya.com**.

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