

## IP Office Messaging

### Powerful and Effective Messaging Applications

#### Overview

IP Office Messaging applications do much more than simply answer calls when employees aren't at their desks. Messaging applications help ensure businesses effectively interact with customers and colleagues to keep operations running smoothly.

Easy to use and administer, yet offering sophisticated "big business" capabilities, IP Office Messaging includes applications for voicemail, email, unified messaging, interactive voice response and networked messaging. IP Office Messaging helps keep operations running smoothly by helping businesses communicate with speed and efficiency.

#### Capabilities

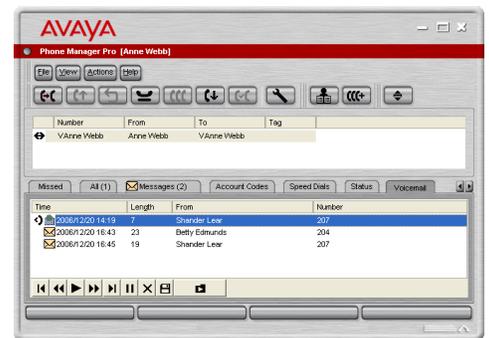
**Automated Attendant** – Free up staff with automated, customizable caller greetings. Easily provide answers to frequently asked questions. IP Office automated attendants improve efficiency and customer service, and can be customized to handle calls differently, at different times of day.

**Voicemail** – Sophisticated voicemail capabilities help make employees more productive and speed decision-making. Send a voice message to one or all employees quickly and easily. Accurately address messages by name or extension. With *Preferred Edition*, IP Office voicemail can automatically "find" you when you're out of the office to alert you of new messages.

**Voicemail to E-mail presentation** — Access voicemail and e-mail in one mailbox and see all your messages together. Receive voicemail messages attached to an e-mail and access them remotely on your PC without having to dial into the phone system. Save and forward voice messages just like e-mail. With IP Office *Preferred Edition*, users can hear e-mails read over the phone and reply to them while on the move.

**Unified Messaging** – IP Office *Preferred Edition* enhances built-in voicemail to email capability by adding synchronization, helping to keep mailboxes up to date. Delete a voicemail message from your email Inbox and it is simultaneously deleted from the voicemail box. The reverse is also true. Additionally, *Preferred Edition* provides the ability to access voicemail messages through a web-based browser without dialing into the mailbox from a telephone.

**Networked Messaging** – For businesses with more than one office or location, networked messaging streamlines administrative tasks by linking IP Office messaging systems, so they can all be managed from a central location. Even synchronize directories for automatic updating.



#### Benefits

- **Ensure access for customers** — Ensure important customer calls reach the right person, extension or department, every time
- **Increase efficiency and productivity** — Handle calls quickly during peak calling periods and streamline call routing. Screen calls so users can see who is calling without interrupting important tasks
- **Serve customers at their convenience** — automated attendants enable customers to interact with your business anytime, even "after hours"
- **Protect your investment as business grows** — Start basic and expand with additional capacity and applications when and if you need them.

## Specifications

|   | IP Office Essential Edition  | IP Office Preferred Edition  |
|---|--|--|
| <b>Format</b>                             | <ul style="list-style-type: none"> <li>Compact Flash Card</li> </ul>     | <ul style="list-style-type: none"> <li>DVD</li> </ul>  |
| <b>System Requirement</b>                 | <ul style="list-style-type: none"> <li>IP Office 500</li> </ul>          | <ul style="list-style-type: none"> <li>IP Office 500</li> <li>Ethernet-attached PC running Microsoft Windows XP Professional SP3, Windows Vista Ultimate SP1, Microsoft Windows Server 2003 R2, Microsoft Windows Server 2003 SP2, Microsoft Windows Small Business Server 2003 R2, Microsoft Windows 2008 Server</li> <li>Intel Pentium D 945 dual core / AMD Athlon 64 4000+; with 2 GB RAM and 30 GB free hard disk space.</li> <li>Voicemail synchronization in Email and Browser based access to voicemail works with any IMAP mail client (Outlook); Web access supported on Microsoft Windows Server 2003 SP2 and Server 2008</li> <li>Voicemail to Email synchronization is supported on any IMAP 4 client and requires optional IP Office Unified Messaging Service (UMS). UMS requires Microsoft IIS Web Server, supported on Microsoft Windows Server 2003 SP2 and Server 2008 (can co-reside with Preferred Edition.) Access to UMS is via any supported browser.</li> </ul> |
| <b>User Requirements</b>                  | <ul style="list-style-type: none"> <li>Any telephone</li> </ul>          | <ul style="list-style-type: none"> <li>Any telephone</li> <li>Voicemail synchronization in Email and Browser based access to voicemail works with any IMAP mail client (Outlook); Web access supported on Microsoft Windows Server 2003 SP2 and Server 2008</li> </ul>   |
| <b>Maximum Number of Concurrent Calls</b> | <ul style="list-style-type: none"> <li>4</li> </ul>                      | <ul style="list-style-type: none"> <li>40</li> </ul>   |
| <b>Storage Time</b>                       | <ul style="list-style-type: none"> <li>Approximately 15 hours</li> </ul> | <ul style="list-style-type: none"> <li>PC dependent (1MB per minute)</li> </ul>  |

## Feature Details

|  | IP Office Essential Edition | IP Office Preferred Edition   |
|--|-----------------------------|---|
| Multi-lingual Support  | Yes                         | Yes   |
| Centralized Voicemail Services   | No                          | Yes   |
| LIFO/FIFO Playback (Last In First Out/First In First Out)  | No                          | Yes   |
| Integration with Avaya one-X® Portal for IP Office (included with IP Office Power User and IP Office Teleworker solutions) | No                          | Yes   |
| Integration with Phone Manager Pro (included with IP Office Power User and IP Office Teleworker solutions)                 | No                          | Yes   |
| Greetings: Personalized/Continuous Loop  | No                          | Yes   |
| Extended Greetings   | No                          | Yes   |
| Send Notification/Forward/Copy to Email  | Yes                         | Yes   |
| Listen and Reply to Email (text-to-speech)   | No                          | Yes (Available with Mobile Worker and Power User solutions)                               |
| Synchronization of voice mail messages in Email Inbox  | No                          | Yes (Available with Power User solution)  |
| Microsoft Exchange Server 2007 Integration   | No                          | Yes (Available with Power User solution)  |
| Voice Mail Web Access  | No                          | Yes (Available with Power User solution)  |
| Save/Delete/Forward/Repeat/Rewind/Fast Forward/Skip Messages   | Yes                         | Yes   |
| Pause Message  | No                          | Yes   |
| Set Message as Priority  | No                          | Yes   |
| In-Queue Announcements   | Limited                     | Yes   |
| Outcalling   | No                          | Yes   |
| Call Recording   | No                          | Yes   |
| 3rd Party Database Access (IVR)  | No                          | Yes   |
| Text-To-Speech   | No                          | Yes (Available with Mobile Worker and Power User solutions; included in Advanced Edition) |
| Personal Automated Attendant   | No                          | Yes   |
| Visual Voice   | No                          | Yes   |
| Voicemail Channel Reservation  | No                          | Yes   |

## About Avaya

Avaya is a global leader in enterprise communications systems. The company provides unified communications, contact centers, and related services directly and through its channel partners to leading businesses and organizations around the world. Enterprises of all sizes depend on Avaya for state-of-the-art communications that improve efficiency, collaboration, customer service and competitiveness. For more information please visit [www.avaya.com](http://www.avaya.com).



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